



Service Priorities and Programmes Electronic Presentations

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Annual Quality Conference 2012

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Introduction

Annual Quality Conference (AQC) has been a yearly event in NTWC since 2007. It has been bringing staff in NTWC new ideas and experiences from leaders in non-medical sectors.

Objectives

The theme of AQC 2012 was “stick together, stick-to-itiveness”. We aimed at 1/ cultivating the spirit of teamwork in NTWC 2/ learning the approach to morale issue in working environment 3/ encouraging culture of continuous quality improvement in NTWC

Methodology

1/Keynote lectures: The following guests had been invited to deliver keynote lectures on various issues related to the theme: -Former Commissioner of Police: Approach to teamwork -CEO of beverage company: How to boost morale in working environment -Clinical psychologist: Breaking communication barrier between generations 2/ Pre-conference workshop: -Staff who were interested in developing their leadership skill and teamwork spirit were nominated to attend the Executive Workshop in Dialogue in the Dark. 3/Best project competition: -Abstract from quality improvement projects were invited to participate this competition. Finalists were invited to present their projects on stage and in form of poster display.

Result

1/ Keynote lectures and Best project competition a/ Number of attendant: 225 in Keynote lectures and 246 in Best project competition b/ Abstracts from 43 quality improvement projects have been submitted. 12 highest score projects were displayed as posters in all hospitals in NTWC and 6 teams presented their projects on stage to compete for the Best project Award. c/ Satisfactory survey questionnaire collected: 164 Keynote lectures were rated 4.1 to 4.3 and the competition was rated 3.87 to 4.2 (on a scale of 1 [highly unsatisfactory] to 5 [highly satisfactory]) in different areas. In particular, the scores of “objective achieved” and “informative and useful” were 4.13 and 4.1 in keynote lectures, and 4.09 and 4 in Best project competition respectively. 2/ Pre-conference workshop: a/ Number of attendant: 118 b/ Workshop evaluation summary: The workshop was well received by the participants with high ratings (score

4.12 to 4.93 on a scale of 1 [inadequate] to 5 [excellent]) in various aspect. Overall evaluation score was 4.46 to 4.69 in different classes. In conclusion, the conference was eagerly participated and its central theme was highly appreciated by the staff in NTWC.