Staff Survey on Positive Practice Environment in Kwong Wah Hospital Community Nursing Service

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Introduction
Shortage of health professionals is a global issue to health manager and endangers patient service quality. In KWHCNS, we have a record of low turn-over rate and low sick leave rate and had achieved several awards in awards good team spirit such as (3) high team-spirit: Win "All cheer to Love U All Awards Campaign" in 2010&2011 respectively and "視病猶親優秀醫療人員獎" in 2011/2012. Through this survey, the author intent to identify the keys element in promoting staff moral and create a" Positive Practice Environment" to the team.

Objectives
A survey was conducted for achieving the following objectives: (1) To identify the areas of staff satisfaction and dissatisfaction. (2) To define areas for improvement with colleagues. (3) To share the result with others on specific issues relating to PPE.

Methodology
A questionnaire was developed based on previous studies 1, 2 & 3 and it was delivered to 21 current staff of KWHCNS. It consists of 5 key elements of positive practice environment 2: (1) Professional recognition, (2) Management practices, (3) Support structures, (4) Education, (5) Occupational Health and Safety.

Result
In 25 questions, the overall satisfaction rate is 91%. For "Team spirit" and "Warm and pleasure organizational climate" both have gained 100% highest satisfaction or satisfaction, whilst for "Open communication in working environment", "Support and caring by senior" and "Occupational Health and Safety" were respectively rated of 95%. Two items were rated 'dissatisfied' in one questionnaire: (a) "Community nurses are recognized as professional" and (b) "Nursing standard and guideline are clear and endorsed". Conclusion Result from KWHCNS Professional Practice Environment indicated the high rate on Methodology items (1) to (5) have attracted staff to remain in the workforce. Whereas the dissatisfaction issues: (a) can be improved by having more publicity to enhance the image of CNS, such as road show, engagement in training and recognition of Fellow Membership. On item (b) nursing standard and

guidelines have to be frequently updated and with more auditing to assess the quality and recommend improvement. The results prove that an effective positive practice environment is in place at KWHCNS which implies community nurses are satisfied with the workplace due to its high team spirit, high working morale and harmony, resulting in low turnover/absent rate of our centre for the past years. It is also vital that strong supports given to colleagues would help to sustain the current workforce, improve the staff's morale, increase motivation, enhance job satisfaction and promote commitment to the organization, and such values shall be shared amongst all.

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