



Service Priorities and Programmes
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We Design We Create We Achieve- Boost Staff Morale by Magnet Model

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Introduction

Providing high quality patient care has always been a top prioritized obligation of all health care organization. To conduct this promise to patients be successfully fulfilled, staff morale is significant, essential and crucial. Despite of the current busy clinical environment, complicated workflow and heavy workload making negative attributes to staff morale, by applying the concept of Magnet Model (Structural Empowerment, Authentic Leadership, Exemplary Professional Practice, Innovation & improvement, Empirical Outcome), a frontline staff initiated enhancement project was introduced to promote staff morale in delivering high quality care to patients in acute ward.

Objectives

(1) To implement a frontline staff self-designed renovation work (2) To evaluate and improve work flow in clinical settings (3) To boost up staff morale in terms of low staff attrition rate and have Injury of Duty(IOD) incidents and sick leave days be minimized and reduced (4) To gain patient's trust and appreciation by delivering high quality patient care to patients

Methodology

A frontline staff motivated major ward renovation work was completed in July, 2011 through staff engagement and ownership. By applying lean principles, the setting in satellite nursing station, treatment room, store room, isolation room and staff resting room were re-arranged and renovated. Extra air conditioners were installed to improve ward temperature and air-flow in ward. Wall-mounted cardiac monitors were installed in central cubicle for nurses easy and clear vision. To maintain patient safety climate and empowerment; patient care assistants were trained up to participate in Patient Safety Round and assist nursing staff to perform routine urine test and transport patient to the Operation Theatre. Moreover, Single Used Devices are introduced to stream-line routine work, such use disposable rinse-free wipes for bed-bathing patients etc.

Result

The yearly staff attrition rate was decreased by 50% in 2011; 75% in 2012 and 75% in 2013 as compared with year 2010. IOD rate and complaint are kept zero in 2011,

2012 and 2013. Sick leave days were significantly reduced 42% in 2011; 57% in 2012 and 73% in 2013 as compared with 2010. Number of appreciation received is 90% more in 2011, 41% more in 2012 and 110% more in 2013 as compared with average number of appreciation in the Department.