



Service Priorities and Programmes
Electronic Presentations

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Enhanced Staff Engagement by NBA Program

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Introduction

Notice Board is a common method of communication in wards with the other colleagues, helping them to have access to the latest information. Being a strategy in form of one-way communication which merely ensures the transmission of message, posters can easily be overlooked by the staff members who are constantly subjected to the copious amount of visual information around. More importantly, it is not guaranteed that whether our staff members have got the message clearly. In fact, much information from Occupational Safety Health (OSH) Team, Infection Control Team (IC Team) or Administration Department was transmitted by posters. Therefore, the program of Notice board activation (NBA) aims at delivering the messages efficiently and effectively.

Objectives

1. To intensify all staff's awareness of regarding the message from posters
2. To enhance staff cohesiveness and cultivate a caring atmosphere by staff engagement in ward issues

Methodology

In regards to the identification of the high-risk issues or some hot topics posters for modification, it is noted that several store rooms have posted the OSH poster related to the lifting and lowering, which is presented by stick figure. Firstly, our staff (APN and HCA) was invited to supersede the stick figure. In order to appeal and promote the proper postures of lifting techniques, the ward steward is giving an appropriate demonstration in my proposed poster. Secondly, emphasizing the importance of hand hygiene in helping tackle the infection control issue, we have invited many of our staff members from different ranks to demonstrate the poster of 5 moments for hand hygiene.

Result

20 % of ward staff was invited to take photos for the posters, in which more than 80 % of ward staff was actively concerning about the message conveyed by the poster. Incidents of Injury-of-duty related to manual handle operation had effectively declined from two to zero. Hand hygiene audit was improved to 62.2 % compliance rate, which was conducted by the IC Team. Posters can be quite useful in conveying messages.

The NBA Program has demonstrated the positive outcomes on OSH and hand hygiene audit. Nevertheless, the program could not be successfully implemented if staff commitment and engagement were not involved. Meanwhile, it has raised the staff awareness, acceptance and contribution to ward issues.