

HAC 2016 ABSTRACT for Oral Presentations

Presentation no.: F7.4

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Project title

Staff Wellness Program in Small Team Approach to Engage Oncology Nursing Team in Clinical Oncology Department of Queen Mary Hospital

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Keyword(s)

staff wellness
staff communication
staff engagement
staff cohesiveness
small team approach
oncology nursing

Approval by Ethics Committee: /

Introduction

Nursing and supporting staff in the Clinical Oncology Department (COD) are prone to have high job stress and depression. In view of its high turnover rate for nurses and supporting staff over the years, a staff engagement program using small team approach was implemented in 2015 to promote their commitment and wellness.

Objectives

Developing strategies to improve staff morale by boosting staff wellness and increasing staff cohesiveness with promoted staff communication.

Methodology

1. Formation of the 'Staff Wellness and 'Staff Communication' small teams. 2. Evaluation of the program and staff participation. 3. Evaluation of the effectiveness of the teams by staff satisfaction survey. 4. Evaluation of the turnover rate from 4Q 2014 to 4Q 2015.

Result

In early 2015, two small teams of 'Staff Wellness' and 'Staff Communication' were formed. Two team heads were appointed and members were recruited (6- 7) on a voluntary basis. They have autonomy to brainstorm innovative approaches to make programs interesting and funny. This program consisted of four parts, including (1) design of department logo and staff badge (2) publication of the 'staff newsletter' as the first of its kind in our cluster, (3) organization of staff communication board activities which motivated staff by writing impressive phrases on a seasonal basis, and (4) staff oasis with themes. Attendance of the activities was relatively high, with an average of 81% (54/66) for the staff communication board activity and 72% (48/66) for the staff oasis. A 97% (64/66) of satisfaction reflected that most staff were satisfied about the program. Positive comments such as 'funny', 'healing' and 'open and supportive' were received. Overall, the turnover rate (per average manpower from Jan to Oct of that year) was significantly reduced from 24.1% (13/54) in Jan- Oct 2014 to 7.9% (5/63) in Jan- Oct 2015 (p=0.016). The staff engagement program in both verbal and non- verbal communication using small team approach was successful in developing committed and happy nursing team in our department.