



Service Priorities and Programmes

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Promoting Happy Culture in Ward

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Introduction

With the background of high turnover rate of care related supporting staff (CRSS) in HKWC, a Taskforce on Recruitment and Retention of CRSS was established in November 2013 to examine factors causing the high attrition rate. The Taskforce found that living far away, obnoxious duties and night shift were some of the factors that resulted in high attrition rate. However, some Patient Care Assistants reflected that they preferred to stay on because they felt being respected and happy while performing their daily duties. After analyzing the findings, the Taskforce believed that one of the key factors to retain CRSS is harmonious, supportive and patient centred working environment. Consequently, the Working Group on Promotion of Happy Culture in Wards (WG) was set up to promote retention of CRSS.

Objectives

The aim of the WG is to create a positive and happy culture and make individuals alert and active in the workplace through staff engagement, encouraging staff to thank and recognize each other and organizing celebration activities for personal or team success.

Methodology

The WG would introduce to nurse managers an engagement culture by referring to the 4 central ideas, i.e. proactive, fun at work, being listened and feel important. This was followed by a series of activities to enhance staff engagement, such as activities and sessions to listen and understand the staff, naming competition of the "Happy Wards" Program with Kick-off and Pledge Ceremony and tailor-made celebration activities at ward levels. Pilot wards would be identified. 5 levels of 'Happy Wards' with a pre-set theme (e.g. Level 1 = Recognition and Level 2 = Support each other) would be set for the participating wards to achieve. A Celebration Ceremony would be held

at year-end for participating wards to share their successful stories.

Result

Way Forward: A review would be conducted 6 months after the pilot exercise of the Happy Wards Program. To create and sustain a positive and happy culture in HKWC in alignment with the HA vision – Healthy people, Happy staff, Trusted by the community, full implementation of the Program would be rolled out.