



## Service Priorities and Programmes Electronic Presentations

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### **Beneficence Board in 12 departments of Kwong Wah Hospital**

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### **Introduction**

The proposed redevelopment of Kwong Wah Hospital has commenced from 2015-2016, and expect to complete in 2022. During the decanting period, crowded space, heavy workload and uncertain environment all resulted in severe stress to our staff.

### **Objectives**

(1) A project to raise our staff morale in different department is crucial; (2) to create a positive environment on praise each other amongst staff; (3) to enrich the team spirit.

### **Methodology**

A "Pre-questionnaire" related to staff morale distributed to 12 departments, including AED, Breast Centre, O&G, ICU, M&G, Neuro, OPD, O&T, Operation Theater, Paed, PRO, Surgical unit. The "Beneficence Board" has been launched from October 2015 to January 2016 in these 12 departments. Memo pad provided to staff for writing their appreciations and a gift awarded to staff that got the highest appreciation at the end of each month. A "Post-questionnaire" related to staff morale distributed after the program.

### **Result**

**Results:** From October 2015 to January 2016, total 418 questionnaires were distributed and 365 questionnaires received. The return rate was 87.32%. Data analysis performed using "T-test pairs". On the three aspects, (1) Working Relationships, (2) Recognition, Regard, Respect and (3) Happiness, including environment and motivation were the major improvements. The satisfaction rate for the Beneficence Board was from 3.16 to 3.23 (Maximum satisfaction rate: 5.0).  
**Conclusions:** A "Beneficence Board" was cost effective to enrich the staff morale. By working as a unity, we believed that the spiritual support to colleagues was vital to us, and the redevelopment project.