



## Service Priorities and Programmes Electronic Presentations

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### **Evaluating the Effectiveness of an Innovative Small Team Approach to Motivate and Engage Oncology Nurses in Quality Improvement Projects**

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#### **Keywords:**

Small team approach  
Staff engagement  
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Staff well- being

#### **Introduction**

In 2015, an innovative small team approach was adopted in our department with formation of 10 small teams (5 for patient services and 5 for staff well- being). Last year, we reported achievements including raised hand hygiene compliance, reduced fall incidents, 100% compliance in chemotherapy audit without sentinel and serious untoward event, and reduced staff turnover rate from 24.1% to 7.9%. However, it was not known whether the achievements were related to the small team approach.

#### **Objectives**

To evaluate the staff opinions on whether this small team approach was helpful to (a) patient care and (b) staff by using a questionnaire.

#### **Methodology**

The questionnaire survey was conducted in March 2016, and consisted of 11 questions. In each of the first 10 questions (corresponding to the 10 small teams), there were 2 sub- questions: whether the team was helpful to (a) patient care and (b) staff. In the last question, the 2 sub- questions were focused on the overall comments of the small team approach. Staff were asked to answer using the Likert scale in which '1' being strongly disagree and '5' being strongly agree.

#### **Result**

Of 66 questionnaires distributed, 37 (56%) were returned. The return rate was 50% (20/40) from nurses and 65.4% (17/26) from supporting staff. Overall, 73% of staff agreed or strongly agreed that the small team approach was helpful to patient care and staff, and 70.3% would recommend this approach to other departments. Nurses' ratings on 'agree' or 'stronger agree' was higher (75.5%) than that of supporting staff (68.2%). The Infection Control Measures Team and Patient Information Management Team were agreed or strongly agreed by 81.1% and 83.8%

of staff respectively as helpful to patient care whereas Store Management Team by 78.4% as helpful to staff.

Conclusion: Overall, about 70% of staff agreed or strongly agreed that the small team approach was helpful to patient care and staff. The highest rating was given to the Patient Information Management Team among the 5 patient service teams and Store Management Team among the 5 staff well-being teams.