

Quality Improvement initiative to improve staff experience that could lead to effective communication, good team relations, retention and enhanced patient care

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Background

Patient experience and staff satisfaction go hand in hand. The key findings in the article written by Prof J Dawson (2018) indicate that patient satisfaction is strongly dependant on staff satisfaction with resourcing and support. Once this is in place then there is an effective team working leading to high deliverance of high standard of patient care. This project aims to identify staff experience on the ward, and how some of the findings can be implemented so as to improve team work, communication and patient care.

Aim

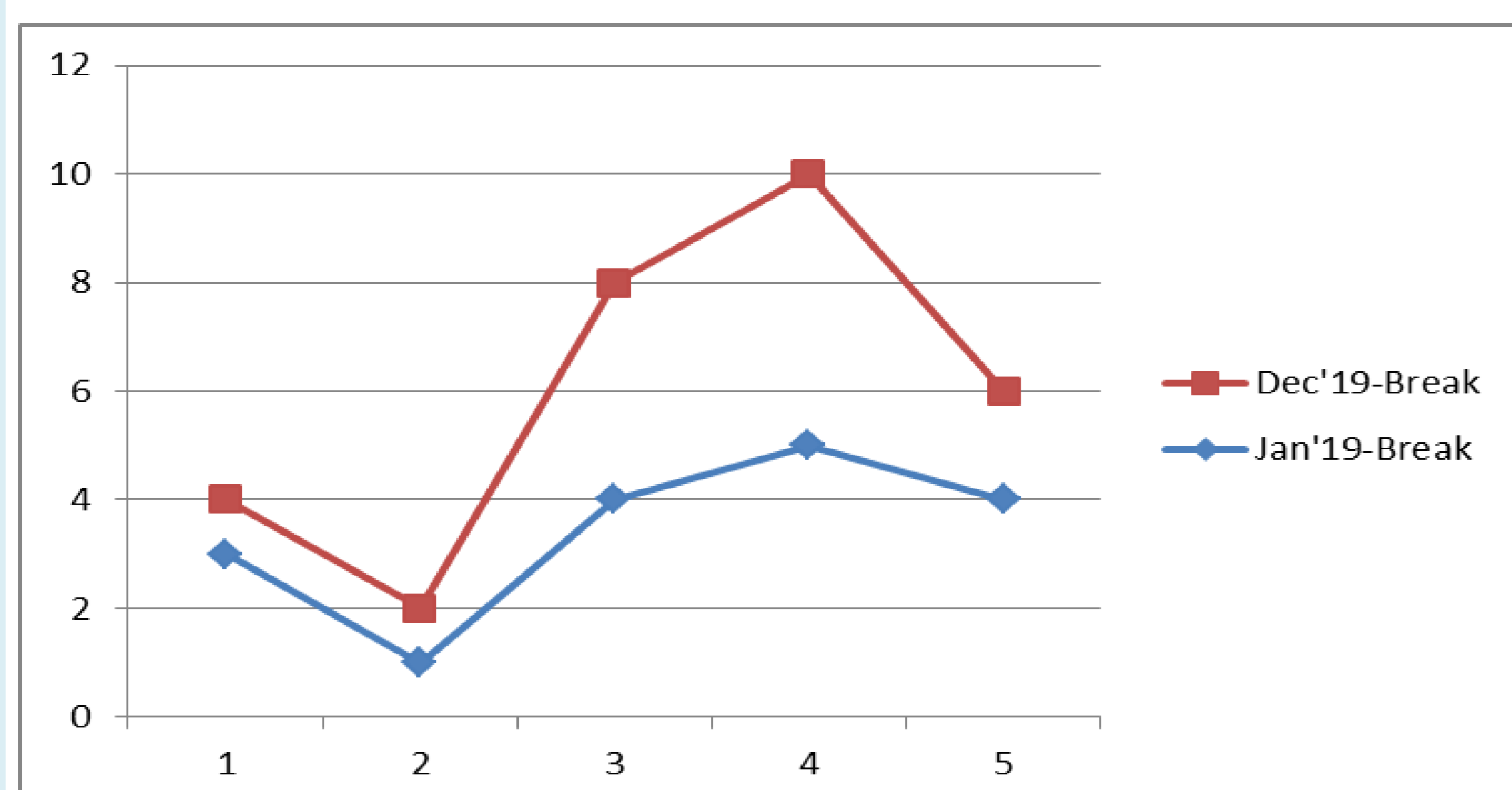
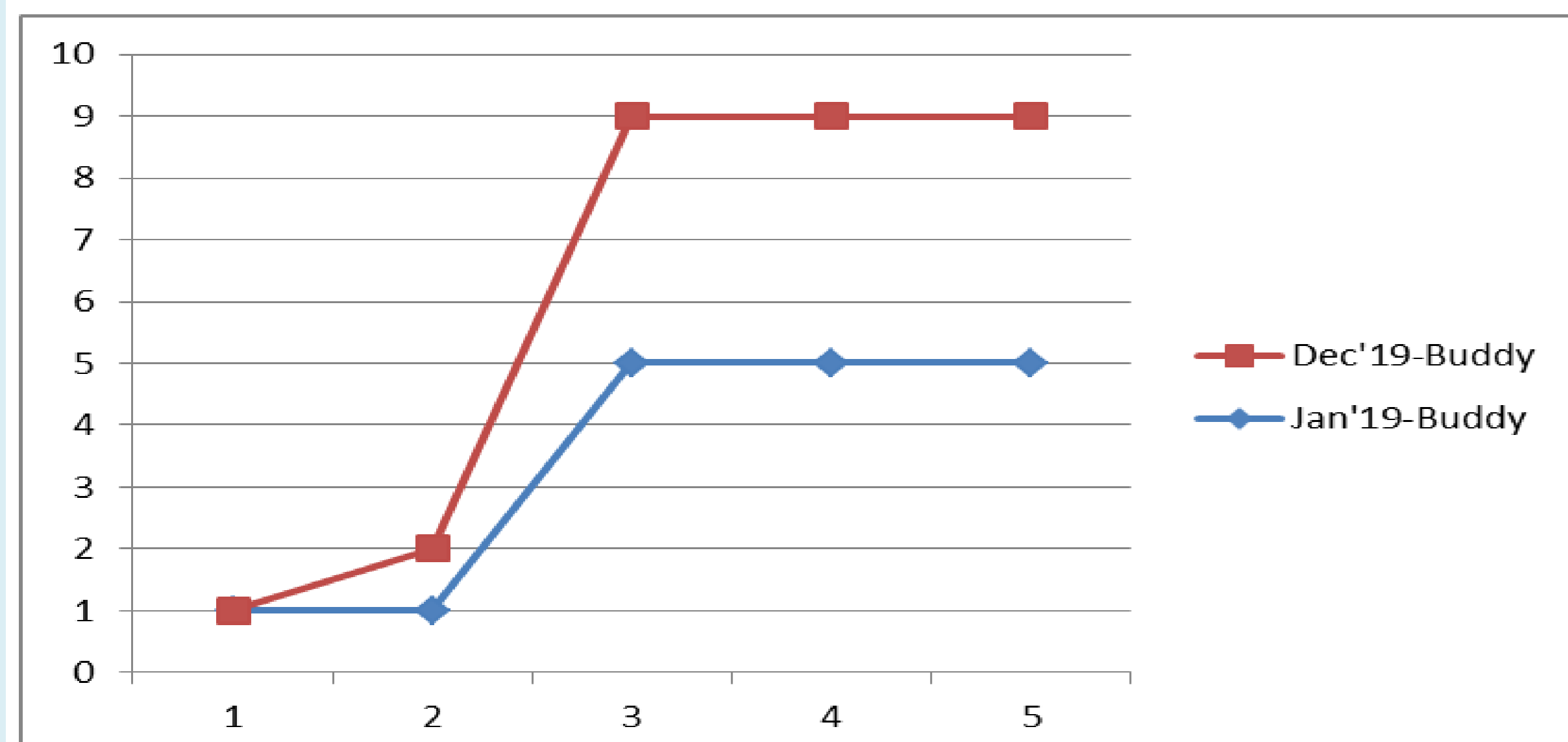
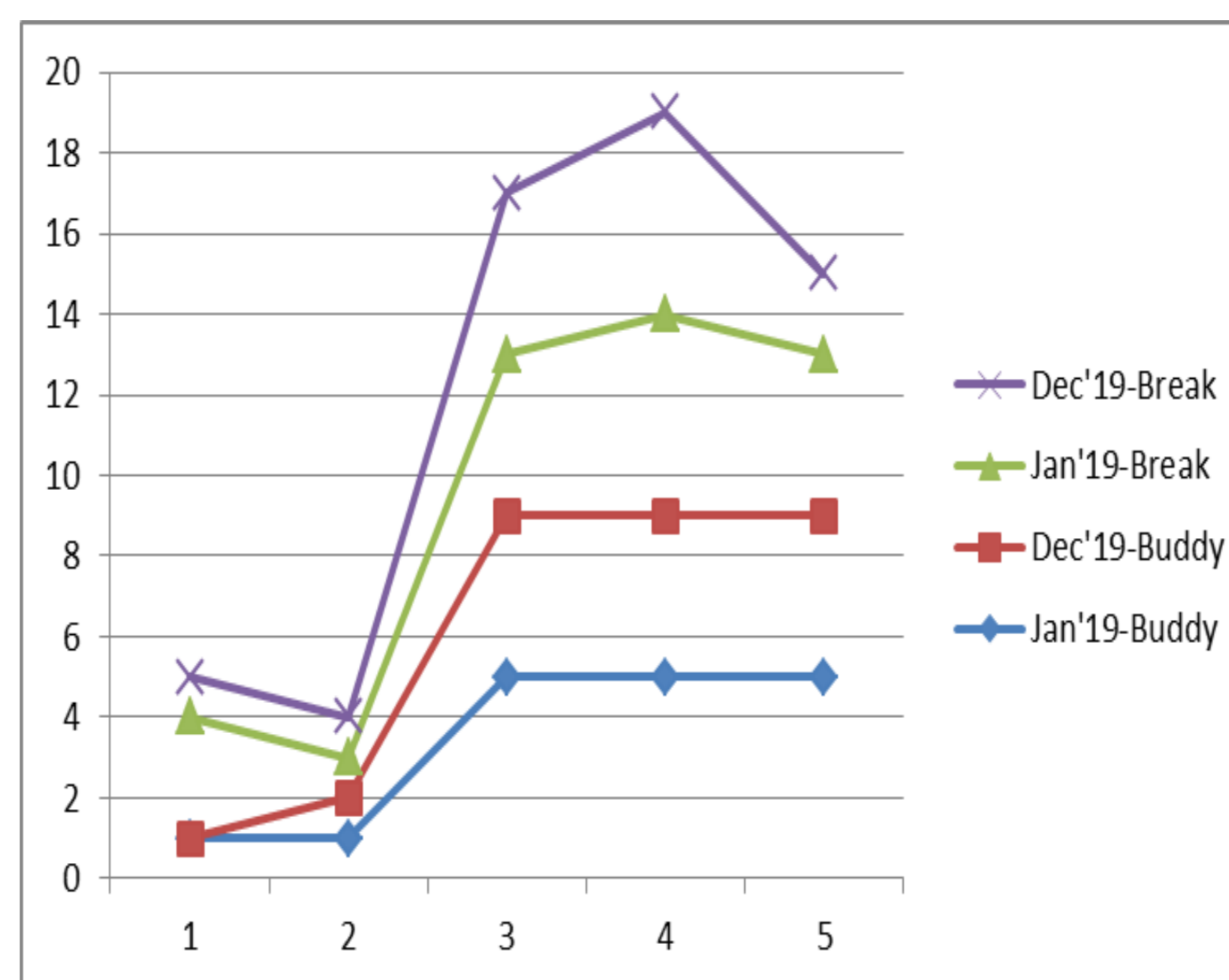
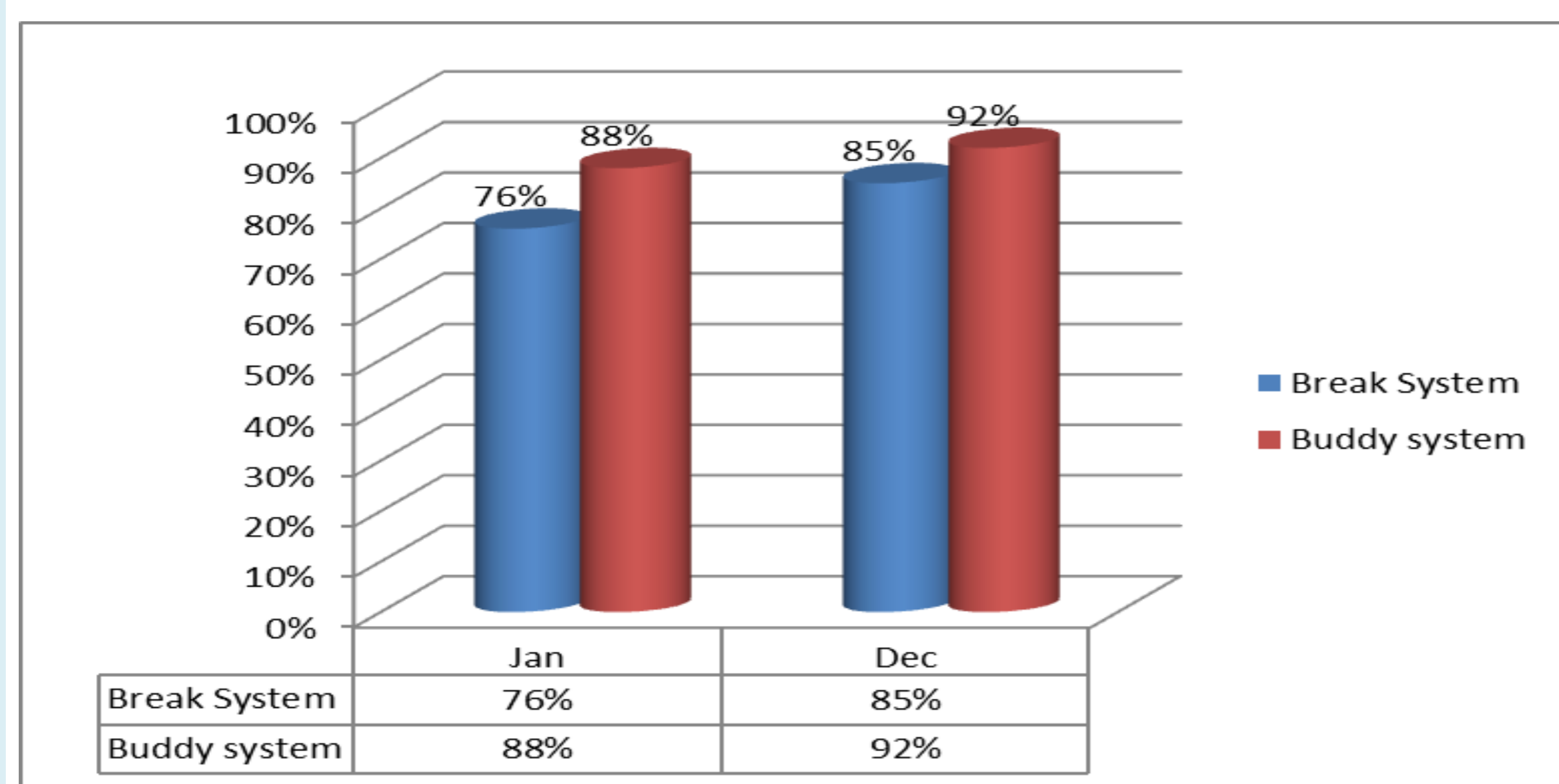
The project aims to identify staff experience on the ward, and how some of the findings can be implemented so as to improve team work, relations, communication and patient care. The project aims to improving support received by staff from 41% rating of poor-to-average to 30% within 12 months

Method

After indications of high staff turnover a questionnaire was distributed to the team for fact finding mission of their own experience and feelings on the ward. The questionnaire contained eleven questions, which were qualitative in nature and contained both open and closed questions.

Do you think we as a ward need some improvements on staff experience? 95% - Yes

Change Process Measures – Jan and Dec 2019



PDSA CYCLE

Enter your sub headline here



Allocation Sheet

Date: 28/11/2019 NIC:

	Bay 1&2	Break Time	Bay 3&4	Break Time	Bay 5 and SR A, B, C, D	Break Time	Bay 6 and SR E,F,G,H	Break Time
Early								
RN								
HCA								
Late								
RN								
HCA								
Night								
RN								
HCA								



Next Steps

For now the intention is to continue the project on Woodmancote so as to see further results and identify challenges that need addressing. The next step is to share the idea with other wards so that they could try too. Another step is also development of staff Induction Booklet for the ward.

“Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek.” Barack Obama