



Singapore Healthcare Management 2018

United in Safety

Nursing Retreat

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INTRODUCTION

Healthcare is complex, fragmented and has high risk profile. Therefore there is a strong desire for nurses to be united to drive zero harm priority with a unified voice. Nursing Retreat would be a good platform to promote opportunity for nurses to build relationships, shared vision and delicate commitment together to tackle long-standing and difficult organizational challenges.

METHODOLOGY

The participants were thoughtfully selected with the following criteria:

1. 10% representation from the respective nursing unit.
2. Registered Nurses comprising from junior nurses to Senior Nursing Personnel.
3. Patient Safety Lead was being assigned to oversee each table.

The strategies were as follows::

- Developed a set of pre and post survey on Speak Up using the "Survey Monkey".
- Pledge and commit as a team by piecing the Jigsaw puzzle with the theme - "United in Safety".
- Developed and shared a 'Speak Up for Patient Safety' video with the Senior Management advocating and pledging their support.
- Presentation, role play and games on the three areas of focus with group discussion and skits by the participants.

AIMS

The Nursing Retreat aims to reaffirm nursing commitment to align with the organization's drive towards achieving target Zero Harm by 2022. The key focus was on **Patient Safety, Staff Safety and Safe Culture**.



Patient Safety

Safe Culture

Staff Safety

UNITED in Safety

- Encourage staff to step forward to Speak Up on Patient Safety.
- Be Patients' advocate.

- Create a culture of safety.
- Review & initiate work processes & procedures
- Conduct training to equip staff on the Safe Culture aspects for patients, staff & environment.

- Identify the common safety issues faced at work.
- Initiate measures to promulgate a safe work place



TARGET ZERO HARM

Speak up for Patient Safety

Create an environment that encourages open communication anonymously.

Attend training program that is designed to develop speaking up behaviours.

Encourage and reward honest and open dialogue or give employees an opportunity / avenue / platform to speak up.

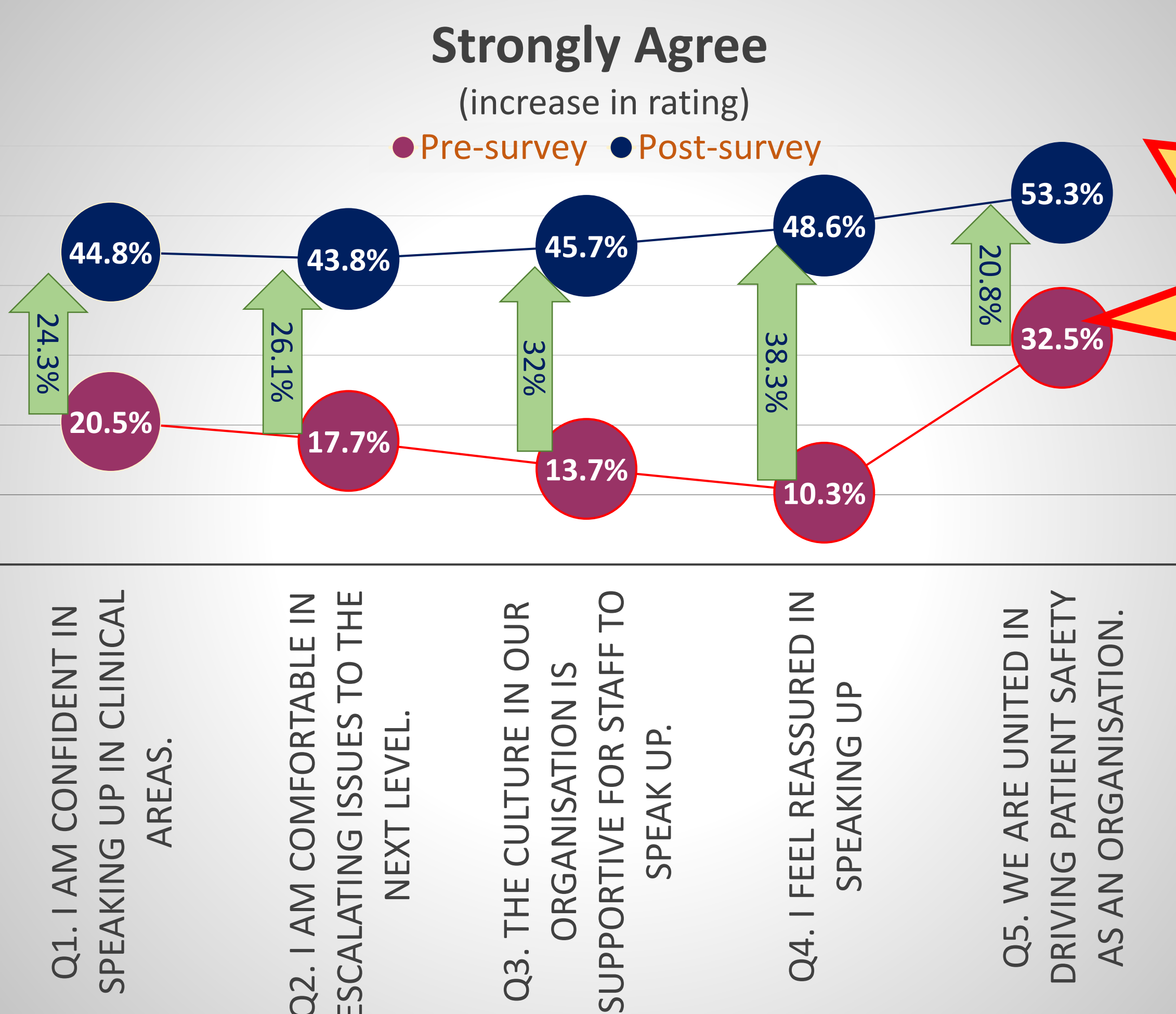
Identify and report issues with P&P / Protocols / Guidelines.

Report unsafe working conditions and adverse events.

Verbalize concerns if member of the health care team do something that puts the patient's safety at risk.

RESULTS

A Nursing Retreat was mooted with careful purpose driven agenda to motivate and enlist their creative participation in setting goals and provide ground up decisions for changes that could resonate with them. There was a significant increase in rating of "strongly agree" in the post survey.



99% of the participants rated the overall Nursing Retreat as good to excellent.



CONCLUSIONS

Most people work hard in their organization and want their work to be meaningful. This retreat has involved them to challenge the bureaucracy with courage and positivity. Even in the face of conflicting demands and increasing pressure, they need to see that what they do every day set their organization and team in a desired direction. The nursing retreat had made an impactful mind set change among the participants with regards to the three areas of focus. They felt empowered to embrace and advocate change for the betterment of the organization, patients and staff.