



## Service Priorities and Programmes Electronic Presentations

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### **Modernization of Psychiatric In-patient Unit Creates Happy Staff**

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#### **Keywords:**

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#### **Introduction**

Modernization of psychiatric admission wards in Pamela Youde Nethersole Eastern Hospital as one of the improvement project to provided home-liked care environment for in-patient treatment with enhancement of patient safety. By re-design the ward K4 also aim to let staff with better working environment and sense happier. We booster staff satisfaction and commitment by enhancing “STAFF” which are the most essential dimensions establishing better working environment suggested by staff: Safety, Time-saving, Accessibility, workFlow & comFort.

#### **Objectives**

1. To optimize working environment 2. To enhance daily operational efficiency and decrease workload 3. To enhance staff satisfaction and commitment

#### **Methodology**

1. Propose the whole project with “PLEASE” process: Plan, Lean on opinion, Exploration, Action, 5S system and Evaluation. 2. Form a planning team with senior and junior nurses to decide areas of renovation within budget. 3. Collect opinion from all staff working in K4 and explore feedback from users of others’ previously renovated wards. 4. Draft design of new ward environment according to all opinion with ergonomic consideration and seek for management approval. 5. Consolidate, revise and finalize the design with ward staff, management and contractor. 6. Ensure safety, time management and division of duty during relocation of patients, equipment, furniture and documents to buffer ward G3. 7. Purchase suitable furniture and items. 8. Monitor whole process of the renovation to ensure completion within pre-set schedule and solve non-foreseeable problems. 9. Organize items according to “5S” systems. 10. Hold a brief open ceremony for colleagues in department for collection of external opinion and make final improvement. 11. Relocate patients, equipment and documents to ward K4. 12. By using “PDCA” cycle to optimize workflow of nursing procedures in new environment. 13. Conduct “Staff Opinion Survey” to evaluate satisfaction of staff who worked in both “old” and “new” K4. 14. Keep maintaining and optimizing the physical environment and workflow continuously.

#### **Result**

After moving back to ward K4, "Staff Opinion Survey" was conducted. In the survey, there are total 1 open-end question and 18 questions in Likert scale. There are 5 domains, which contain two to five questions each. Questionnaires were distributed and completed by staff including doctors, nurses, supporting, and allied health workers. Overall, for satisfaction to the new working environment, there are 35% of participants rating "very satisfied" and 65% for "satisfied". Most participants rate "satisfied" or higher in enhancement of 5 dimensions including safety(87%), time-saving(39%), accessibility(87%), workflow(65%) and comfort (91%).