



Service Priorities and Programmes Electronic Presentations

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Cultivate a safety workplace by using a high performance communication approach in special care unit (SCU) movement

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Introduction

Organization goal target towards Theatre Sterilization Service Unit development was required to meet the standard of operation theatre from the review report of Hospital Accreditation. C3 ward and Special Care Unit become the target ward movement to clear space for the development plan. Special Care Unit is a challenging working area of nursing practice in initiating interventions to restore stability, prevent complications, achieve and maintain optimal patient responses. Nurses committed to providing optimal care to patients and their families through integrating critical care knowledge, clinical skills and caring practices. Their focus of care may be difference from general setting that may require special skills and knowledge and require spaces in bed transfer, use of invasive or noninvasive equipment together with all house keeping all the stock items in the Department. Staff perceived helplessness with the big change to a new environment setting with limited space and resources.

Objectives

A reformulation is necessary for the changing process based on a revision of all the attributing factors at work process and target goal to resolve the inadequacy in a limited resource and maintained a high performance standard of practice in a safe working areas.

Methodology

A High Performance Communication Approach was necessary to cultivate a safety workplace by involving the team members based on Plan Do Act Check (PDAC) cycle.

1. Flexibility: By maximize the new working environment in a limited spacing by exploring the setting and bed allocation in the new setting, encourage staff active participation and suggestion to the layout work plan and advice on the movement and suggestion on stock placement.
2. Clarity and responsibilities: By giving staff clear direction on the movement plan with different roles and responsibilities at the work setting level. Do consider to individual staff competency with adequate delegation to ensure a well prepared work environment for the day of moving in and up keeping to ensure sufficient resource and to maintain patient safety.
3. Team effort and

standard maintenance: Team Climate was important to team functioning in the workplace and staff inter- relationship play an active role to participative safety, support, vision and task orientation through regular review and reporting to all team members in resulting in high standard of patient care (Nicky Hayes (2002). Consult specialties of hospital ICN and OSH team for review after settlement to ensure workplace safety and consider central stocking by consulting administrative department for support to ease up the space problems.. 4. Quality Communication: Under staff perceived helplessness, acknowledge staff feeling and concerns, play an active role in providing regular meeting and individual staff interview and active listening to staff problems and concerns at work with immediate feedback to their concerns at work so as to make the immediate readjustment to strengthen safety workplace with positive support

Result

Within a short notification of time of movement, staff function independently in a strong cohesive team work that accomplishing successful movement from SCU setting to a general ward setting and maintain the competency patient safety standard. Staff received positive feedback and appreciation from patient and relative in a limited setting and demonstrated the high performance outcome to the new environment with all the limitation. Also, staff perceived helplessness can be resolved by reducing the likelihood of aversive outcome and increase the likelihood of desired outcome in cultivating safety workplace for high performance quality standard. As a conclusion, a high flexibility of work, clarity of direction with clear roles and responsibilities, effective team work with competency standard and a quality communication process cultivate a high performance patient safety outcome in the SCU movement.