

Bring your pet to work: staff engagement strategies to improve performance

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Background

- Critical Care Outreach (CCO) since 2001
- 24/7 since 2005
- Took over management of Hospital at Night in October 2017



Hospital at night (HaN)

- Run from 17:00 – 08:30 Mon – Fri and all weekend/BH
- Managed by site team
- Use of Nervecentre (NC) system to allocate tasks
- Via Blackberries



Previous system

- Competing priorities for site managers
- Varying knowledge and expertise in use of HaN systems across the trust
- Lack of consistency with use of NC system between specialities and staff
- No ownership of equipment
- Out of hours workload high/low priority tasks
- CCO not really engaged with HaN

New system

- Taken over by the CCO team
- Increase in CCO establishment from 1 to 2 nurses on each shift
- Upgrade to android phones
- Re-establishment of HaN steering group with consultant physician leadership

Objectives

- Improve out of hours workflow
- Reduce number of non urgent jobs
- Engage all specialities
- Safe management of equipment

Evidence

- Staff engagement strategies transform work performance in innovation and creativity
(Krueger & Killham 2007)
- Most influential factors are working environment and team relationships
(Anitha 2014)
- Engagement predicts earnings per share
(Gallup 2006)

How to engage

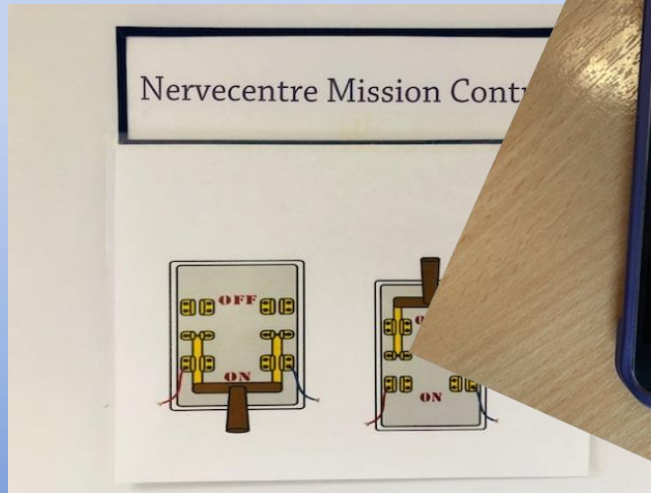
- Feedback
- Recognition
- Happiness
- Relationship with peers
- Relationship with managers
- Personal growth
- Alignment
- Satisfaction
- Wellness
- Ambassadorship

Create the opportunity to connect

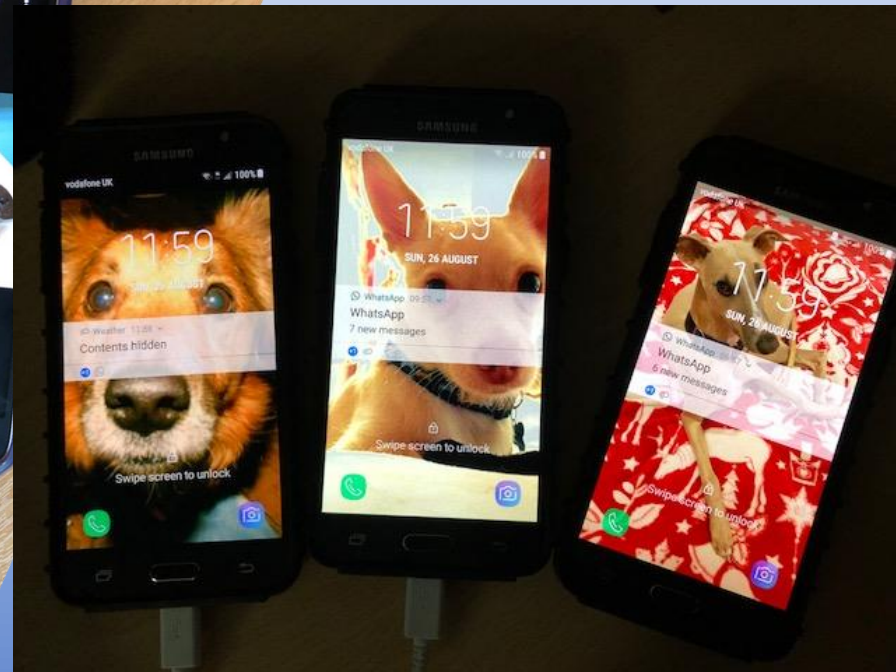
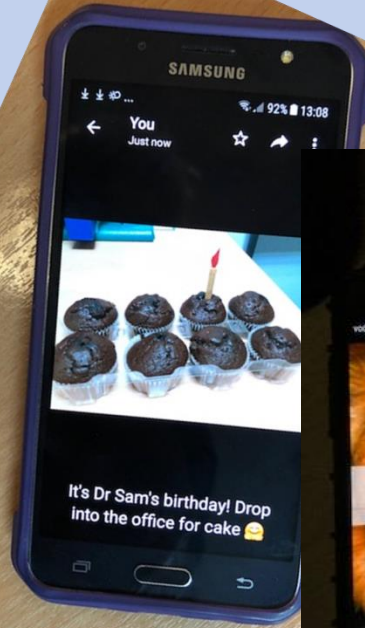
- Respected
- Involved
- Heard
- Well led
- Valued

What did we do?

Centralised the H@N
co-ordinating centre



Personification
of equipment



Personal
engagement with
clinicians

Measuring the effect

Mobile devices

- Before changes there were 9 reports of missing devices
- 2 Datix's were submitted due to inability to adequately manage NC
- Since the new system there have been no damaged or missing phones

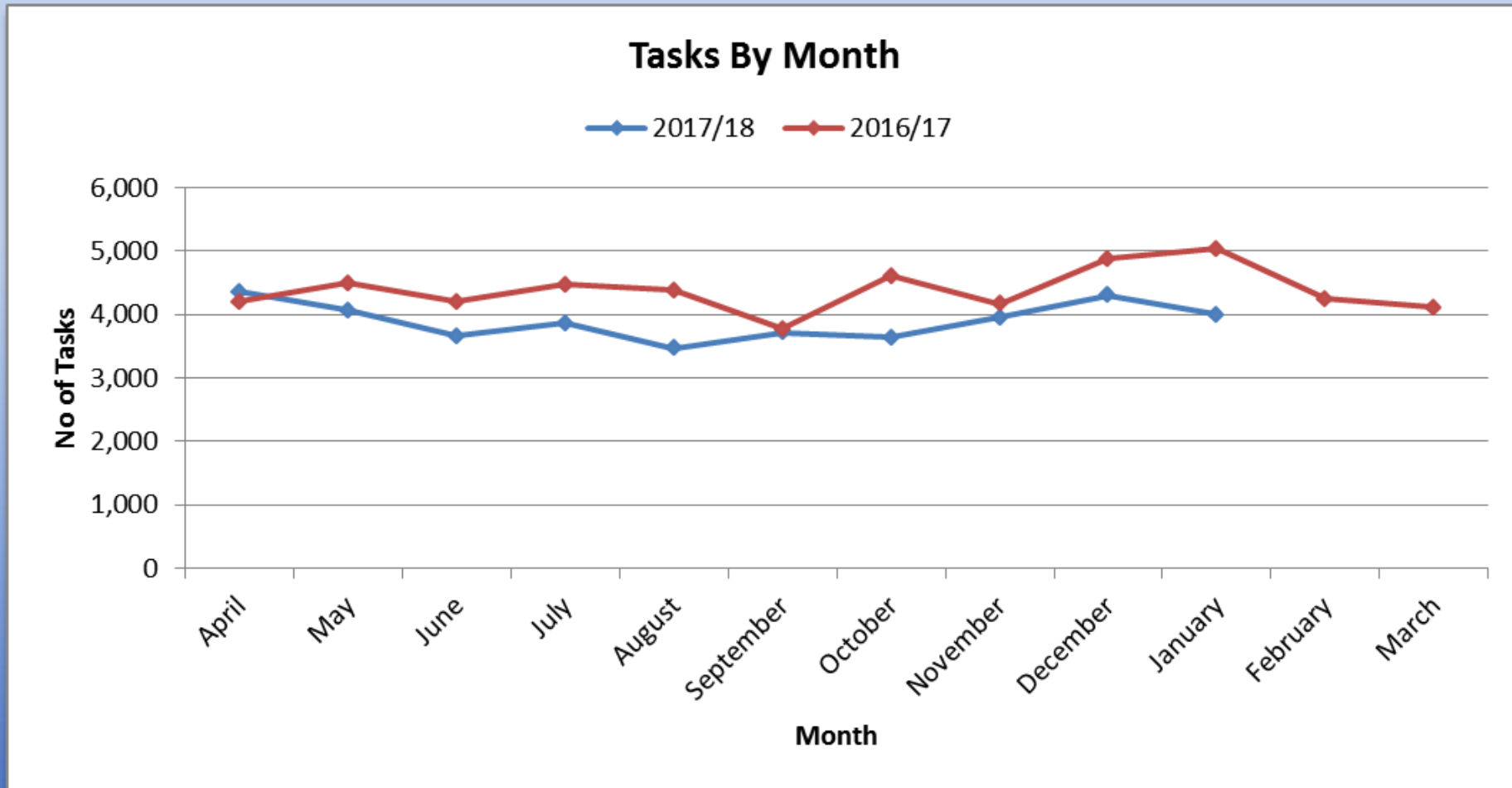
Doctors survey

- We surveyed 105 doctors via SurveyMonkey 2 months after the changes to the H@N system
- 4 questions plus comments
 - grade
 - teamwork
 - safety
 - workload
- 22 (21%) responses

What the doctors said

- Improvement in teamwork
- Improvement in workload
- Equivocal regarding safety
- Getting to meet the CCO team
- Less jobs and able to prioritise
- Being able to message colleagues
- CCO filtering jobs

Workload





SAMSUNG

H@N Team
Archie, Bella, Bowser, Daisy, Darcy, ...
anything to help

Rhubarb
Night-time newsflash...
Jeremy Hunt is no longer
health secretary
00:26

Darcy
I heard! How are the wards?
Do you need a hand?
01:19

Sorry been given someone
to clerk now
01:23

Rhubarb
Seems OK...
01:27

Jake
Shawn here on 196. Let me
know if you need me
17:53

Type a me...
📎 📷 🗣️



Dear Outreach Team,

Thank you so much for all your incredible support over my first weekend on call.

I can't tell you how helpful and reassuring it was, and I hope you know how much we (ESPECIALLY the new FIs) appreciate it.

Thank you for putting up with my panicked garbled phone calls and for being so kind and understanding when you arrive and it's actually fairly under control. Thank you also for your fantastic help and expertise when the patient is actually really sick. I am very grateful!

Enjoy the chaos,

Thank you



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