



Walking the Walk

Redcliffe Hospital

Presenter: Jillian Clarke

HRT1611 Nursing Improvement Group

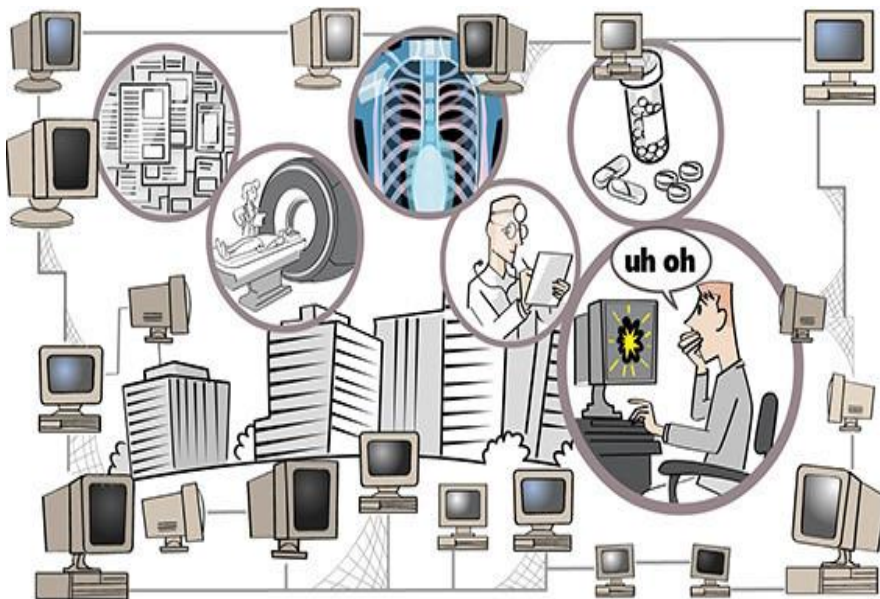
03-04 August

Melbourne



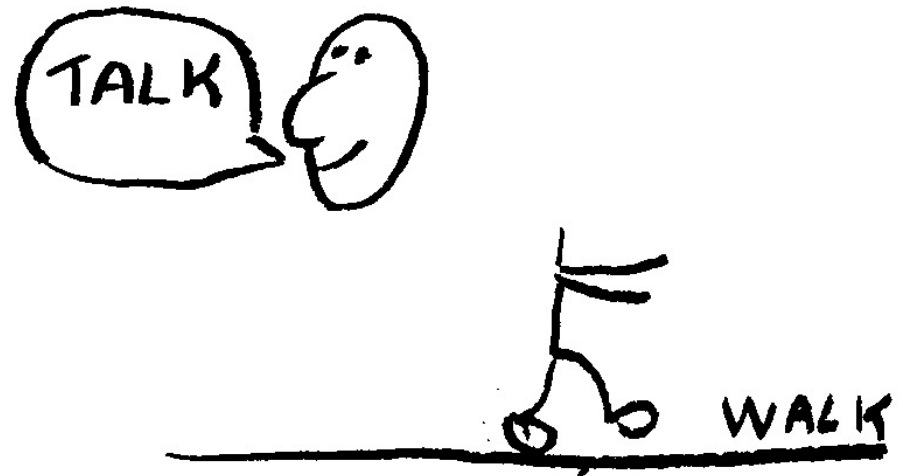
Key Problem

- Keeping up with the pace and speed of change in the health workplace
- Feelings of frustration for clinicians as their roles increasingly take them away from providing direct care
- Staff wondering if management have truly heard and understood the real issues at the coal face



Aim of this innovation

- For staff to feel valued, heard & understood
- Senior nursing / midwifery leadership to role model behaviours & communication strategies that showed compassion, understanding & appreciation for each individual that worked within the unit
- We wanted to 'Walk the walk' not just 'Talk the talk'



Setting the scene

- Implemented tailored workshops for specific areas within the maternity unit utilising a multi sensory approach to show true compassionate care and support for our staff
- Holistic approach to set the tone for a calm, safe and engaging day
- Visual – set the scene with a themed room, aesthetically pleasing
- Auditory – music on arrival & and inspirational video to music to introduce the day
- Olfactory – scented oils
- Taste – delicious food (High tea)



Key Changes Implemented

- Every component of the day was tailored to send the message of care, compassion, support and appreciation



Key Changes Implemented – example

Time	Content	Format
8.00 – 8.30	Jillian Clarke	Welcome (Inspirational video) Creating a wish list
8.30 - 9.30	Julie Mayer	Working together as an effective team, how this impacts on care and the work environment
9.30-10.00	MORNING TEA – sponsored by FPH	
10.00 – 11.00	Julie Mayer	Caring for each other to improve the care of others Utilising team building skills to improve communication with each other and customer service of our mums and babies
1100 - 1200	Chris Kaminlo (FPH)	Humidification – neonatal respiratory distress - CPAP
12.00-12.30		Lunch sponsored by Fisher & Paykel Healthcare
1230-1330	Jillian Clarke	Updating our documentation. - time to review? Care plans. Observation sheets, CPAP observation chart
1330 - 1430	Jillian Clarke	Writing a WUG – be involved, have your say
1430 - 1445	MORNING TEA – sponsored by FPH	
1445 - 1630	Trina Baxter Jillian Clarke	Appreciation, gratitude, areas of action – small & large wins Where to from here? Evaluation and close

Outcomes so far

- Workshop evaluations
- Staff satisfaction
- Positivity in the unit
- Displays of care and compassion towards other staff – Random acts of kindness, board of appreciation



Lessons Learnt

- **What have you learned from the project?**
 - Do the little things right
 - Get back to basics
 - Role model the skills, behaviours and care you want your staff to show
 - Be the change you want to see
 - Show true care and compassion
- **What would you recommend to other organisations?**
 - It doesn't need to be complicated or costly
 - Be creative
 - Ask yourself what you would like from the organisation you work in



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