

Improving workforce wellbeing and morale; The Intensive Care Positivity Project

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Introduction

Maintaining workforce morale and wellbeing is essential to deliver excellent patient care. In busy and stressful environments many gestures of goodwill may not be considered due to time constraints, conflicting priorities and high workload. Recognising the efforts that colleagues make to improve the quality of life of those around them can help to create a positive workplace culture and improve morale¹.

Objectives

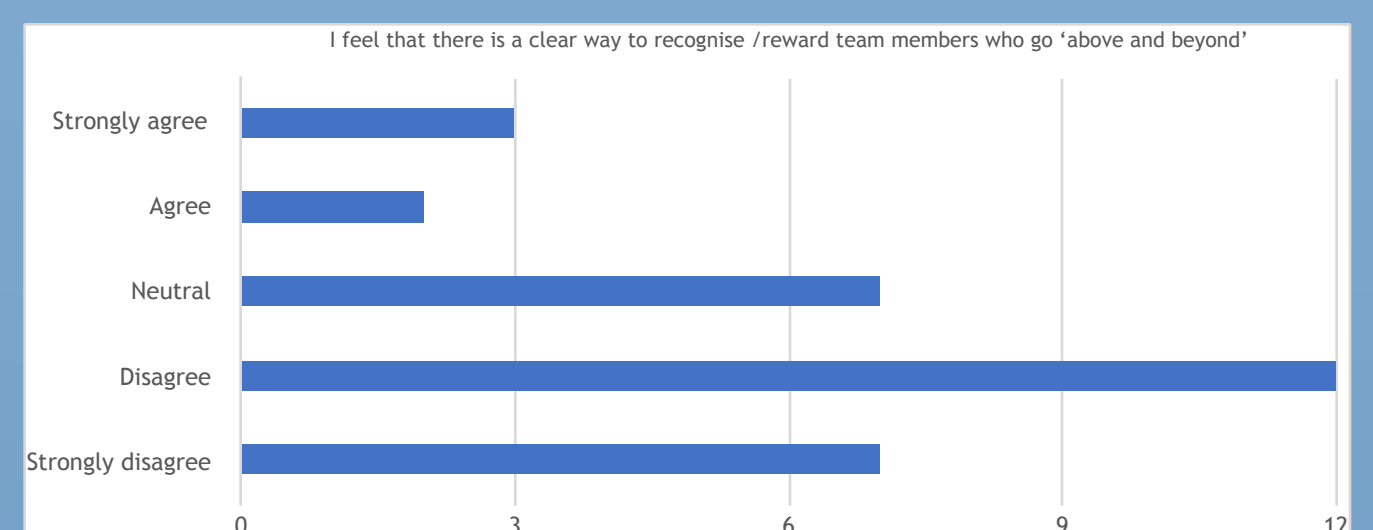
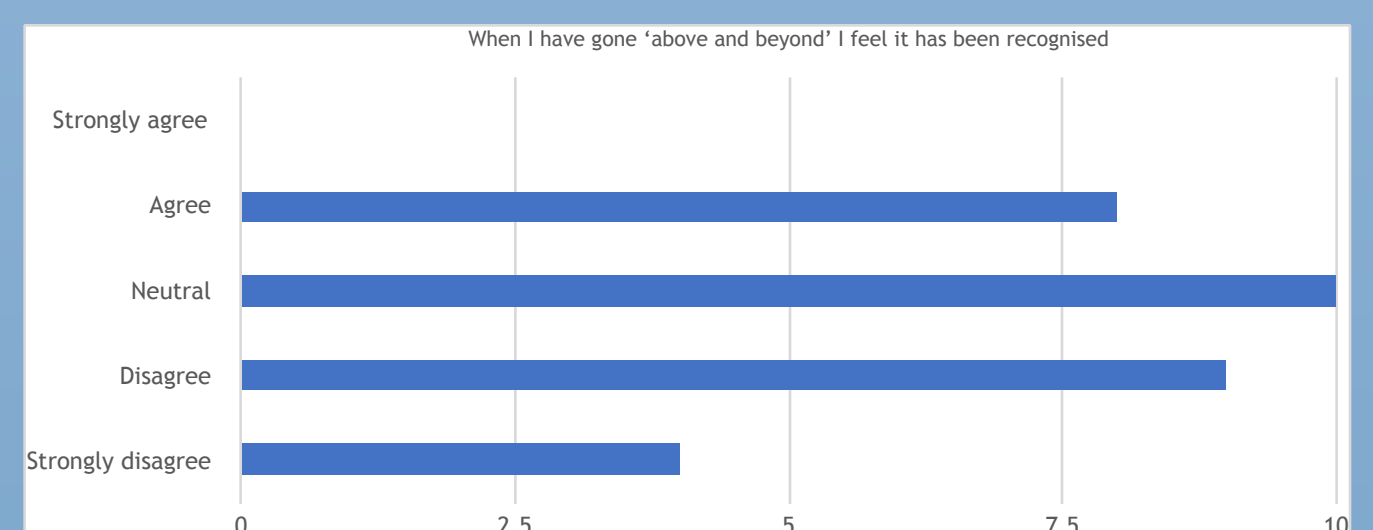
The Intensive Care Positivity Project was set up to recognise and celebrate the efforts staff make that positively impact their colleagues. The aim was to provide an avenue for feedback so individuals could be thanked for their efforts, and to give the department the opportunity to formally acknowledge those people quietly making a difference to their colleague. This was done by providing nominated individuals with a signed departmental letter containing the positive feedback comments.

Methodology

- We surveyed staff asking questions about feedback, its frequency, and how positive feedback affected their performance.
- We launched an email address which allowed staff to submit messages of thanks.
- Emails were collated monthly and formal letters from the department were distributed to those nominated.
- Eighteen months after the introduction of the project the emails were reviewed and analysed using thematic analysis for recurring topics.

Results

31 members of staff completed the survey. 100% of responders agreed or strongly agreed with the three following statements; 1) Positive feedback improves my performance at work 2) Positive feedback improves my job satisfaction, 3) Positive feedback about my performance helps me to feel more invested in the department.



After 18 months 53 emails had been sent, 17 from nursing staff (including nurse educators), 34 from doctors and 2 from allied healthcare professionals.

Themes raised in letters of thanks

Teaching	4
Assistance with difficult clinical case/help with shift	25
Acts of kindness	5
General collegibility	17
Pastoral care	1
Equipment issues	1
Total	53

Conclusion

Introducing a formal letter system to recognise and celebrate the efforts of ICU staff has been well received and had a positive impact on individual morale. This positive and cheap intervention and may be easily introduced to other units, and our Emergency Department has initiated a similar scheme following our success.