

Work life, Wellbeing and Efficiency

Valuing Voices Programme

Improving quality through staff engagement

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Lead NCHD @ Mercy Hospital 2015 – 2017

1st September 2017



BACKGROUND

- 2016 / 2017: Target of NCHD Wellbeing
- Discussions with National Lead
- Put in contact with QID in HSE
- Valuing Voices:
 - Staff engagement
 - Staff listening
 - Staff action planning
 - Staff frontline ownership

1st September 2017



BACKGROUND

Discussions with QID
Face to face meetings

Took the idea to the hospital

Training from QID (Methodology & Mentoring)
How to engage with staff
How to facilitate a Listening session
How to facilitate a Action Planning

1st September 2017



METHODS

Information campaign

Posters

Emails

Word of mouth

Paid time from work incorporating a free lunch

1st September 2017



RESULTS

20 NCHDs attended the Listening sessions

Ideas formed

Goal assessment

Goals set

12 NCHDs attended the Action Planning

4 Themes identified

NCHDs coached to act on these themes

1st September 2017



RESULTS

- Introduction of a Handover/Ward jobs book
- Review and Improve the Bleep Policy
- Enhance the oncall rota
- Introduce better IT facilities

1st September 2017





1st September 2017



A SPECIAL THANKS...

- Juanita Guidera
- Megan Alcock
- Fiona Lynch
- Victoria Collins
- Catherine Diskin



1st September 2017

- Be realistic in what you want to achieve
- Set 2 to 3 goals for the year – Be SMART
- Ask Ask Ask or you will never get
- Ideas people and Working people
- Talk to your fellow Lead NCHDs
- Make yourself known
- NCHD Committee
- Ask the National Lead
- Read your Job Description
- Mind yourself

1st September 2017





1st September 2017





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