2018

Imagining a better future: the outcomes of the Wellness Wednesday self-care program for healthcare staff

Alison Franklin
*Bulli Hospital*

Marie Tobin
*Bulli Hospital*

Shamika Almeida
*University of Wollongong, shamika@uow.edu.au*

Jackie Donsante
*Illawarra Shoalhaven Local Health District*

Padmini Pai
*Illawarra Shoalhaven Local Health District*

*See next page for additional authors*
Imagining a better future: the outcomes of the Wellness Wednesday self-care program for healthcare staff

Abstract
There is recognition that working in the aged care setting can be physically and psychologically demanding, stressful and can lead to staff burnout. These types of demands can result in reduced job satisfaction, disengaged staff and can be detrimental to care delivery. In order to address these issues in a 52 bed sub-acute geriatric hospital within Australia, a self-care program was initiated to support staff wellbeing. The staff (nursing, allied health, managers, security staff) themselves were engaged in co-designing the self-care program alongside the project team. The Wellness Wednesday program runs for 45-60mins every Wednesday for eight weeks and includes a variety of self-care strategies e.g. yoga, reflexology, mindfulness and gratitude. There is wide recognition that strategies such as mindfulness can enable healthcare staff to work with compassion in stressful and demanding work environments, improving listening to others, being more present, less judgmental and more considerate of others perspectives. All staff within the hospital were invited to participate in the eight sessions. Each eight week program caters for 10-12 multidisciplinary team members. Throughout the study participants were supported to 'IMAGINE' how the care environment could be enhanced to support the well-being of all staff, suggestions for improvement were captured and submitted to the Imagine committee for consideration. In addition staff were encouraged to use the techniques they were learning with their colleagues and where appropriate with patients (e.g. providing simple hand massage). In this presentation we will share the results of this mixed-methods intervention study including what worked well, how the strategies impacted on improved participant well-being and promoting a healthy workplace culture. Highlighting improvements in staff engagement, job satisfaction, workplace wellbeing and reduced intention to leave. We will also offer insights into how you could use the Imagining a better future process for staff in your workplace.

Keywords
imagining, healthcare, better, outcomes, self-care, wellness, staff, wednesday, program, future:

Disciplines
Business

Publication Details

Authors
Alison Franklin, Marie Tobin, Shamika Almeida, Jackie Donsante, Padmini Pai, Alera Riley-Henderson, and Valerie J. Wilson
Imagining a better future
the outcomes of the Wellness Wednesday
self-care program for healthcare staff

Team Members: Alison Franklin¹, Marie Tobin¹, Shamika Almeida², Jackie Donsante³, Padmini Pai³, Alera Riley-Henderson¹ & Val Wilson²&³

Prepared by
Professor Val Wilson &
Alera Riley-Henderson

1 Bulli Hospital  ²University of Wollongong  ³ISLHD positions

Enhancing Practice Conference 2018
Leading and Facilitating within Practice Development in Healthcare
22-24th August 2018 Basel Switzerland
Bulli Hospital

- Est 1893 (150yrs old)
- 52 bed sub-acute geriatric hospital
- 130 staff members
- >1000 admissions annually
- LOS 19 days
- BACCE 2019
Why IMAGINE?

- Staff issues identified through people matter survey 2017
- Feedback sessions from staff
- Staff identified issues around stress at work
- Started as a quality project - funding and ethics obtained
- NRSF $22,456 plus in-kind

**Research Question**
Does participation in an 8 week well-being program increase staff satisfaction and engagement in the workplace?
Program Outline

**Aim**: to introduce and evaluate an eight week well-being program for staff at Bulli Hospital

**Steering Group**
Multi-disciplinary staff and the research team informed the development of the program

**Wellness Wednesdays**
1 hour session over 8 weeks included topics such as

Who are you?, Strengths, Stress and understanding triggers, Yoga, Gratitude and Reflexology each session run by different members of the project team

**In collaboration** with the ISLHD Nursing and Midwifery Research Unit and a wellness expert from University of Wollongong.
Recruitment & Data collection

- An Expression of Interest was developed to recruit participants for the programme and to employ a programme coordinator from within our nursing/midwifery staff to support the implementation and evaluation of the programme.

- 11 participants recruited to participate in the first cohort with 12 to second cohort.

- Pre and Post survey measures (NWB-scale) of well-being.

- Evaluation data at the end of each session.

- Focus group with participants at the completion of the programme.
What we IMAGINE to Achieve?

- Staff who participated in the program will demonstrate an increased sense of wellbeing
- Implementation and evaluation of a number of well-being initiatives from the IMAGINE process
- There will be translation of key findings and the processes from the study into other workplaces
- The pilot study will be shared across the district and with other LHDS through publication and conferences such as the NSW Health Innovation showcase
DEMOGRAPHICS

Cohort 1
- 11 Participants - Nursing 64%, Allied Health 27%, Other 9%.
- 9 Female & 2 Male
- Years working in organisation - 55% worked 1-5 years & 27% for > 20 years.
- Workforce employment status - 82% permanent & 18% contracted.

Cohort 2
- 12 Participants – Nursing 58%, Other 33%, Allied Health 9%
- 11 Female & 1 Male
- Years working in organisation – 33% worked 1-5 years
- Workforce employment status – 58% permanent fulltime & 33% permanent part-time
IMAGINE Sessions

1. Who are you?
2. What are your strengths?
3. Stress and understanding triggers
4. Yoga
5. Gratitude
6. Reflexology – hand massage
7. Walk on the beach – mindfulness
8. Healthy eating

Topics for sessions 7 & 8 decided by the participants

All sessions incorporated meditation & mindfulness
Results

- 20% of Bulli Hospital staff have undertaken the program to date

- Attendance rate was 97% (cohort 1), 86% (cohort 2), a number of staff attended the sessions even when they were not on duty

- Qualitative data was obtained through weekly feedback sessions and a focus group at the end of the eight weeks – data was analysed and themed

- Quantitative data was obtained pre and post the eight week program via survey, data was analysed using simple descriptive statistics

- Celebration afternoon tea held after each cohort completed

The Chief Executive Margot Mains awarded certificates to cohort 1, and Karen Tuqiri Acting Executive Director of Nursing awarded the certificates to cohort 2
## Results – Quantitative

<table>
<thead>
<tr>
<th>17Qs</th>
<th>Workplace Engagement (never 1 to always 7)</th>
<th>Pre</th>
<th>Post</th>
<th>Diff</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.8</td>
<td>When I get up in the morning I feel like going to work</td>
<td>4.869</td>
<td>5.15</td>
<td>0.28</td>
</tr>
<tr>
<td>11.9</td>
<td>I feel happy when I am working intensely</td>
<td>4.347</td>
<td>4.9</td>
<td>0.55</td>
</tr>
<tr>
<td>11.12</td>
<td>I can continue working for very long periods at a time</td>
<td>5.217</td>
<td>5.65</td>
<td>0.43</td>
</tr>
<tr>
<td>11.15</td>
<td>At my job I am very resilient, mentally</td>
<td>3.739</td>
<td>4.55</td>
<td>0.81</td>
</tr>
<tr>
<td>7 Qs</td>
<td>Job Satisfaction (1 very dissatisfied to very satisfied 5)</td>
<td>Pre</td>
<td>Post</td>
<td>Diff</td>
</tr>
<tr>
<td>12.3</td>
<td>I have fun at work</td>
<td>4.13</td>
<td>4.45</td>
<td>0.32</td>
</tr>
<tr>
<td>12.6</td>
<td>I get recognised and respected at work</td>
<td>4.217</td>
<td>4.4</td>
<td>0.18</td>
</tr>
<tr>
<td>3 Qs</td>
<td>Intention to quit the job (strongly agree 1 to strongly disagree 5)</td>
<td>Pre</td>
<td>Post</td>
<td>Diff</td>
</tr>
<tr>
<td>13.2</td>
<td>I am planning to search for a new job during the next 12 months</td>
<td>4.13</td>
<td>4.35</td>
<td>0.22</td>
</tr>
<tr>
<td>15Qs</td>
<td>Workplace Wellbeing (completely dissatisfied 1 to completely satisfied 7)</td>
<td>Pre</td>
<td>Post</td>
<td>Diff</td>
</tr>
<tr>
<td>14.2</td>
<td>How meaningful is your work</td>
<td>5.478</td>
<td>6.1</td>
<td>0.62</td>
</tr>
<tr>
<td>14.4</td>
<td>The chance to use your abilities and knowledge</td>
<td>5.695</td>
<td>6.4</td>
<td>0.71</td>
</tr>
<tr>
<td>14.5</td>
<td>The sense of achievement your work gives you</td>
<td>5.65</td>
<td>6.15</td>
<td>0.5</td>
</tr>
<tr>
<td>14.6</td>
<td>Being values as a person</td>
<td>5.869</td>
<td>6.15</td>
<td>0.28</td>
</tr>
<tr>
<td>14.7</td>
<td>The recognition you receive for good work</td>
<td>5.78</td>
<td>6.15</td>
<td>0.37</td>
</tr>
<tr>
<td>14.9</td>
<td>Your pay</td>
<td>4.69</td>
<td>5</td>
<td>0.31</td>
</tr>
<tr>
<td>14.15</td>
<td>Your promotional opportunities</td>
<td>6.13</td>
<td>6.4</td>
<td>0.27</td>
</tr>
</tbody>
</table>

**Example of improvements in mean scores**

WE 14/17 mean scores increased  
JS 6/7 mean scores increased  
IQ all 3 mean scores improved  
WW 14/15 mean scores increased
Qualitative Results

- Focus on Self
- Gratitude
- Connection
- Growth
- Ripple Effect
- Imagine program
Focus on Self

“I think the program gave us an opportunity to zone in on ourselves and realise that we cannot be of any benefit to people around me if I am not looking after myself” FG1L203-204

“I have a lot of priorities in life but I am also a priority” FG1P6L456

“...the work that we do, always giving, and giving and giving and we never take time to give back to ourselves and for me that was quite important to learn and be empowered to give back to me and that it is ok to give back to me” FG1P1L87-89
Gratitude

“I think it’s nice to actually as workers be acknowledged for our health and wellbeing”

FG2P19L48-49

“I felt truly blessed to be working at Bulli because not many workplaces would take this program and to empower their staff because sometimes people are given tools but have no idea how to use them but I feel that this program has given us the tools and it has empowered us on how to use the tools and it is, the rest is now up to us.”

FG1P1L491-494

“IT IS UNREALISTIC TO EXPECT EXTRAORDINARY EFFORT & PERFORMANCE WITHOUT CREATING AN ENVIRONMENT WHERE PEOPLE FEEL EXTRAORDINARILY VALUED.”

Doug Conant

NSW Health Illawarra Shoalhaven Local Health District
Connection

“I just feel that it’s nice to be in another environment, even though we are still at work. Just to be in a different environment and just get to know each other, umm... a little bit more sort of intimately than we normally would. Which is just like a bit of fresh air. To know, know other things about other people, and just makes you appreciate other people more I think. Well for me. It’s just...yeah my level of appreciation...has grown.”

FG2P20L107-110
Growth

“When I experience negativity I will try to learn to appreciate the positives in my life or acknowledge that overcoming these moments can change me for the better” C1WE4Q3 (what learning will you take with you from this session?)

“It has taken me away from an environment where I had become desensitised...just making me appreciate a lot of simple thing in life” FG1P6L111-112

“I feel that this program has given us the tools and it has empowered us on how to use the tools” FG1P1L493

“I make the time now, but you know how they said 5 minutes to yourself. I use the drive to and from work. I turn the radio off, and just think about the day...I use that as 5 minutes to myself.” FG2P16L268-270
“Loved the candle... when it was burning it made everything float through my mind about the sessions... it made me feel calm and serene” FG2P20L196-197&201

“...bring it back to your work colleagues and explain to them, and give them strategies” RF2P19L280-281

“Like with the hand massage. I am going to try that at home and I did it for myself and for my children. It was really beneficial for them as well” FG1P5 L92-93
Imagine program

“first off I thought I am not going to get anything out of this but as it went on I found it enjoyable” FG1P9L68

“It would be good to have Wellness Wednesdays and put a program out of what’s on every Wednesday... staff who are not ordinarily shift might go ‘oh I’ll go to that’ and come in their own time” FG2P18L304-305

“It was a lot better than I thought it was going to be ... one week I came and I was so angry and after the hour I couldn’t remember why I was angry, until I hit the ward and then I remembered (group laughter).” FG1P4L80-82

“It has benefited me this course. It’s been good” FG2P16L276

“I think taking this (the program) out of the ward a little bit we can be reinvigorated and then we go back and we can give more”. FG1P2L453-454
“Well I never practiced self-timing or being mindful to myself…I always add on more tasks than I can handle...so spending an hour away from completely everything has just regrouped my emotions and wellbeing, especially being pregnant...it has helped me a lot more, my blood pressure was high at the start of the pregnancy and now I have learnt over the last coming weeks just to be more mindful and relax and so my blood pressure has gone back down to normal...just taking the time...not just on a Wednesday afternoon but I make time now every day for myself and I also massage my son, he is five but he has got so much energy and lately he has just been running laps around me and I can’t keep up so I have just been massaging him and his body and it has calmed him down. He is even improving at school when he was like, below average at school. So it has got him to calm down and now he does it to himself, he gets the cream and rubs it up and down his hands and although he is only sitting for five minutes it makes him relaxed. So I have taught him to self-relax and leave me, stop bugging mummy too much (group laughter) and take some time out for yourself while I am doing my thing, so it has been good.” FG1P7L138-149
Participant Feedback

To take time each day for myself to be mindful

Relaxing to recharge my batteries
Research group feedback

• Process
• Improved well-being as part of delivering the program
• Challenges
• Personal insights

Strategies for Spreading.....

- There will be translation of key findings and the processes from the study into other workplaces
- UOW looking at how it can be incorporated into the Nursing Undergraduate program
- The pilot study will be shared across the district and with other LHDs through publication and conferences such as the NSW Health Innovation showcase
- Submitted to the ACI Innovation Exchange
- Enter into local / LHD Quality and Innovation Awards – 2019
- Masterclass October 2018
- Abstract submitted to the NSW Health workforce forum - 2018
- Publications
Strategies for Sustaining Improvement

- Staff at Bulli Hospital have decided to commence and run wellness Wednesdays monthly which will be open to all staff.

- Nurse strategy funding requested ($81060) to implement and evaluate IMAGINE across the district (24 programs with 288 staff).
“IMAGINE”

Questions?

How could you use a program like this in your workplace?
Further Information

Professor Val Wilson
Nursing & Midwifery Research Unit
T: 4253 4854
E: valerie.wilson@health.nsw.gov.au