

# ENGAGING STAFF TO IMPROVE PATIENT OUTCOMES

## Introduction

The STRAS Journey Tree is a visual representation designed to connect the actions of staff to how these actions make a difference to the unit's growth. The tree was mounted in the unit's corridor in April 2018 following a three-stage reduction to nursing hours and significant changes to the unit's care delivery model over a 3 year period.

The tree outlines five achievable objectives, each of which align with one or more of the HNELHD strategic priorities.

## Mary Hodson

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STRAS Journey Tree, a sign in the unit's corridor.



CNE Gregory Hays presenting an Education leaf to RN Elizabeth Rodgers for completion of a Team Leader self-directed learning package.



EEN Georgia Fraietta receiving a Skill Development leaf for redeploying to acute wards to build on her acute skill set. From left to right, DDON Louise Giles, DON Elizabeth Moore, EEN Georgia Fraietta and NUM Mary Hodson.



STRAS MO Susannah Ward attaching a Self-Care leaf to the tree for conducting five mindfulness sessions with STRAS staff to improve their wellbeing.

## Aim

To improve patient outcomes by supporting staff development. The tree gives staff clear goals and direction moving forward and encourages them to build on their knowledge base and develop their professional skills while also promoting a culture of self care in themselves and others.

This gives inspiration to get involved in ward projects, some of which stem from the National Safety and Quality Health Service Standards.

Every leaf applied to the tree represents an improved patient outcome

## Method

When a staff member voluntarily meets an objective they complete an evidence form to outline how their actions have improved their practice. They are then presented with a leaf for the tree, in the colour corresponding to the objective they have met.

Staff from other departments such as Staff Health, Health Share and Education are also involved in presenting the leaf when the staff member's actions align with their priorities.

## Results

- ↓ staff attrition by 1.7 FTE over a 6 month period
- ↓ falls by 47% in one year
- ↓ work-related injury, >520 days since LTI
- ↓ overtime by 373 hours in a 6 month period
- ↑ employee job satisfaction

Additionally a large scale project has commenced to transform the unit into a specialised transitional care service for persons with dementia.

## Conclusion

Following significant ward changes, the tree has enabled staff to embark on a journey focused on improving patient outcomes through their own professional development and self care.

Eventually the tree will gain it's leaves, visually representing the accomplishment of the unit's change, growth and development.

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