

National Staff Engagement Forum meeting

18th September 2018

Boardroom, Dr Steevens Hospital, Dublin



Welcome & introduction

Thank you to all our members who were able to attend the meeting on the 18th in Dr Stephens Hospital. We welcomed new members to the Forum and Ray ensured they would settle in by organising for them to be buddied up with current members. We would like to thank our members that were involved on the day in a variety of roles, from meet & greet; opening the forum; QI talk time; sharing the experience, Poster display and not forgetting setting up and tidying after the day. They certainly helped to make the day a success: Gerard Crotty; Elaine Fallon; Grainne Leach; Lorraine Smyth; Grainne Milne; Irene Maguire; Orla Byrne; Patricia Tracey; Bobbie Callaghan; Rose McCaul; Shane Keane; Shann Morris; Sinead Killeen; Siobhan Burke; AnnMarie Tibby; AnnMarie Byrne; Paul Gallen; Ejiro O'Hare Stratton; Ray Lanigan; Maureen Flynn.

Gerard & Elaine opened the meeting, gave an overview of the day and welcomed all the guests including the new members of the Forum, and introduced Ms. Rosarii Mannion, National Director of Human Resources and Co-Chair of the National Staff Engagement Forum, who spoke about the importance of Engagement in the Healthcare system. Rosarii also took the opportunity to highlight the Staff Survey as an important tool to listen to what our staff are saying and the commitment to address the results. Dr Philip Crowley, National Director Quality Development Division and Co-Chair of National Staff Engagement Forum was introduced to the audience and he spoke about his own role in engagement particularly from the QID perspective and he launched the Tool Kit for Leadership Skills for Staff Engagement. (you will find a link to this toolkit at the end). Philip introduced our invited guest Mr Michael Dowling, CEO Northwell Health to the audience who spoke about his journey to his current role and how he has successfully amalgamated and transitioned health services into a successful business in America. His Colleague Joseph Moscola gave a very good insight into his role as Chief People Officer for Northwell Health.

Members and invited guests got the chance to network over the welcome cup of tea and coffee after the session and meet with Michael and his Team. The stage was then set for Vera to host the next session with forum members who were invited to share their experience of engagement in their areas. Johannes Letshwiti on behalf of Mayo University Hospital joined us for this session and it was very interesting to hear the different experiences and the challenges they experienced.

Juanita followed this up with a crowd sourcing interactive session for the audience entitled "What ideas do you have for Staff Engagement". The results of this are in Appendix 1, as you can see we have fantastic ideas a lot of which are within our own remit to change.

During lunch break Juanita had organised a QI talk time to be broadcast on the topic of staff Engagement and thank you to our members involved in this.

After lunch we reverted back to our normal Forum meeting. Vera welcomed our new members who introduced themselves to the group. We had a short reflection on the morning session and Adrienne followed this up with information on her work in progress on the Healthy Eating Guideline's and the upcoming HSE Choral Event in Limerick on 21st October in University of

Limerick. Eileen gave an update on the Staff Survey. Ray spoke about ideas for future meetings and put out the call to the members that if there was anything they would like to see included would they let Ray know. Patricia advised that she was going to launch another survey on Yammer to get feedback on the meeting today and we would encourage all members to complete the short survey. Lastly we must thank Lorraine for arranging the Jersey group photo. (the rivalry became evident in trying to arrange everyone!!).

The next meeting for the Forum is on Tuesday 4th December in Dr Steevens and would ask that you make a note of it in your schedules and apply for leave to attend in ample time. This will be our Christmas meeting – watch this space!!.



Useful links:

www.hse.ie/staffengagement

National Staff Engagement Forum - Forum members only -

https://www.yammer.com/hse.ie/#/threads/inGroup?type=in_group&feedId=9213076

<https://www.hse.ie/eng/about/who/qid/staff-engagement/valuing-voices/leadership-skills-for-engaging-staff-in-improving-quality-sept-18.pdf>

Appendix. 1 – Ideas for Staff Engagement



own your engagement

- Innovation afternoons – incubators for ideas
- Get all managers in every area involved
- Reward staff for good practice
- Frontline Staff Forums on innovation & service improvement
- Engage people with occasional acts of kindness
- Value staff
- Grow staff Engagement culture....within HSE
- The act of listening is itself engagement
- Managers meetings with staff become mandatory monthly / bimonthly/quarterly
- Bring staff together more
- More interdisciplinary working and listening



own your engagement

- Listen to all staff - from all departments
- Listen carefully to staff and share their good stories
- Respect your colleagues
- Swartz rounds with Directors present
- Talk to staff, listen to them and make engagement real in their lives.
- Talk and really listen to others.
- Staff want to be listened to and appreciated
- Have a forum in every hospital, not picked by Management but representatives of every area.



own your engagement

- Staff recognition awards locally.
- Let staff see that 'your opinion counts' and there is action about to happen.
- Make the physical working environment more pleasant.
- Set up afternoon innovation forum in your area.
- Give each person the opportunity to flourish in the direction they want to go.
- It would like to see Supervisors/ line Managers ask staff what they want and try and facilitate them.
- Communication is key and just saying hello makes a difference

Appendix. 1 – Ideas for Staff Engagement

Ensure that stories of staff engagement provided by staff along with photos are put on the staff engagement website

Team meetings at regular intervals (monthly). Do coffee breaks together and ask about important events

Prize money for team initiative

Rename induction as welcoming or new beginnings and spend more time and effort on it

Job rotation

Improved communication to staff at all levels regarding grades and how or why services are developed and budgets allocated. Staff need to understand why so they can accept and deliver change development

Personally become a chief people person in my approach to all who I work and meet in one service

Educate managers to apply policies consistently. Inconsistent approaches in and between services confuse staff and make them feel disenfranchised. Need to be fair and also be perceived as fair (no mark)

Listen to staff not just nod and agree with the idea, only then to shelve it or make it fudge

How can we engage all healthcare workers to measure for improvement

Mandatory team meetings where staff engagement, staff ideas and staff reflections have a slot at beginning of meeting. Then do spot check audit of compliance and name and shame managers and teams that don't comply

Focussing on emotional intelligence of staff

Locally we have tried to get opinions on issues by placing opinion boards around our unit. Would it be possible to have an approved board's forum for the HSE

Personal contact. Speak with staff individually – a lot of staff feel unknown and under-valued in the service. All their opinions count.

Feedback from line managers for a job well done, simple conversations need to be had (7)

Bring provinces together socially

My idea would be to have all members of staff meet every month to try and solve all the difficult issues that arises during your job time

Give every member of staff an email account and call the person by their first name when communicating with them .

National Staff Engagement Feedback Sept 2018 - feedback

