

National Staff Engagement Forum

5th March 2019

Boardroom
Dr. Steeven's Hospital



Human Resources and Quality Improvement Divisions working in collaboration

People caring with people – Engage Listen Inspire Act Share

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Time	Agenda
09.30 - 10.00	Registration and tea / coffee
10.00 - 10.10	Welcome and overview
10.10 - 10.20	Introductions and focus on key success
10.20 - 10.30	Update <ul style="list-style-type: none"> Engagement Strategy Anti Bullying - Dignity at work event 28th February 2018 Membership Recap on Success of last 2 years
10.30 - 12.30	Reviewing the purpose of the National Staff Engagement Forum & Role of the Steering Group. Reflection Personal journey Purpose Next steps Communications
12.30 - 13.15	Lunch
13.15 - 14.00	Further action planning aligned to purpose and feedback
14.00 - 14.30	Restart a heart - Lawrence Kenna, Ambulance Officer - Education & Competency, National Ambulance Service
14.30 - 14.40	Seek feedback on the anti-bullying day - folding spectrometer
14.40 - 15.20	Slaintecare
15.20 - 15.30	Thank you and evaluation



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Impromptu networking

- What are you most proud of working in the health service?



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- Strategic Plan -



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Anti-bullying day – Dignity at work event

- Review of day by forum members who attended the event on 28th February



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Our journey: Our impact, Our successes — some of the many areas forum members have been involved in:

- National Organisation definition for Staff Engagement developed
- Video clip by forum members on 'what engagement means to me' Shown at Healthcare Leadership Masterclass 2017
- Guidance and support in developing local staff engagement Forums
- Support, development and launch of 'A practical toolkit – Leadership skills for Engaging Staff in improving quality'
- Development of Staff Engagement brand
- Development of Staff Engagement Website
- Facilitated workshops / open forums at the Healthcare Leadership Masterclass 2018 to promote the work
- Provided input into key note messages from the DG and identified speakers for panel discussions to promote the engagement agenda.
- Input and development for 'Staff Engagement – An introduction' document
- Community of Practice group established to develop the shared learning of the Forum and local initiatives

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Our journey: Our impact, Our successes (Cont)

- Facilitation of two QI Talk times on Leadership skills for Engaging Staff
- Launch of Yammer for Staff Engagement group
- #staffengagement handle used for all twitter postings to support staff engagement which also upload automatically to staff engagement website
- Engagement stories promoted on staff engagement website
- Feedback on National documents and projects i.e. National Integrated Staff records and Pay Programme; Peoples Needs defining Change – Our Health Services change framework and user guide;
- Your ideas were sought for the promotion of the National Staff Survey 2018; and the Flu vaccination programme 2018.
- Poster presentations by forum members on what is happening in their areas.
- Guest speakers invited to share their leadership experience, skills and engagement in action i.e. Michael Dowling – the Northwell experience; John Wilkes – the Academy of fabulous stuff

Our purpose



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Spiral Journal

Calmly prepare for the work ahead while sharpening observational precision.
Inspired by Lynda Barry



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Framework for
Improving Quality

Draw a continuous
spiral as slowly &
tightly as possible



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Reflection:

When you think of the National Staff Engagement Forum - what's working well / what could improve?

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Personal journey:
Where are you on your
engagement journey? Has the
forum lived up to your
expectations?

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Comms:

What are you bringing back to your own area?

How do you share info when you go back?

How can we raise the profile of this work throughout the organisation?

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Purpose and next steps:

Do you think the original purpose is working or needs to be adapted? If so what needs to change?

What are your suggestions for the group to move forward?

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Based on the insights you gained during your spiral journey...

**what are the issues and opportunities as an individual and /
or the National Staff Engagement Forum membership
to promote effective staff engagement throughout our
healthcare system and
how can we work together to make that happen?**

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**Framework for
Improving Quality**

Our agenda of work

1. Bring it back (Shann, Monica, Debbie, Liam, Gerard, Liam)

1. Find someone to link with locally
2. Talk to your managers
3. Develop and share templates for starting a local forum
4. Spread word through local meetings
5. Share good examples

2. Communication (Annette, Noel, Lorraine, Rose)

1. Share a synopsis of the NSEF after each meeting and send it via web, local contacts, twitter etc.
2. Get leadership to share the message
3. Share articles on Health Matters magazine
4. Use social media platforms
5. Roadshows
6. Link to existing campaigns / conferences etc.
7. Share existing materials e.g. Promotional video no staff engagement.
8. Ask members if happy for their emails to be included on the communications....

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Peer review (Ejiro)

- March - Set up local peer review locally – give feedback on workpractices
- Train members of forum on peer review (via HSE Land)
- June Draft a TOR for trainers
- July Engage members to go to local sites to train staff on how to engage in peer review practice
- Sept Test
- Oct Audit
- If something that staff want – roll it out by Oct / Nov to other sites

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Engaging leaders (Adrienne and Theresa)

Aim leverage other leaders across the HSE

Contact leaders – look for 1:1 meetings – have a short two pager they can bring to their mgt team – how we can help them successes/ work to date

Look to forum to develop generic presentation and made specific for each division and mgt team – link to their KPIs also – here to help – do the presentation and then ask or invite the mgr to the meeting –

Have a 50 50 approach – they tell us their problem and we tell them how we can help

Need – excellent networkers – expertise from frontline – minimum of two people to meet leaders – do up a generic presentation – be released by line manager – need letter from Rosarii and Philip – working on our behalf – have our position paper and bespoke presentation

Evaluate Process and Impact (we'll help you address your xxx what's the impact

Look at timelines for how to achieve... Position Paper, networking 1:1, presentation, sign off of group, get leaders and managers in for 50:50

(Team to develop mock up for June)

Who are the influencers in the group...

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Real Engagement with HSE Management

(Grainne, Marie, Rosiín, Jimmy, Pauline, Jennifer, Margaret)

Bubble – people on ground v management

Senior mgt meet with staff but no feedback / time left for two way communication...

Special forum meeting

Chief Officers and CEOs of HGs invited into special forum meeting and would be managed carefully – not a ‘bitching’ session but positive engagement – put a structure in place to set out the reality of working in the HSE – often different from perception that’s portrayed – identify key issues for staff and impact it has on services

- If staff are not engaged to outline that – spell out perception that mgt are disengaged...
- Managers have an opportunity to ask question
- Make senior managers visible..
- What can people expect from a manager
- Look at solutions and suggestions on how things can be addressed

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The power of one (Caroline, Shane, Orla,)

1. Greater awareness of self
 2. People not positions make the difference – it's the small things – the human interaction
 3. From the front door to the back door we're all on the same level
- Consult with the NSEF / extend it out to other areas within the system
 - Use stories to spread the message to help people to reconnect with their own power and potential

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Welcoming (Gerard, Patricia, Eileen)

LETD what are induction practices

May link with other groups in NSEF...

Highlight existing checklists 0 and make it more local...

Move from once off event and spread out and link to engagement – and how we can support them...

Opportunity to meet with senior managers

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Restart a Heart Ireland
National Ambulance Service
www.hse.ie/restartaheart

Restart a Heart – A Global Event

- Founded with the support of the European Parliament, officially a global event since 2018
- Held on **16th October every year**
- **Aim:** To raise awareness about out-of-hospital cardiac arrest (OHCA) and to promote training in cardiopulmonary resuscitation (CPR)

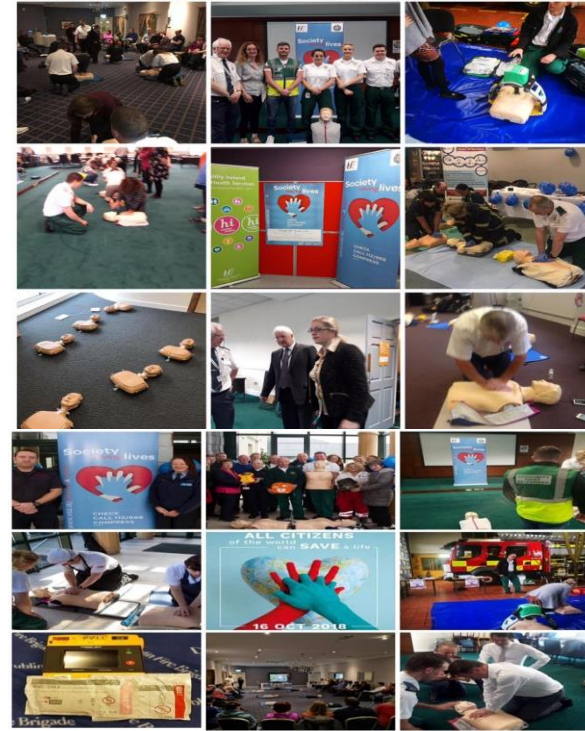


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Restart a Heart Ireland

- 2017 – NAS ran CPR awareness sessions across 17 HSE venues, attended by over 1,000 staff
- 2018 – Almost 2,000 people attended sessions run by NAS staff



Restart a Heart Ireland 2018

More than 5,000 additional people attended sessions in collaboration with

- National Ambulance Service
- HSE Resuscitation Training Officers
- Irish Heart Foundation
- Dublin Fire Brigade
- Community First Responder groups
- Order of Malta, Red Cross, St John Ambulance and Civil Defence
- Pre-hospital Emergency Care Council
- CFR Ireland



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Restart a Heart Ireland 2019

- Are you interested in hosting a Restart a Heart event in your workplace?
- Can you guarantee between 100-200 participants?
- Drop Mark an email at mark.callanan@hse.ie
- For more information visit www.hse.ie/restartaheart



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Thank you

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