



ISSN: 2230-9926

Available online at <http://www.journalijdr.com>

# IJDR

*International Journal of Development Research*

Vol. 10, Issue, 04, pp. 35459-35462, April, 2020

<https://doi.org/10.37118/ijdr.18739.04.2020>



RESEARCH ARTICLE

OPEN ACCESS

## CTC-CRAFTING THE CORE

<sup>1</sup>Usha Banerjee, <sup>2</sup>Simmy Rajan and <sup>\*2</sup>Rathina, N.

<sup>1</sup>Group Director of Nursing, Apollo Group of Hospitals, Indraprastha Apollo Hospital, New Delhi-76, India; <sup>2</sup>Learning Officer, Department of Nursing Education and Development, Indraprastha Apollo Hospital, India; <sup>3</sup>Senior Learning Officer, Department of Nursing Education and Development, Indraprastha Apollo hospital, New Delhi-76

### ARTICLE INFO

#### Article History:

Received 17<sup>th</sup> January, 2020

Received in revised form

04<sup>th</sup> February, 2020

Accepted 19<sup>th</sup> March, 2020

Published online 30<sup>th</sup> April, 2020

#### Key Words:

Team Activities, Staff Welfare, Staff Engagement Activities, Staff Development.

*\*Corresponding author: Rathina, N.*

### ABSTRACT

Healthcare is a sensitive domain and patient care lie in the hands of several people. It is often noticed that in healthcare sector, where patient care is top priority, employees do have difference of opinion among themselves and do not get involve with each other's work and find fault with others. Nurses are held accountable as they spend maximum time with patients to deliver nursing care. Mostly beginners are prone to errors. A study found that nurses who go through successful team building efforts are more satisfied with their professional work. Hence Indraprastha Apollo Nursing Team thought of allotting houses to the entire nursing staff to increase staff engagement and develop team spirit among them. The team thought of introducing the concept of houses activity for all nurses. The entire nursing fraternity was divided into four different houses. Various activities like academics, co-curricular, general knowledge, impromptu sessions, debate and smart thinking ability were organised to judge individuals on all parameters. An overwhelming response was received from nurses. Participation in such activities resulted in higher job satisfaction and decreased turnover, better work output and increasing work efficiency.

Copyright © 2020, Usha Banerjee et al. This is an open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Citation: Usha Banerjee, Simmy Rajan and Rathina, N. "Ctc-crafting the core", *International Journal of Development Research*, 10, (04), 35459-35462.

## INTRODUCTION

The fondest memory of a person has is of his/her childhood. The school days are the most cherished and are most missed days of each working professional's life. The wisdom, courage and team building spirit one attains in the college remains forever. As we grow into working professionals we find ourselves more constrained, introvert and quiet. We start lacking the team spirit and develop envy, jealousy within our co-workers. In healthcare sector, where patient care is the top most priority here also employees argue among themselves and do not get involve with each other's work. Healthcare is in itself very sensitive domain and patient care lie in the hands of several people. Nurses who are the first point of contact, come from diverse background are suddenly burdened with responsibilities and the child in them gets lost somewhere. They are prone to errors as they are young, usually less experienced and new in the system. Researchers have found that working together reduces the number of medical errors there by increasing patient safety & in turn provides work satisfaction. Studies have shown that nurses with team building efforts are more satisfied with their work.

At Indraprastha Apollo hospital nurses occupy the major proportion of Human Resource and therefore in order to retain them and keep them motivate, nursing training team works rigorously throughout the year. The team department thought of allotting houses to the entire nursing staff to increase staff engagement and develop team spirit among them.

## MATERIAL AND METHODS

To understand challenges encountered by nurses a survey (Annexure 1) done which showed most nurses were hesitant to communicate and ask queries to colleagues and elder colleagues and worked as per their assumptions. Under leadership of Capt. Usha Banerjee who strives constantly for nursing empowerment and quality nursing care the following challenges were framed as questions and the outcome results are as follows.

Based on the survey result following was proposed:

- To foster a strong spirit and create bonding amongst nurses.

- To develop all-round personality of staff nurses to participating in group activities and enhance cooperation.
- To bring found memories of school and college days.
- To cultivate a competitive spirit while performing in a team.
- To encourage mass participation to showcase talent.
- To create leadership opportunities for staff nurses

**Annexure 1**

N=500

Challenges of Nurses	Frequency	Cumulative Frequency	Cumulative Percentage
Fear of elder colleagues	105	105	21
Not having effective interpersonal relationship	98	203	40.6
Hesitant to communicate	97	300	60
Absence of competitive spirit	91	391	78.2
Deficiency of elder colleagues	69	460	92
Inactive of elder colleagues	40	500	100

A pilot study was done with the budding nurses who had joined Apollo Hospital recently and were in one month of their Preceptee period. They were assigned in different houses and activities were planned for them based on their calibre and interest that all can participate in any activity based on their interest. The activities were a mixed bundle and calendar comprised of academics, co-curricular, general knowledge, impromptu sessions, debate and smart thinking ability. It was designed in a manner that an individual can be judged on all parameters.

All RNs across hospital were classified/ labelled under 4 houses... and inter house competitions/ activities were organized every month

S.no	PLANNED ACTIVITY
1	Panel Discussion
2	Talk & Take
3	Debate
4	Case Study
5	General Knowledge
6	Academic Test (Professional Knowledge)
7	Talent Hunt (Extra Curricular )
8	Food Carving Based on Patient Safety
9	Creativity Challenge
10	Biomedical Model Creation



**Annexure 2:** Initially houses were named as: → Lilies, Daffodils, Tulips and Orchids. Later the same has been changed to Knights, Spartans, Trojans & Samurais. To give a warrior touch.

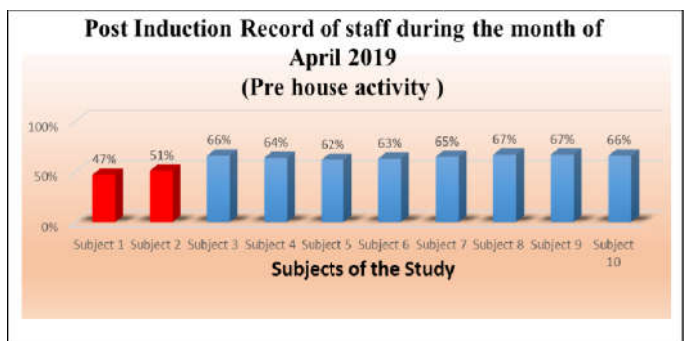
On completion of one month a cultural event was organized and best three preceptee were chosen based on their performance. They were given memento by the senior leadership team.

**Annexure 3 Glimpse of activity**

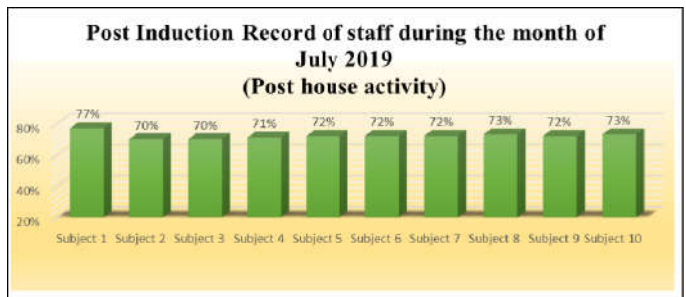


Outcome was well observed in their post induction records. The response was overwhelming so then it was decided to introduce the same culture across the hospital for all nurses.

**Annexure 4**

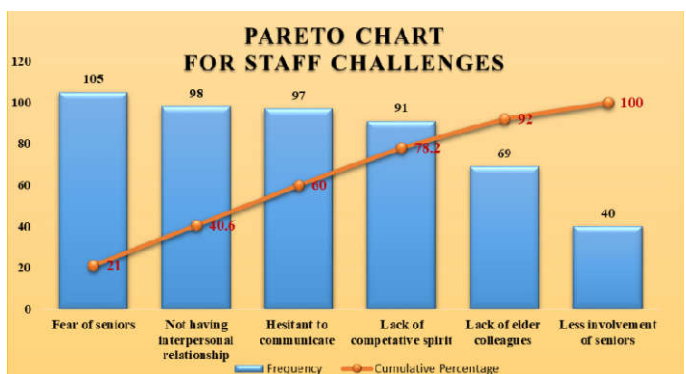


**Annexure 5**



- < 50%: Retraining
- 50% - 70%: Satisfactory
- 71% - 80%: Good
- 81% - 95%: Very Good
- 96% - 100%: Outstanding

**Annexure 6**





A fair and transparent method was adopted to assign all staff nurses to different houses by using ballot paper mentioning the team. The supervisors and charge nurses were also assigned team, followed by elections for the post of Secretary, Assistant Secretary and House Captains among Supervisors, Charge Nurses and Staff Nurses. Staff were enthusiastic as they did canvassing for their favourite leaders and the leaders made portfolios and prepared an agenda for their house. The Secretary, Associate secretary and House Captains were responsible for demonstrating a high level of leadership as well as presenting a high level of team work, motivational and sporting ability among house mates.

**Annexure 7**



Elected leaders were supposed to maintain a high level of commitment throughout the year, encourage and motivate teams. Various committees like Sports, English, Discipline, Co-curricular and Entertainment were formed. Participation from both staff nurses and senior leadership team in monthly activities was over whelming. Activities like testing General Knowledge, Effective communication and Rangoli competition were carried out, and further activities were planned for coming months and we are expecting more participants.

**Annexure 8**



**Annexure 9 Staff Feedback**

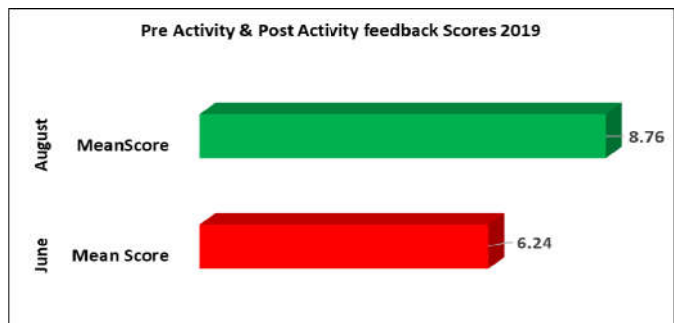
S.No	CONTENT	Excellent	Very good	Good	Needs to improve
3	The knowledge & confidence of the speakers of the following training were				
	➤ ANBI	✓			
	➤ Functional Training	✓			
	➤ Preceptor Training	✓			
4	Biomedical Training on the following equipment were				
	➤ Defibrillator	✓			
	➤ ECG Machine	✓			
	➤ Monitors	✓			
	➤ Ventilators	✓			
	➤ Syringe Pump	✓			
	➤ Infusion Pump	✓			
	➤ Point of care testing equipment	✓			
5	Resuscitation trainings (ACLS & NALS/PALS)	✓			
6	Preceptors/ Senior Nurses were co-operative & demonstrated the procedure	✓			
7	Cooperation of Nursing Incharge & Supervisor	✓			
8	The welcome acceptance and the warmth given by the colleagues in the preceptor training were	✓			
9	Staff engagement activities ( Panel discussion, Quiz Competition, Culture Building, Talent hunt, etc) were	✓			
10	The overall induction training was	✓			

Where would you rate the overall training to be in a scale of 1-10 9

Any comments/suggestions:  
 Expected More. Are programmes which are conducted by the Ayaz hospital was very interesting. This will help me to focus on my studies more interestingly. I enjoyed all the academic programmes especially the quiz. This creates a public awareness about general knowledge among the students. Thanks for giving the platform for us.

Signature of Staff: Chandni

**Annexure 10**



No cost was incurred during implementation of these activity.

**Challenges**

- It was a tough task to motivate staff nurses from their busy routine patient care schedule to involve and participate in extracurricular activity.
- Convincing them and bringing them to join group activity was the biggest challenges.
- Shift duties also disabled many staff who were keen to participate senior leadership team had to manage to give all in the team an opportunity to participate

**RESULTS**

Staff nurses started to develop keen interest to participate and staff development was observed.

- **Wisdom of crowds-** Nurses came from diverse background and when they team up, they share knowledge among them and create an atmosphere where each one could speak and share their views.
- **Sense of ownership-** was observe and the team supported, monitor and guide the participants of his/her team.

- **Improved Outcomes-** The staff engagement has amplified after introducing this program. And all were matured to share experiences among others and have broken barriers of distrust.
- **Sense of Security-** The staffs are assured that the Secretary and assistant secretary will be there to advise and guide them for all activities. They can also approach their teammates for any problem while performing their duties.
- **Greater Aptitude towards solving problems-** The teams formed comprise of nurses who have varied experience. Aptitude of everyone increases each time they meet for a task and in a way it adds on to their personal learning.
- **Faster resolutions-** there is a very common saying: United we stand, divided we fall. Organizing such activities on monthly basis provide faster resolutions and better output.
- **More creativity on the table-** nurses are often very creative and innovative but do not get opportunity due to their commitment towards patient care. Introduction of such activities added colours, variety and brings spark to their lives.
- **Maximize involvement-** the format of house activity is such created that no one person shall be repeated again from the same house. As a result, the involvement of all staff is maximized and everyone gets a fair chance to participate.
- **Higher job satisfaction-** Establishing strong teams in the workplace has been found to result in a more satisfied workforce, which reflects positively on both co-workers and patients.
- **Clinical Excellence-** Clinical knowledge of staff was enhanced as they participated in talk and take sessions, they shared their clinical experiences and presented case studies on several complex clinical conditions. The budding nurses learnt a lot from these experiences.

**Service excellence-** was also affected as the nurses gained confidence of public speaking and they started communicating regularly with the patient's physicians and therapists, as a result they were able to offer a more personalized level of care. An organised work environment ensures accuracy of work performance.

- Post implementation, there was a marginal improvement of 40% observed in the feedback of nursing staff. They felt less stressed and they got an alternative to get rid of their boredom.

- In hospitals where there's an emphasis on teamwork, nurses are more satisfied with their jobs, as mentioned previously. Higher job satisfaction decreases turnover. Thus, better teamwork can contribute to lower turnover.
- Nurses who are highly engaged in the workplace are usually more motivated to provide high levels of care. This can help combat the issue of burnout.
- The importance of communication and teamwork is becoming more widely recognized in the healthcare industry. Effective communication guarantees error free, effective patient care delivery and the risk of legal issues in the organization are prevented ensuring patient safety.

## Conclusion

We are at a critical juncture of professional development and if we want changes in our way of being and working in teams, it is the moment to do that. Each generation reinvents the world in which they live and future generations are eager for work conditions which are favourable for their quality of life and their personal evolution, hence take more care to give themselves, teams which are not only functional on the professional level but are also more cordial on the human level. Nurses shall avoid living in a climate of tension which is unfavourable for health care as well as for their own physical and psychological equanimity. One must remember that harmonious work conditions are among the most important factors for avoiding professional burnout. This practice was initially implemented in Apollo Hospital Delhi and was implemented across the Apollo Group after receiving overwhelming responses from the staff nurses. A toolkit is designed and shared with all Nursing Heads in order to maintain uniformity

## REFERENCES

- <https://patientengagementhit.com/features/effective-nurse-communication-skills-and-strategies>
- <https://voice.ons.org/stories/use-these-personal-development-strategies-for-self-improvement>
- <https://www.imedpub.com/articles/the-role-of-team-effectiveness-in-quality-ofhealth-care.php?aid=18179>
- <https://work.chron.com/advantages-teamwork-todays-health-care-organizations-5143.html>
- <https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-018-2961-9>

\*\*\*\*\*