

# Information for clinicians

## What Matters to Me? – For staff



### Health care worker wellbeing is linked with the quality and safety of health care provision

The ability for staff to provide safe effective person-centred care will be impacted by how well they feel cared for themselves.

### The case for knowing your team

For optimal patient and staff experience, the benefits of effective teamwork are well described. A team that is effective demonstrates transparent leadership; team members with clearly defined roles who work towards a common goal; who look out for each other and have established communication processes. Also, a foundation of trust will ensure that team members collectively problem solve and have the space to speak up for safety.

But to be truly effective, sustain staff wellbeing and have a low record of preventable patient harm, there needs to be a feeling of connectedness and belonging among team members. This can only be achieved when point-of-care team members feel listened to and are aligned to the values of the unit and organisation.

Measures that are gaining traction to enhance staff experience to prevent or turn around the impact of burn out and reduced engagement include and are not limited to; developmental coaching; kindness and compassionate workplace initiatives and teamwork strategies from a multidisciplinary perspective.

### Resources

The Helen Sanderson and associate's webpage has a selection of resources to support clinical teams to enhance their person centred approaches (from a team member perspective).

<http://helensandersonassociates.co.uk/person-centred-practice/>

- For personal health and wellbeing, the (free) Nursewell application\* is for everyone who works in health care. The app was designed at South Eastern Sydney LHD and funded through a donation from the Louisa Hope foundation
- The Nursewell app promotes self-care and wellbeing which focuses on the mind as well as the body. For example; pilates, short meditations, mindful eating and better sleeping.

\*Available in the App store and Google Play and advised to download over Wi-Fi

<https://www.acn.edu.au/nurseclick/nursewell-app-four-reasons-why-nurses-should-use-it>

- The humankind webpage contains free meditations delivered by a health care professional

<https://www.humankindmeditation.com/>

The Team Culture and Communication Program works in partnership with local health districts and specialty networks in NSW, in particular, point-of-care teams to enhance a culture of safety.