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Facing Adversity: The Resilience Enhancement of Healthcare Facilities in the Era of COVID-19

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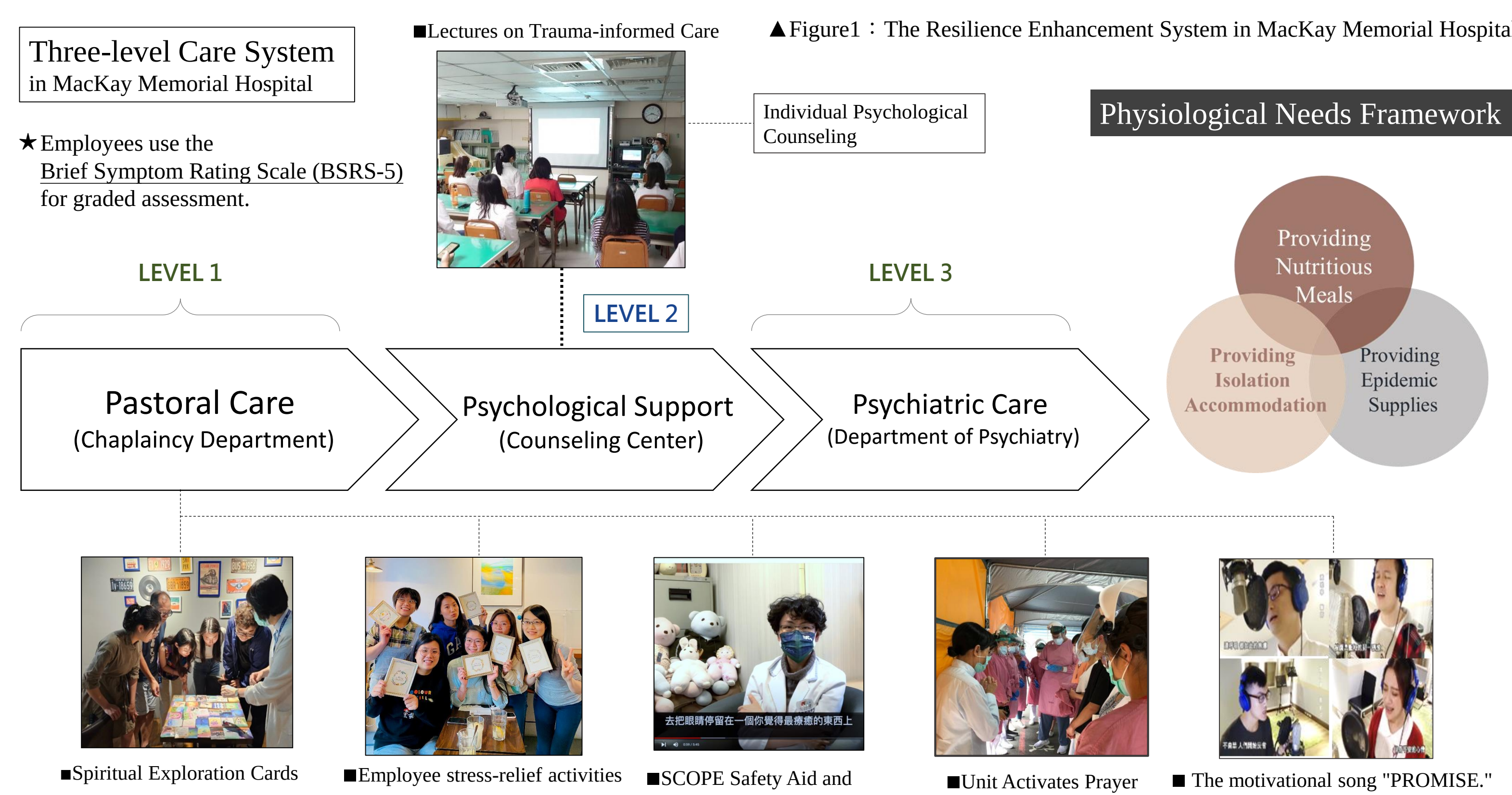
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Introduction



The resilience of healthcare facilities is a crucial indicator measuring employees' perception of occupational health and their ability to manage workplace stress. In 2020, data on the resilience dimensions of the affiliated medical center was obtained through Taiwan Patient Safety Culture Survey (TPSCs) published by a health regulatory authority in Taiwan, the Joint Commission of Taiwan. The positive response score was 47.99, with a positive response percentage of 10.89%. Both of which were lower than the averages observed in other medical centers (54.02/19.75%). Moreover, with the sudden outbreak of COVID-19 in 2021, a further decline in resilience performance was anticipated facing the threat of coronavirus and a heavy workload in healthcare. Therefore, in 2021, various intervention measures were implemented to enhance the resilience of healthcare facilities, aiming to promote the mental and physical well-being of staff and ensure the continuous delivery of excellent healthcare services in the face of adversity.



Results



The following outcomes were achieved: 1,281 responses on the Mood Thermometer, 32 counseling sessions (each lasting 60 minutes), 6 stress relief group sessions, 57 leisure and spiritual stress relief activities, 8 special lectures, 20 trauma-informed stabilization group sessions, and 8 self-care plans (including short films). The post-test conducted in 2022 revealed the average positive response score 49.95, significantly increased compared to the pre-test score 47.99 ($p < 0.001$). The positive response percentage rose from 10.89% to 13.22%. Further analysis by job category indicated a noticeable improvement in resilience for physicians, nurses, medical technologists, administrative staff, rehabilitation staff, and other categories, except for a slight decline among pharmacy personnel.

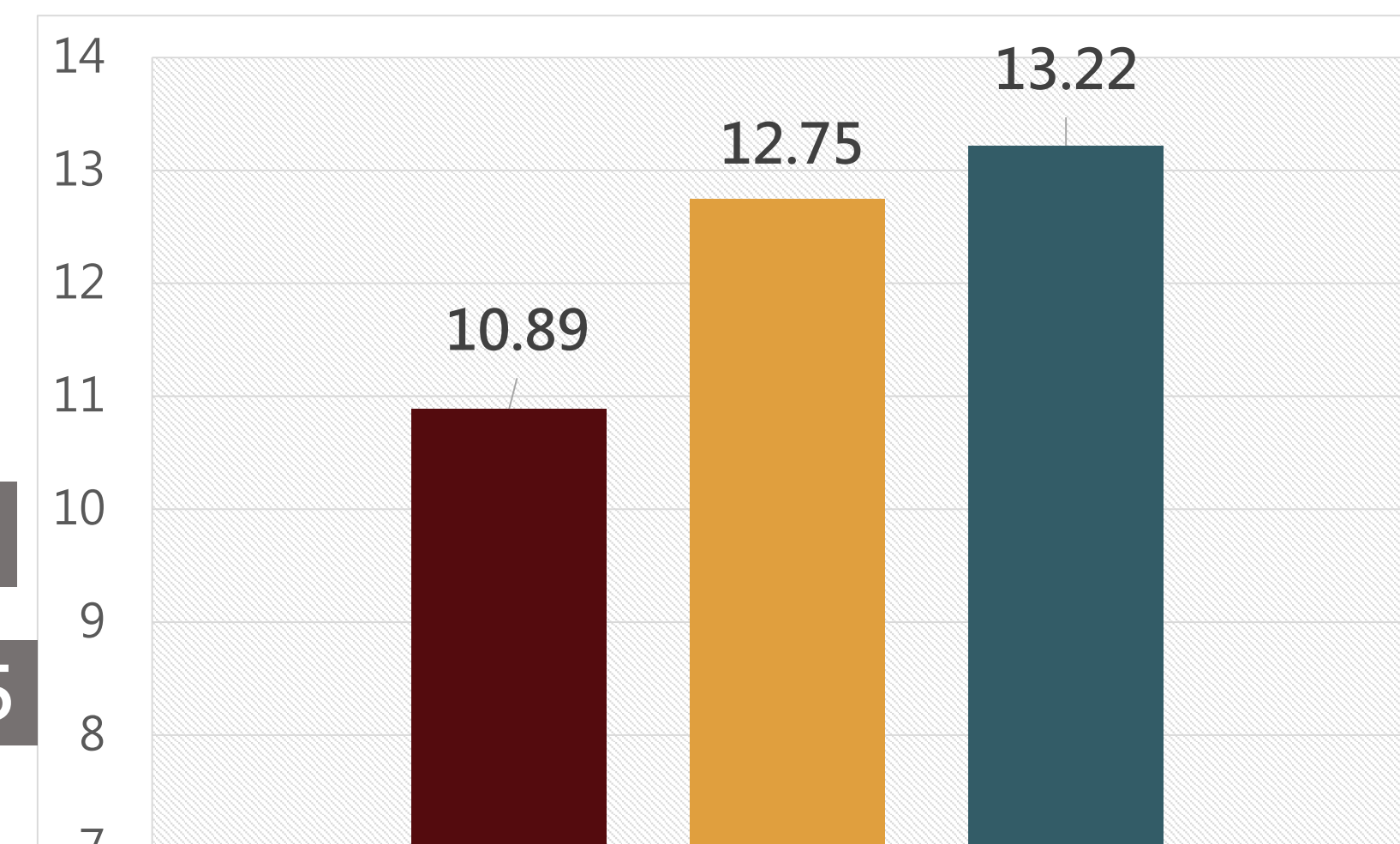


Using the T-test statistical method, a P-value of less than 0.05 was obtained.

T-test

P-value < 0.05

The positive response percentage(%)



■ 2020(pre-test)
■ 2021(intervention period)
■ 2022(post-test)

Conclusion

During the severe period of the pandemic, overall resilience showed a staggered decline in the broader environment. Despite this, MacKay Memorial Hospital (MMH) implemented various measures to enhance employee resilience, leading to a counter-trend growth. It is evident that effective intervention measures contribute to enhancing the resilience (recovery ability) of facilities.

