

Enhancing Medical Staff Resilience and Patient Satisfaction: A Comprehensive Approach

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INTRODUCTION

Resilience is paramount in medical practice, with positive emotional recovery serving as a key coping strategy for healthcare professionals. This paper outlines the impact of the "Peer Recognition Program": Heartfelt Excellence Initiative and the "Feedback Appreciation Form" in addressing issues such as work motivation and job satisfaction among undergraduate staff. The psychological literacy of medical personnel is highlighted as crucial for long-term health and career performance.

AIM

To investigate and enhance medical staff resilience and patient satisfaction through the implementation of the Peer Recognition Program and the Feedback Appreciation Form.

METHOD

In April 2023, we proposed and implemented policies to commend employees for their outstanding performance in various professional fields.

Outstanding Employee Reward System:

- Selection criteria: Multiple evaluations based on developing or implementing policies, proposing reforms, innovation, active participation, and project effectiveness.

Feedback Appreciation Form:

- Selection criteria: Five Heart Movement - Enthusiastic help, attentive care, professionalism, holistic concern, and empathy.
- Commendation: Patients' recommendations lead to employee recognition.

RESULTS

Outstanding Employee Reward System: indicating diverse profession participation.

Total responses: 18

Radiologists participation: 55.6%

Thank You Reply Form: emphasizing patient gratitude focused on care.

Total responses: 21

"Attentive care" emphasis: 57.1%

Patient Safety Culture Survey:

Positive response scores for resilience: 51.8 points (19.9% improvement)

Undergraduate performance: 53.6 points (N=35), surpassing hospital and regional averages.

Question	Average overall score	4/5 points option ratio
Does this policy's reward meet your expectations?	4.07	78.57%
When I feel frustrated, these feedbacks encourage and empower me.	4.07	85.71%
I agree that this policy can enhance employees' resilience.	4.00	85.71%
I agree that peer recommendations can mutually encourage and promote growth.	4.07	78.57%
I agree that patient feedback and the outstanding employee reward system can create a friendlier healthcare environment.	4.14	78.57%
I agree that patient feedback and the outstanding employee reward system can enhance self-worth.	4.14	78.57%
I agree that patient feedback and the outstanding employee reward system can improve doctor-patient relationships.	4.36	92.85%
I agree that this policy can be considered as part of the benefits.	4.21	78.57%

Table 1: Feedback Form for Outstanding Employee Reward System - Cause Analysis

	Medical Center	Regional Hospital	TMUH	Oncology Department	
2021	53.5	55.2	48.2	44.7	N=31
2022	50.5	51.2	51.8	53.6	N=35
2023	49.5	50.8	49.7	51.7	N=33

Table 2: Positive Response Scores for Resilience Dimensions - Comparison

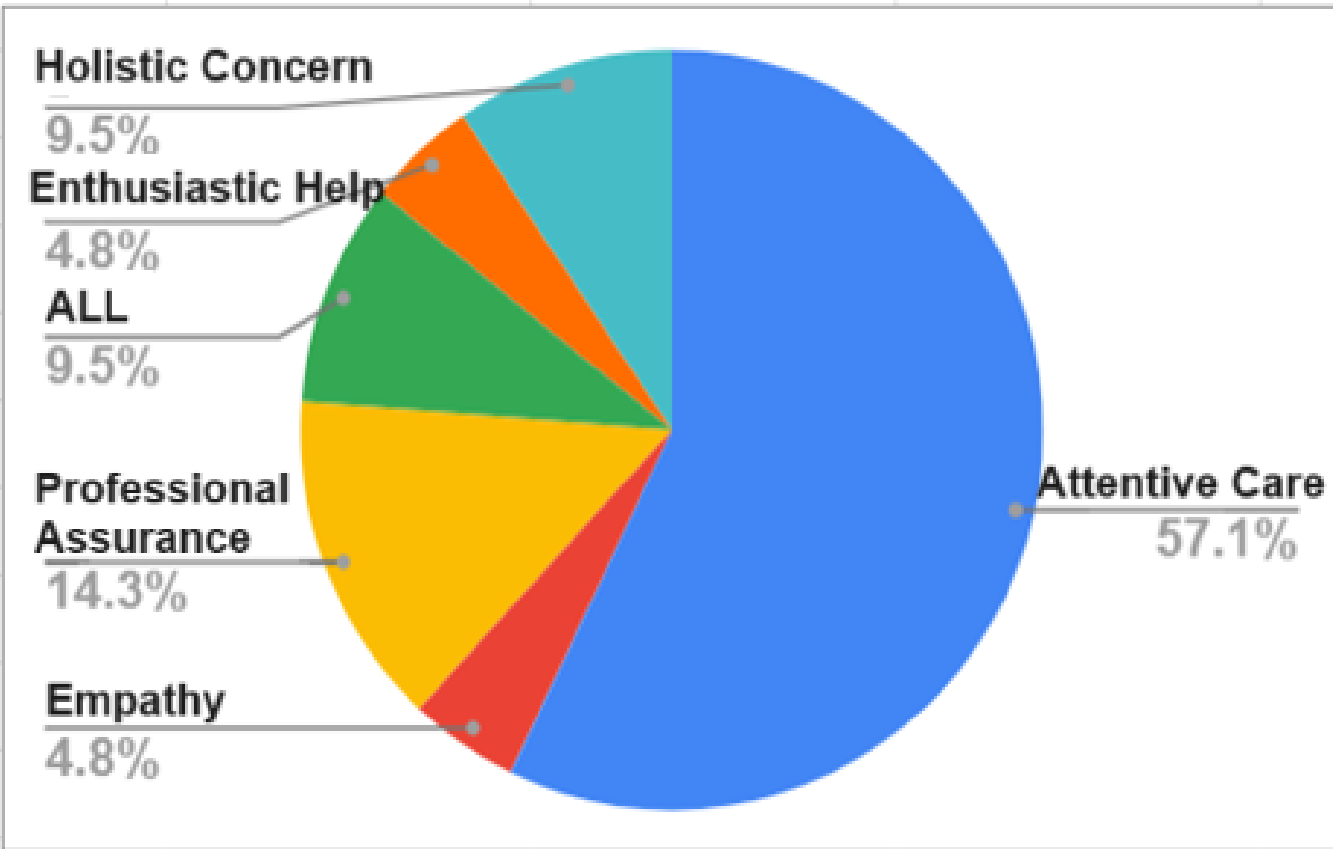


Table 3: Thank You Reply Form Feedback Analysis Proportion

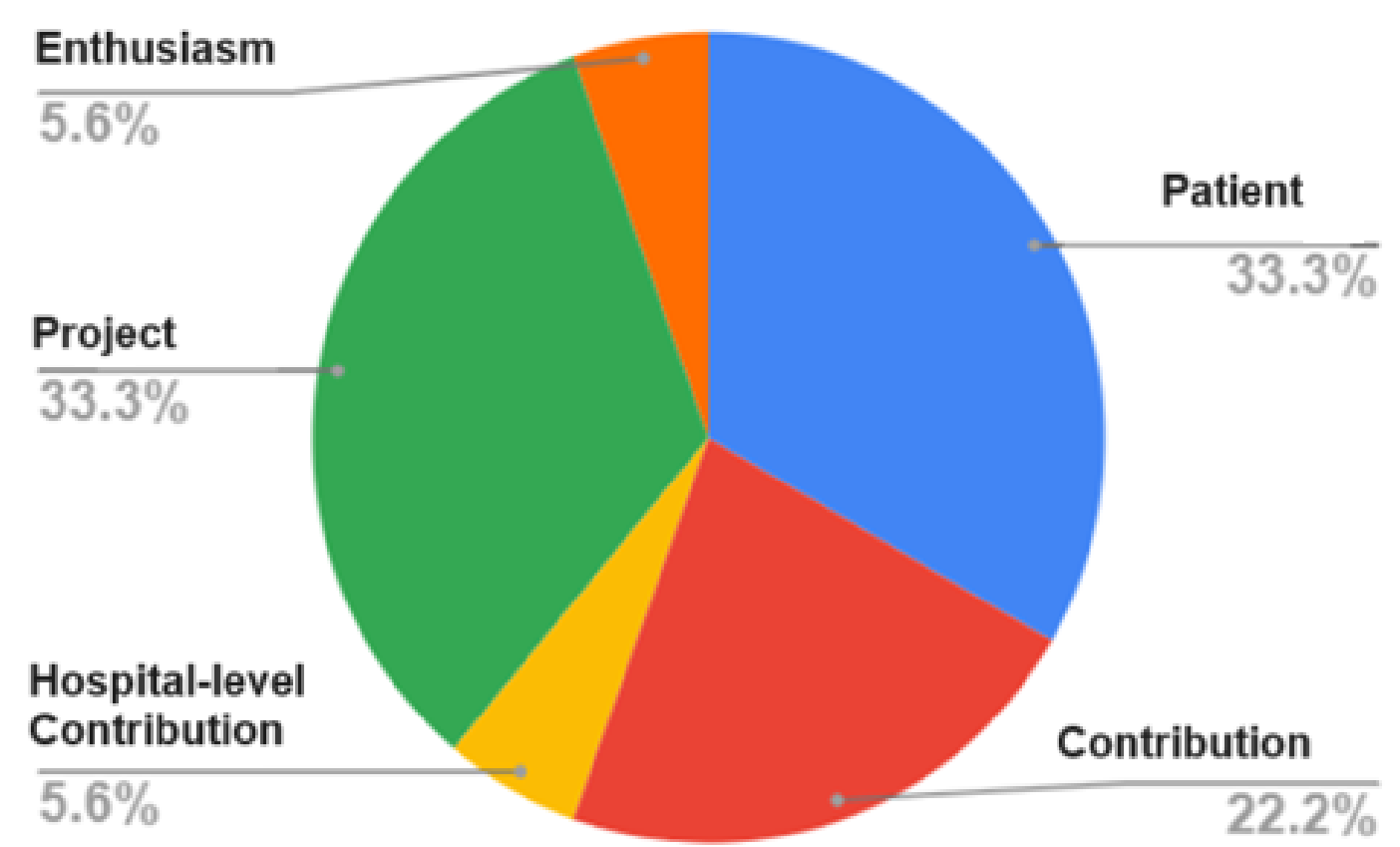
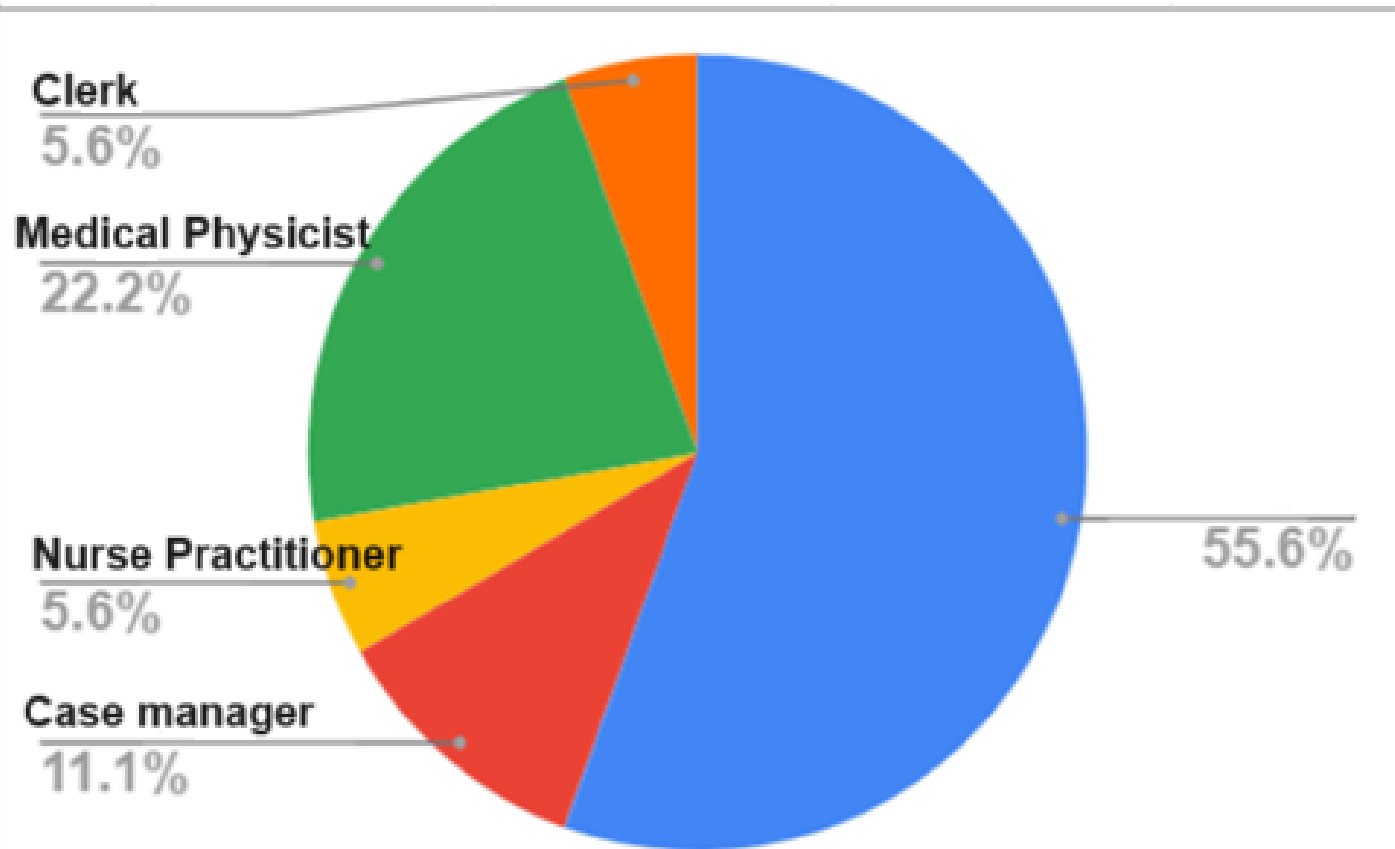


Table 4: Outstanding Employee Reward System Recommendation Reasons and Proportion by Job Category



CONCLUSIONS

The policy positively impacted project improvements, quality, and patient safety culture. The undergraduate program excelled in resilience, indicating strong medical staff resilience in ensuring patient safety and satisfaction.

Future efforts will focus on continuous excellence through safety culture surveys and reinforcing patient safety culture, ultimately enhancing healthcare staff resilience and overall patient safety.

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