

Developing Professional Support to Enhance Employee Resilience

CHUN-CHIEH, LIANG^{1,2}, TUNG-HO, WU^{1,2} and HSIN-LUN, LEE^{1,2}
1 Department of Radiation Oncology , Taipei Medical University Hospital , Taiwan
2 Proton Center , Taipei Medical University Hospital , Taiwan

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INTRODUCTION

In modern healthcare, fostering employee resilience is critical for improving patient safety culture and care quality. Addressing the challenges highlighted in patient safety culture surveys necessitates proactive support strategies in high-stress environments. This study explores the impact of professional development measures on enhancing employee resilience and its consequential benefits on healthcare effectiveness.

AIM

To investigate the effects of structured professional support on employee resilience in the healthcare setting and its implications for patient safety culture and care quality.

METHOD

To enhance employee resilience in healthcare, we've implemented these support measures:

- Weekly Discussions and Resource Provision:
Regular sessions and access to resources from the library.
- Continuing Education:
Emphasis on ongoing professional development.
- International Exchange and Training:
Subsidized attendance at international conferences and training programs.
- Academic Presentation Incentives:
Rewards for contributions to academic discourse.
- Setting Goals and Expectations:
Defined targets with corresponding training and periodic assessments.

RESULTS

- Significant participation in weekly sessions and resource utilization.
- Successful pursuit of higher degrees by healthcare professionals.
- Attendance and active participation in international conferences and training.
- Publications and presentations contributing to academic and professional growth.
- Positive resilience scores surpassing institutional and regional averages.

Based on the 2022 Patient Safety Culture Survey by TMUH, our department achieved a resilience score of 53.6, significantly outperforming the TMUH average (50.4) and showing a remarkable **19.9%** improvement from 2021. This places us ahead of both the medical center average (50.6) and regional hospitals (51.2), reflecting proactive strides in enhancing resilience and patient safety culture. In 2023, our resilience score slightly decreased to 51.7, still higher than the TMUH average (49.7), medical center average (49.5), and regional hospitals (50.8), albeit showing a 1.9-point (3.5%) decline, mainly due to reduced staff mobility amid COVID-19 impacts.

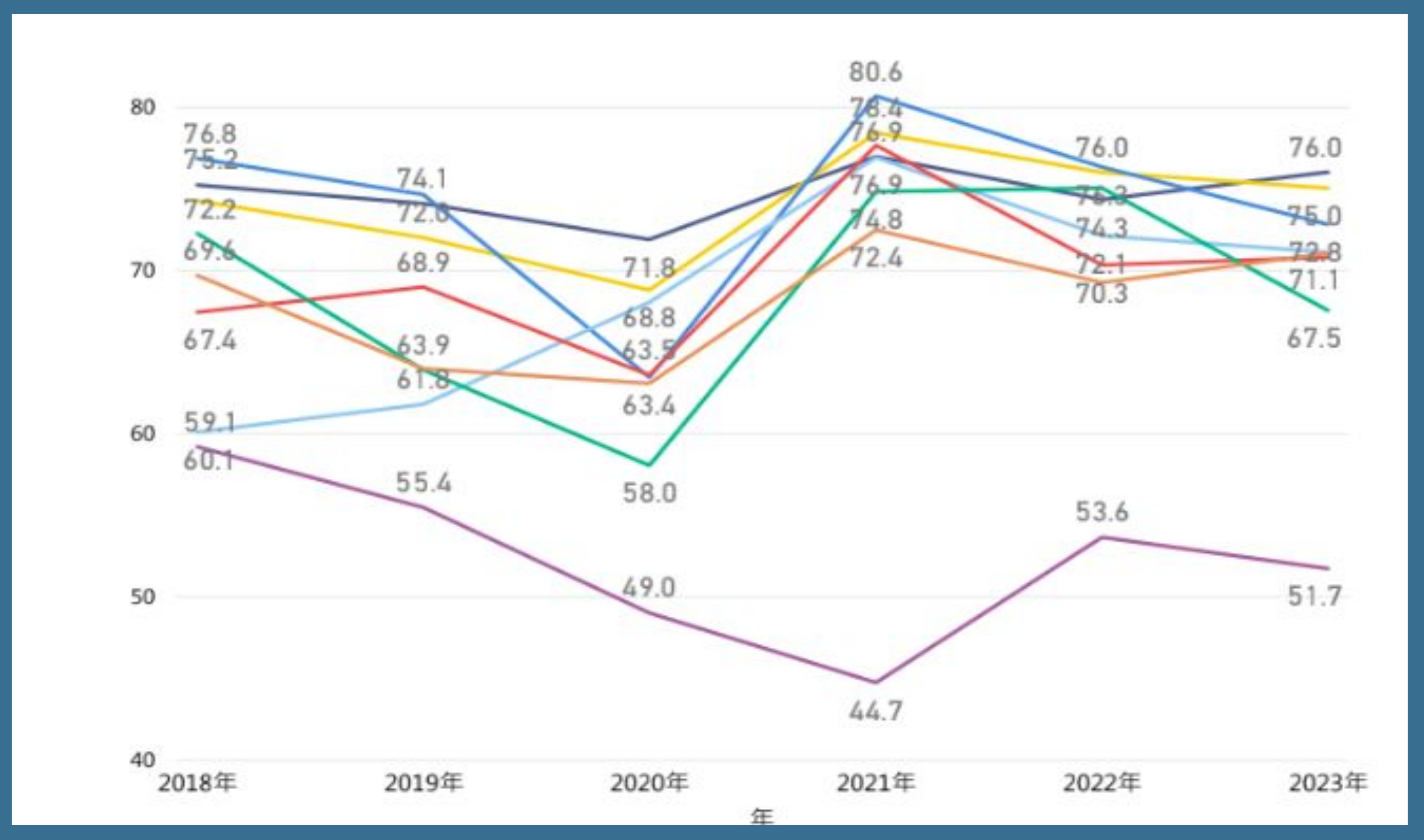


Table 1. According to the TMUH Patient Safety Culture Survey, the graph on the left shows that the resilience score will be 8.9 points (19.9%) higher in 2022 than in 2021.

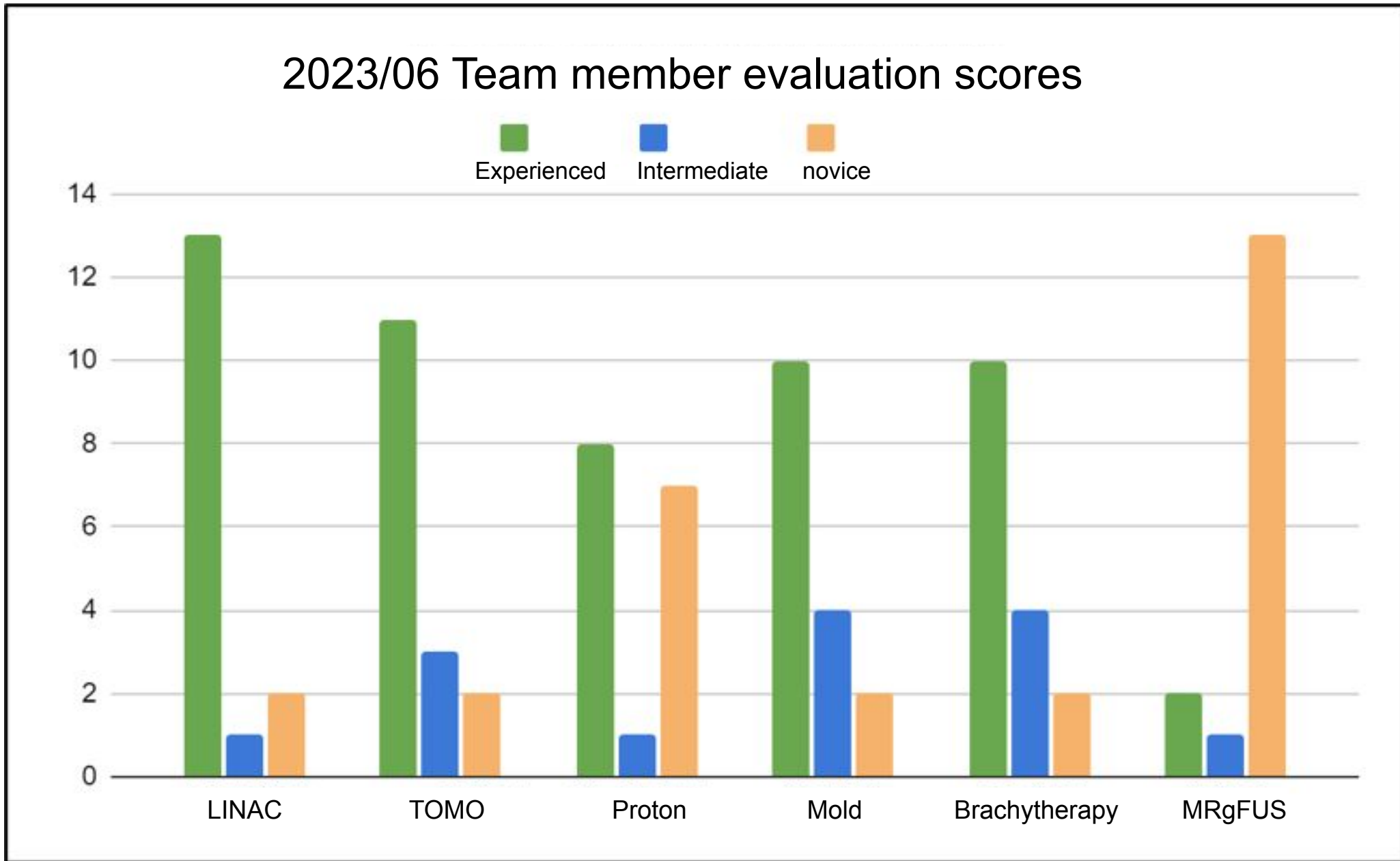
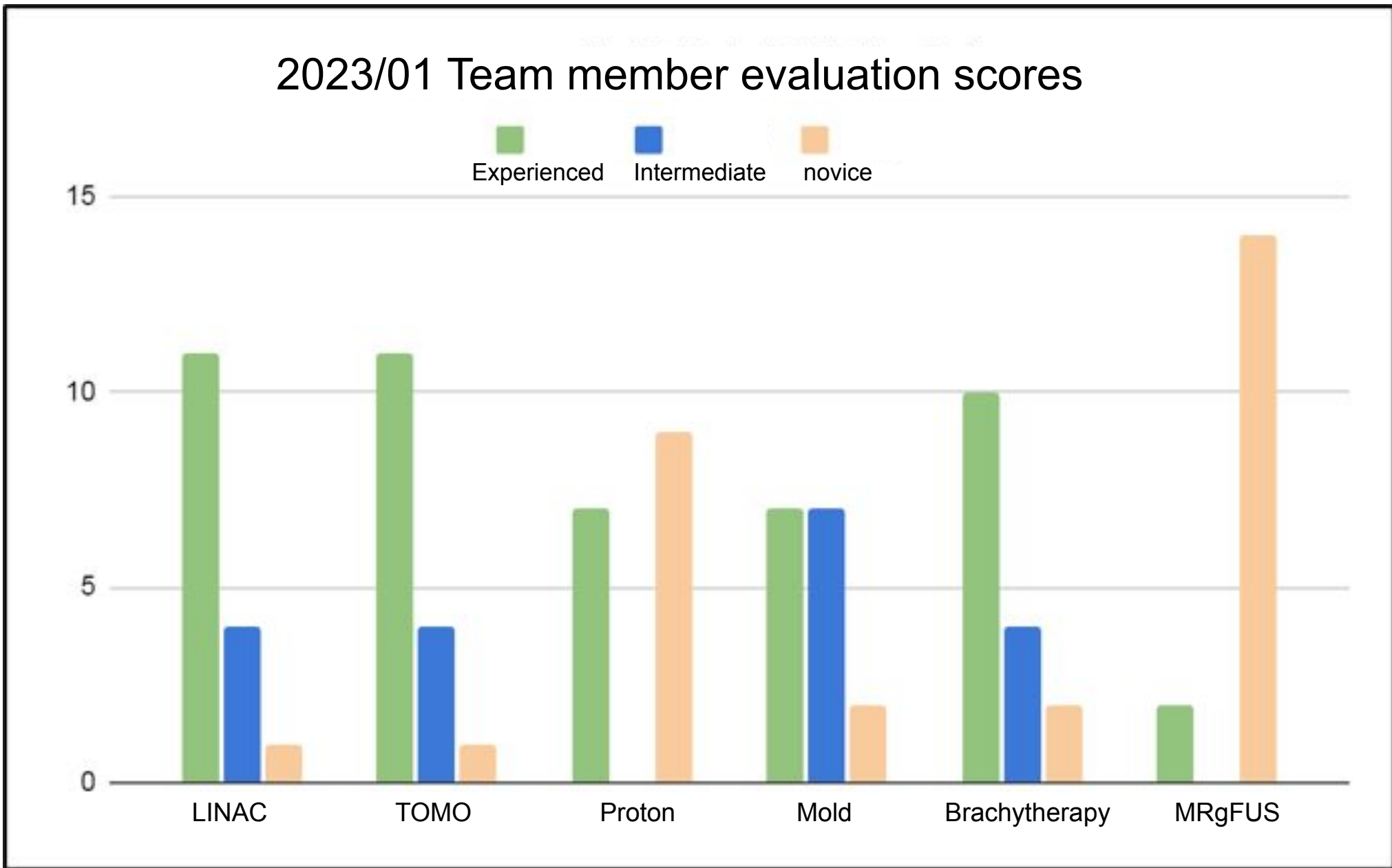


Table2. The picture above shows the employee evaluation form every six months. This method gives employees a goal to work towards. The left and right pictures are for comparison.

CONCLUSIONS

Employee resilience is crucial for improving patient safety culture and care, requiring proactive measures from supervisors. Through professional development support measures, we contribute to enhancing employee resilience, subsequently improving job performance and maintaining overall well-being. This will help create more value for the unit, achieve self-realization, and enhance overall healthcare quality. Continuously focusing on and enhancing employee resilience is an important mission for advancing further developments in overall healthcare.

ACKNOWLEDGEMENT

I would like to thank all my colleagues, family and supervisor for their full support in making this poster possible.

CONTACT INFORMATION

CHUN-CHIEH,LIANG
E-mail: 204092@h.tmu.edu.tw

