

Bridging Cultures and Building Resilience: A Quality Improvement Initiative to Foster Well-being

Authors: Umme Habiba, Anam Azeemi, Miss. Afsheen Mahboob
Affiliation: University Hospitals Birmingham, Birmingham, United Kingdom

Background

Burnout is a well-recognized challenge among healthcare professionals, particularly in obstetrics and gynaecology (OBGYN). High workload, emotional demands, and limited opportunities for self-care contribute to stress, low morale, and reduced job satisfaction. Recognising this, we aimed to implement a culturally inclusive, practical approach to promote staff well-being.

Aims

- Reduce burnout among OBGYN doctors and midwives.
- Promote workplace well-being and resilience.
- Enhance team cohesion and cultural inclusion.

Methodology

Setting: OBGYN Department, University Hospitals Birmingham
Duration: June 2024 – December 2024
Intervention:
Regular structured social activities:

- Cultural potlucks
- Wellbeing walks
- Mindfulness sessions

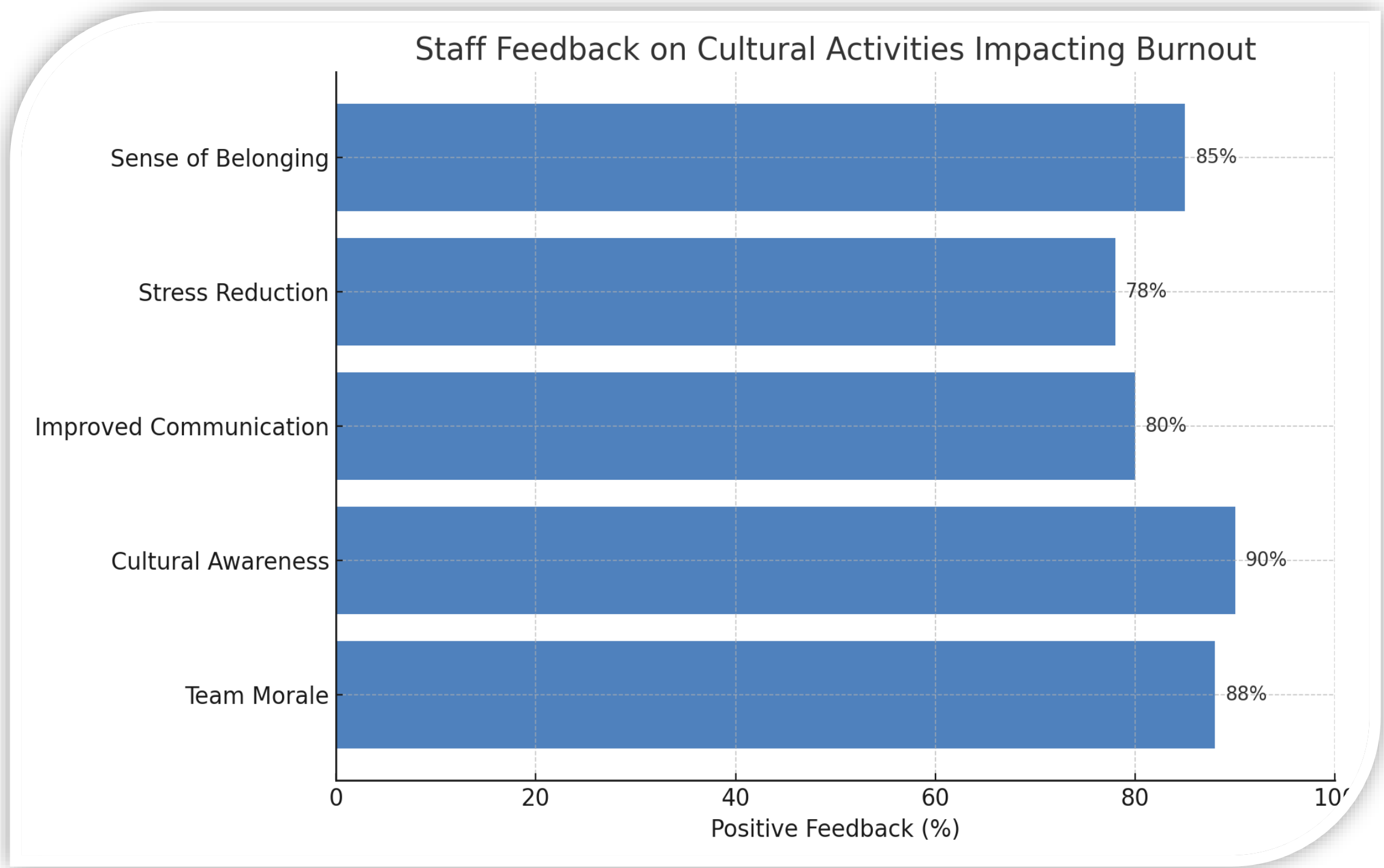
Events reflecting the cultural diversity of the workforce.
Anonymous pre- and post-intervention surveys to assess burnout, job satisfaction, and team morale.

Staff Feedback

“I feel more connected to my team than ever before”. " These events helped me manage stress and feel valued". " Appreciated the cultural celebrations—it made me feel included.”

Activities Implemented

Month	Activity	Focus
June	Kick-off cultural lunch	Team bonding, diversity
July	Walk-and-talk mental health sessions	Physical & mental well-being
August	Creative expression workshop	Stress relief
September	Cross-cultural storytelling night	Empathy, inclusivity
October	Mindfulness & breathing session	Stress management
November	Diwali & Eid cultural celebration	Community, belonging
December	Reflection & feedback showcase	Sustainability & improvement



Results

- **Self-reported burnout** levels decreased by **30%**.
- **Workplace morale** and **job satisfaction** improved by over **40%**.
- Enhanced **communication and collaboration** among staff.
- Increased **awareness of cultural diversity** and mutual respect.

Conclusion

- Culturally inclusive social initiatives significantly **boost well-being**.
- **Low-cost, high-impact** approach to improving team dynamics.
- Embedding such practices into hospital culture can **sustain resilience** and improve **patient care quality**.