

Royal Hobart Hospital ED 2022 Wellbeing Award Written Citation

Thankyou ACEM for considering our submission for the Wellbeing Award. While we often engage our staff in activities aimed at team morale and physical fitness outside of the workplace, we consider our core “wellbeing” processes to be those that are embedded in everyday work, not extraneous to it. These core processes ensure our staff feel included within a cohesive community, are enabled to perform their duties efficiently, are provided with the resources required to progress their career at various life-stages and have representation for any grievances. 300 words is too few to detail them all, but the following are some we are most proud of:

Rostering and Sick Leave Cover

- Registrar and consultant rostering fosters flexible hours and permits part-time work, including at exam time.
- Registrar Education is rostered, and attendees are protected from clinical duties
- Sick leave cover shifts are offered at call-back rates by group text messages. Staff can opt out of receiving these messages.

Conflict Resolution

- The “ED Admissions Process” (one-way referral) is enforced by a “Disputed Patient Register” used to record difficulties with referrals, which are directly escalated to hospital executive
- Weekly “housekeeping” meetings, and a Chief ED Registrar role, allow our registrars to voice any concerns about work to the ED Director.

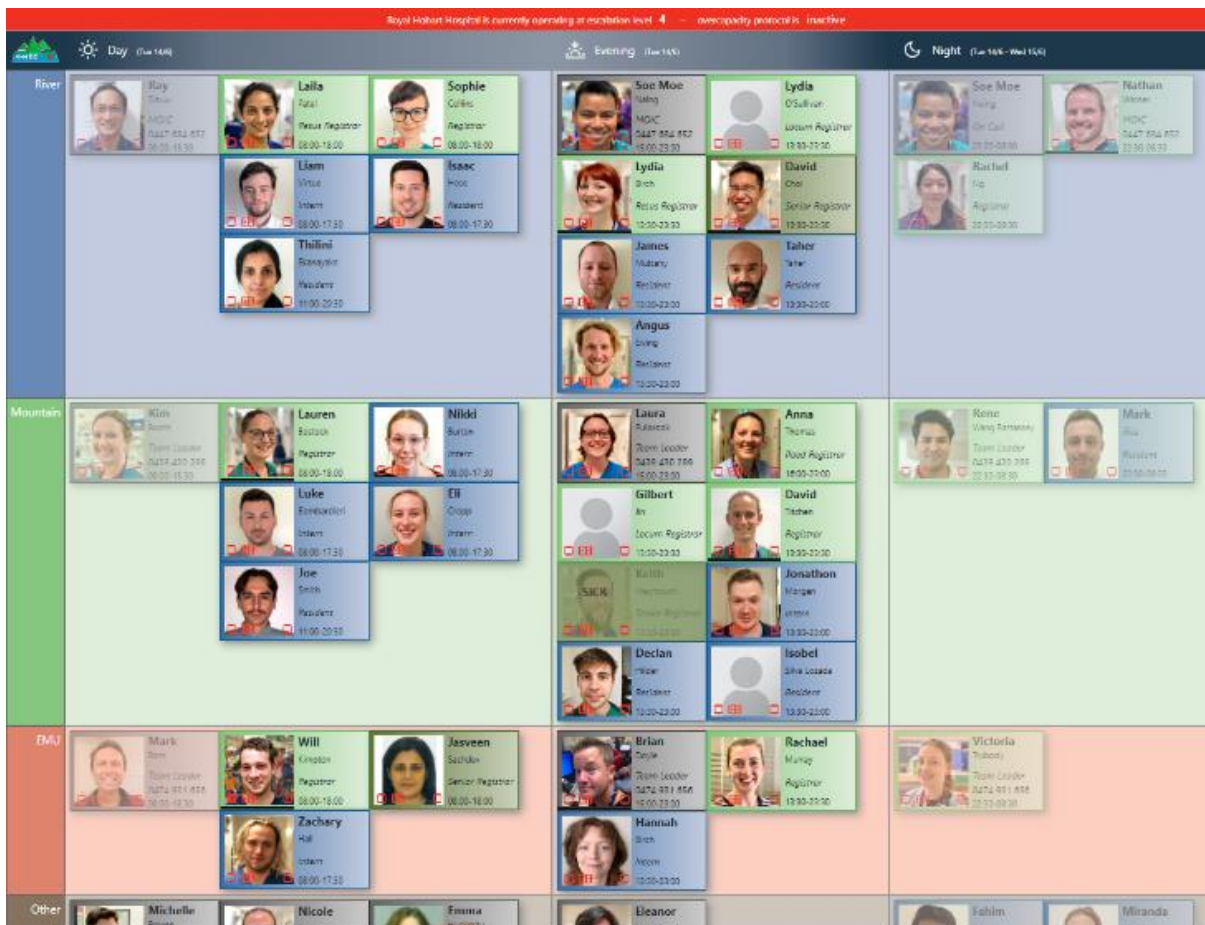
Cultivating “community at work”

Knowing our colleagues by name is a simple and important step towards team cohesion and safer patient care but is difficult in a large department.

- **#hellomynameis badges**, display our first names prominently



- Our **electronic roster** includes a portrait photo of every staff member (updated in real-time)

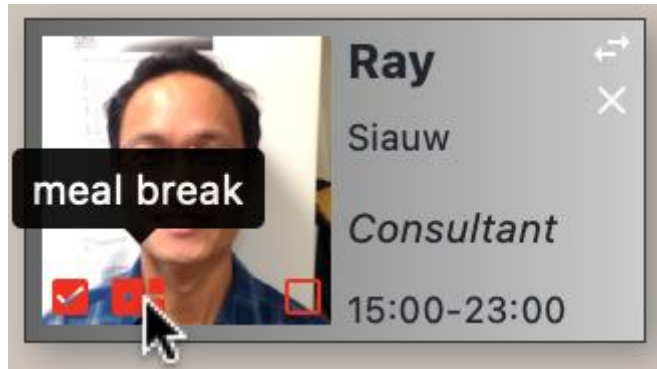


- Daily **Intubation drills** familiarise our resuscitation teams



Meal Breaks

We seek to *normalise* taking a break!
We ask each team member, each shift, “What time would you like your meal break?” and check a “bento box” on the roster when they have had it.



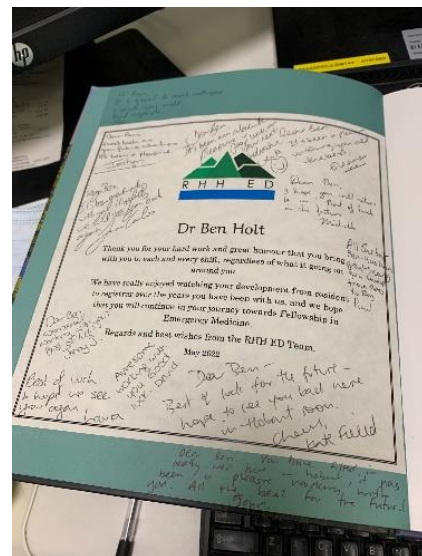
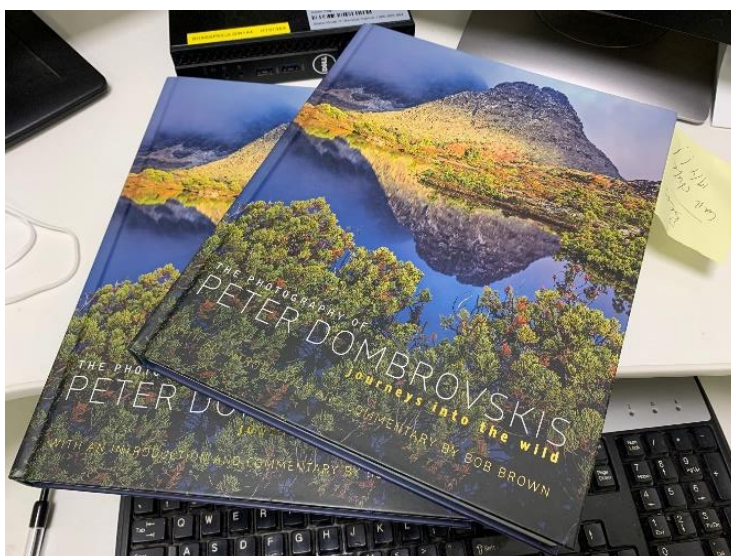
The F@#%ing Awesome Award

Awarded annually to colleagues who achieve an academic milestone (eg. an ACEM exam).



Exit Interviews

To farewell leaving staff, acknowledge them with a gift, and receive 360° feedback.



LEX

An excellence reporting system to recognise and acknowledge successes in our work



Stop For Five

Structured Hot Debriefing tool



Bosie

An anonymous peer support system



*Dr Ray Siauw
FACEM, Royal Hobart Hospital*