

# PROMOTING A HEALTHY WORKPLACE MOTOL UNIVERSITY HOSPITAL

Motol University Hospital has been a member of national and international network programme WHO/Health Promoting Hospitals & Health Services (HPH&HS) for ten years, it has been supplemented by participation in the international pilot project Recognition Process in 2012 – 2014. Pneumological clinic participated in the project for the hospital. We decided for our own internal complementary survey, based on the data evaluation from the questionnaire for the employees within the project. This complementary survey was oriented to map the current situation in integration of the programme health promotion in the Clinic and to cover following topics:

- I. Ideas of the nurses and physicians regarding the term “Health promotion”, sense and meaning of the health promotion programme in taking care of the patients
- II. Conditions and requirements of active approach of the staff towards programme Health promotion



## METHODOLOGY

The survey took place at Pneumological clinic during the period November – December 2013. The evaluation of the survey and processing of the outputs was done in 2014. After series of consultations with the representative of the hospital management and with the management of the clinic regarding the operational and time capabilities of all the medical staff groups three different methods for the survey were chosen:

### 1. Method of interactive team workshops

This method was chosen for the activities with middle medical staff. Three workshops were held, 33 employees from the inpatient department, intensive care unit and outpatient department took part. The head nurse and charge nurses also participated in the workshop.

### 2. Method of questionnaire research

This method was chosen as the most appropriate for gaining the information from the physicians. Together 16 questionnaires were distributed, completed and submitted were 9 questionnaires.

### 3. Method of structured interview

The method of structured interview was chosen for gaining information from the Head physician of the Clinic and Head physician from the Tobacco Addiction Treatment Center, this doctor also completed the questionnaire.

Workshops with middle medical staff contained the same topics and the same or very similar types of questions as questionnaires for physicians, so it would be possible to compare answers to the similar topics from both respondent groups.

## Three thematic topics included together nine questions:

- I. Ideas of the medical staff (nurses and physicians) regarding the term “health promotion”, sense and meaning of the health promotion programme in taking care of the patients – for both groups three questions.
- II. Awareness of WHO/HPH&HS programme and the activities of health promotion – nurses two questions, physicians four questions.
- III. Conditions and requirements of active approach of the staff towards programme health promotion – nurses four questions, physicians two questions.

## RESULTS

### I. Ideas of the medical staff (nurses and physicians) regarding the term “health promotion”, sense and meaning of the health promotion programme in taking care of the patients

Success and longterm sustainability of the Health Promotion programmes depend on the answers to the first topic. It is obvious that idea of what means and contains the term “Health promotion” is at both groups of respondents basically the same. Middle medical staff has compared to physicians wider and more concrete idea, for physicians the activities on health promotion are more marginal. Opinions of the nurses are very concrete and based on real experiences.

The issue of beneficial effect of health promoting activities implemented in the hospital has unequivocal support at both groups of the medical staff.

### II. Conditions and requirements of active approach of the staff towards programme Health promotion

Questions in this thematic topic concerned the point of view of medical staff on what is important for the patient and what influences the satisfaction with health care. Both groups, nurses and physicians express that the most important factor of patients’ satisfaction is the approach of the medical staff towards the patients. With respect to this finding the second part of this thematic topic proves to be very substantial, it includes answers to the questions regarding motivational and demotivational factors influencing the satisfaction of the staff (it is part of fourth standard of health promotion). Both groups of medical staff agreed on positive motivational influence of good team, mutual interpersonal and professional relationships. The second positive motivational factor are good financial conditions for the physicians, for the nurses workplace. Strongly demotivational factor is meaningless and useless work system and insufficient staff. Insufficient staff increases the level of stress and as well as limits time capacity, which could and should be dedicated to high-quality approach towards patients.

The survey proved that activities on fulfilment of 4th standard of Health promotion (Promoting a Healthy Workplace) can become one of the key topics influencing the quality of provided health care (even it is medically correct and well provided). These can manifest in the results of patients’ satisfaction surveys.

## CONCLUSIONS

The survey realized in the form of discussions with the nurses during interactive workshops brought not only many information but also inspired the respondents to formulation of ideas and subjects for topics not included in the questions directly. Some physicians’ answers in the questionnaires showed where the respondents see the possibility for change. Therefore the answers were also integrated into separated summary concerning the opportunities and reserves.

The fundamental drive for change process is motivation. The condition for optimal preparation of change process is the knowledge of motivational factors – i.e. what is for each individual so important that it is worth doing something for it and enter the change process. In the health promotion programmes in the hospitals are more groups and factors always involved. Therefore it is important to find as many as possible common factors/topics. From the point of view of medical staff, nurses and doctors, are the activities within the programme Health promotion beneficial and meaningful.

Meaningfulness and beneficial effect are the fundamental requirements and motivational factors increasing the chance to make the implementation of new elements into the system of health care in the hospitals successful and long term sustainable. Health promotion and its particular activities are perceived as an essential part of health care.

The survey showed that nurses and physicians are in agreement with point of view and opinion on these topics:

- The basic idea of what is Health Promotion.
- The significance of mental well-being and support both in treating patients and by medical staff.
- The significance of medical staff’s approach towards patients, important supportive meaning of interpersonal relationships and mutual communication on the workplace.