



Caring for the Carer

Dr Sadna Balton

Chris Hani Baragwanath Academic Hospital

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values

Patient-centered care, accountability, empowerment transparency, efficiency, integrity

STRATEGIC GOALS

To ensure
quality Speech
Therapy and
Audiology
service delivery

To ensure a
sustainable and
dedicated,
productive,
caring and cared
for workforce

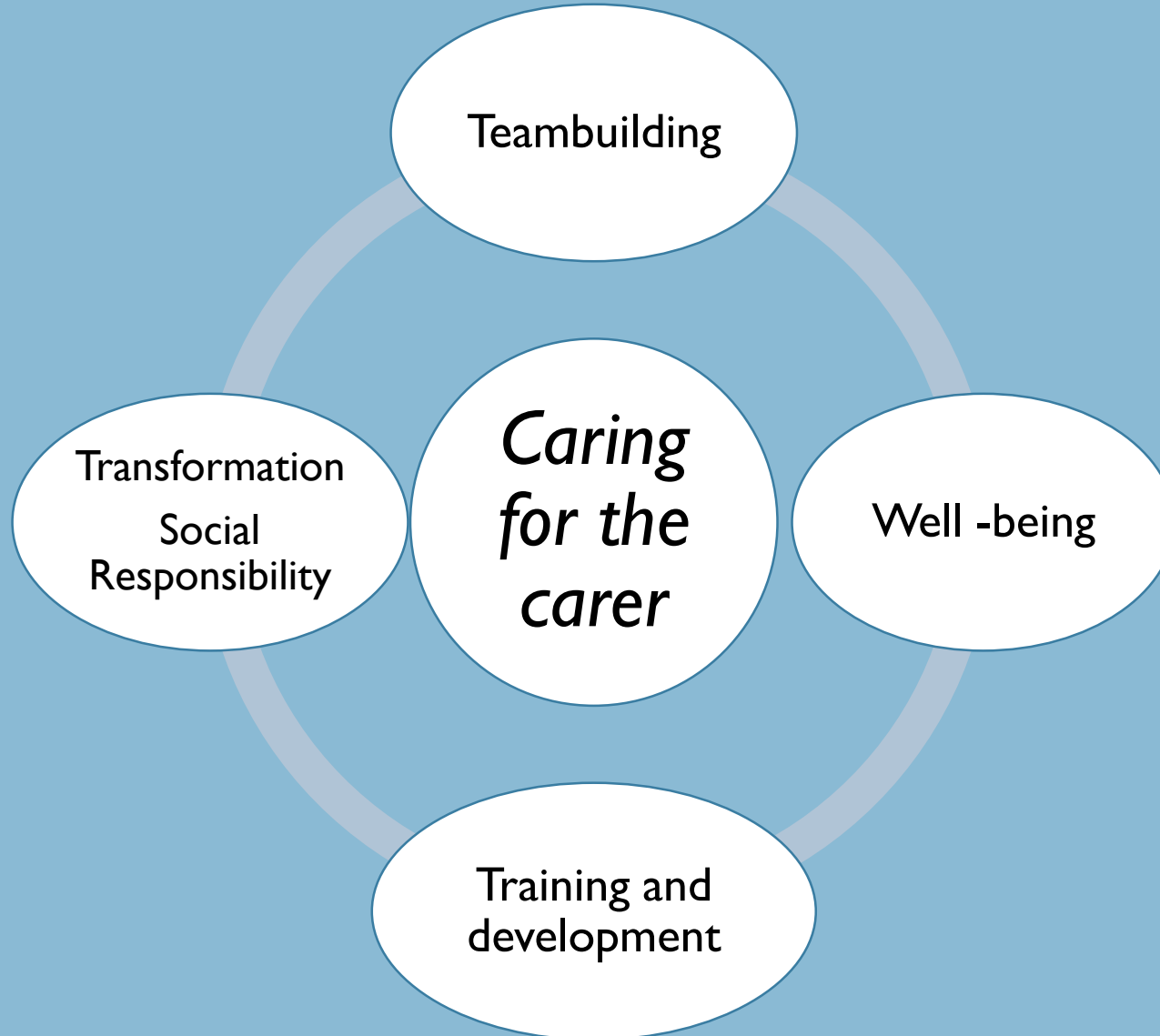
To build
capacity within
our department,
team hospital,
community and
profession

Contribute to
evidence- based
knowledge
relevant to the
South African
context.

WHO ARE WE ?

- Diverse group of people who spend 8 hours together everyday
 - Age
 - Race
 - Religion
 - Gender
 - Geography
 - Training
 - Years of experience
 - Expectations

WHAT ARE WE DOING ?



With no
financial
support from
DOH

TEAMWORK

- A workforce that encompasses a diverse group of people must **learn to work together**, forming a team and recognising the inherent diversity in order to deliver effective health care and meet desired patient outcomes (Moore, Everly & Bauer , 2016).

- Improves
 - problem solving & morale
 - open communication
 - collaboration
- Builds trust
- Builds respect
- Facilitates creative thinking
(Merceir 2012)

ACTIVITIES

- Weekend away
 - Nature walk
 - Meditation
 - Dance, drama
 - Murder Mystery
- Monthly breakfasts
- Amazing Race in Soweto
- Visit to historical landmarks
- Events for special days: Easter Egg hunt, Women's Day, Heritage Day
- Celebrating personal milestones



WHY FOCUS ON WELLBEING IN THE WORKPLACE?

- Workplace wellbeing relates to all aspects of working life:
 - quality and safety of the physical environment ,
 - how workers feel about their work and working environment,
(<https://www.ilo.org.safeowork/>)
- Poor wellbeing is associated with poor patient safety outcomes (Hall et al, 2016).

WELL -BEING

Emotional Well Being

- Debriefing
- Systems to cope with loss of patients
 - Patient memory jar
- Referral to counsellor
- “Toko” system
- Yoga & meditation
- Well-being surveys- monitor stress levels
- 1:1 meetings with HOD
- Family Day

Health & Safety

- Staff surveillance
- OHS training in staff meetings
- Audits to ensure adherence to policy
- Monitor leave



TRAINING & DEVELOPMENT

- Accredited monthly CPD programme
 - Ethics
 - Human Rights
 - Patient Centered Care
 - Branding & Marketing the profession
 - Policy
- Skills building
- Leadership development
 - Crucial Conversations – Human Edge
 - Mentorship and Coaching- Performance Solutions

TRAINING & DEVELOPMENT

- **Evidence based Practice**
 - Development of clinical protocols
 - Clinical Audits
 - Link to development to the Performance Management System
- **Sharing skills & knowledge**
 - Facilitate Courses
 - Congress presentations
 - Research & Publications – collaboration with Universities



SOCIAL RESPONSIVENESS

- Social Responsibility is how an organization acknowledges and recognizes the impact of their operations on society and the environment (Hawrysz & Foltys, 2015)
- Employees who perceive their workplace as being socially responsive will be more committed and dedicated (Aguilera, Rupp, Williams, Ganapathi, 2004)
- Learnership programme (Hearing Screening) – Public-Private partnership
- Networking with NPO's (Food insecurity)
- Talks in staff meetings on pro-environmental behaviour and practices.
 - Recycling
 - Reduce printing
 - Informed consumers
- Mandela Day : Ecobricks, Movie day for adult patients
- 16 Days of Activism against violence & abuse of Women & Children: Care packages for rape victims



Learnership :Hearing Screeners



16 days of activism

Recycling



Ecobricks



TRANSFORMATION

As uncomfortable as this subject is to talk about, it is also a deeply emotional one.

Its roots lie in years of oppression, discrimination, imbalance, prejudice, segregation where, based on race, a peaceful upbringing and opportunities were denied.

And so it is not an easy discussion to have.

But unless we acknowledge the elephant in the room, along with all its dirty baggage, we have no chance of becoming the diverse, powerful nation that undoubtedly almost every South African strives towards

(Clark , 2016)

TRANSFORMATION

- Workshops on racism
- Privilege walk
- Training on what health workers need to know to uphold and protect patient's rights (Section 27 and The Voice Project to provide)

- **Transforming practice**
 - Patient Stories
 - Patient participation in service evaluation
 - Patients presenting at courses
 - Writing articles in newsletters
 - Patient Centered Care
- ***How to get patients involved in service planning ?***

We have to be **honest** with ourselves. We have to have an **early warning system**.

We have to protect against our **own denial** and we have to give ourselves **permission** to be human beings. Because if we don't do that we are. I think, at a greater risk than other people.

I think that we need to understand that the work that we do is extremely difficult. And that we must have the courage to come up with helpful measures to ***care for the carer.***

Thanksology

An emerging branch of appreciation science applying gratitude theory to real world situations by actually saying thanks .