



Lightening Up Your Heart

ICU Feeling Board

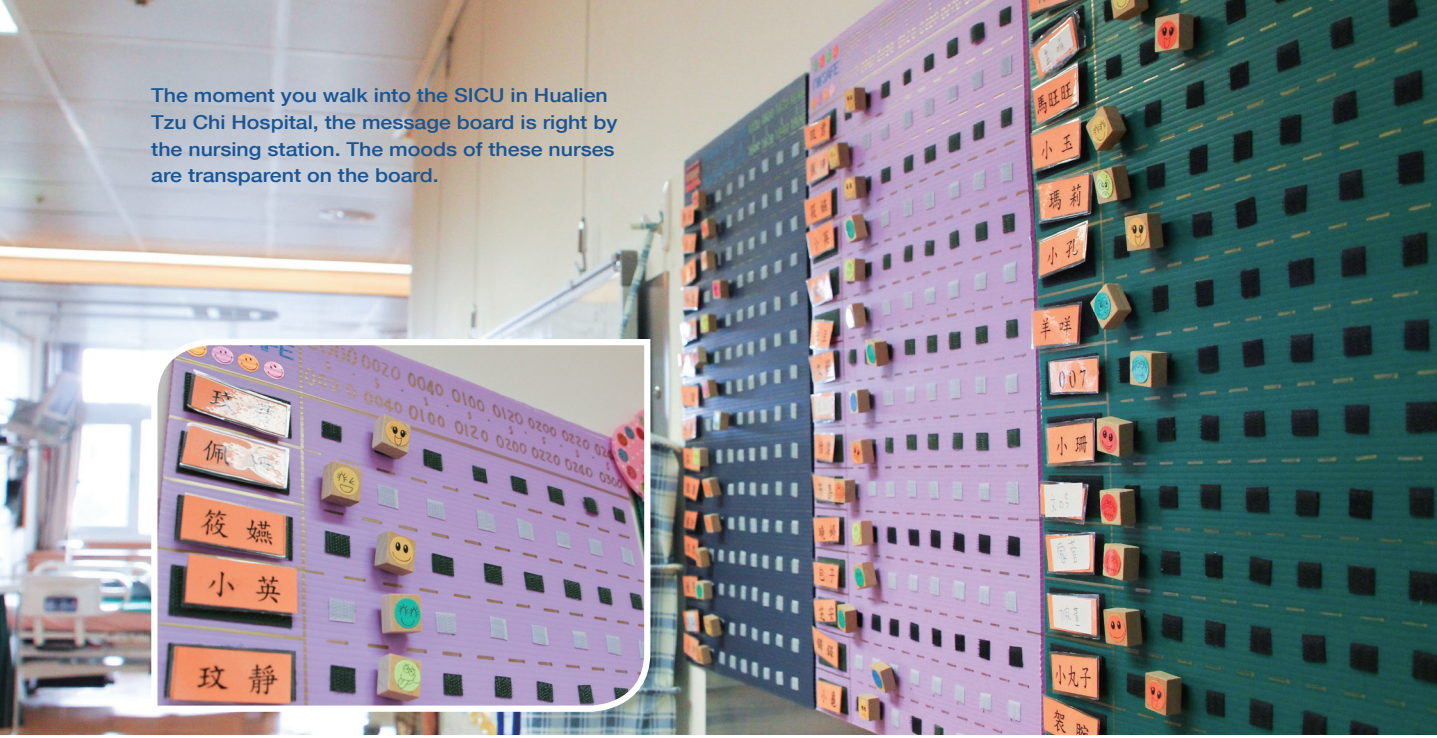
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Despite having endless workload on daily basis, I always regarded myself as fortunate to be working at where I am. The harmonious atmosphere and mutual collaboration are something that I genuinely love.

Mutual Support Through Morning Sharing

With the support of our supervisors and colleagues, we launched a movement to share Jing Si Aphorisms in every morning meeting, which allows our colleagues to inspire one another through their personal sharing. I remember a colleague once shared an aphorism “Giving vent to anger is temporary insanity.” And she went on to elaborate: If you see me like getting mad, please understand.” Another colleague replied softly: You seem to get mad a lot! A lot of laughter aroused. A joke it may be, the reply also pointed out the existing temper issue with the original speaker. “Really? Then I must be grateful for all your tolerance.” The morning meeting brought us energy to start today’s work and some reflections toward our attitude and mindset.

The moment you walk into the SICU in Hualien Tzu Chi Hospital, the message board is right by the nursing station. The moods of these nurses are transparent on the board.



Voluntary Guidance Counselor

Our workplace is a high stress environment. Many of our new colleagues from out of town, in addition to adapting to work, faced tremendous stress simply diving into a strange environment. Chen-Yu Pan, a colleague of mine who was already a certified Tzu Chi commissioner at the time, assembled a group of guidance counselors, held regular seminars with desserts and snacks, as a mean for newcomers to speak their mind and vent their frustrations, and for senior nurses to share their experience.

A newcomer, who cried during her sharing, said that she was so stressed that she was about to quit her job. Her preceptor approached her after hearing the news, greeted her daily and encouraged her colleagues to do the same. Then “You are doing great! The tough time is almost over!” The preceptor encouraged her. She was touched by these words and gave up to idea of quitting. Two and a half years had passed, and she is still on the job.

Express Your Emotions on the Board

We then set up a message board open to everyone in the ward. At the beginning, many of our colleagues wrote: the job is so tiring, the hours are so long, and life quality is down the drain.... Seeing message like this, I thought a lot, I wanted to find a solution.

We then assembled a team by employing the concept of team resource management (TRM), wishing to improve the trouble of prolonged shift change that delays our colleagues from leaving work. While discussing the simplification of shift change procedures, we came to discover that the mood of our colleagues during work hours is



During a SICU morning meet in Hualien Tzu Chi Hospital, the chairman asked, “Are you safe?” The nurses replied by gesture to show “I, am, safe/not safe”(from top to bottom). In the bottom photo, some use circles to say yes and crosses mean no.

vital. Whenever someone is depressed or unwell, aside from been vulnerable to reduce attention, they adversely impact their colleagues and overall morale. After a brainstorm, we designed a message board exclusively for our SICU nurses.

The message board integrated the personality of our colleagues: fast, furious and ruthless. Crying, smiling and frowning faces are also available for its users to express their emotions. It is a way through which everyone can express their genuine thoughts, a platform to demonstrate their care for one another. Every time a crying face shows up on the message board, someone would ask, "Why the crying faces?" to one another. Every one took the initiative to approach the depressed colleagues.

Through the simplification of shift change, the incidence of staff getting late off work has gradually reduced. Most of them would place a smiley face on the message board to indicate their mood. Whenever I see those smiley faces, I feel a great sense of accomplishment.

Stay Safe with Good Mood

Sometimes during the morning meetings, our chairman would ask: "Are you safe?" With simple gestures and catchphrases, the colleagues would signify whether their current status is fit for work. Aside from raising morale, it allows everyone to know the physical and psychological status.

I remember one time a colleague posed a big cross gesture. Being asked, she said, "I didn't sleep well last night, so I feel blue." We all burst out laughing, asking the colleague next to her to keep her in check, making sure she does not fall asleep on the job. All of the sudden, someone else who was dozing off woke up immediately, thinking we were referring to her, which gave us another good laugh. Our emotion board, is a way through which everyone can express their genuine feeling to others.

Our message board is an effort to ensure that everyone leave work on time, which is the central theme of our TRM, yet it indirectly improved the atmosphere in the workplace. Originally the posts were mostly about genuine thoughts, it's a platform and then it gradually shifted to who happened what. The mutual attentiveness brought us closer than ever. Li-Chuan Chen, our head nurse, always says: "'what happened to whoms' of the nurses are most of the time unavoidable. However, workplace atmosphere is something that we can work on, and it requires all of our effort." Ever since, we have been striving towards a positive workplace atmosphere.