

# For Us to Rely on

**Fang-Yu Kang, Ward 8B Head Nurse of Taipei Tzu Chi Hospital**

“Ah-Chang (nickname of head nurse), still busy? Supper time! Come on over.” The sound with warmth and kindness is heard every month. It was the get-together meal time with our volunteer moms and dads. Their accompanying is more important than eating together.

## **Sweet Touch of the Hospital Parents**

I remember when I was assigned to be the Ward 8B head nurse in 2010, hospital volunteer Li-Shiong, one of whom volunteered to be our unit parents, made an address book with the names of all the volunteers and our unit members for us to easily know each other. The address book contained pictures, names, and contact information. I was impressed that they were so sweet and considerate. Not only I could easily remember all my colleagues’ names, I could also identify and recognize those volunteers who had given so much to our unit.

During the last three years, our unit was tested with obstacles and ordeals, such as the high turnover rate of new and experienced personnel. There were also complaints and criticisms giving me good reasons to quit my job. However, the encouragement of



the volunteers and their company helped me to settle down and contemplate from a different perspective.

In order to manage our unit well, I had long discussions with the volunteers. I even thought my office was the source of troubles. I asked and seek help to resolve the conflict. I almost lost all my confidence in handling my job. Volunteers came up with different ideas, such as a service to pray for the patients and my colleagues. They prepared peach-shaped birthday cakes, symbolizing long life, and delicate adornments, red-colored for Chinese blessings, and then sent them to patients and my fellow coworkers. I even mopped my desk and the office floor with salty water. I was not superstitious, but I would try anything to deal with the crisis.

### **Help to Retain New Hires**

Everyone was making an effort to contribute to our unit. After the praying service, complaints of patients started to decline and colleagues were collaborating together with momentum.

However, there was some serious issues regarding staffing. Whenever we met with



**Head Nurse Fang-Yu Kang recalled the love and effort she received from the volunteer parents.**

volunteers, they would ask, “Are there any new personnel?” In 2012, there were more new staff members joining. With everyone’s hard work, nine of the new staff stayed on. Again, Mom Li-Shiong made a beautiful address book for everyone. Another Mom Su-Chin became a strong supporter for the new staff.

Later, there was one elderly man who came far away from Nantau to our hospital for treatment, the whole medical team came together to help the patient’s recovery. In order to show appreciation for the team, the elderly’s family held a thank-you party to show their gratitude towards us. After the party, staff members felt deeply the appreciation from patients and they worked even harder.

In 2014, we all worked very hard for the accreditation of the hospital. Volunteers constantly motivated us by saying, “You can do it”. After the evaluation, they held a party outside the hospital to show us comfort.

For these years, whenever I needed help, our volunteer parents would try and do everything to help and support. They were like our own parents. Their unselfishness giving motivated us to work harder and they never asked for anything in return. On behalf of Ward 8B, I say to them, “We always love you!”