



Promote Caring Culture for Health Workers in Hospitals in Taiwan

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Objectives:

To concern the needs and pressure of medical staffs, we build caring culture in medical institutions by using a systematic curriculum plan, participating hospital senior managers, and sharing experiences at the workshops.

Methods:

We set up topics and used modular courses, and through the module teaching to the hospital senior mangers and sharing experiences at the workshops, a feasible practical approach or strategy was produced.

1. Planning the curriculum

A project team established course objectives, then designed a series of related modules for hospital senior managers. First, the status of the caring was figured out; looked into the ways of coping with "status of caring", started from "self care" of each individual and then extended to "team care" to help team members; further into "organization care" of medical institutions.

2. Planning the workshop:

The caring program was extended and carried out as the workshop manner, giving sufficient time to discuss and further gave an output of feasible measures, which was able to apply practically on the medical institutions where those senior managers were involved.

3. Measuring indicators were the course satisfaction and the ratio of medical institutions that participated "systematic caring program".

Results:

- Survey analysis on modular courses and workshops satisfaction:
 - (1) Since June 2010 to December 2010, the modular courses and the workshops were taken place 5 times for each respectively.
 - (2) A total of 9 hospitals, which included 5 public hospitals (55.6%), 4 private hospitals (44.4%), among them there were 3 large hospitals (33.3%), and 6 medium-sized hospitals (66.7%).
 - (3) A total of 149 participants, including 40% of them were senior managers.
 - (4) The overall satisfaction on modular courses and workshops was 89.3%.
- Systematic caring program in medical institution:
 - (1) A survey of the participating medical institutions was carried out in December 2010, 3 (33% of the participating medical institutions) had established the caring system.
 - (2) Among the 3 medical institutions that had established the "systematic caring program", 2 of which were private hospitals, 1 was public hospital, and all of them were large hospitals.

Conclusions:

We have established a program to help health care organizations to build caring culture. This program seemed satisfactory from the view of participants of the medical institutions. Further studies about the caring climate in the institutions should be measured to prove the effectiveness of this program.



▲Modular courses of lecture on August 7, 2010



▲Modular courses of museum tour on August 7, 2010



▲The workshops of hospital share on October 16, 2010



▲The workshops on October 16, 2010

