

# CAPE COAST TEACHING HOSPITAL QUALITY ASSURANCE NEWS LETTER VOL 1

## COVID-19 UNDER SIEGE AT CCTH



05/20

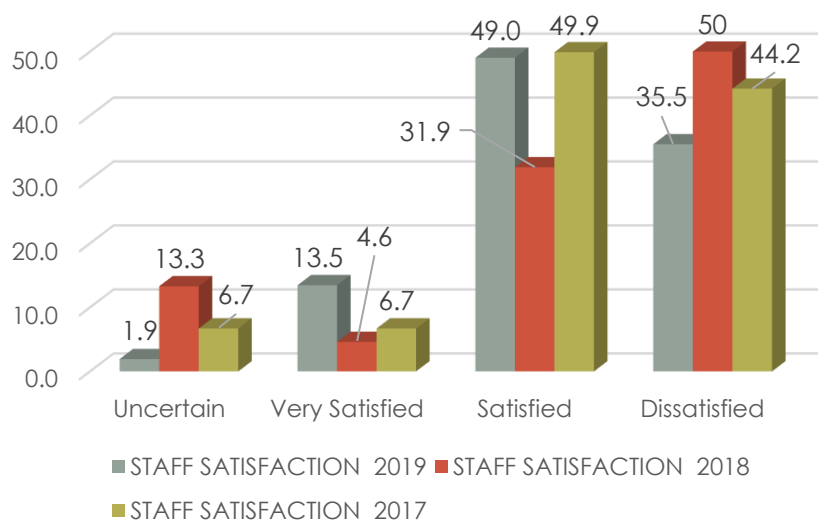


- WEAR YOUR FACE MASK ONCE YOU ARE OUT OF YOUR HOME
- WASH / DISINFECT YOUR HANDS AS OFTEN AS POSSIBLE

### CONTENT

1. QUALITY INDICATORS FOR TEACHING HOSPITALS
2. 2019 STAFF'S SATISFACTION SURVEY (PART 1)
3. STRESSFUL SIGNS
4. EXERCISE AND MENTAL WELLBEING IN COVID-19
5. 2019 STAFF'S SATISFACTION SURVEY (PART 2)
6. BOOSTING YOUR IMMUNITY IN COVID 19
7. 2019 CLIENTS SATISFACTION SURVEY
8. EMPOWERING STAFF TO WORK (PART A)
9. 2019 CLIENT AVERAGE WAITING TIME
10. INTERNATIONAL WAITING TIME
11. TIME SPENT IN HOSPITAL
12. STAFF MOTIVATION AND HIGH QUALITY DELIVERY
13. DETERMINANT OF STAFF MOTIVATION
14. 2019 INPATIENT CLIENT SATISFACTION
15. 2019 EMERGENCY CLIENTS
16. STEPS IN PREVENTING BACK PAIN
17. EDITORIAL TEAM

### Staff Satisfaction (Part 1)



**QUALITY INDICATORS FOR TEACHING HOSPITALS**

As a teaching hospital, CCTH is expected to submit the following Quality Assurance (QA) Key Performance Indicators (KPI) for institutional evaluation and planning. These are;

1. Work place accident.
2. Client and Staff Satisfaction
3. Intervention from Occupational Health and Safety
4. Surgical site infection
5. Availability of Hand washing and toilet facilities
6. Staff screen for non-communicable and communicable diseases
7. Staff vaccinated for immunisable diseases
8. Risk assessment and measures taken to avoid incidence.

**STRESSFUL SIGNS**

For effective productivity at the work place, it is paramount for any staff to watch out for the following stressful signs:

- Feeling overwhelmed, unmotivated or unfocused
- Anger Irritability or restlessness
- Depression or anxiety
- Trouble sleeping or sleeping too much
- Racing thoughts or constant worry
- Problems with your memory or concentration
- Making bad decision

Please take note that carrying stress around can make you more vulnerable to illness and infections. Stress can make your immune system overreact and hurt your cells. Available research indicates that stress can hurt your gut, grey your hair and even shrink your brain so avoid it.

**EXERCISE AND MENTAL WELLBEING IN COVID 19**

Exercise is natural and effective anti-anxiety treatment. It relieves tension and stress, boost physical and mental energy, and enhances wellbeing through the release of endorphins and serotonin that improve mood. Anything that gets you moving can help you but you get it bigger when you do exercises.

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## QUALITY ASSURANCE NEWS LETTER VOL 1



05/20

Available evidence points to the fact that regular moderate intensity aerobic exercises, such as walking, running or cycling is recommended. Aim at achieving 150 minutes per week which will give you a very strong mental fitness. Longer and more vigorous exercises by those who can afford, will not be harmful.

If your capacity to exercises is restricted due to health condition or disability, then you are advised to do move as little as you can which is better than doing nothing. Also adding resistive exercises will promote muscle power which will maintain effective walking especially for the sick and elderly.

It is therefore noteworthy that regular exercises during the latest government guidance on lockdown and social distancing can result in tremendously positive effect on our health and wellbeing.

So let all and sundry add regular exercises to our dos and don'ts in relation to COVID 19 in order to withstand the storm associated with current pandemic.

### 2019 STAFF SATISFACTION SURVEY (PART 2)

INDICATOR	Strongly Agree %	Agree	Disagree	Strongly Disagree (%)	Uncertain (%)
VISSION AND GOALS IMPORTANT	43.3	51	1	2.9	1.9
PROVISION OF ATTRACTIVE OPPORTUNITY	8.7	43.3	26	20.2	0
ORGANIZATION CARES ABOUT ME	7.7	39.4	32.7	19.2	0
SUPERVISOR QUITE COMPETENT	41.3	53.8	2.9	1	1
SUPERVISOR APPROACHABLE AND EASY TO TALK TO	51	46.2	1.9	0	1
SATITSFIED WITH LEVEL OF SUPERVISION RECEIVED	28.8	68.3	1.9	0	1
RECEIVED THE RIGHT SUPORT AND GUIDANCE	34.6	58.7	5.8	0	1
FEEL ENCOURAGED TO OFFER SUGGESTIONS FOR IMPROVEMENT	35.6	55.8	6.7	1	1
ADEQUATE OPPORTUNITIES TO DEVELOP MY PROFESSIONAL SKILLS	15.4	48.1	26.9	8.7	1

INDICATOR	Strongly Agree %	Agree	Disagree	Strongly Disagree (%)	Uncertain (%)
SATISFIED WITH MY CHANCES FOR PROMOTION	19.2	52.9	21.2	4.8	1.9
HAVE ACCURATE JOB DESCRIPTION	28.8	54.8	9.6	5.8	1
HAVE TOOLS AND RESOURCES TO DO MY JOB WELL	2.9	47.1	33.7	14.4	1
FEEL INFORMED ABOUT WHAT IS GOING ON	8.7	51.9	26.9	11.5	1
CO-WORKERS ARE COMMITTED TO DOING QUALITY JOB	23.1	61.5	11.5	2.9	1
MOTIVATED TO GIVE UP MY BEST	10.6	38.5	31.7	16.3	2.9

*(Look out for the continuation in the next edition)*

### **Boosting Your Immunity in COVID 19**

Exercises increases blood and lymph flow as our muscle contract (muscle pump). It also increases the circulation of immune cells, making them roam within the body at a higher rate and in higher numbers. In fact exercise especially helps to recruit highly specialized immune cells – such as natural killer cells and T-cells to find pathogens such as viruses and wipe them out.

Evidence abound that a brisk walk of 45 minutes result in about 3 hours of such immune cells vigorously circulating within our system. Hence doing such 45 minutes' walk 5 or more days within a week tend to add up to increase the body's defensive system.

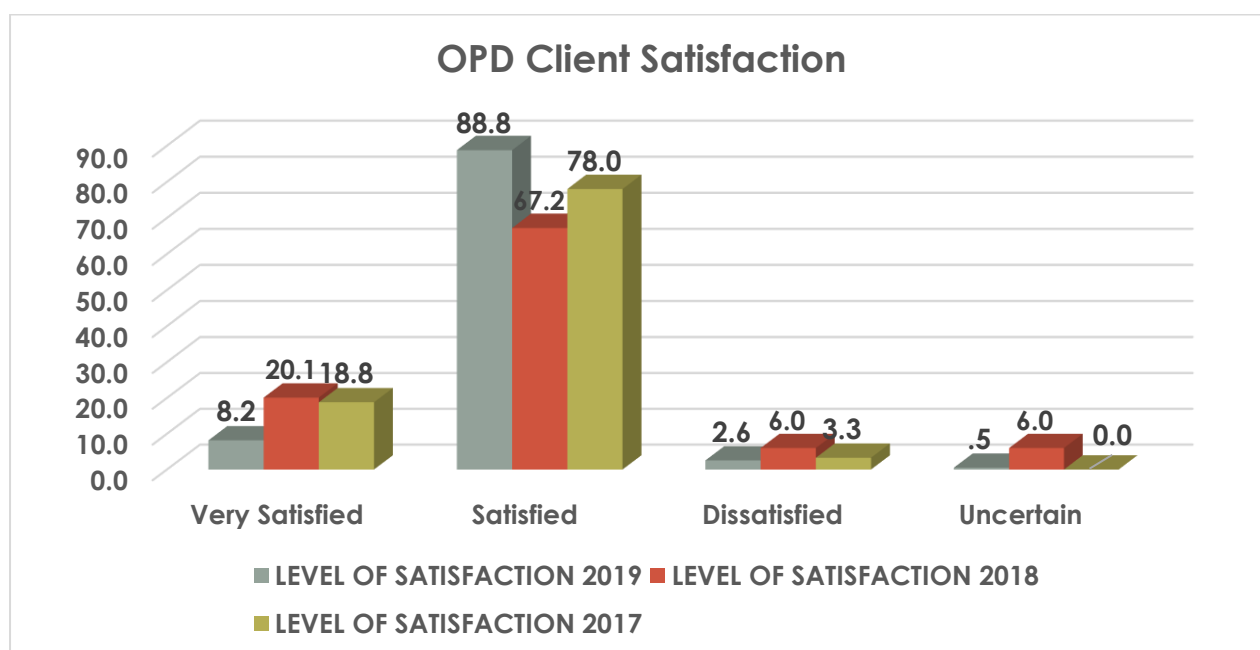
In 2011 the British Journal of sport Medicine found that those who did aerobic exercise five or more days of the week lowered the number of upper respiratory tract infection such as common cold over a twelve week period by more than 40%.

We also need to have adequate well balance diet, enough rest, avoidance of stress, loving our maker and humanity in addition to exercising regularly to boost our immunity.

Let me emphasize that numerous studies shows that loving relationship make us happy, but also keep us healthy. It improves our immune system and blood pressure. It help us heal quicker and enjoy longer life.

In fact a happy relationship is life's greatest medicine so practice it. The love factor will also contribute to boosting our body immunity especially during this pandemic

### 2019 CLIENT SATISFACTION SURVEY ON CARE

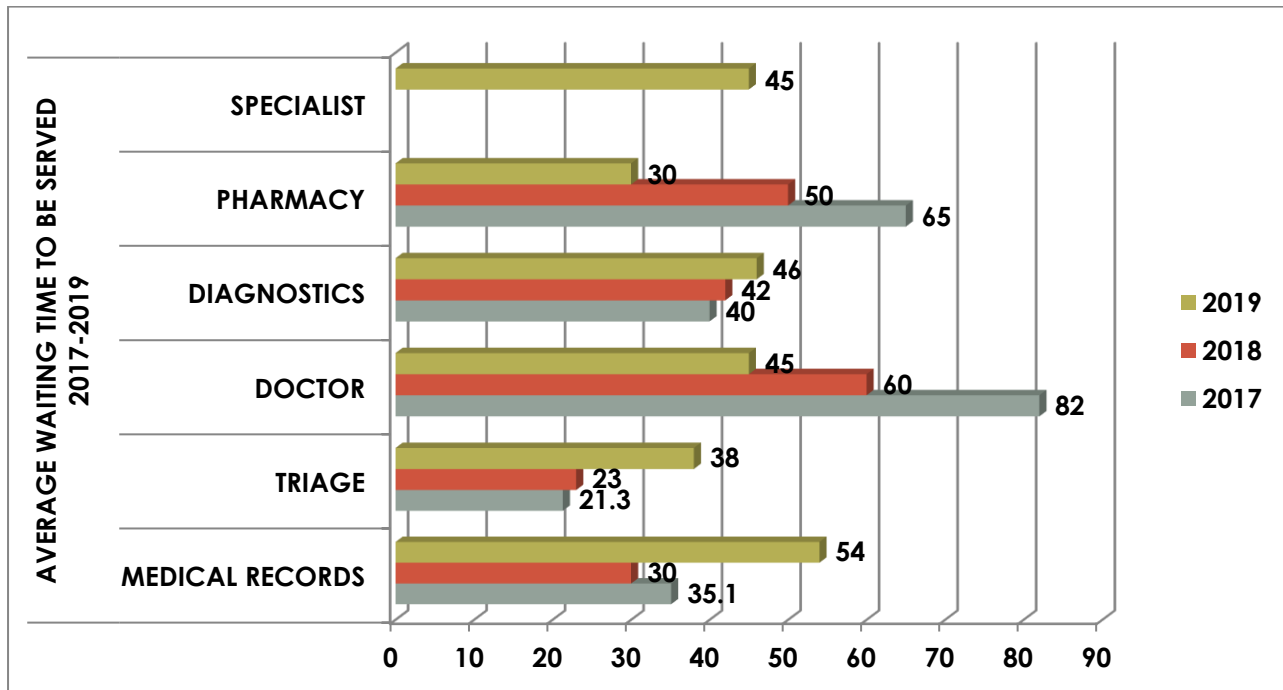


### How to Empower Staff to Work (Part A)

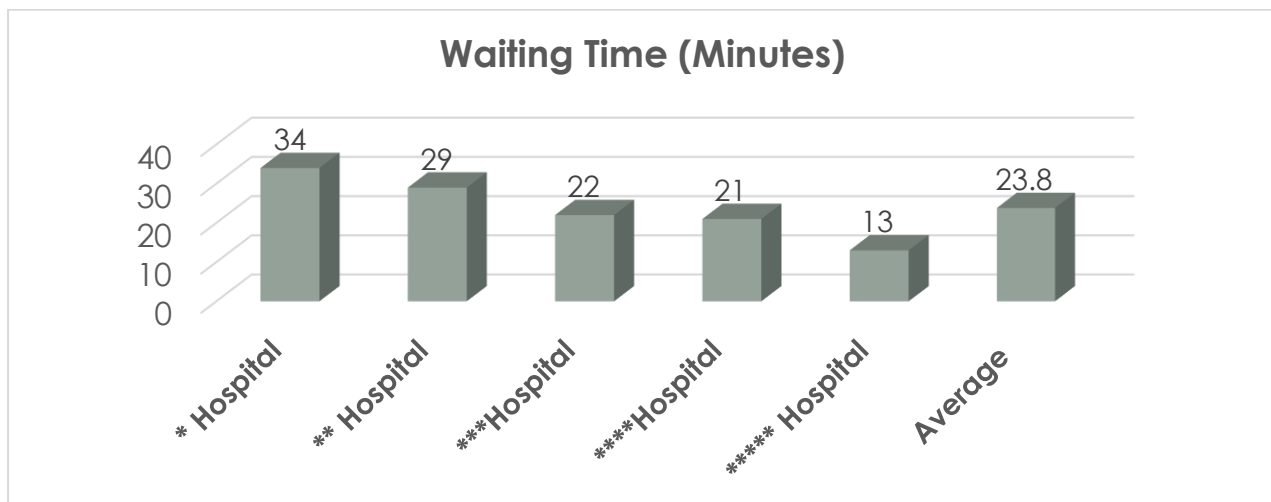
Give your staff more of a say in how they do their job. Ask for their input and get suggestions on how they can improve their performance. Most staff have ideas about how they can be more efficient, but they may not share them with you unless you specifically ask them.

Use regular staff reviews to discuss these improvements, but don't just ask. If you really want to empower and motivate your employees, you need to take their workable advice, polish it and implement it if possible. You should also give them the authority to make their own decisions, such as providing the right services for a client up to a certain point without needing to get prior approval.

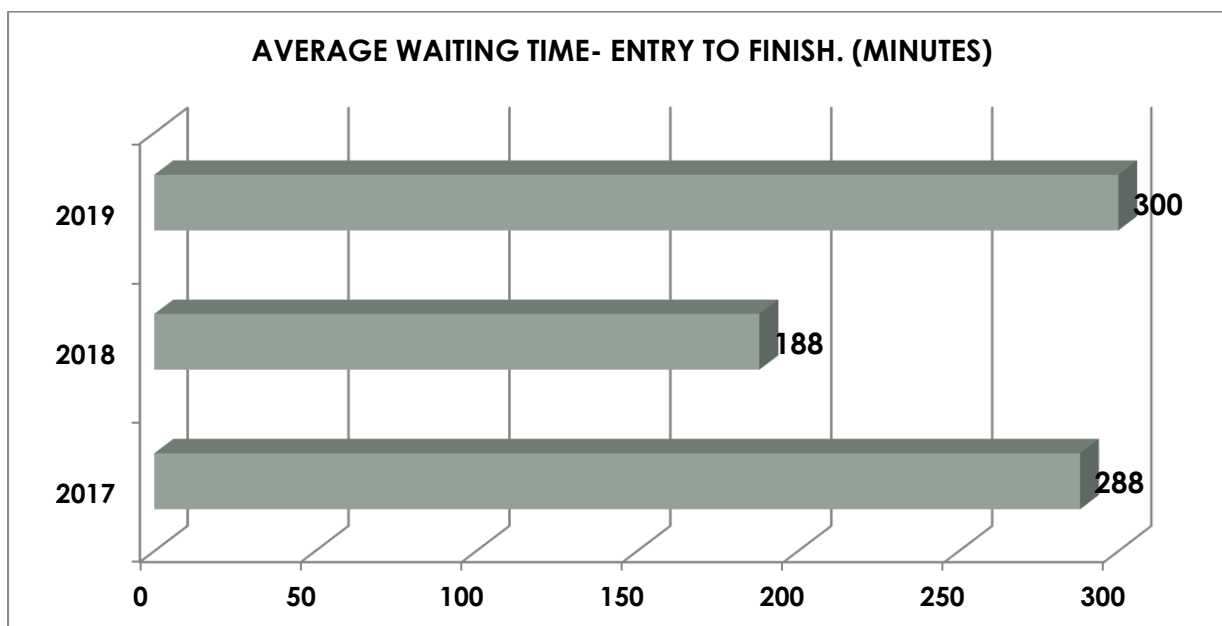
**2019 OPD CLIENTS' AVERAGE WAITING TIME TO BE SERVED**



**INTERNATIONAL HOSPITAL WAITING TIME**



**TIME SPENT FOR VISITING THE HOSPITAL**



**STAFF MOTIVATION AND HIGH QUALITY DELIVERY**

Staff are more motivated when they know they're working towards something. If they think there's no opportunity for advancement, they don't have much to work for. The 2019 staff satisfaction survey shows that 72.1% of CCTH staff are of the opinion that there exist opportunity for promotion within the institution. This serves as one of the major motivation from to enhance staff productivity.

The recent 2019 staff satisfaction survey found out that about 51% (50.9%) were of the opinion that they are not motivated enough to render high quality delivery. This means that slight minority (49.1%) are rather well motivated to deliver their best.

*'What then constitute motivation or incentive for the 51% staff to be motivated to ensure delivery of high quality delivery?'*

The opinion on the above question has been expressed in the 2019 staff satisfaction survey where staff considered issues which motivate them mostly. (See table below)

It is an establish fact that nobody wants to work a dead-end job. Heads of department (HOD) and in charges need to motivate their staff by offering training that gives them the skills they need to climb their career ladder which will add up to the opportunity they have for promotion. Grooming young staff to move on to better opportunities is valuable to you as well because it enables you to build your ward / unit or institution's reputation as a great place to work.

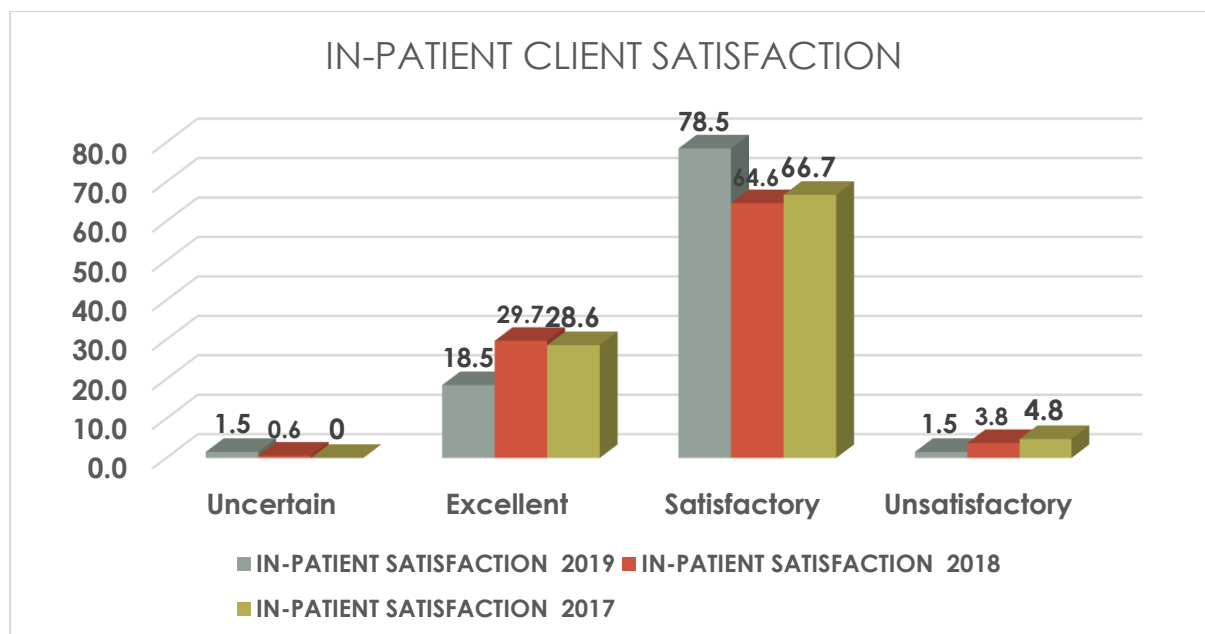


**DETERMINANT OF STAFF MOTIVATE**

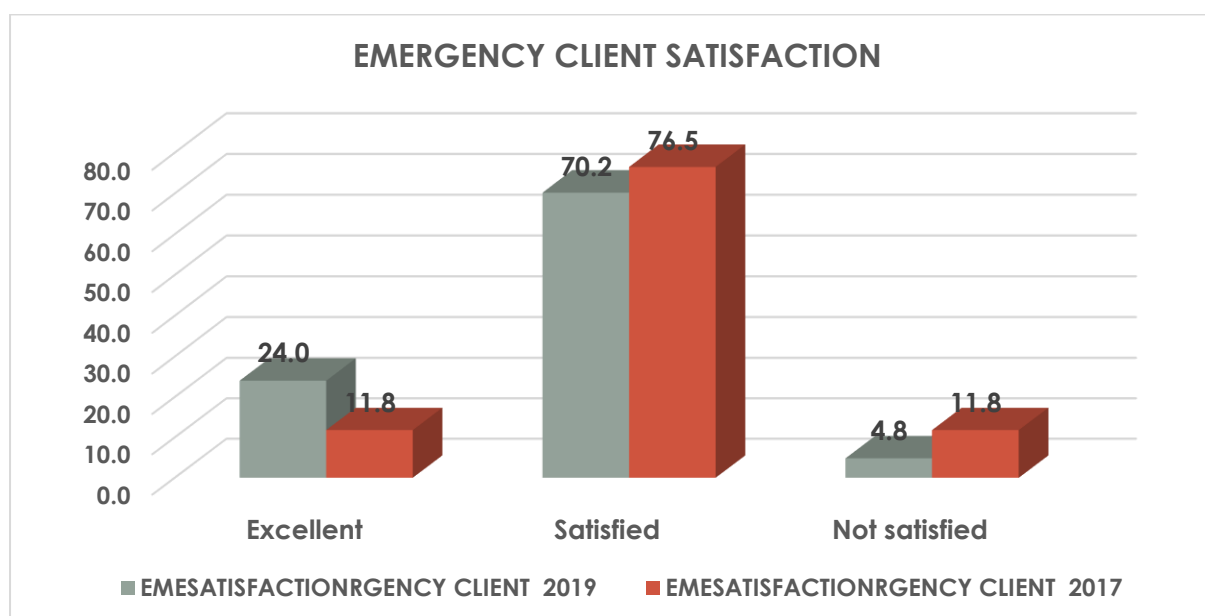
INDICATOR	% HIGHLY AGREE	% AGREE	% DIS AGREE	% HIGHLY DISAGREE	% NOT CERTAIN
REGULAR IN-SERVICE TRAINING	33.7	43.3	19.2	2.9	1
GOOD TEAM WORK	43.3	47.1	6.7	1.9	1
SUPPORTIVE SUPERVISOR	52.9	41.3	3.8	1	1
MONITORING	36.5	43.3	12.5	3.8	3.8
OPPORTUNITY FOR FURTHER TRAINING	41.3	39.4	12.5	3.8	2.9
ANNUAL PRESENT LIKE RICE AND OIL	11.5	29.8	30.8	26.9	1
AVAILABILITY OF REQUIRED TOOL TO WORK	31.7	40.4	21.2	4.8	1.9
RECOGNITION OF OUTSTANDING WORK DONE	33.7	35.6	20.2	7.7	2.9
STAFF ACCOMODATION	31.7	19.2	27.9	19.2	1.9
IMPROVE STAFF WELFARE	34.6	24	26.9	13.5	1
A GOOD MANAGER	43.3	48.1	6.7	1	1
RESPECTING MY OPINION	32.7	50	12.5	3.8	1
RENDERING QUALITY SERVICES TO MY CLIENT	47.1	43.7	6.1	1	2
PROMPT PROMOTION WHEN DUE	49	40.4	7.1	1	1.9
WORKING IN A CLEAN ENVIRONMENT	50	37.5	8.7	1.9	1.9
COMING TO WORK ON TIME	42.3	49	5.8	1	1.9
USING MINIMAL RESULT TO ACHIEVE THE BEST OUTCOME	25	51.9	16.3	5.8	1
CLIENT SATISFIED WITH MY PROFESSIONAL CONDUCT	55.8	37.5	5.8	0	1



### 2019 INPATIENT CLIENT SATISFACTION



### 2019 EMERGENCY CLIENTS SATISFACTION



**STEPS IN PREVENTING BACK PAIN**

1. Do regular exercises to keep your back muscle fit and flexible.
2. Avoid heavy lifting. If you have to lift something heavy, bend your knees and keep your back straight. By this you make your leg do most of the work.
3. Be active and eat balance diet. Overweight body can strain your back. A well balance diet in right quantity and being active can make you stay within a healthy weight.
4. Avoid prolong sitting or sedentary lifestyle.
5. Maintain a good posture in sitting and standing which relaxes the body.
6. Avoid frequent twisting and bending. That is do not bend, twist and lift weight at the same time since this strain the muscle.
7. Get adequate sleep each day (6-8 hours within 24 hours).
8. Do not smoke.
9. If you have depression or anxiety try some aerobic exercises which may calm you down or visit your clinician for advice.
10. Avoid undue stress. Take rest in between heavy task to refresh.

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