Pilot Implementation On After Hours Communication Framework

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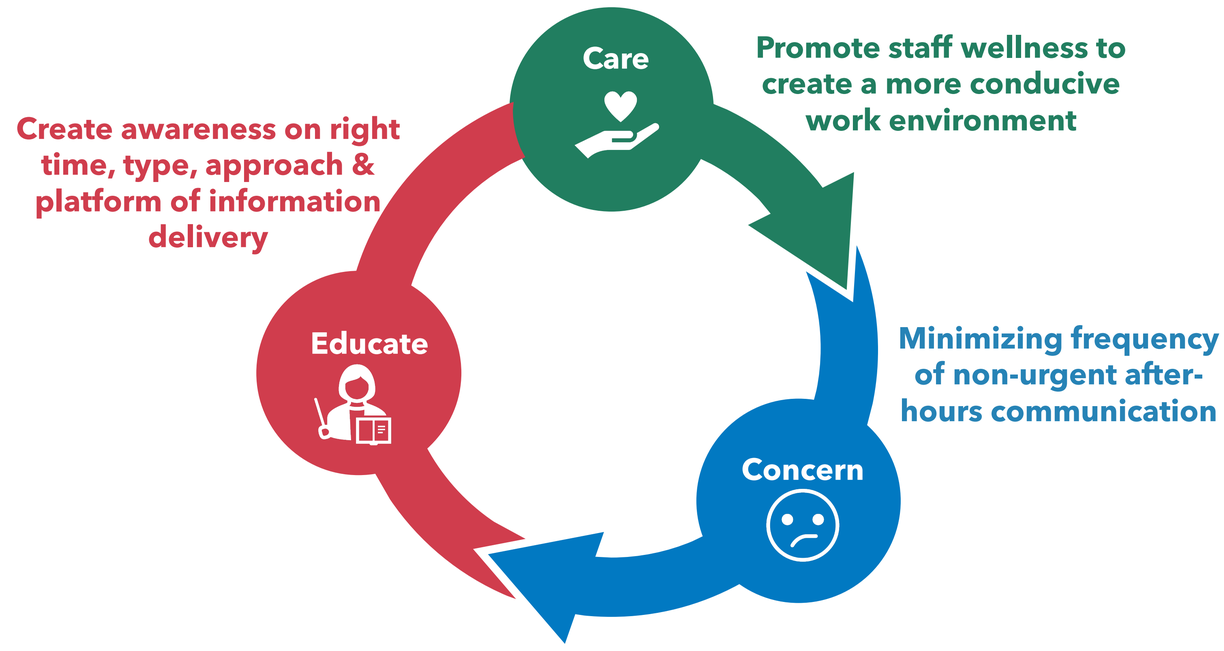
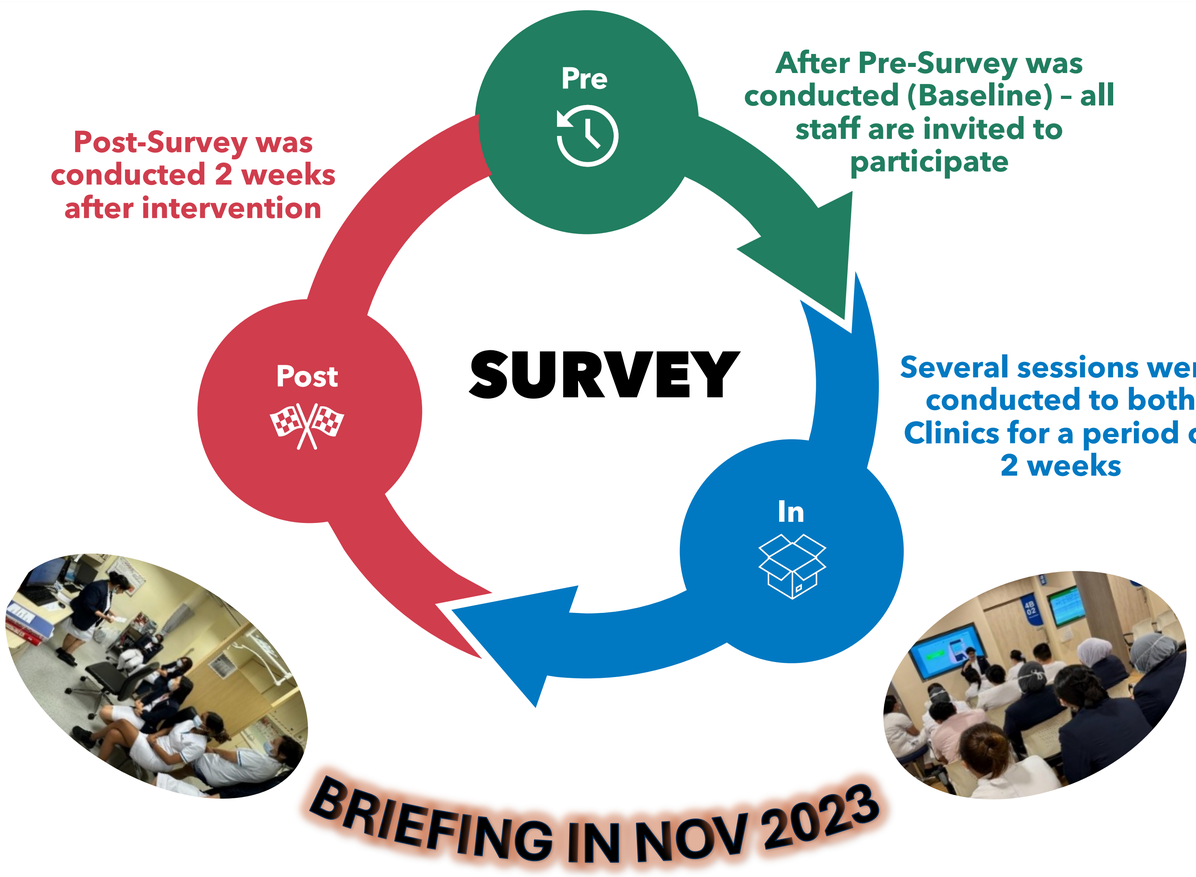
INTRODUCTION

Communication is the key and consistent category in nursing that affect working relationship and metal wellbeing. As there is no framework in place, staff has no boundary and is obligated to response to job demands even after office hours. SNEC Management is interested in staff wellbeing; and communication also reflects directly under management. Piloting a new framework in guiding on after hours communication to provide better information dissemination and improve staff overall well-being.

OBJECTIVES



METHODOLOGY

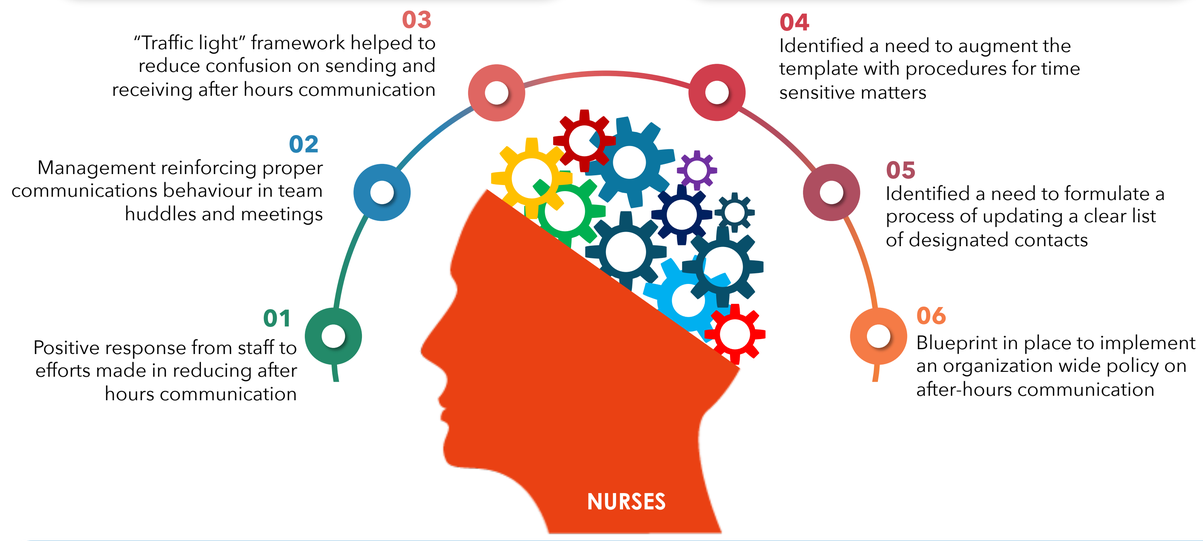


	Definition Category	Mode	Role of reporters	Role of receivers
P1 URGENT AND IMPORTANT - No cut off time	• Morbidity, Pandemic, Crisis notification/ preparation, Mass Casualty. • Large Breech/ impact on System, Safety/ Infrastructure.	Face-to face, phone conversation, official Chat groups.	• Senior leadership • Immediately up to 24 hours. • Provide timely updates and specific direction to Direct Reports. (Within 24 hours)	• Acknowledge with firm response, prepare to disseminate information to direct reports. • Brief notification and degree of impact. • Provide clear directions specific to various levels and roles.
P2 SEMI URGENT AND IMPORTANT - Cut off time up to 9pm	• Serious Reportable Events, Contact Tracing, National Updates. • Less than 24 hours resources management; Doctor's medical Certificate / Urgent deployment/ Urgent order.	• Phone conversation/ text messages, emails and social chats. • Labelled with "No immediate response required" / "For your information only" / "No response required".	• Head of departments • Provide reason of the call/ text and specific information required. • Provide reasonable expectations in the next few hours. (Within 24 to 72 hours)	• Acknowledge and activate only relevant staff to complete any information required. • Accountable to update person who initiate information. • Share information to relevant teammates and take accountability for required action.
P3 NON-URGENT: SEMI IMPORTANT AND FOR INFORMATION - Cut off time 6pm	Doctors meeting minutes, Nursing meeting minutes, other domain clinical process updates.	Targeted small group, emails, social chats, department meetings.	• Head of departments/ Managers (Within 1 week) • Head of departments and department leads (Within 2 weeks)	Share during department meetings, huddles, bulletins / links where relevant.

RESULTS

There was a significant increase of awareness in staff on what constitutes urgency and how fast their response needed to be.

There was a reduction in staff being disturbed after office hours for non-urgent matters.



CONCLUSION

After Hours Communication Framework is useful in illustrating mindfulness and commitment towards mental wellbeing (Staff being able to disconnect). Right information delivered timely, accurately with respect to personal boundary and urgency will improve communication and working relationship.

The pilot study indicated supervisors / staff understood the value of personal time and management of non-urgent messages allowing our nurses to have time spent away from unimportant work-related communication; leading to a better work-life balance and more productive workforce.