

THE CREATION OF THE OXFORD HEART CENTRE STAFF WELL-BEING TEAM

AIM: TO SUPPORT STAFF WELL-BEING IN THE OXFORD HEART CENTRE (OHC) THROUGH THE PERSONAL, PROFESSIONAL & MORAL STRESS OF THE PANDEMIC.

GOALS:

1. IMPROVE **PHYSICAL** SAFETY.
2. IMPROVE **PSYCHOLOGICAL** SAFETY.
3. EMPOWER **TEAMS** TO INTEGRATE WELL-BEING & PSYCHOLOGICAL SUPPORT INTO THEIR DAILY PRACTICE.

STRUCTURE:

'HUB & SPOKE'
CORE TEAM ('HUB')
CONSISTS OF
1 CONSULTANT,
2 NURSES, 3
PSYCHOLOGISTS.



EACH DOMAIN WITHIN THE OHC ('SPOKE') HAS AN APPOINTED WELL-BEING LEAD, WHO IN TURN CREATES A WELL-BEING TEAM WITHIN THEIR DOMAIN.

FORMAT:

- ♥ FORTNIGHTLY MEETINGS FOR WHOLE TEAM:
 1. SHARE CHALLENGES.
 2. IDENTIFY & DEFINE COMMON ISSUES.
 3. DESIGN & IMPLEMENT PRACTICAL SOLUTIONS WORKING **COLLABORATIVELY** ACROSS OHC.
 4. ESCALATE TO SENIOR LEADERSHIP & ADVOCATE.
- ♥ FORTNIGHTLY MEETINGS FOR CORE TEAM.
- ♥ EACH WELL-BEING LEAD HAS A DESIGNATED 'BUDDY' FROM THE CORE TEAM TO PROVIDE CONTINUAL SUPPORT IN BETWEEN MEETINGS.

⚠ STRESS & OVERWHELM ON CTCCU
 ✓ DAILY WELL-BEING HUDDLES INCLUDING:
 - SHORT MINDFULNESS PRACTICE
 - SHARING EXAMPLES OF GOOD PRACTICE.

⚠ STRESS OF MEDICAL STUDENTS FACILITATING PATIENT-RELATIVE COMMUNICATION.
 ✓ PEER SUPPORT GROUP FACILITATED BY PSYCHOLOGISTS.

CURRENT TEAM: 8 NURSES, 4 DOCTORS, 3 PHYSIOLOGISTS, 1 ADMINISTRATOR, 1 ODP, 3 PSYCHOLOGISTS* (*DEPLOYED TO US AS PART OF PSYCHOLOGICAL MEDICINE DEPT.'S 'SUPPORT FOR TEAMS' PROGRAMME)

⚠ ANXIETY REGARDING NEW PPE 'BARE BROW ELBOWS' GUIDELINES.
 ✓ COLLABORATION WITH INFECTION CONTROL TO PRODUCE EXPLANATORY POSTER.

⚠ LACK OF RESTSPACE FOR DOCTORS
 ✓ USE OF ECHO ROOMS & CAMP BEDS OVERNIGHT.

⚠ MORAL DISTRESS OF NURSES ON CTCCU.
 ✓ SHARING NEW STANDARDS FROM ADULT ICU FOR NURSING IN A PANDEMIC.

⚠ STRESS OF RELATIVES LIAISON TEAM
 ✓ PEER SUPPORT GROUP FACILITATED BY PSYCHOLOGISTS.



⚠ DOCTORS & NURSES UNABLE TO SOCIALLY DISTANCE IN STAFF ROOMS & OFFICE.
 ✓ EDUCATION CENTRE CONVERTED TO OFFICE.
 ✓ USE OF ECHO ROOMS, OUTPATIENT STAFF ROOM & SEMINAR ROOM ARRANGED.

⚠ OVERWHELM OF NURSES UNABLE TO HANDLE RELATIVES' PHONE CALLS DUE TO LOW STAFFING NUMBERS.
 ✓ JUNIOR DOCTORS COMMIT TO MAKING DAILY PHONE CALL TO RELATIVE OF EACH PATIENT.

⚠ DISORIENTATION OF REDEPLOYED STAFF.
 ✓ ORIENTATION PACKS

✓ SWAPPING STANDARD ISSUE MASKING TAPE FOR COLOUR-CODED TAPE TO MAKE IT EASIER TO IDENTIFY DIFFERENT STAFF GROUPS IN PPE

⚠ DELAY IN VACCINATION OF FRONT-LINE NURSES.
 ✓ VACCINATION OF 25 FRONT-LINE STAFF ARRANGED URGENTLY IN THE COMMUNITY.
 ✓ ESCALATION TO SENIOR LEADERSHIP TO EXPEDITE HOSPITAL VACCINATIONS.

⚠ MORAL DISTRESS OF NURSES UNABLE TO SUPPORT NEW STARTERS FROM OVERSEAS.
 ✓ APPEAL TO SHIELDING STAFF TO OFFER SUPPORT.

RECRUITMENT OF JUNIOR DOCTOR, CARDIOLOGY & CARDIOTHORACIC WELL-BEING LEADS

CREATION OF CORE TEAM + CTCCU WELL-BEING TEAM

RECRUITMENT OF PHYSIOLOGY WELL-BEING TEAM

OHC STAFF WELL-BEING TEAM CITED IN BCS 'THE FUTURE OF CARDIOLOGY' REPORT

RECRUITMENT OF CATH LABS WELL-BEING LEAD

RECRUITMENT OF THEATRES WELL-BEING LEAD

THE FUTURE!
 1. RECOVERY PLANNING
 2. EMBEDDING OUR WORK FOR THE LONG TERM

LUCIA BOROVIKOVA, FRANCESCA CALZARI, KIM CANNING, JEN COLE, LAUREN DAVIS, TIM DENT, LUCINDA DIXON, EMMA EVANS, MEGAN FOSTER, KATE GREEN, CHARLOTTE HUNNS, BEN MARTIN, GRACE NEWCOMER-JONES, KEVIN McEWAN, ROSY OWEN, JENNY RAYNER, VERONICA RUSSO, EMILY RUSSELL, PATRICIA SERRANO, TRACY SIMPSON, SARAH WATTS, GUIN WEBSTER, AMY WYATT & JO LIM.
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