



KUDOS PROJECT

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Safety Concern & Improvement Aim

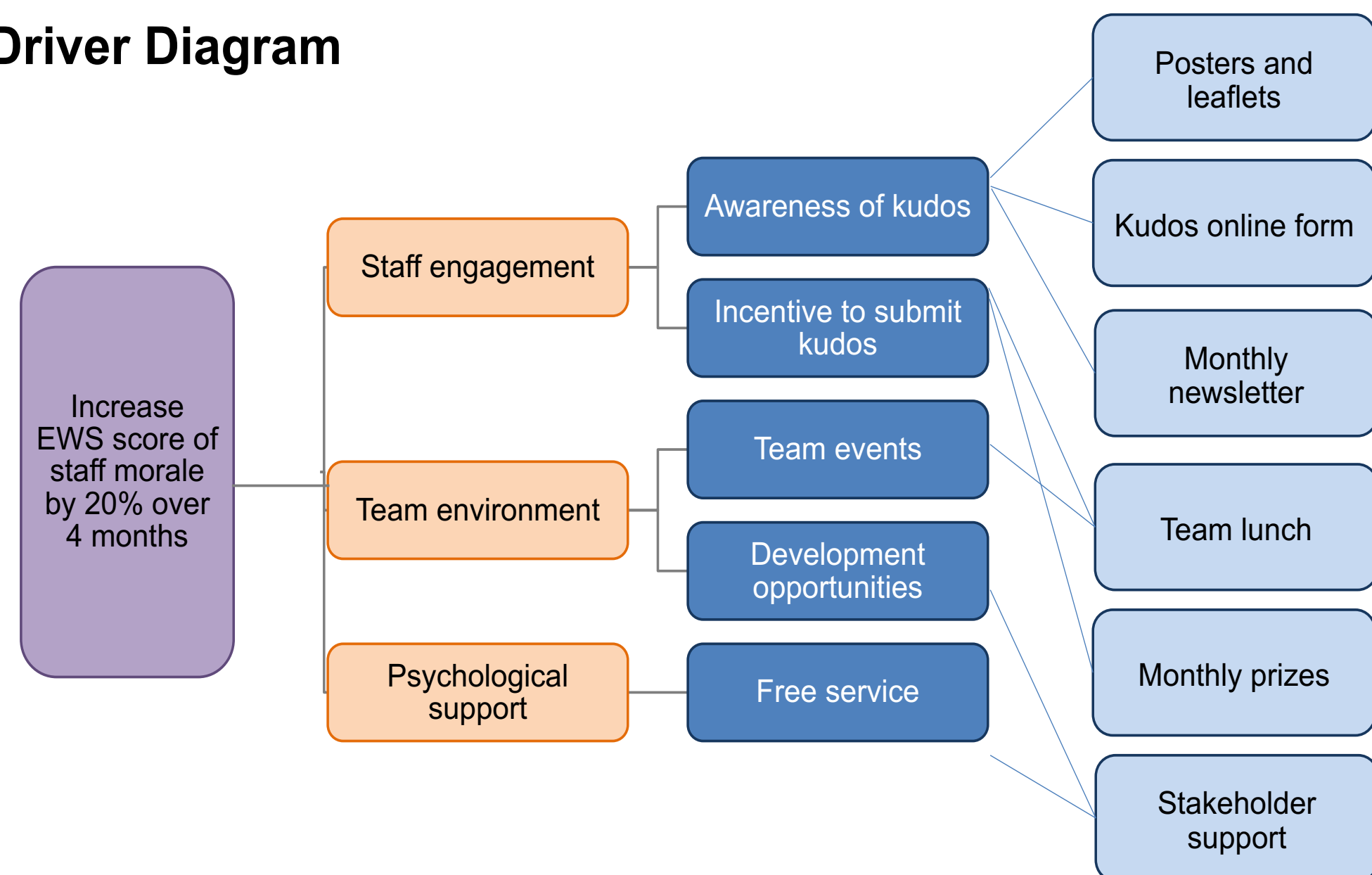
Challenge: To improve morale amongst staff working in medical same day emergency care ward (SDEC). Staff across the hospital are currently battling: high workloads, frequent diminished staffing levels, feelings of isolation, and lack of support and development. Many factors contribute to staff burnout and consequently lead to lower quality of care for our patients. We aim to improve morale in one staff cohort group by facilitating and encouraging inter-practitioner positive feedback.

Aim: To increase a staff cohort's Edinburgh Wellbeing score (EWS) self-reported survey results by 20% over a four-month period in 2024.

Improvement Team & Stakeholders

- Leaders of KUDOS
- SDEC Matron/Nurse in charge
- SDEC General Manager
- SDEC Kudos champions

Driver Diagram



The Change

KUDOS: an anonymised, quick, and easy, online form to provide positive feedback about a colleague.

Incentivisation with a monthly prize, of a gift hamper, to the colleague with the greatest submissions that month. Holding free team events to boost awareness of the kudos platform and encourage team socialisation. Local posters as daily reminders of how to access the form via a QR code with light-hearted quotes.



Process

PDSA cycle 1A (junior doctors)

- Introduce a positive feedback mechanism (online form) to increase staff morale and EWS score
- Incentivize submission with monthly prizes
- Collect EWS at baseline and 4 months
- Audit ongoing engagement
- Good initial engagement → re-started with a more stable and smaller sample staff group

PDSA cycle 1B (SDEC staff)

- Team lunches to promote engagement and awareness
- Posters on SDEC walls
- Promote in monthly newsletter & staff WhatsApp group
- Good initial engagement, remained difficult to maintain
- Plan to upscale & involve administrative support

Measures

Outcome:

- Increase EWS self-reported score, comparing pre- and post- trial surveys by 20% over the four-month trial period

Process:

- Target: 80% of staff within the test cohort will be aware of the kudos platform
- Target: Increase submissions by 20% in each cycle

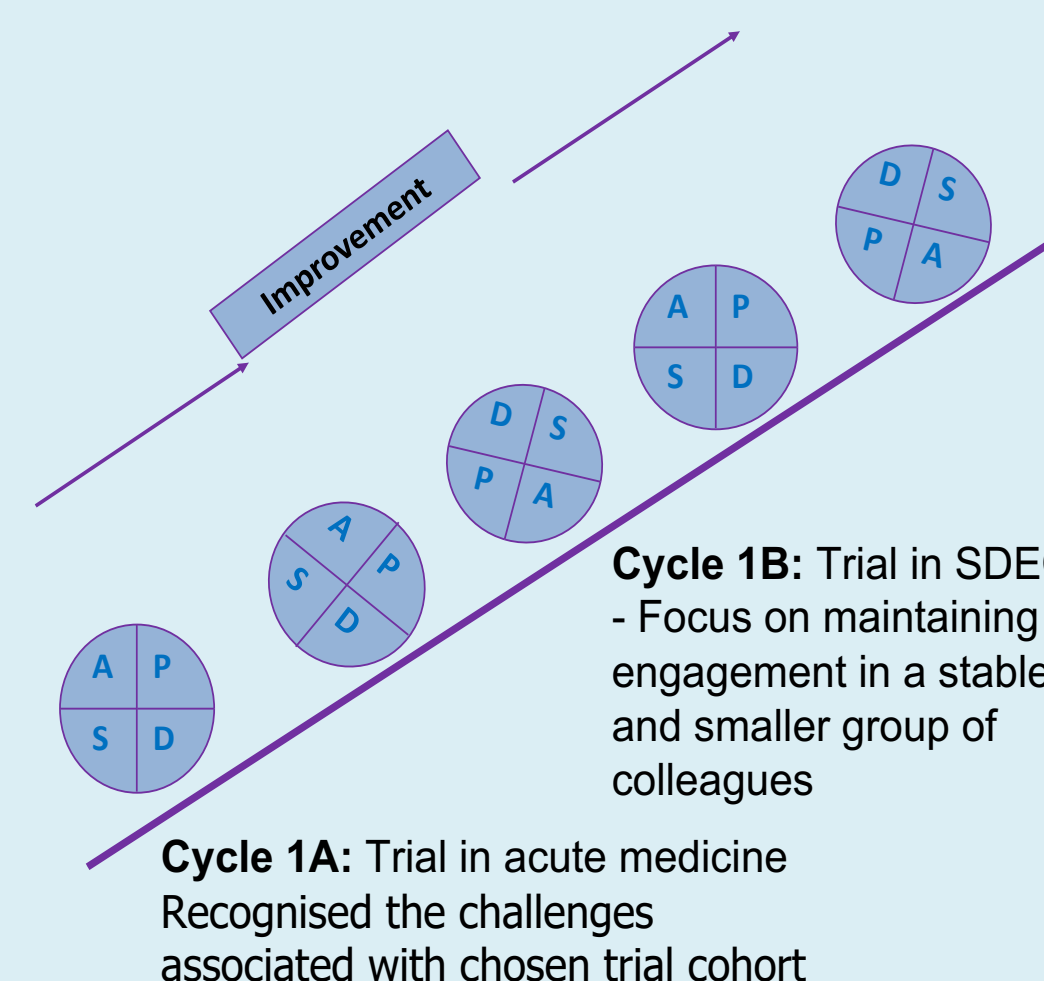
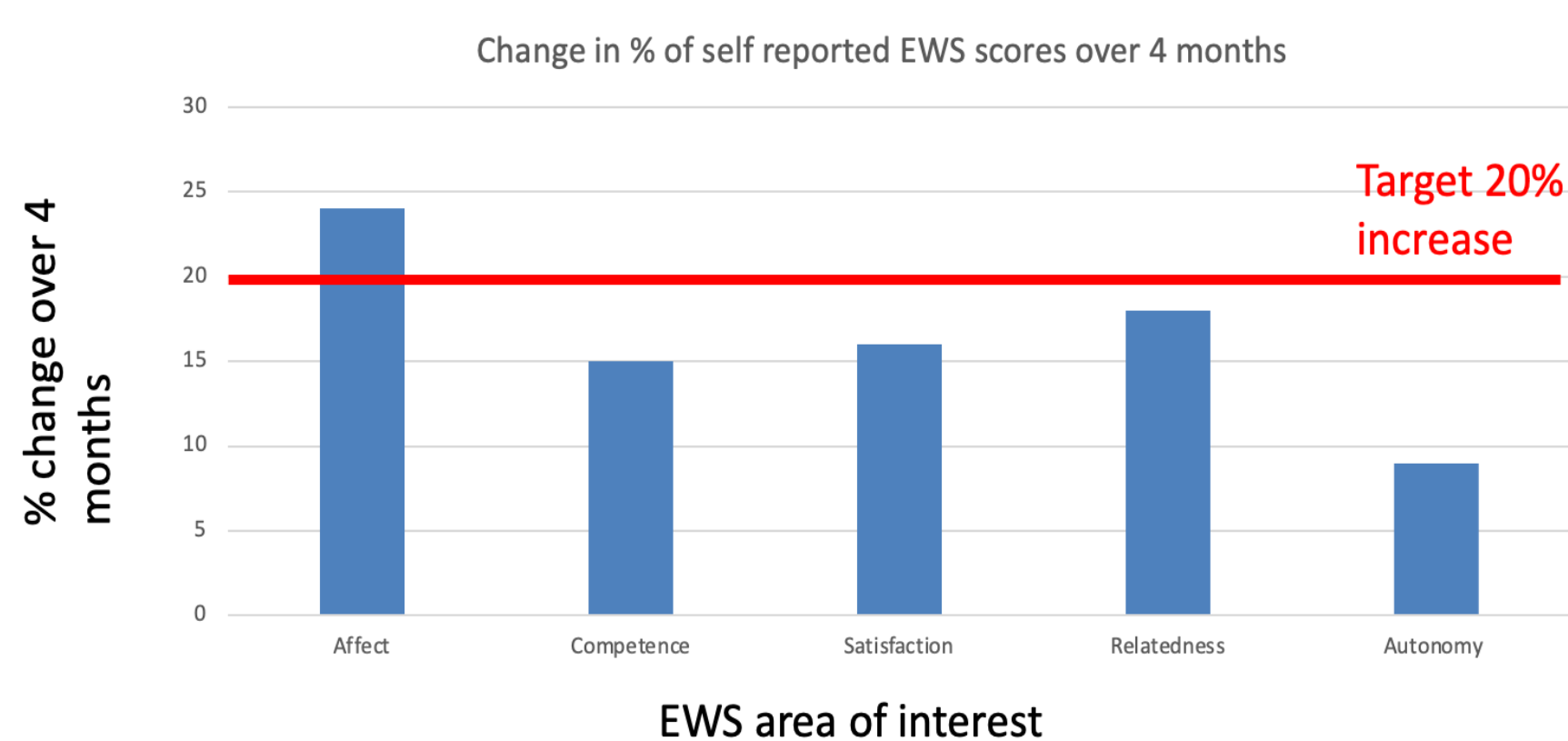
Balancing:

- Access to online form – private phones, internet connection
- Staff turnover within the trial group
- Change in management
- Clinical serious incidents

Results

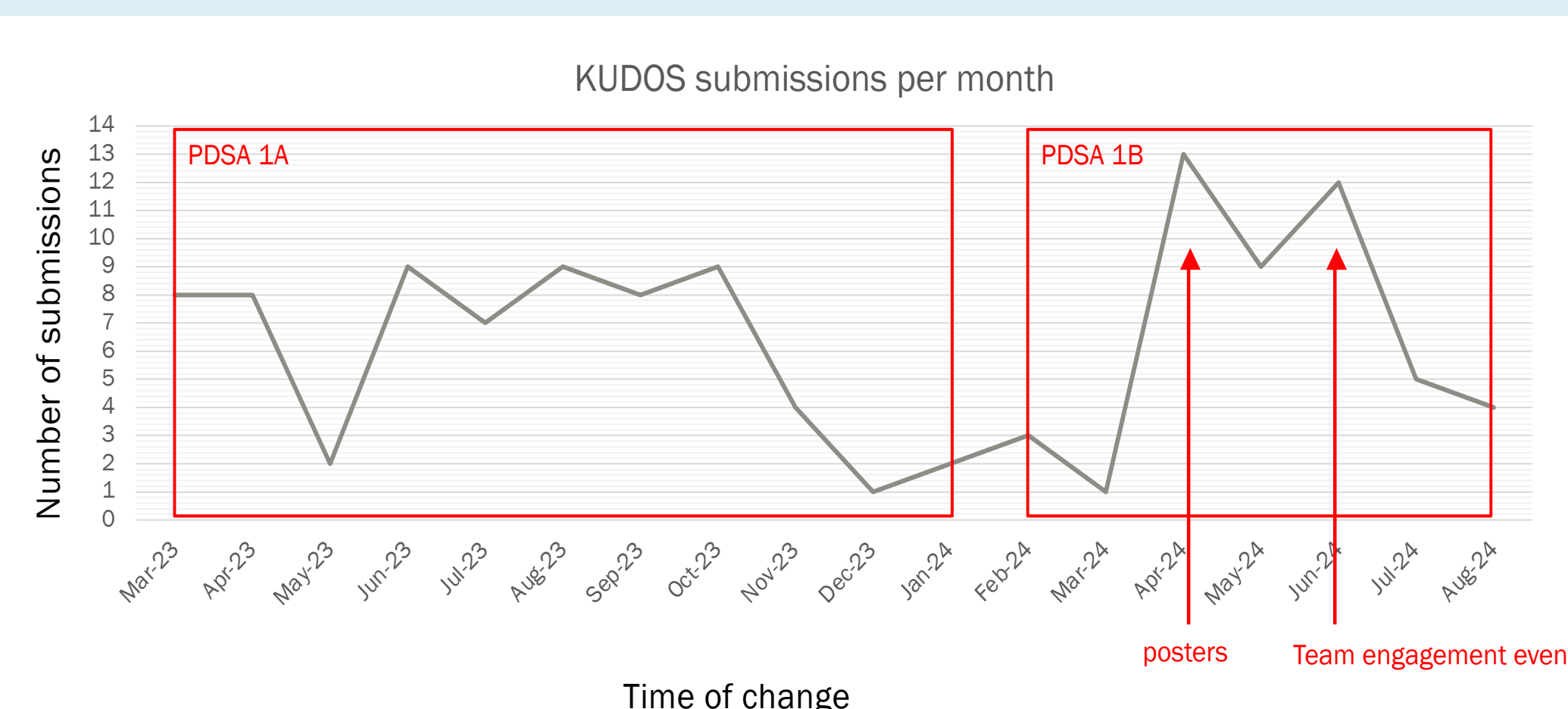
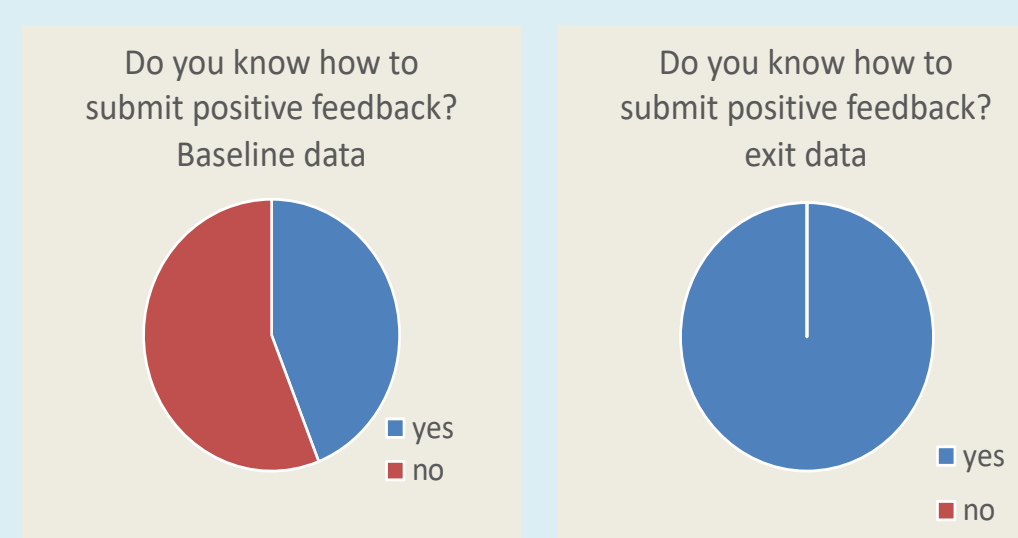
EWS question	Pre score	Post score	Realised % change
Are you optimistic about the future	320	340	+6%
Do you feel useful at work	345	400	+16%
Do you feel relaxed at work	297	350	+18%
Are you dealing with problems well	360	371	+3%
Are you able to think clearly	366	410	+12%
Do you feel close to people	316	374	+18%
Are you able to make up your own mind	376	410	+9%
Total	2380	2655	+12%

Team engagement question	Pre score %	Post score %	Realised % change
I feel valued all/most of the time	43	90	+47
I receive praise for a standard day at work all/most of the time	25	70	+45
I receive praise for a good clinical outcome all/most of the time	26	80	+54
I give positive feedback to my colleagues	56	90	+34
I feel like part of a team	70	80	+10
Positive feedback enhances team morale	100	100	
I want to be part of a team that gives positive feedback	100	100	



Barriers & Challenges

- Difficult to maintain engagement with staff turnover & leaders out of area
- Requires admin support to scale up



Next Steps

- Introduce KUDOS and complete a trial period within another department
- Hospital wide change in culture
- Inclusion with other concurrent policies, such as incivility reporting