



# Giving praise – is it an instant reward? Praise based intervention in a hospital theatre department

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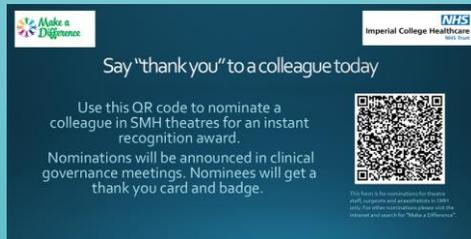
## Introduction

Being conscious of the pressure in healthcare recently, we performed a survey within our own theatre department in November 2020. We then introduced a praise-based intervention. Our follow up survey revealed some changes in attitudes and some lessons for how to deliver praise-based interventions.

## Description

Our initial survey revealed that many respondents felt undervalued and were lacking motivation in work. We introduced one intervention: a system for nominating colleagues for great work. We encouraged staff to nominate colleagues for awards using the trust ‘Make a Difference’ scheme and distributed certificates and badges to staff who had been nominated.

Follow up survey revealed that morale had increased within the theatre department and that the degree to which individuals felt their contribution was valued had increased.

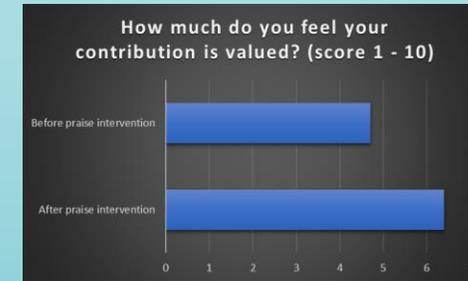


Poster with QR code for staff to nominate colleagues

Certificate received by nominees



When asked specifically about the impact of the awards. Nearly two thirds of staff who received an award reported that it increased their motivation and job satisfaction. Some staff reported that it did not affect, or even worsened, their motivation. Reasons cited were praise being given out too freely or not being specific enough, devaluing the awards given to people who have gone ‘above and beyond’.



However, overall responses were positive, with participants indicating that they liked to be recognized for their work.

## Discussion

Findings from our project are in keeping with the literature, which suggests that, in order for praise to be an effective motivator, it should be specific and contingent upon success<sup>1</sup>. In future we will develop a separate system for general praise and reserve announcements for an outstanding contribution to the department.

## References

- O’Sullivan R, Dhesi R. Giving praise: the instant reward. Anaesthesia News June 2021; 407: 10-11.