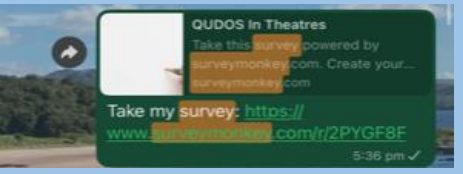

LOCAL CHAMPION ENGAGEMENT EXPANDS USE OF, AND SATISFACTION WITH, THE QUDOS COMPLIMENT SYSTEM & IN TURN THIS ENHANCES STAFF MORALE: INVESTMENT IN CHAMPIONS IS IMPORTANT

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Qudos to you.

INTRODUCTION

Qudos is a compliment system established in 2019 within many theatre areas with some established champions. Over 9800 compliments have been sent and received.

A Qudos compliment referral is made via MS form on Trust Intranet/ any device. The local champion makes a certificate & sends via email to the recipient. Promotion is via posters & regular Trust emails. 'Champions' promote Qudos in their local areas in various ways eg. The Main Theatres champion has made a QUDOS notice board (see pic!)

This study aimed to investigate the impact of 'Champion engagement' on staff satisfaction with the Qudos system.

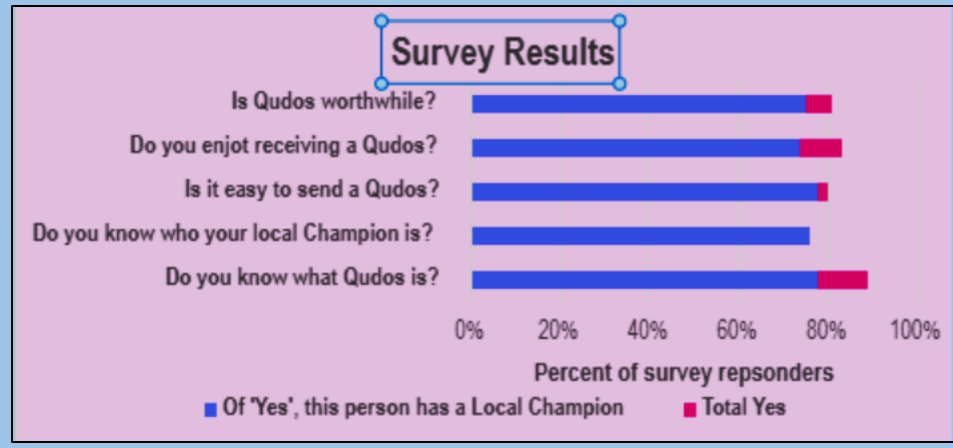
It needs more high-level recognition from the trust

METHODS

Our survey was sent out via email, QR code and group WhatsApp messages to 4 theatre departments for a 4-week period with 6 questions. Such as: Do you know of QUDOS? Is it easy to send a QUDOS? Do you know your QUDOS champion? Do you know what a QUDOS is? Rate ease of submission. What is the impact? Free text for issues and improvements.

Nice to see us focusing on the positives!

RESULTS: 75 replies (29%) of 257



It is a great way to feel recognised

KYDOS = HONOUR, GLORY AND FAME FOR HEROIC ACHIEVMENTS IN BATTLE

CONCLUSION

Departments with 'engaged Champions' show greater use and enhanced satisfaction with the Qudos initiative. With an 'engaged Champion', staff have more knowledge about the function and value of Qudos. They are more likely to comment positively on the impact of receiving a compliment. This leads to enhanced personal wellbeing, team morale and in turn, better patient safety. We conclude that investment in 'Qudos Champions' (recruitment, training and support) is crucial and should be prioritised.