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From charter to culture: implementing an emotional intelligence programme.

MACKAY, N., TABIB, M. and GOTCH, A.

2023

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From Charter to Culture: Implementing an Emotional Intelligence Programme

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BUILDING ORGANISATIONAL CULTURES THAT REALLY WORK

ABOUT ORGANISATIONAL CULTURE

ABOUT EMPLOYEE ENGAGEMENT

ABOUT EMPLOYEE TURNOVER



The Engagement + Culture Spiral

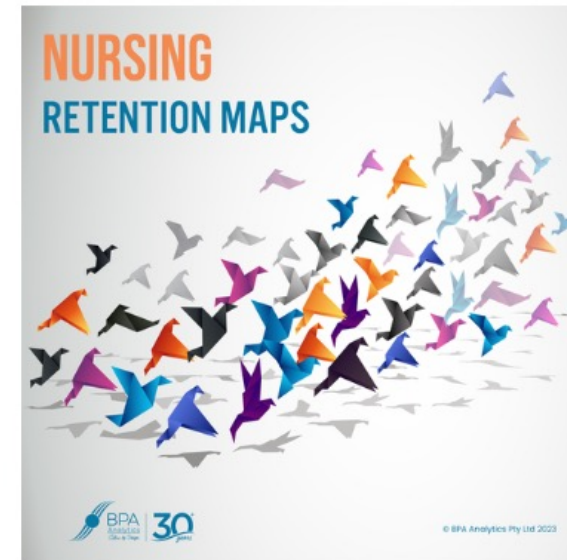
What's the difference between Engagement and Culture? ... And how do they work together?

[Read More →](#)



Employee Engagement is NOT something you can drive like a machine

...It's something you grow and shape. This post will tell you how.



Nursing Retention Maps

A series of BPA Retention Map Case Studies that span across a range of cohort groupings for Nursing & Midwifery Professionals.

[Read More →](#)



Magnet Recognition Category Graphs

Nursing & Midwifery

2022 Culture Matters Survey

Position = Chief Midwife, Nurse Midwife, Senior Charge Midwife, Midwife Consultant, Clinical Midwife Specialist, Community Midwife, Registered Midwife

Select a Benchmarking Partner

Public Health & Community Services

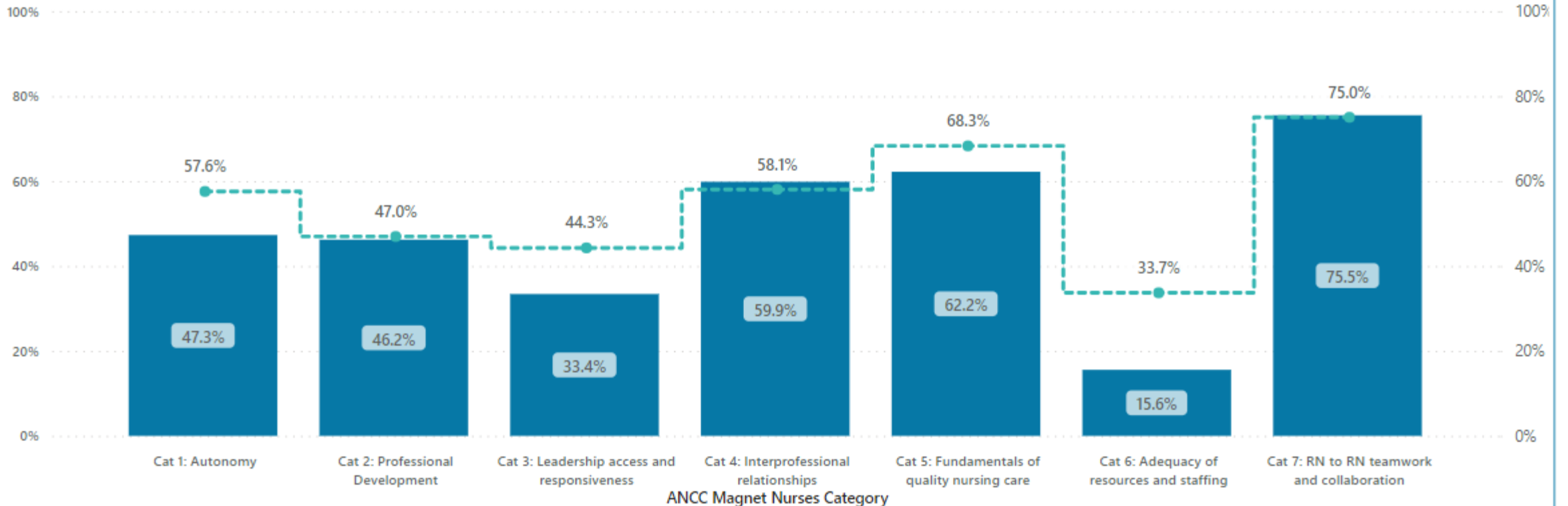
Nursing/Midwifery Professionals in Public Health

Covid Times: Public Hospital-based Healthcare

Covid Times: Nursing and Midwifery Professionals

Nursing & Midwifery

● Reporting Unit Rating — ● — Primary Partner Norm





Magnet Recognition Category Graphs

Nursing & Midwifery

2022 Culture Matters Survey

Employed = Less than 1 year & Position = Chief Midwife, Nurse Midwife, Senior Charge Midwife, Midwife Consultant, Clinical Midwife Specialist, Community Midwife, Registered Midwife

Select a Benchmarking Partner

Public Health & Community Services

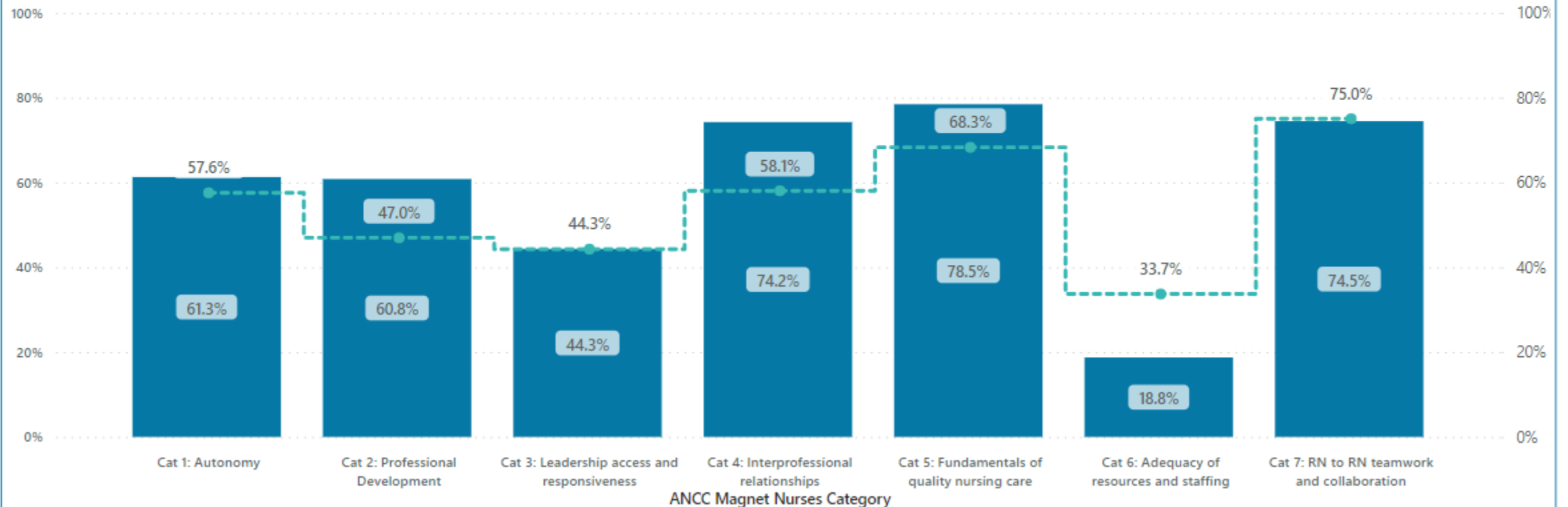
Nursing/Midwifery Professionals in Public Health

Covid Times: Public Hospital-based Healthcare

Covid Times: Nursing and Midwifery Professionals

Nursing & Midwifery

● Reporting Unit Rating — ● Primary Partner Norm





Employed = 26 - 30 years, More than 30 years & Position = Chief Midwife, Nurse Midwife, Senior Charge Midwife, Midwife Consultant, Clinical Midwife Specialist, Community Midwife, Registered Midwife

Select a Benchmarking Partner

Public Health & Community Services

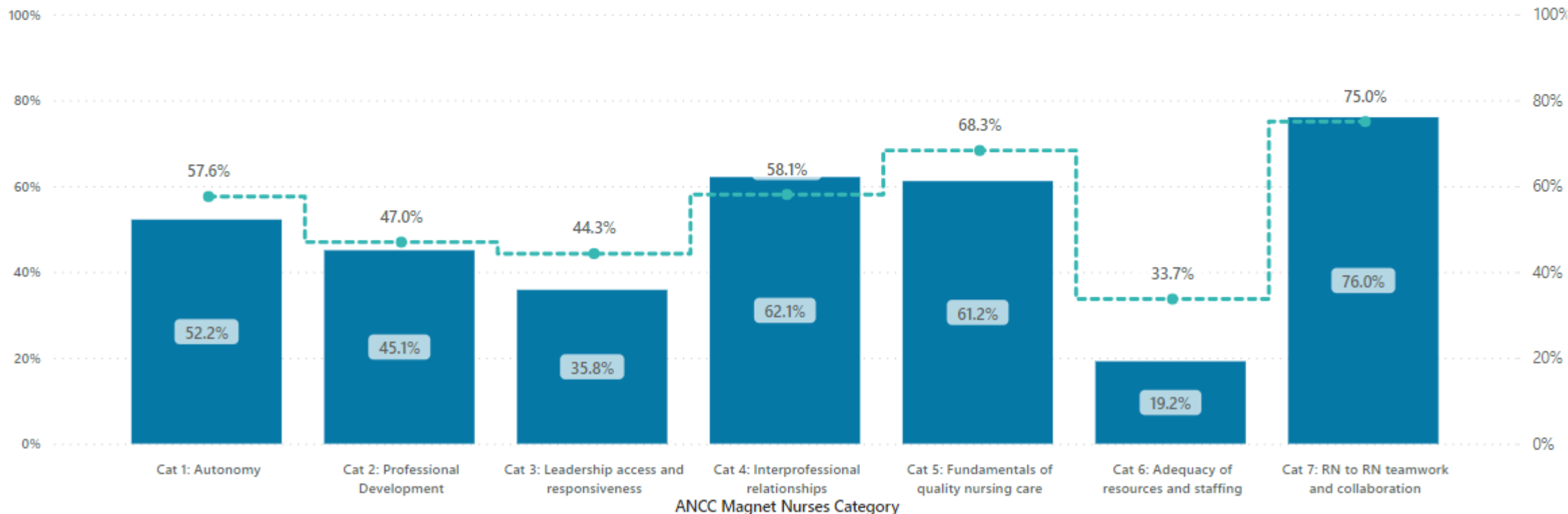
Nursing/Midwifery Professionals in Public Health

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Nursing & Midwifery

● Reporting Unit Rating — ● Primary Partner Norm





Magnet Recognition Category Graphs

Nursing & Midwifery

2022 Culture Matters Survey

Employed = 1 - 2 years & Position = Chief Midwife, Nurse Midwife, Senior Charge Midwife, Midwife Consultant, Clinical Midwife Specialist, Community Midwife, Registered Midwife

Select a Benchmarking Partner

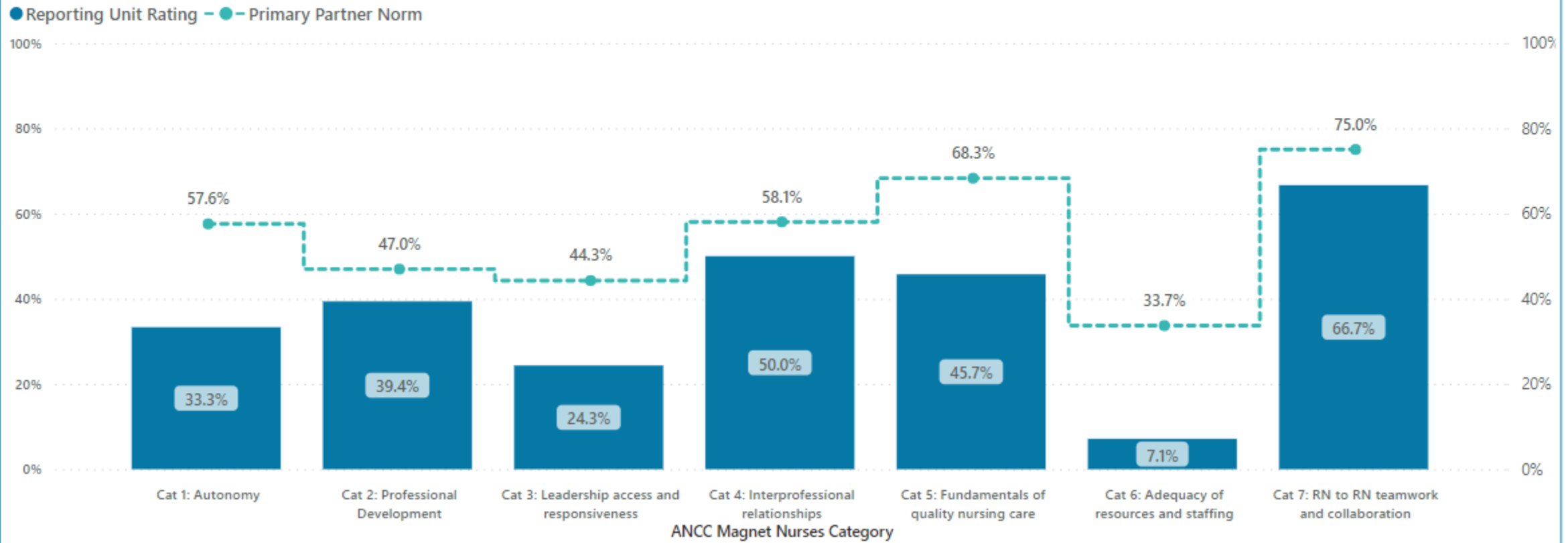
Public Health & Community Services

Nursing/Midwifery Professionals in Public Health

Covid Times: Public Hospital-based Healthcare

Covid Times: Nursing and Midwifery Professionals

Nursing & Midwifery



What is the NHS Grampian Maternity Services Charter of Rights and Responsibilities?



The Charter was developed with members of the Grampian Maternity Voices Partnership. It draws on the *The Charter of Patient Rights and Responsibilities*

It lays out what you can expect from NHS Grampian when using Maternity Services and the expectations of you as a service user.

What does the Charter mean for me?

1. Respect



You have the right to be treated with consideration, dignity and respect when accessing and using NHS Grampian Maternity Services.

2. Consent



It is your choice whether you consent to or decline an intervention.

3. Communication



It's ok to ask. When you understand what's going on with your health, you can make better decisions about your care and treatment.

6. Honesty



You have a right to have full and frank discussions about your care.

4. Fairness



You will be treated in an environment free from prejudice or discrimination.

7. Feedback



We value your feedback and complaints.

5. Care



You can expect that your treatment and care is suitable for you and your baby's needs and for your family.

To view the full Charter please scan the QR code or follow the link below:



www.birthingrampian.scot.nhs.uk/maternity-charter/

Respect
Consent
Communication
Fairness
Care
Honesty
Feedback



GRAMMAN Partnership **NHS Grampian**

What is the NHS Grampian Maternity Services Charter of Rights and Responsibilities?

The Charter was developed with members of the Grampian Maternity System and the Grampian Maternity System. It sets out what you can expect from NHS Grampian when using maternity services and the responsibilities you can expect in return.

What does the Charter mean for me?

- 1. Respect**
You have the right to be treated with respect, dignity and respect when receiving maternity services.
- 2. Communication**
You have the right to be kept up to date and to have discussions about your care.
- 3. Consent**
You have the right to give or refuse consent to any treatment or procedure.
- 4. Care**
You have the right to receive the best possible care for you and your baby.
- 5. Feedback**
You have the right to give feedback on your experience.
- 6. Identity**
You have the right to have your identity protected.

To view the NHS Charter please scan the QR code or follow the link below:

www.nhs.uk/grampianmaternityservices/charter

The Charter was developed with members of the Grampian Maternity Voices Partnership and LATNEM (Let's All Talk North East Mums)

It lays out what you can expect from NHS Grampian when using Maternity Services and the expectations of you as a service user.


What does the Charter mean for me?

1. Respect To understand and value your perspective




You have the right to be treated with consideration, dignity and respect when accessing and using NHS Grampian Maternity Services.

2. Consent To respect your autonomy



3. Communication A means for developing therapeutic relationships




It's ok to ask. When you understand what's going on with your health, you can make better decisions about your care and treatment.

4. Fairness To respect you unconditionally

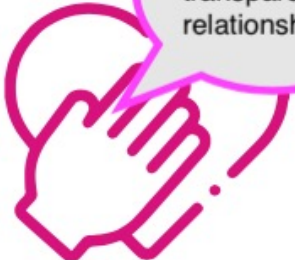


You will be treated in an environment free from prejudice or discrimination.

5. Care To care for you with compassion




6. Honesty Authentic & transparent relationship



You have a right to have full and frank discussions about your care.

7. Feedback Reciprocal relationship



We value your feedback and complaints.

To view the full Charter please scan the QR code or follow the link below:



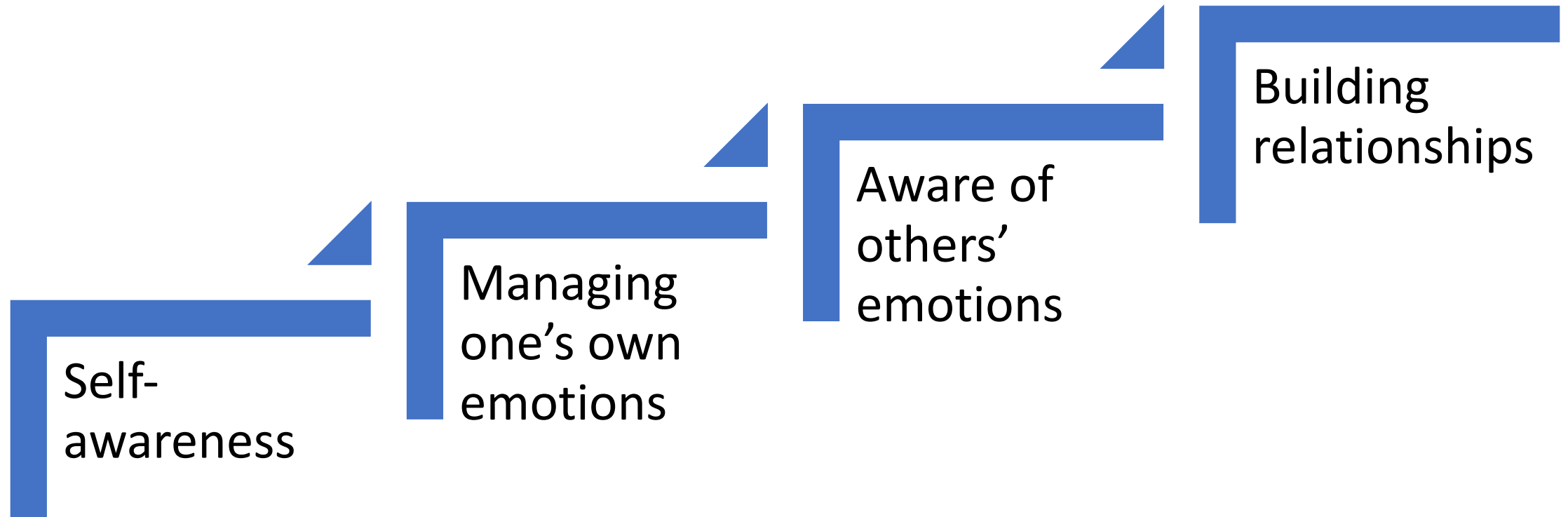
What



How



Emotional Intelligence⁶ (EI)



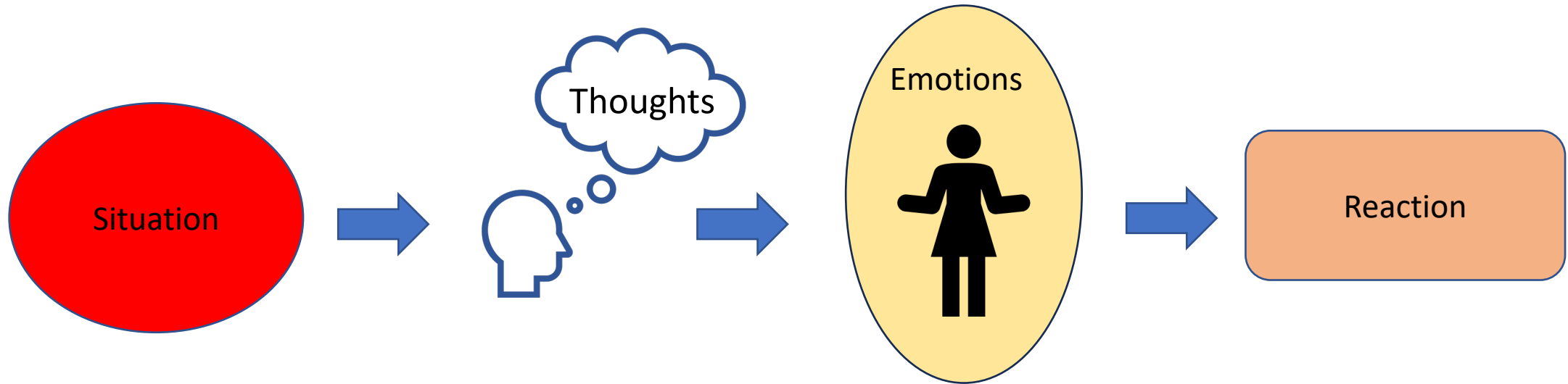
High EI is positively linked to **wellbeing**⁷ and has an inverse relationship with **stress**^{8,9}, **emotional exhaustion**¹⁰ and **burnout**¹¹ in health professionals.

Development of an Emotional Intelligent Programme (EIP)



The STEB programme

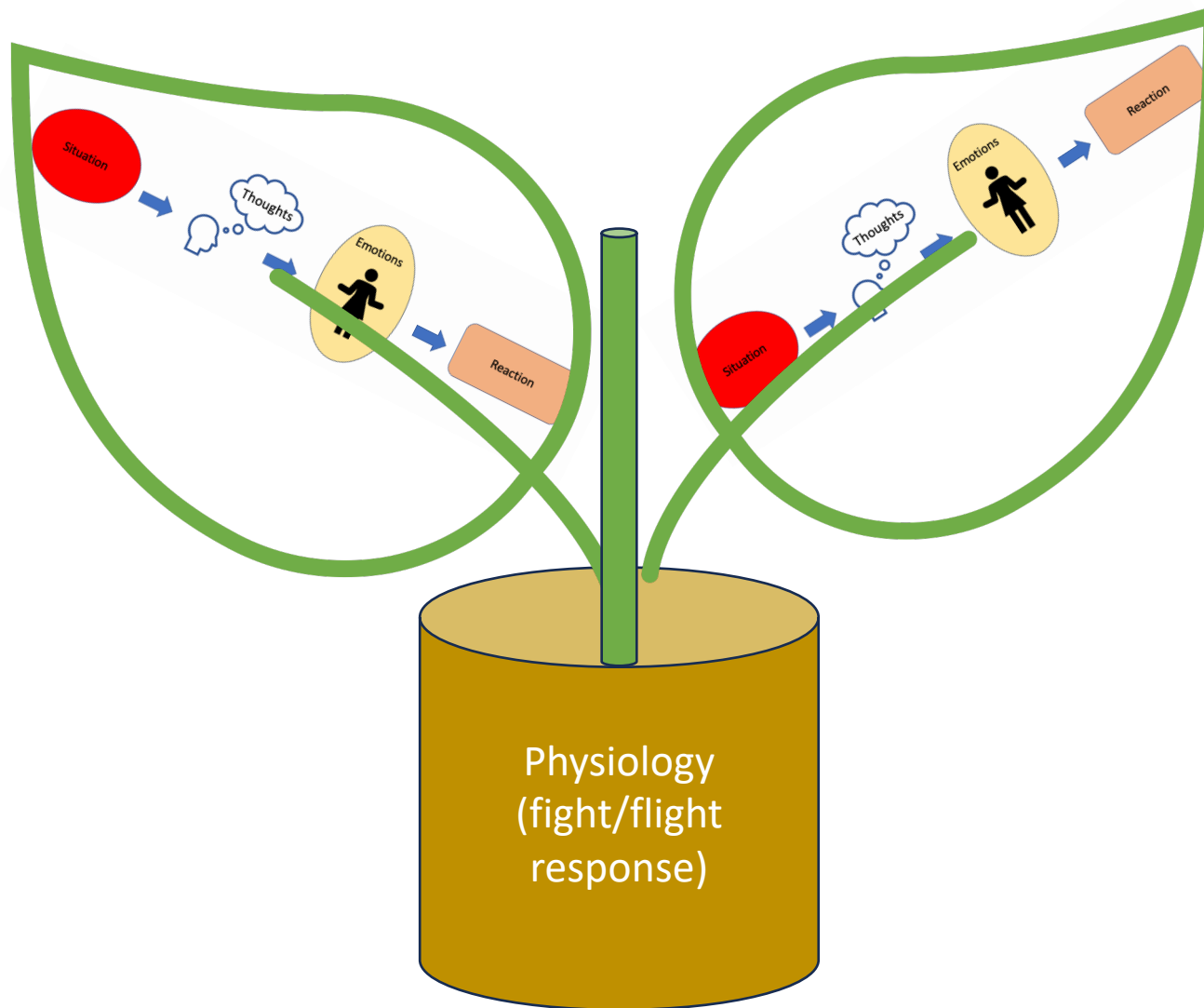
(Situation- Thoughts- Emotions- Behaviors)



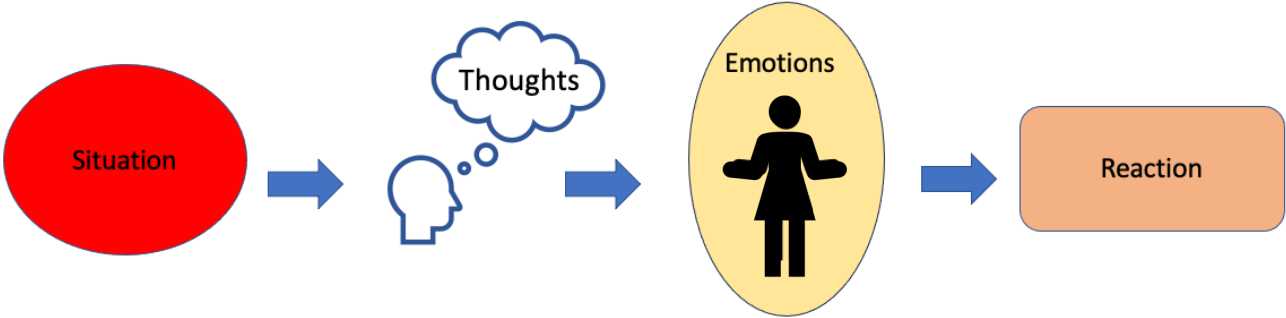
The STEB programme




Our behavior is the consequence of our physiology



Shift in the physiology can enhance self-awareness



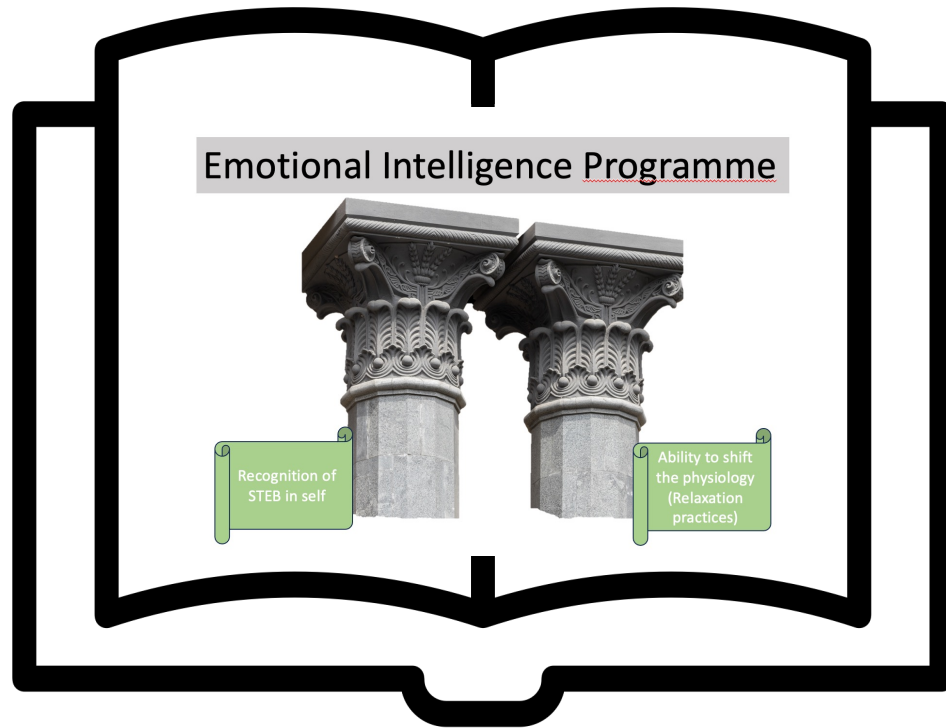
Emotional Intelligence Programme



Ability to shift
the physiology
(Relaxation
practices)

Recognition of
STEB in self

EI Programme



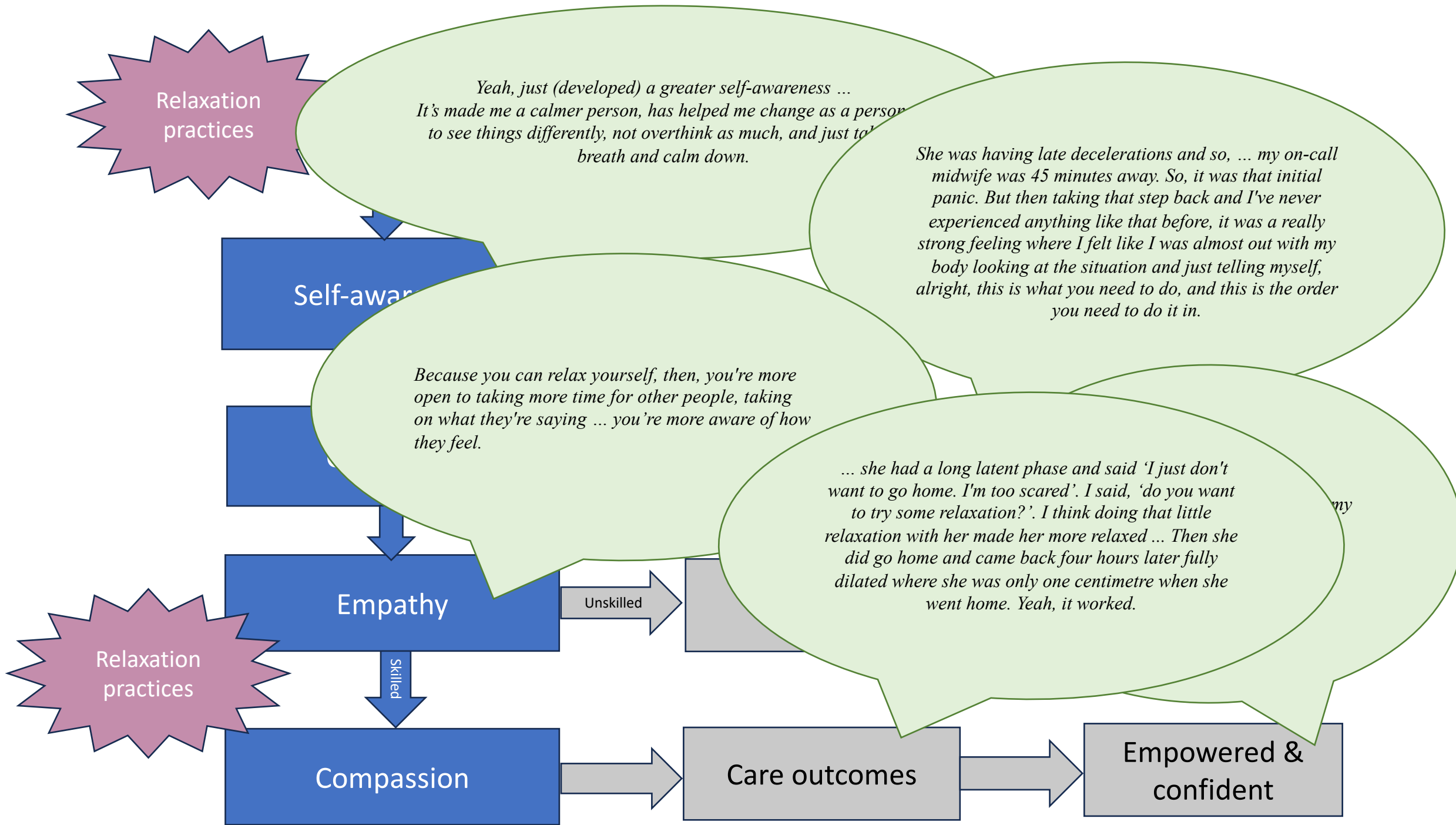
- A 4-month programme delivered over six group sessions (total 24 hours)
- A combination of in person and online sessions
- Theoretical learning
- Relaxation practices for self and others
- Case-based learning
- Practice-based learning

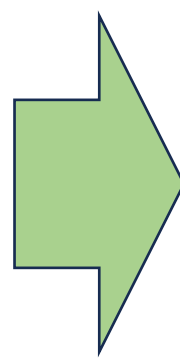
A mixed-method research study

➤ Qualitative: Focus group interviews

➤ Quantitative: Pre and post-programme surveys







Going forward ...

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It's ok to ask. When you understand what's going on with your health, you can make better decisions about your care and treatment.
- 4. Fairness**
You will be treated in an environment free from prejudice or discrimination.
- 5. Care**
You can expect that your treatment and care is suitable for you and your baby's needs, and for your family.
- 6. Honesty**
You have a right to have full and frank discussions about your care.
- 7. Feedback**
We value your feedback and complaints.

To view the full Charter please scan the QR code or follow the link below:
www.birthingramplan.scot.nhs.uk/maternity-charter/

Emotional Intelligence Programme

Recognition of STEB in self

Ability to shift the physiology (Relaxation practices)



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