

## Keeping staff connected 700km apart



**160 RCH staff**

**covering 71 Victorian birth hospitals**



### The challenge

- **160 Royal Children's Hospital (RCH) staff** providing newborn hearing screen services to 71 Victorian birth hospitals
- **Small teams** - some regional sites have just one hearing screener
- **Isolated** from other VIHSP staff due to distance
- **Differing IT systems** across 44 healthcare networks

### How do we connect?

VIHSP have developed innovative ways to maximise the efficiency and effectiveness of communication, and encourage connectedness between staff. These include:

- **Bi-annual professional development seminar for all staff** held in Melbourne
- "Hear Here" **Monthly Staff Newsletter** which includes site profiles from our state-wide teams together with articles relating to infant hearing, team communication and announcements
- **Daily email** outlining staff leave & availability
- **ICT** use of Video conferencing, online staff training, remote desktop training, teleconferencing, email and telephone
- **State-wide support team to assist communication** between RCH and the state-wide team
- **RCH Branded Uniform** which provides visual confirmation of being part of RCH
- **Online database** accessible to all staff to aid staff communication and access to resources

### Connecting with each other

Feeling connected at work increases staff satisfaction, engagement and motivation.

The bi-annual professional development seminar provides staff the opportunity to connect professionally and socially face to face.

"The talk by RCH CEO was heartfelt"

"The best thing was seeing all the VIHSP team together"

"The RCH uniform makes me feel part of the larger team"

- **93%** staff attendance professional development seminar
- **36%** staff completed online survey providing feedback
- **75%** of survey respondents provided topic suggestions and written comments

For more information visit [www.vihsp.org.au](http://www.vihsp.org.au)