

Positive practice environments for health care professionals

KEY CHARACTERISTICS:

Professional recognition

- Recognise the full range of competencies provided by health care professionals and provide the autonomy for these competencies to be fully utilized.
- Promote professional autonomy and control over practice and pace of work.
- Recognise and reward employee contribution/performance.
- Regularly assess employee satisfaction and act on outcomes.

Management Practices

- Commit to equal opportunity and fair treatment.
- Provide adequate and timely compensation commensurate with education, experience and professional responsibilities.
- Maintain effective performance management systems.
- Offer decent and flexible benefit packages.
- Involve employees in planning and decision making affecting their practice, work environment and patient care.
- Encourage open communication, collegiality, team work and supportive relationships.
- Foster a culture of mutual trust, fairness and respect.
- Adopt policies and procedures that positively encourage the reporting of professional misconduct or violation of laws/regulations.
- Provide clear and comprehensive job descriptions/specifications.
- Promote transparency in decision making processes (where applicable).
- Ensure effective grievance/complaints procedures are in place.
- Demonstrate effective management and leadership practices.

Support structures

- Invest in health and work environments.
- Foster strong employment relationships between and among employer/employee/co-workers/patient.
- Adhere to regulatory frameworks that ensure safe working conditions.
- Provide access to adequate equipment, supplies and support staff.
- Engage employees in continuous assessment and improvement of work design and work organisation.
- Promote healthy work-life balance through policies and programmes that support fair and manageable workloads and job demands/stress, and flexible work arrangements.
- Offer employment security and work predictability.
- Ensure employees practice under an overarching code of ethics.
- Communicate clearly and uphold standards of practice.
- Regularly review scopes of practice and competencies.

Education

- Support opportunities for professional training, development and career advancement.
- Offer thorough orientation programmes for new hires.
- Foster effective supervisory, mentoring and peer coaching programmes.

Occupational Health and Safety

- Adhere to safe staffing levels.
- Adopt occupational health, safety and wellness policies and programmes that address workplace hazards, discrimination, physical and psychological violence and issues pertaining to personal security.

Quality Workplaces for Quality Care



All health sector stakeholders, be they employer or employee, private or public, governmental or non-governmental, have their respective and specific roles and responsibilities to foster a positive practice environment.