



# The Power of Storytelling in Promoting Anticipatory Care

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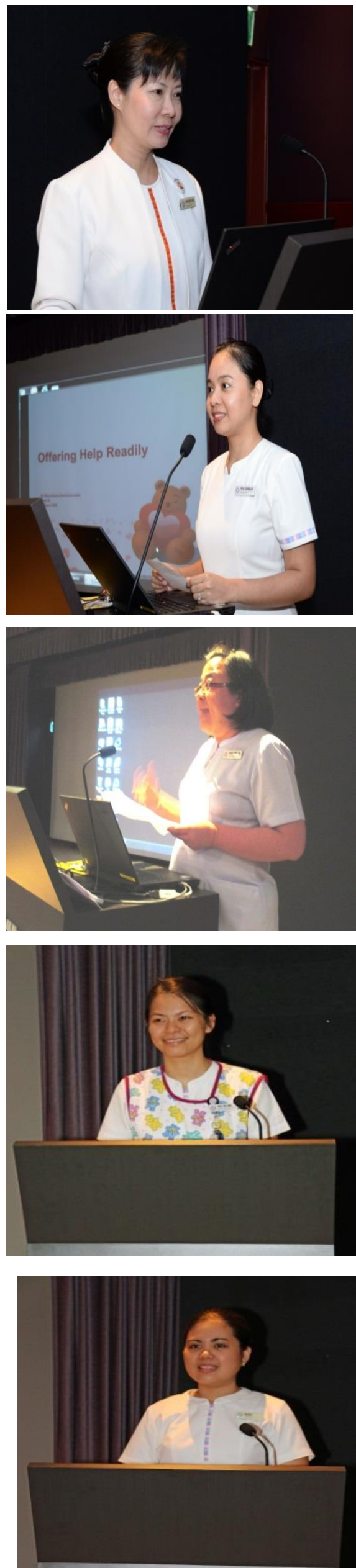
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### Background

Story-telling helps nurses reflect on their emotional experiences and can certainly ignite a sense of compassion, energy, and appreciation of their roles. Our aim is to use story-telling to build a caring culture that promotes anticipatory care.

### Methodology

#### Story-telling at NMs' Meeting & Focus Group Meeting



The practice of story-telling was introduced in our Anticipatory Caring Power Station (ACPS) training. A continuous culture of story-telling was initiated as part of the agenda during various platforms, such as daily roll calls, Nurse Managers' meeting and focus group meetings. These inspiring stories were sent out through e-mails. Videos were published online to augment the sharing sessions.

### Results

A questionnaire survey using a convenience sampling during one of the focus group meetings was conducted to identify staff's response towards the story-telling session. Fifty-nine completed questionnaires (78%) were received. 100% respondents indicated the session gave them a "service quality booster". There were positive anecdotes from our staff about their overwhelming enthusiasm and support. They were able to connect well with its relevance and this increased their level of enjoyment and engagement. This created stronger motivation, internalization and commitment towards positive experience.



**Created stronger motivation, internalization & commitment towards positive experience**

*"It allows us to hear from other colleague's experience so that our care for patients' care can be improved."*

**High Level of Enjoyment & Engagement**

*"It is the real and day to day expression of well-done service ... It inspires us because it is close to our heart."*

**Overwhelming enthusiasm & support from nurses**

*"Love to hear more inspiring stories."*

We received numerous positive patient feedback about our service improvement. Clearly, it reflected staffs' commitment in practising anticipatory care in their daily work.



Do you have any suggestion to improve our service?  
*These is my 4th stay in KKH  
KKH now provide a good  
services and experienc  
staff compare to before*

Do you wish to compliment any of our staff or volunteers for outstanding care and service?  
*Many nurse show care and  
concern during my stay.*

### Conclusion

We have succeeded in instilling a culture of story-telling which allows staff to creatively integrate experiences into their care delivery to anticipate the needs of patients.

### Acknowledgement

Thanks to all the staff who participated in the story-telling.

*The Service is improving very  
well compare to the last time.*