KIMS Hospital

A great place to work
Background on KIMS Hospital

- Opened 2014 with £120 million investment

- Fifth year of trading i.e April 2019

- Over 350 staff

- Largest independent hospital in Kent, treating private & NHS patients

- Local, sustainable healthcare; avoiding travel to and from London

- 99 beds, five operating theatres, one endoscopy suite and the only independent interventional cardiology facility in Kent

- Over 250 Consultants across 35 specialities

- State of the art technology and innovative diagnostic services
Key objectives

- Commercial
- Working together as ONE team - making KIMS Hospital a great place to work.
- Providing safe, outstanding quality care for our patients.
- Success

KIMS HOSPITAL PATIENTS
Community links

- Tailor self pay packages for you and your staff
- We treat both NHS and private and self pay patients
- Provide back up services for the NHS

Support Networks
- Breast care support group, 1st Friday of every month
- Bariatric support group
- Patient forum
- Support local charities
The HR Challenge

- National Shortage of Nurses and impact of Brexit
- Start up independent hospital, no reputation
- Staff Turnover first year of opening 35%
- Communication scores low on staff survey in first year
- High agency costs
Recruitment and retention

- “Time to care” campaign
- On boarding experience - Manager Welcome video
- First day video
- New induction framework
- Retention project – University Focus Groups
- Refer a Friend
- Open Days
- Preceptorship converted to perm
- 21 bank employees converted to perm

“...I am so satisfied working here – I can actually nurse patients to the level of care that I believe in. Lovely to work, fantastic environment and lovely people.”
Development of our people

- **Training Matters** – Staff receive a yearly training benefit statement
- Professional Courses – CIMA, ACCA, IOSH
- Degrees
- Specialist skills courses
- Mandatory Training
- Lunch and Learns
- Employee relations workshops
- Apprentice Levy - NVQ’s, MBA, Degree Level
- Management Development Programme: Institute of Leadership and Management (ILM 7,5,3,2)
- Coaching
- Practice Development Lead
Development opportunities for our staff include:

• Introduction of a Preceptorship Programme from April 2018 for Newly Qualified Nurses

• Introduction of a Structured Induction programme for new starters

• Introduction of the Care certificate for Clinical Support

• Workers without a qualification

• Supporting Staff from our Apprentice Levy which includes:
  > 7 Clinical Support Workers through Level 2 or 3 Diploma in Health and Social Care
  > Two Theatre Support workers undertaking Associate Practitioner
  > 10 Admin NVQ’s incl payroll, HR, customer service, finance, IT
  > MBA Level 7 at Uni of Kent.

New Developments

• Placement Provider for Student Nurses from Canterbury Christchurch University since February 2018
• Network with NHS
Health & Wellbeing – One Team

Awarded the Excellence in Health & Wellbeing - embedded in our ONE TEAM culture.

Cycle Challenge, KIMS Hospital to France - Supporting Samaritans

Three Peaks Challenge - Supporting Heart of Kent Hospice
Health & Wellbeing – One Team

KIMS Hospital first Family Fun Day
Health & Wellbeing – One Team

Cake Sales
Supporting Heart of Kent Hospice 2017 & Samaritans Maidstone and Weald 2018

Quiz Night
Supporting Movember

Cluedo
Cluedo Team
Pedometer Challenge
Health & Wellbeing: Guarding against excessive stress

- Added Stress and Wellbeing into our staff survey so that we can put an appropriate plan together
- Musculoskeletal 30 minute free drop in session for staff
- Mental Health First Aiders
- Freedom to speak up Guardians

Wellbeing Day on 21st November
We Listen – We Act

• CEO Briefing
• KIMS Voice
• Connect
• Focus Groups
• New Benefits – staff led
• KIMS Angels
• Staff Survey

You said, We did - group activities, Race for Life, baking, baby showers, daily huddles, streamline processes, “day in the life”
New benefits – employee led

Birthday day off
Birthday Benefit Starting on 1st January 2018, employees now receive time off for their birthday so far 48 employees have taken advantage of the benefit.

Child care voucher
Child Care Voucher Scheme 8 employees have joined the scheme since launching in November 2017.
HR Outcomes

- No nursing vacancies
- Awards and social media activity
- Hospital activity – 50 to 900 per month
- CQC – outstanding for staff engagement
- Staff Turnover reduction from 35% to 11.5%
- One Team & Wellbeing initiatives
- No agency in theatre – internal bank
- Increased Staff Engagement year on Year results

A motivated and engaged workforce – staff survey results:

- 2015: 86%
- 2016: 97%
- 2017: 98%

12% increase in staff engagement since 2015
Our awards

• CQC 2018 inspection – ‘Good’ for every category and Outstanding for employee engagement
• Best Nursing Practice in the Laing and Buisson Awards
• The Workplace Wellbeing Charter – Excellence
• The Kent Healthy Business Award for our commitment to a healthy workplace and our regular exercise classes
• Investors in People Bronze award
• Innovation in Recruitment award CIPD
• Best Referral Scheme – In house Recruitment Awards
• Most Promising new business – Chamber of Commerce
• KEIBA Employer of Year Winner 2018

Currently awaiting results for 5 more awards this month
Care Quality Commission (CQC)

- Rated ‘Good’ across all areas of service by the Care Quality Commission (CQC)

- The CQC noted ‘Outstanding’ practice across other areas of the hospital. In particular;

  > KIMS Hospital Angels’ who are local volunteers providing additional support to patients

  > KIMS Hospital’s strong commitment to staff engagement including staff forums, team events, family fun days and the direct links staff have with the Executive Team through ‘KIMS Voice’, our staff forum where staff are encouraged to directly communicate their views, ideas and concerns about the hospital to the management team
Video 2 to be insert here
Next chapter

Pitch your improvement ideas!

The ‘60’ Scheme

£1000 reward (if implemented)

Support as One Team

Bring your ideas to life

From good to outstanding
99% of our patients would recommend us, thanks to our great team at KIMS Hospital
Any questions?