



CONCILIAR +



Implementation of NP 4552-2022: Conciliation of Professional, Personal and Family Life



UNIDADE LOCAL DE SAÚDE
REGIÃO DE AVEIRO



SNS SERVIÇO NACIONAL
DE SAÚDE

Portugal

Margarida França

Chair Board of Administration

10th CAF Users' Event under the Polish Presidency of the Council of the EU

10th April 2025, Warsaw

The 1st of January 2025 the Portuguese NHS creates 39 new health organizations integrating primary care, hospital care and public health services – LOCAL HEALTH UNIT

Hospital Center (CHBV)

3 hospitals

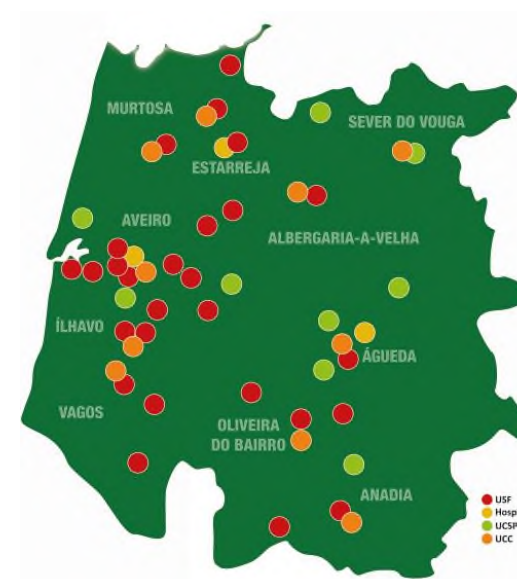


. Staff: 2.100
. Users: 315.000



ULS Região de Aveiro

46 units



. Staff: 3.100
. Users: 340.000

WHY CAF ?

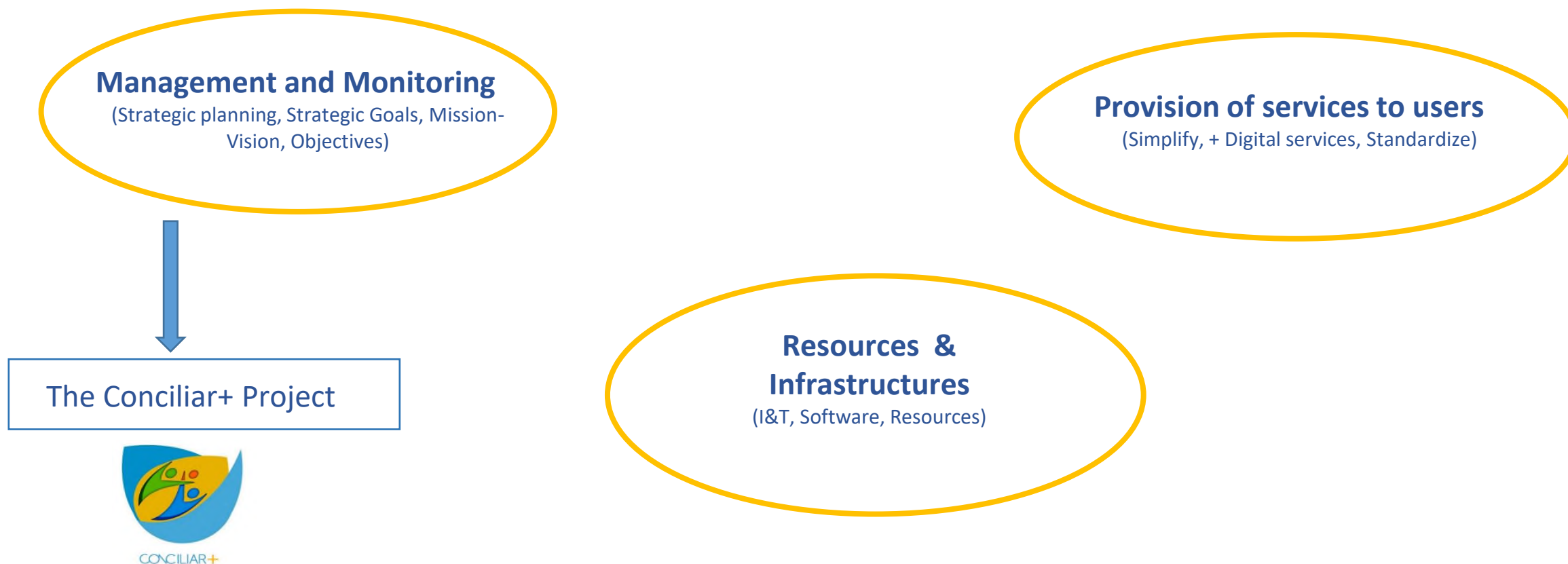
- . To promote a continuous improvement culture within the organization
- . To empower and motivate professionals on the CI key processes
- . To empower Support Services and reinforce their role on the final delivery of care

GOALS OF CAF PROCESS:

- . To reinforce leadership and staff alignment of objectives
- . To promote a process and facts based management
- . To promote a culture of resources efficiency and waste reduction
- . To develop partnerships to promote social and health value
- . To create a framework to manage Quality Improvement in order to integrate QI projects, patient safety and risk management initiatives/programs/projects



Obtaining the “Effective CAF User” in January 2022 was the impetus for the implementation of several activities within the **PRIORITY AREAS** elected by the Board of Directors:



Conciliar+ was the name given for the implementation of NP 4552 in the institution, and this was a challenge launched by the Board of Administration.



The project began with a diagnosis using a validated psychosocial risk questionnaire, which served as a basis for an initial definition of possible measures that were later worked on with the professionals.

Several activities were carried out, namely questionnaires, interviews and brainstorming, to listen to the opinions and views of different professionals. Several initiatives emerged from this analysis.



These initiatives were submitted to professionals vote in order to identify the most significant ones.

This resulted in the **Conciliar+ Program**.

Three winner areas to be developed:

Good Labor Practices

Professional Support and Personal Development

Services and Benefits

Target audience: professionals, including workers from outsourcing companies and their direct family members (children)

Initiatives rely primarily on the collaboration of professionals

Partnerships established with external entities, such as insurance companies and leisure centers for the children of professionals

Project ongoing and dynamic, always based on the expectations and needs of professionals.



Good Labor Practices:

- Dissemination on the Intranet/Smartdocs of legal and contractual professional information;
- Procedures Manual for Human Resources;
- Measures for the prevention of Violence against health professionals;
- Institutional moral harassment program;
- Dissemination/promotion of the harassment of staff reporting circuit;
- Initiatives to bring the Board of Directors closer to employees (ex: walk-rounds);
- Grants for research by professionals – Master, Phd and research projects;
- Institutional campaign about violence.

Professional Support and Personal Development

- Training program for nurse managers, nurses with management roles and other intermediate leaders;
- Annual training plan with focus on soft skills, safety and professional development;
- Mindfulness Program - Self-directed;
- Burnout prevention program;
- Idea incubator (privileged channel for improvement proposals);
- Did you know that... (with achievements or ongoing projects).

Services and Benefits

- Christmas lunch
- Gala Anniversary (March 2023) – exclusive staff/performers
- Support program for events organized by professionals
- Recognition of professionals with 35 years of working in the institution



Services and Benefits

- Gymnastics program on hospital site;
- Direct line from Occupational Medicine to psychological and mental health support;



Services and Benefits

- Celebration of World Children's Day with the children of workers;
- Nursery/preschool with extended hours;
- Project marketing with gifts to staff.
- Art at the Hospital - exhibition of photos/texts/videos/crafts/paintings/sculptures of workers authorship;
- Promotion of workshops done by workers: cookies, make-up and jewelry;
- Christmas nativity scenes contest.



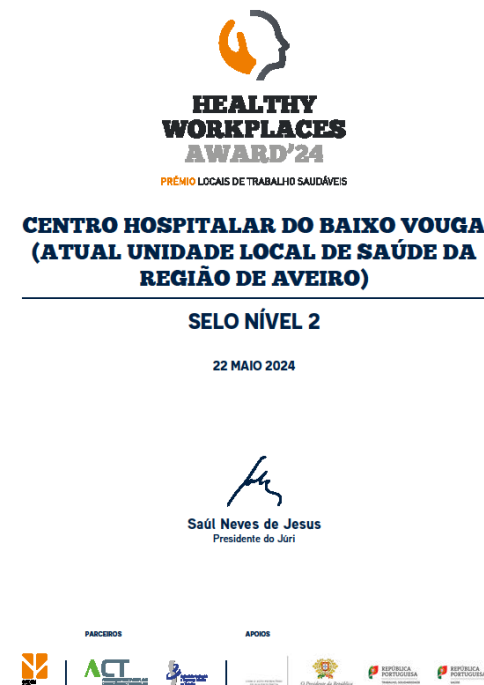
As janelas do Calendário de Advento do CHBV continuam a abrir-se!





**Certification of the CHBV, EPE by
Bureau Veritas in NP 4552:2022,
June 2023**

**Healthy Workplaces Award' 24, Level 2 Seal,
by the Portuguese College of Psychologists,
May 22, 2024**



FUTURE PROJECTS

The big challenge is extending the project to all primary health care units - ULSRA



We are currently conducting a new application of the psychosocial risk questionnaire in order to understand the impact the measures have had on professionals.

We are aware that the results may be influenced by other issues, such as Government decisions: remuneration and career progression.

In addition to this questionnaire, other surveys are being carried out to assess professionals' satisfaction with the activities carried out, identifying new aspects of work-life balance.

All activities carried out are monitored by objectives and indicators.

Lessons learned & key recommendations

The initial impact of the process tends to be interiorized mostly for personal objectives.



Social activities are the most valued initiatives by professionals.



The process has reinforced the need to standardize human resources processes.
The process has reinforced the need to disclose HR & contractual regulations.



The process requires a good communication plan from the very beginning and staff from this area should be present from the very beginning.



The certification by NP 4552 reinforces commitment and compliance with legal requirements on violence prevention and arrestment programs from Government and European programs.





POLAND25.EU



UNIDADE LOCAL DE SAÚDE
REGIÃO DE AVEIRO



Chair Board of Directors

Margarida França

margarida.franca@ulsra.min-saude.pt

