



# Thurgau Hospital:

Nurturing HCP well-being and its impact on clinical care quality & patient experience



# SPEAKERS

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**Stefan Goetz**  
Chief Physician and Medical  
Director



**Tanja Palm**  
CMO & Co-founder



# KEY TAKEAWAYS

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- 01/ How to Achieve Lower HCP Turnover?**
- 02/ How Does Leadership Influence Employee Satisfaction in Healthcare?**
- 03/ How Does Management Style Influence Employee Happiness?**
- 04/ How Does HCP Well-Being Influence Patient Care?**
- 05/ Strategies for Proactive Employee Retention.**
- 06/ Managing Long-Term Employee Satisfaction.**
- 07/ Feedback Frameworks for HCPs and HCCs.**

## Poll

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**Does effective management directly correlate to higher job satisfaction among healthcare professionals?**

**Yes**

**No**

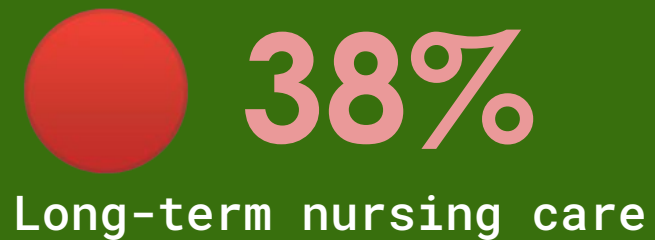
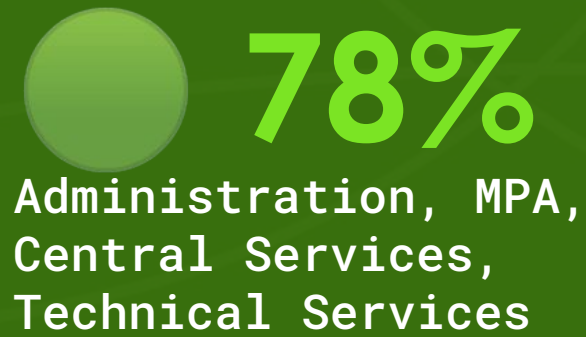
# THE FUTURE PERSPECTIVE



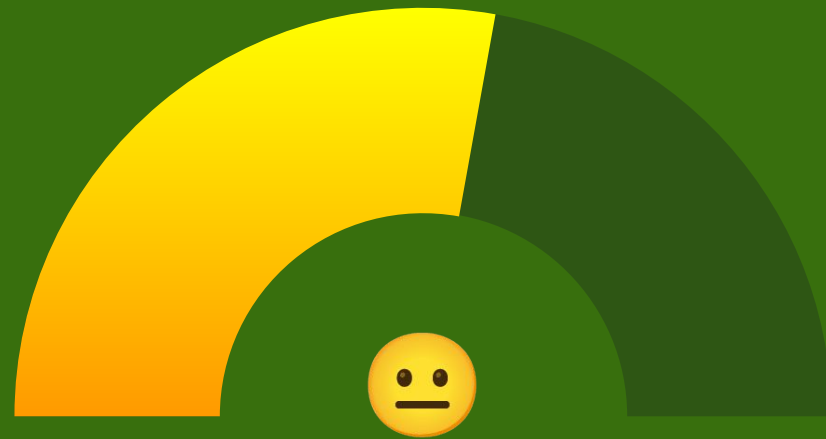
94%

## Overall Score

Based on the following questions:  
I see myself still in the KSK in 2 years' time

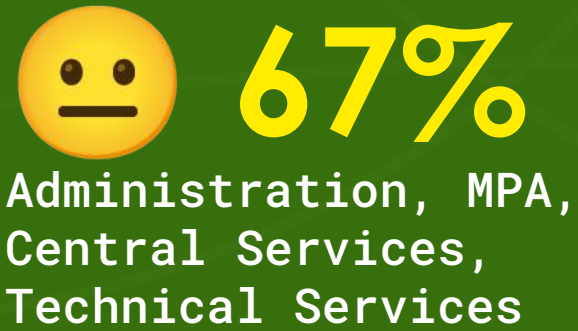


# MANAGING CHALLENGING SITUATIONS

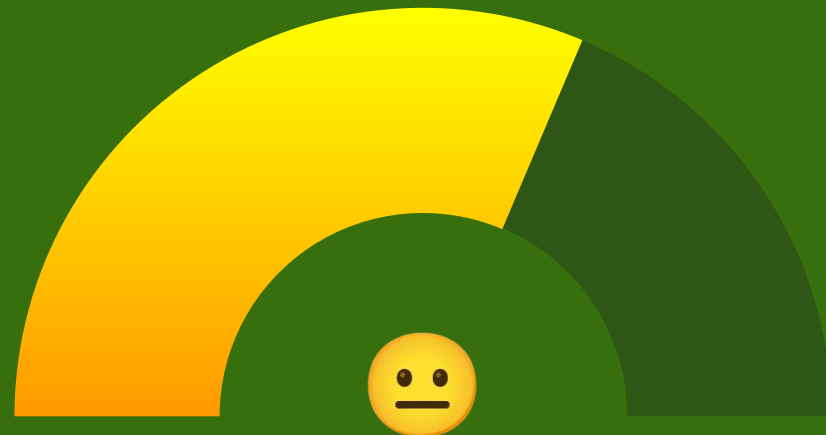


**59%**  
**Overall Score**

Based on the following questions:  
I can cope well when my concentration is disturbed.  
I can deal with decisions made by others, even if they do not correspond to my professional opinion.  
I can deal with decisions made by others, even if they are not always explained.




# STRESS MANAGEMENT



**66%**  
**Overall Score**


Based on the following questions:

- When I am under pressure, I can prioritize my tasks.
- When I am under pressure, I coordinate open tasks with colleagues.
- When I am under pressure, I sometimes leave non-urgent tasks undone.
- When I am under pressure, it helps me to let my superiors know.
- When I am under pressure, I know strategies to cope with it.

 **78%**  
Administration, MPA,  
Central Services,  
Technical Services

 **56%**  
Long-term  
nursing care

 **67%**  
Hotel sector

 **62%**  
Physiotherapy/occupational  
therapy/logopaedics/nutritio  
nal advice

 **63%**  
Nursing rehab

 **72%**  
Medical personnel

 **73%**  
26-40 years

 **67%**  
41-55 years

 **57%**  
56+ years

# FEEDBACK

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**To share your feedback,  
simply scan the QR-code.**

**It'll only take a few minutes,  
and your insights are  
invaluable to us.**



# Thank you!

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