

Abstract citation ID: ckae144.1888**In development intervention, professionals aim to enhance working practices and interaction****Tiina Koivisto***T Koivisto*¹¹Finnish Institute of Occupation Health, Tampere, Finland

Contact: tiina.koivisto@ttl.fi

Background: The social services and healthcare professions are experiencing a global labor shortage. Enhancing the appeal and retention requires the development of work and processes through community-level interventions that reduce workload and bolster resources. Further research into such interventions is necessary. This study focuses on a systematic community-based practice development model (Breakthrough Collaboratives) to evaluate the change in alignment with the development intervention's objectives and the prerequisites for change. The evaluation will utilize the process evaluation model for well-being at work projects and health promotion interventions.

Methods: This qualitative process evaluation employs a multi-case study approach to depict the changes occurring during the development intervention. It assesses the development processes of fifteen workplaces across Finland. The research material includes recorded group discussions from the initial workshop, where professionals establish goals and development targets for their work. The qualitative data are analyzed using content analysis. The analysis is guided by questions such as: What goals and development objectives do participants set for their work? What workplace-specific characteristics inform these objectives?

Results: Preliminary findings indicate that the work units' development objectives concentrate on updating the unit's common rules, enhancing the induction process for new employees, improving work behavior, and refining meeting practices. Workplace-specific characteristics differ based on the work unit's sector, the level of trust among professionals, and their willingness to critically evaluate management. Additionally, competence and professionalism emerge as prominent themes in group discussions.

Conclusions: In a workplace development intervention, professionals aim to enhance common working practices and interaction, with the goal of improving well-being at work.

Key messages:

- Enhancing operational practices and promoting positive interpersonal conduct among colleagues constitutes a pivotal goal in advancing social and health care work units.
- The Community based intervention provides workplaces with concrete models to support co-creation and permanent changes in working practices.