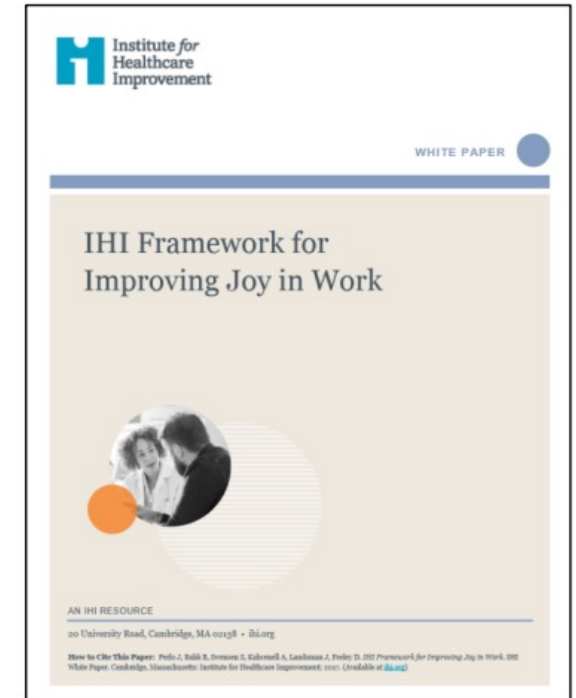


# From Booster Shots to Bouncing Back

## Session 2: Little Things that Have BIG Impacts!



*This material was prepared by the IPRO QIN-QIO, a Quality Innovation Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. 12SOW-IPRO-QIN-TA-A5-22-621*



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# Last Week's Challenge!

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- Assignment-Talk to five people
  - What makes for a good day for you?
  - What makes you proud to work here?
  - When we are at our best, what does that look like?
- What did you learn or hear?

# Background: A Wave of Benevolence

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- A QI project
- Maddie's basket 15s save 30 mins . . .we could be having fun
  - KPI
  - Frustration! Time
- If someone assisted by doing a few seconds more on a task that would save someone else frustration-start a wave of benevolent cycle
- Someone, Somewhere is doing something to make your day less frustrating
- Spark Joy in work by doing something to make someone else's day better.

# 15s30m, huh?

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“15 seconds 30 minutes” is a social movement, which asks members of staff to think of a small 15 second task they can do which will save someone else 30 minutes later on, and in doing so reduce frustration and increase joy for themselves, colleagues, and patients. We call these tasks 15s30m missions and anyone, from the chief executive to a hospital porter, can get involved.

# Examples

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- From Chief Executive to Porter in the Kitchen
- Mission: Email signatures on email with complete updated information
  - Unintended outcome: More likely opened with a signature (not just a name)

- 
- 15s30m is a social movement to reduce frustration and increase joy. Ask yourself: “What is a 15 second task I can do now that reduces frustration for someone else by saving them 30 minutes later on reducing frustration and increasing joy”
  - Pebbles in your shoe-these become missions
  - Workshops-not mandatory
    - 6 or 8 people
    - Everyone leaves with a mission –not six week from now

# What Makes a Good Mission?

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- Endless possibilities
- Need to be 15 seconds
- T.A.R.D.I.S:
  - Today
  - A little time (15 seconds)
  - Reduction of Frustration
  - Don't need permission
  - Increasing Joy
  - Shareable (many others might adopt)

# IHI Connection

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- Practical tools
- Burnout: Single greatest threat to healthcare
- Need to feel more than “How can I make it through the day”
- Help reconnect people with their purpose



# Joy in Work Underpins all Aspects of QI

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- QI often patient safety, cost effectiveness but work on joy and the rest will come
- If staff come into work and know they can help each other, then things run better and there is more time doing resident care
  - Making sure someone doesn't fall
  - The slippers are easy to slip on
  - The remote is within reach
- Staff sickness goes down because people are excited
  - You can see the change begin to take place within a few days
  - You can see the buzz

# QI

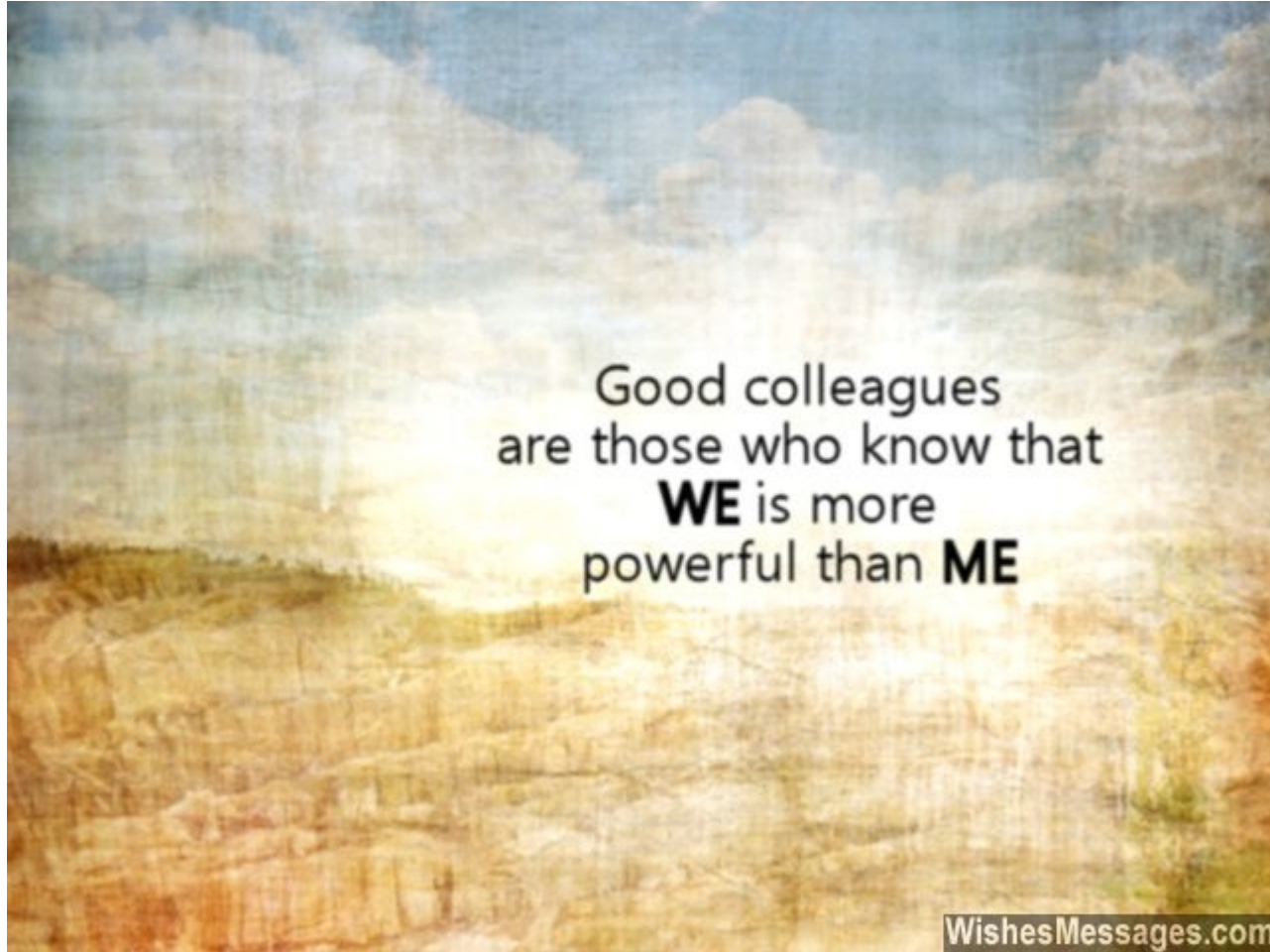
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- Find the Change you want to make (15 seconds at a time)
  - Small
  - Super accessible
  - Home grown or individualized effort Staff autonomy)
  - Joy in work is the aim

# 15s30m Festival!

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- How it has grown . . . .
  - Festivals
  - Internal Events
  - National Nursing Home Week!



What was your 15s30m Mission?

Everyday I send my work colleagues at Greenbanks a quote, for the day. As a Mental Health Champion I thought it was a good morale boosting start for the working day. Everyone likes it, and it brightens their day. These are the sort of fun things I send.

# Examples

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What was your 15s30m Mission?

- On our team, we write four week Key Performance Indicators (KPI) so we have a focus, stay on track and work together as a team. We are constantly moving forward. It makes us feel as if we are striving for excellence and people bring great ideas.

# How it Works

## Workshop



### 15s30m workshop agenda



Time	Activity	Comments
Before slides begin	Joy Questionnaire Register & house-keeping etc...	Prints outs
7 mins	<p><b>Introduce yourself</b>, hi and 1 interesting fact about yourself!</p> <p>Capture pictures throughout the day and tweet with approval of group @15s30m</p> <p>What is 15s30m, purpose, QI &amp; Joy In Work, intro videos</p> <p>Maddie's <del>washbasket</del>, how it came about</p> <p>Real life examples</p>	<p>Use intro videos on website <a href="http://15s30m.co.uk/workshops/#">http://15s30m.co.uk/workshops/#</a></p> <p>Or our YouTube channel <a href="https://www.youtube.com/channel/UCg6ECK8oq-pYMTgAR6pt7w/videos">https://www.youtube.com/channel/UCg6ECK8oq-pYMTgAR6pt7w/videos</a></p>
15 mins	<p><b>Why do you work here?</b></p> <p>Talking pairs (7 mins each)</p> <p>Why did you decide to work in healthcare</p> <p>Why am I proud to work here</p> <p>What matters to me at work is...</p> <p>The most meaningful part of my work is...</p> <p>I know I make a difference when...</p> <p>A good day is when....</p> <p><b>Feedback</b></p>	<p>You can find the 'why do you work here?' print outs on the workshop section of the website, we like to print there out like little slips so that staff can keep them as reminders of why they like to work where they do 😊</p>
10 mins	<p><b>What isn't every day a good day</b></p> <p>What frustrates you</p> <p><b>Feedback</b></p>	<p>Get staff to write their frustrations down on post-its, these will fall into themes, try group them into themes on a wall or board (then use these to turn these frustrations into 15 second missions that make everyone's life easier!)</p> <p>What bit <u>can</u> they change?</p>

# Hero Workshop





# Hero Workshop

Why did you decide to work in healthcare?





# Hero Workshop

Why am I proud to work here?



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# Hero Workshop

What matters to me at work is.....



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# Hero Workshop

The most meaningful part of my work is.....



# Hero Workshop

I know I make a difference when.....



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# Hero Workshop

A good day is when.....



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# Mission Pack



Thanks for downloading your mission pack

1. Fill in the slides below with your idea to reduce frustration and increase joy (type in or print it out and write in the box)

2. Use the COGS to show the impact it will have (click on a cog and type in the box, you can add more cogs from “insert, smart art”)

3. Tell us when you started, how many times you’ve done it and do tweet about it too!



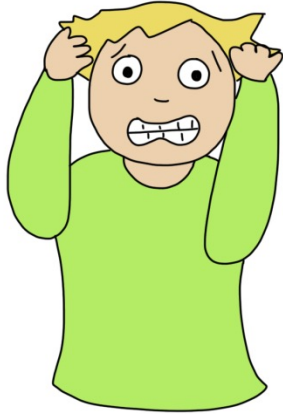
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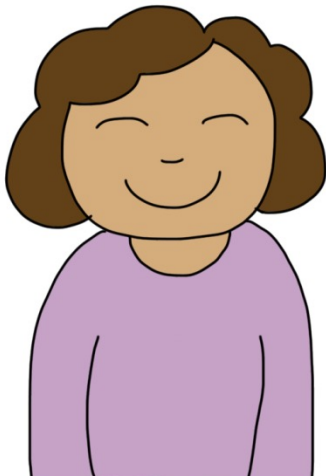
# My 15s30m mission Pack

Its frustrating when.....



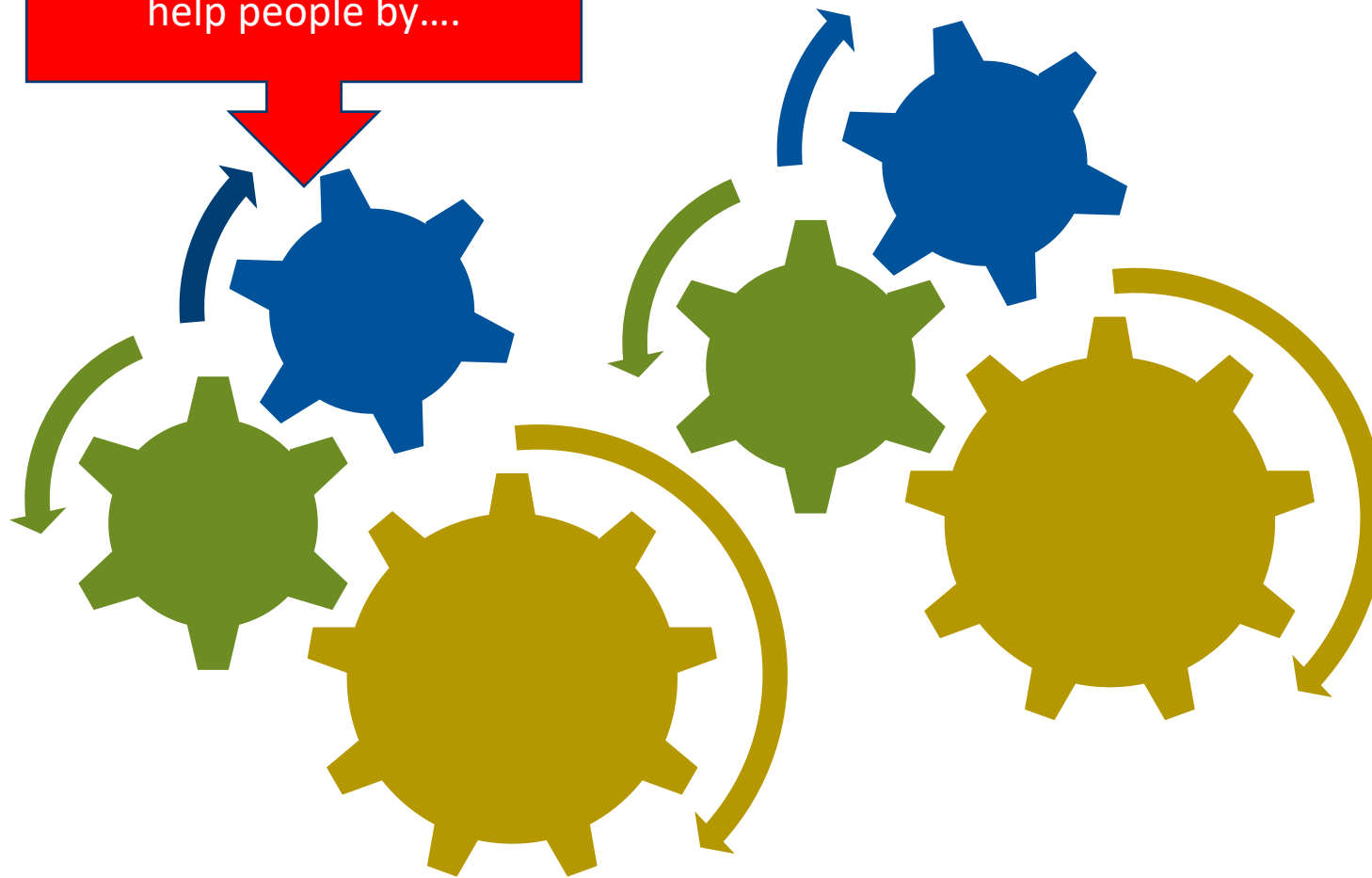
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I can increase Joy by.....

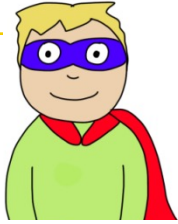


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My 15s30m mission can help people by....







My 15s30m mission is to:



This is when I'm going to start it:



I'll put a tick in this box each time I've done it:

# Examples

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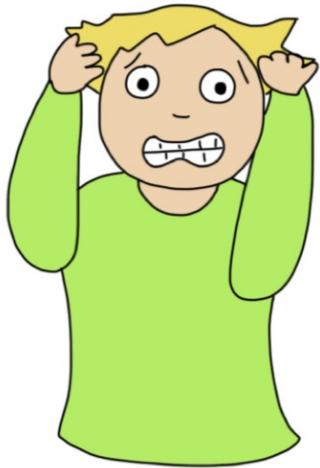


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Its frustrating when.....

Families don't really understand our visitation policies and procedures and why they are important

# Mission or No Mission...



My 15s30m mission is to:

Spend time printing out 786  
pages and stapling them  
together to hand out to them



# Mission or No Mission...



My 15s30m mission is to:

Send families a link to the online visitation package so they can review, ask questions and chat with us

