Gratitude in Action

https://twitter.com/i/status/1518640073276858368

Friends and Family Vaccine Clinic Toolkit
Resource Location: https://drive.google.com/file/d/1T-ISGPfx_draw2fSOUmqLZCKGEs8qxYC/view?usp=sharing
Valuable tools and resources to partner with the community to host a vaccination clinic to improve vaccination rates with resident and staff friends and families.

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-A5-22-622

From Booster Shots to Bouncing Back

Session 3 The Four Steps

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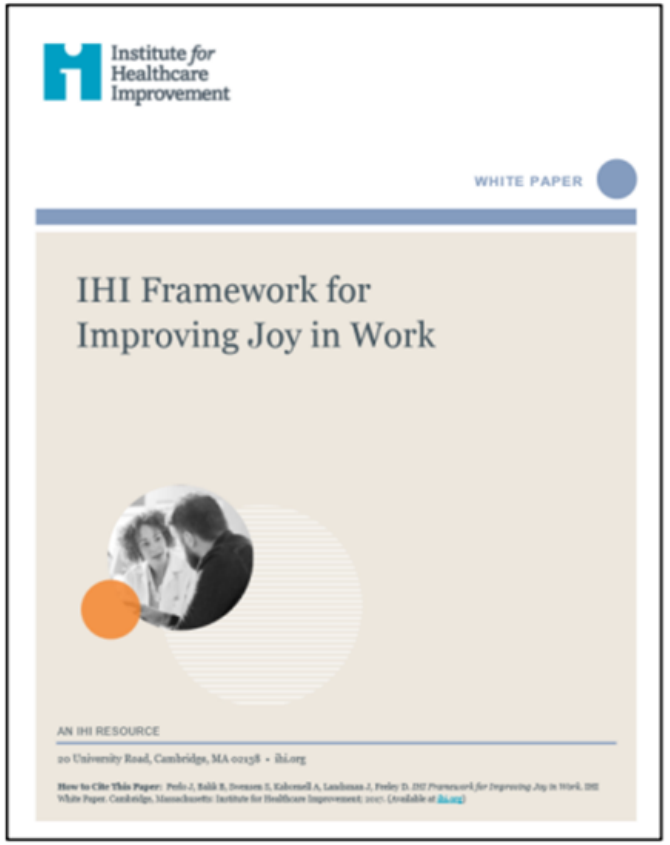
Quick Recap for Those Just Joining . . . .

- Booster Blitz is more than a clinical series of tasks
- The pandemic, variants, disruptions, staffing have ravaged our normally well-run systems and left us with fertile soil to reimagine our workplaces and culture.



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BA-2, Booster Shots & Things That Keep Us Up at Night

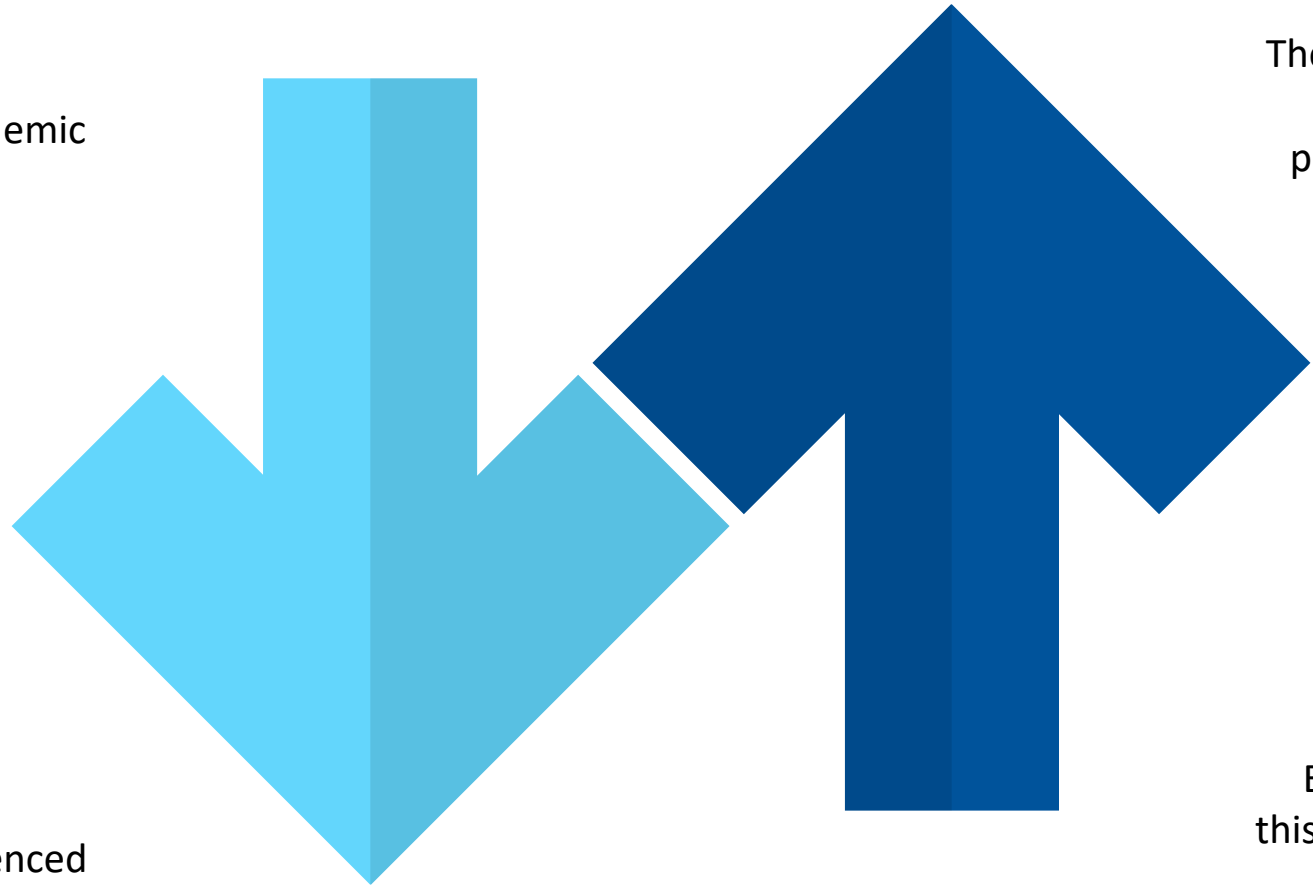
Consider how to increase joy in work \using a collaborative approach based on the IHI methodology

Why Joy?

Burnout
The other plague of the bidemic

Turnover
Loss of experience, institutional knowledge, quality, teams

Leaving the Profession
Need these valued, experienced people



Better Outcomes
There is a consistent association between organizations with a positive workplace culture and better clinical outcomes.

Staff Stability
Staff longevity increases as people enjoy the work, colleagues and residents.

Intrinsic Motivation
Engages “the reason I got into this profession in the first place”.

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Assignment 1: Challenge!

- 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?

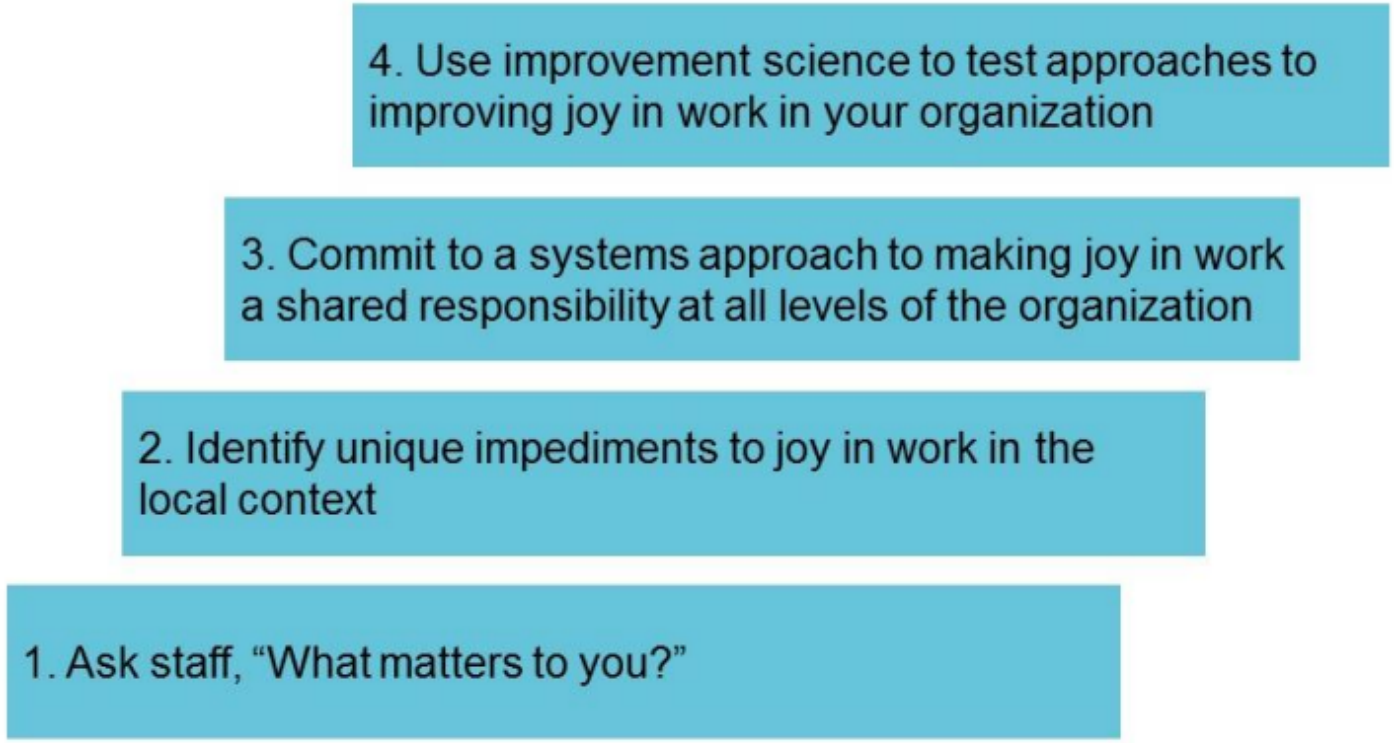
15s30m, huh?

“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.

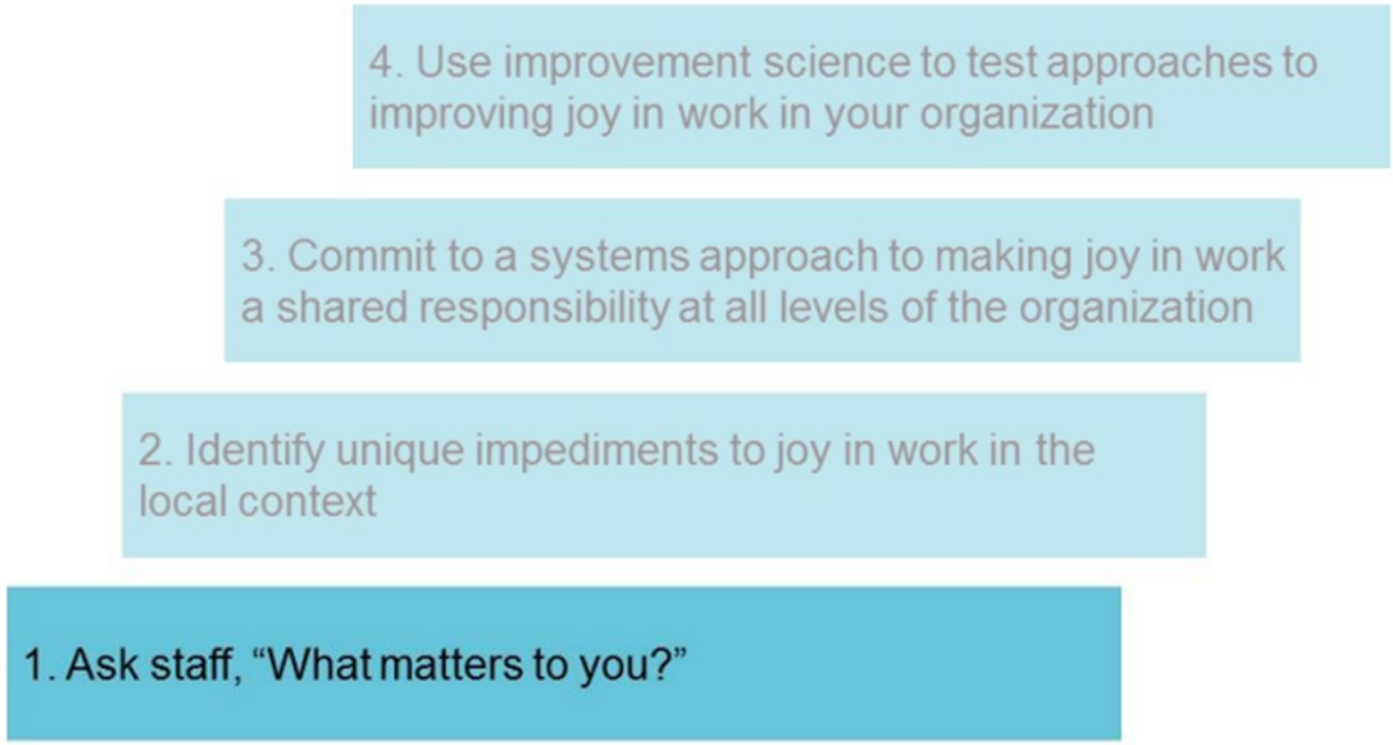
Is the world a better place because of our work?

- Build systems reflecting love & care within your setting.
- Heal people and enrich their lives.
- Lead with kindness.
- Show caregivers the tangible and intangible results of their purposeful work.

Week 3: The Four Steps



Step 1


4. Use improvement science to test approaches to improving joy in work in your organization
3. Commit to a systems approach to making joy in work a shared responsibility at all levels of the organization
2. Identify unique impediments to joy in work in the local context
1. Ask staff, “What matters to you?”

Improving culture with kindness

OLD	VS.	NEW
Annual Staff Survey		Regular "how are you" chats
Staff engagement action plans		Daily face to face actions + commitments
Random team away days		Regular small social sessions with the team
Big conversations		Regular small conversations
Annual awards		Every day acknowledgements
Senior Leadership		Creating shared leadership
Appraisals		Regular feedback

Step 2

4. Use improvement science to test approaches to improving joy in work in your organization

3. Commit to a systems approach to making joy in work a shared responsibility at all levels of the organization

2. Identify unique impediments to joy in work in the local context

1. Ask staff, "What matters to you?"

Now more than ever, we need to start to make those small changes in work to prevent #stress and look after our mental health. Start small with one thing at a time....

HIERARCHY OF WELLBEING NEEDS AT WORK

Are your basic daily wellbeing needs met?
What can you or others do to help meet them?
Wellbeing is everyone's responsibility

Highly engaged & motivated

SELF ACTUALISATION
- Inspire others to do the best they can
- Self growth and know my worth
- Highly engaged, happy & push myself
- Feel fulfilled & the best I can be

IMPORTANCE
- Sense of achievement & progress in work
- Respected in all roles(regardless of band/pay rate)
- Listened to & included in decisions made
- Independent & trusted to do things freely

BELONGING
- Sense of connection & team -help each other
- Valued & recognised- friends & togetherness
- Invested in: training/career progression
- Clear roles & responsibilities

SECURITY
- Safe environment. No fear (bullying)
- Job security; stable & predictable
- Personal health needs met
- Financial agreements

SURVIVAL
- Lunch & tea breaks
- Keep hydrated
- Kept warm/cool
- Access to toilet
- Balanced working hours

Disengaged & demotivated

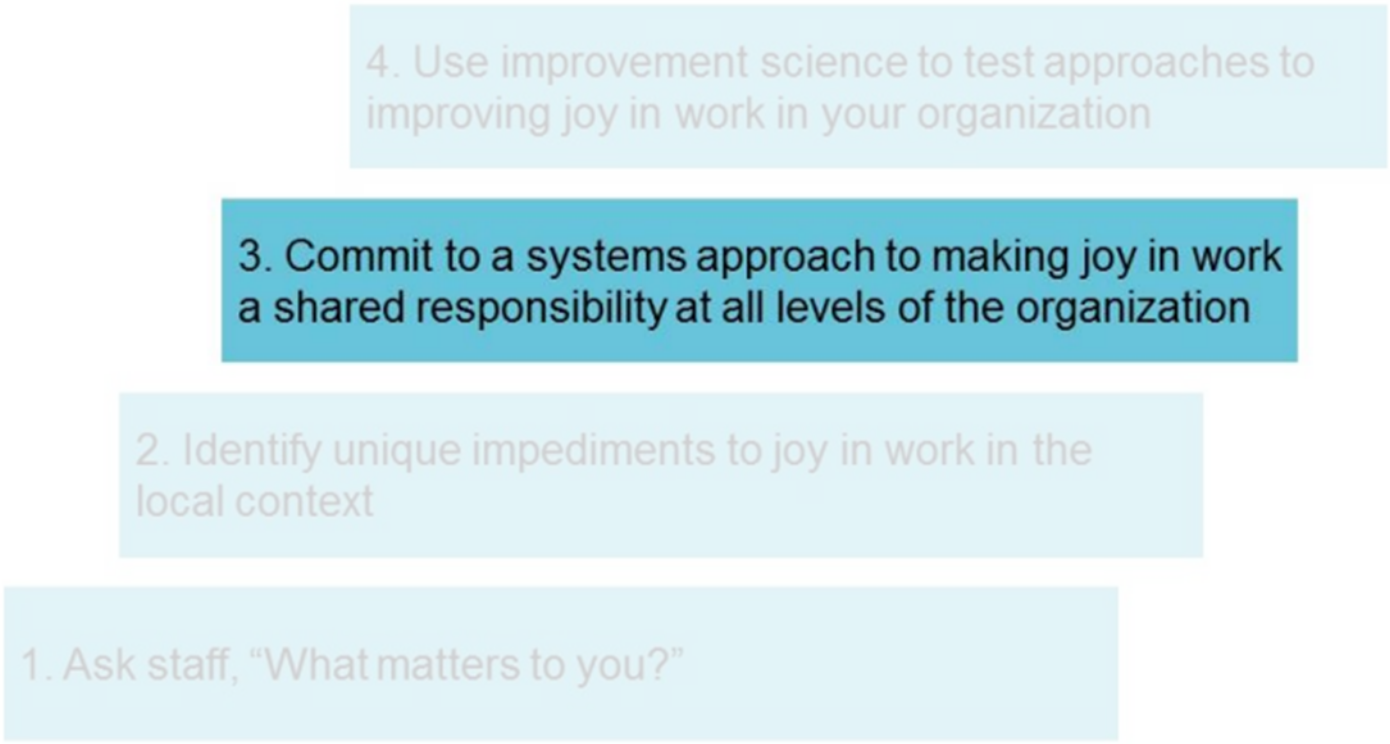
Created by Soniasparkles.com @sonia_sparkles

AGREED ACTIONS:

Understanding your wellbeing needs at work & what to do to meet them is so important

The hierarchy #wellbeing checklist can help you understand what level you are at -use it as a conversation starter & make your wellbeing needs a priority

Step 3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Examples from the Trench

Penn Medicine: Penn wanted to bring a bit more humanity into the experience. Inspired by NPR's StoryCorps, they created a "listening lab" that connects patients and caregivers across teams to talk about care and their experiences—turning RX (resident experience) numbers and comments into connection and narratives.

Hero Workshop

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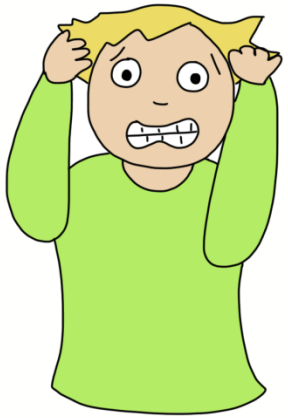
My 15s30m mission Pack

Its frustrating when…..



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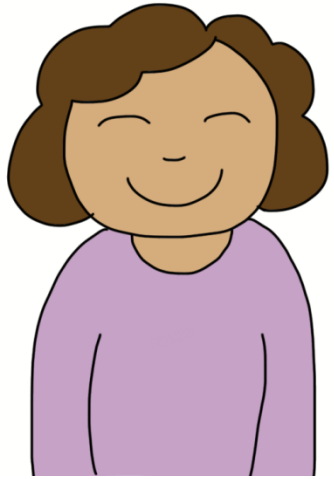
I can increase Joy by…..



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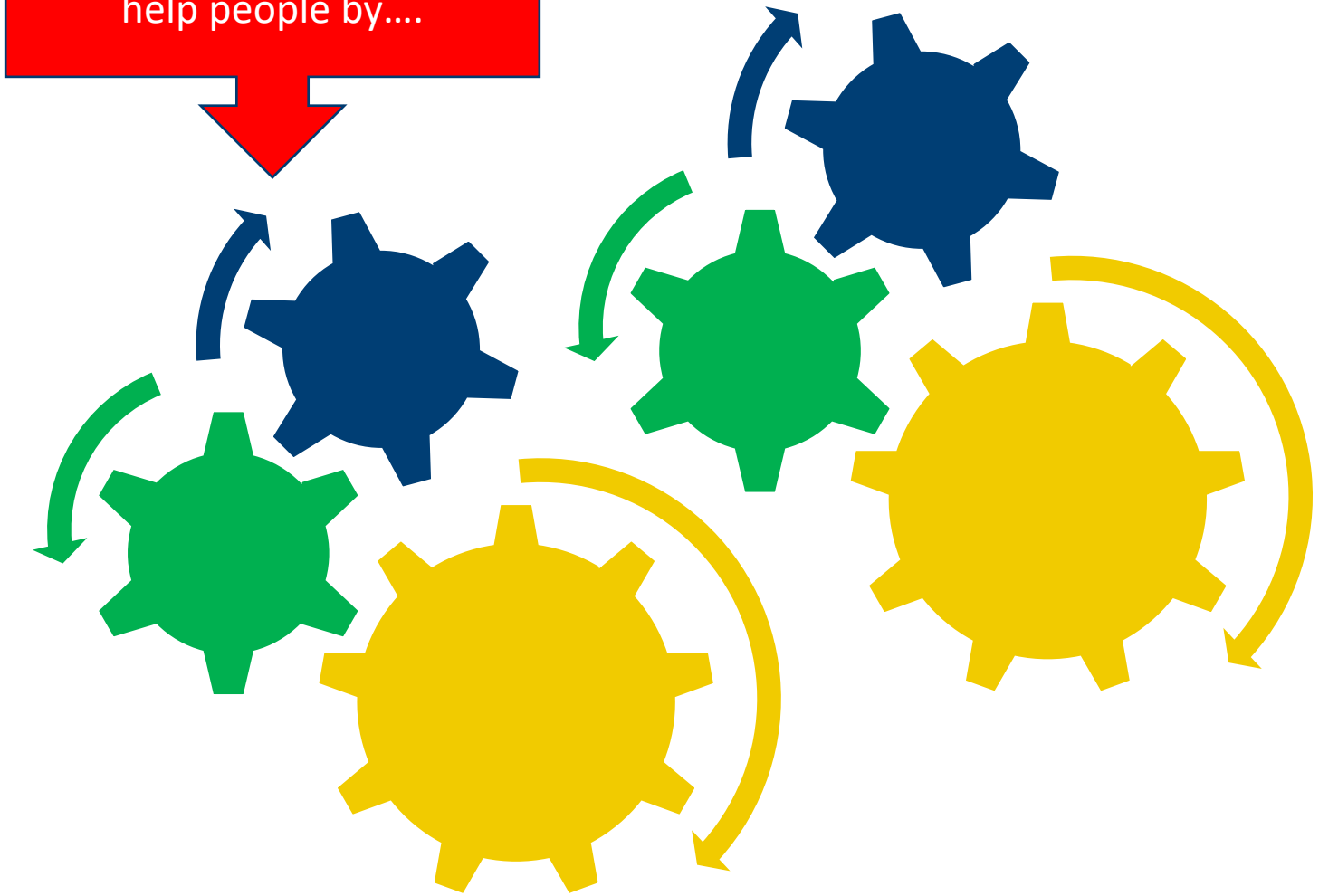
My 15s30m mission can help people by….



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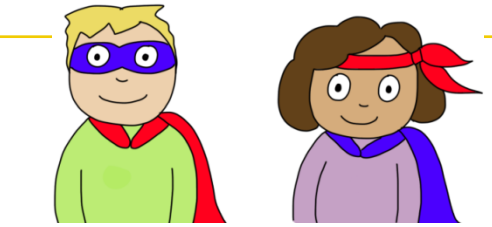

My 15s30m mission is to:

This is when I'm going to start it:

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

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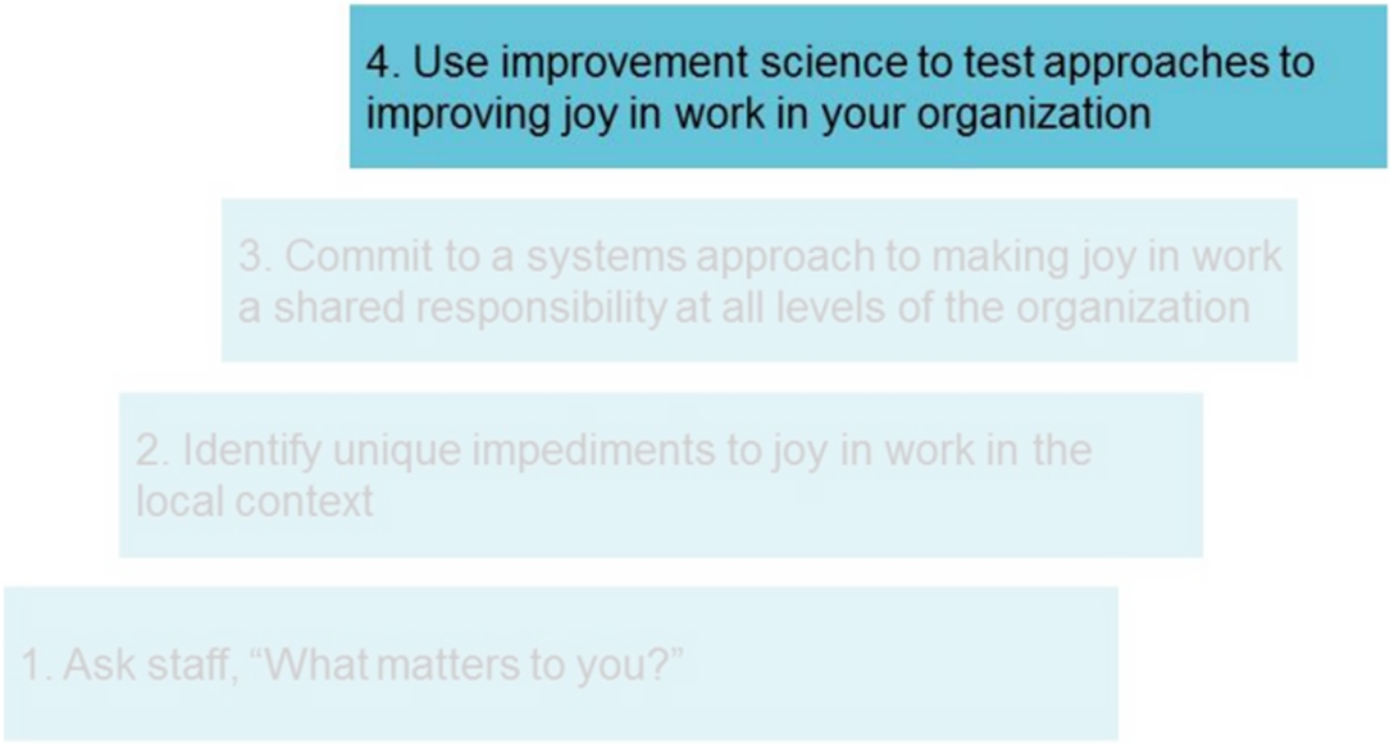
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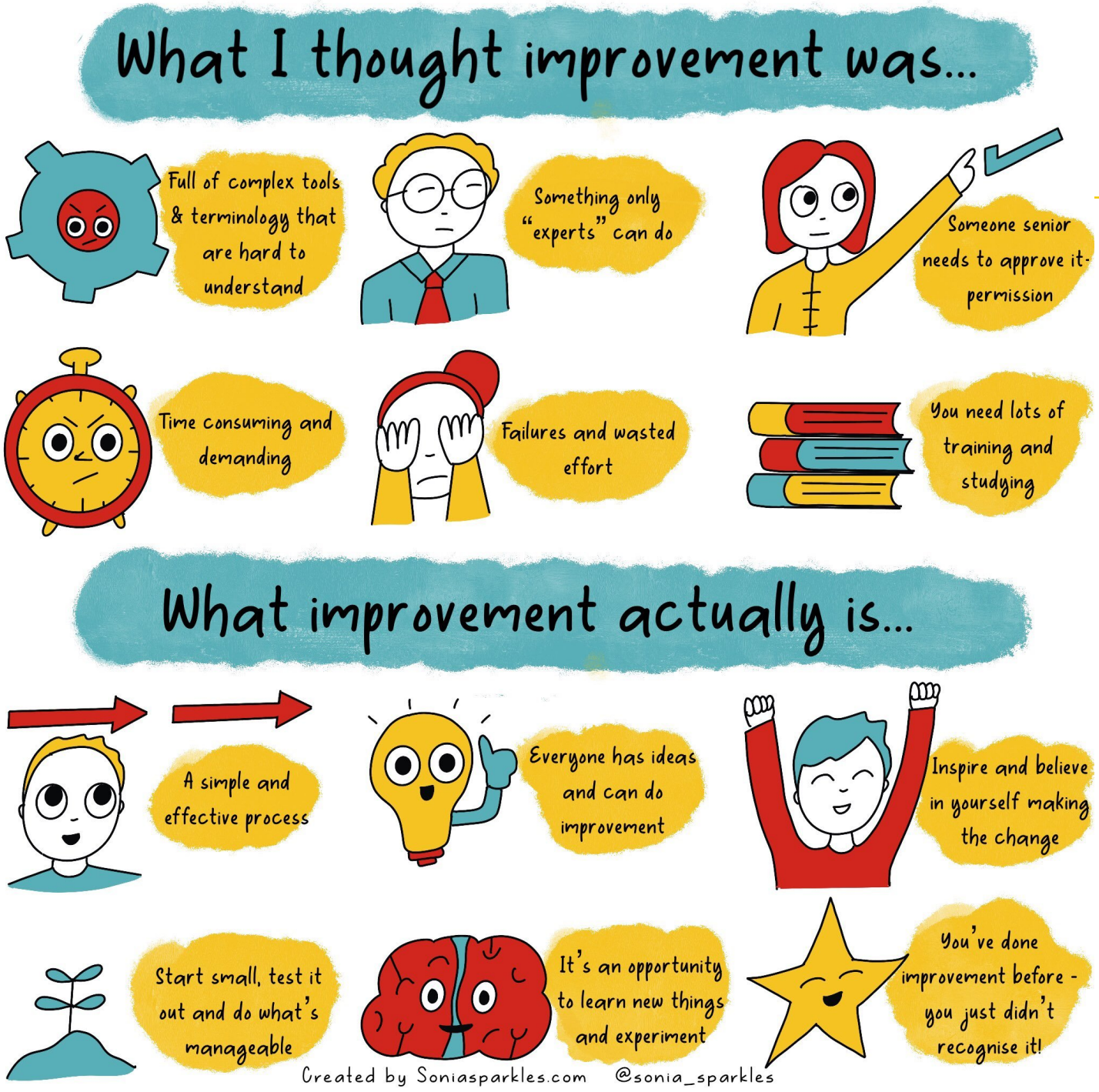
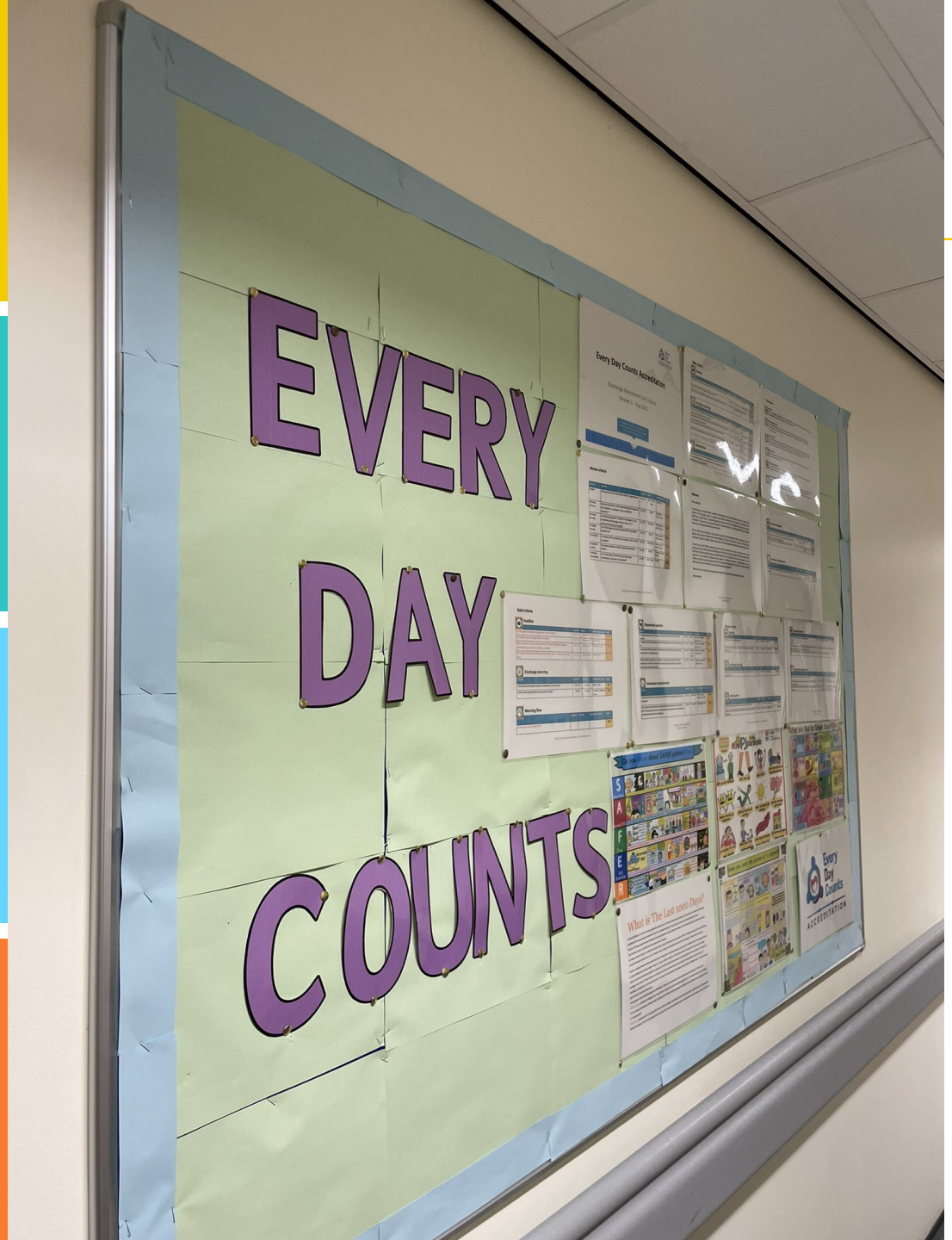
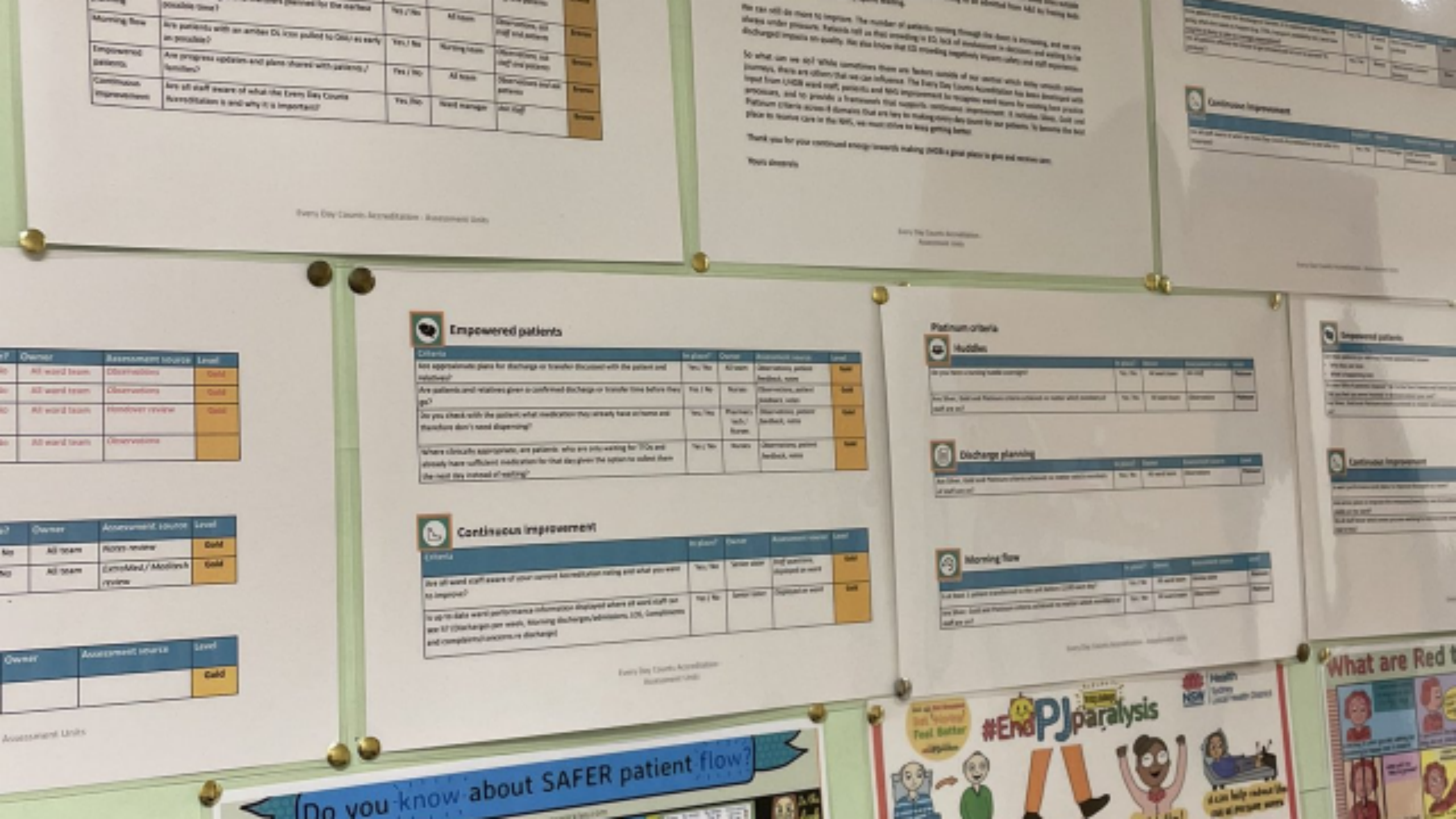


Helping staff to understand the QI process and making it relevant to daily life is so important

Get rid of the jargon and complexity so staff can feel they are a part of the process.



Every Day “Counts”


Empowered patients
Continuous improvement
Platinum criteria
Huddles
Discharge planning
Morning flow
Do you know about SAFER patient flow?
#EndPJparalysis

Examples from the Trench

- **Intermountain Healthcare:** Patients/Residents feel a lot of gratitude for caregivers, but that gratitude doesn't always make it to the hospital employees. Intermountain gave caregivers letters that expressed patients' appreciation for their care, hard work, and dedication—and captured caregivers' emotional responses.

Wrap Up

Discussion Questions:

- What is the significance of using a staircase to represent IHI's framework for improving joy in work?
- Think of a supervisor (or colleague) that you trust. What helped to build that trusting relationship?
- Discuss staff morale at your organization. Do people feel joy in work? Do they feel burned out? What factors influenced your answer?

Week 3 Challenge

- Read the IHI's White Paper as a team
  - Consider it's use in your setting
- Go to one link from this or the previous presentations OR just Google Joy in Work and see the enormous amount of work being done and shared throughout the world

Resources

IHI Framework for Improving Joy http://www.ihi.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx

Sonia Sparkles-posters and other resources for QI, wellbeing & joy

Friends and Family Vaccine Clinic Toolkit

Resource Location: https://drive.google.com/file/d/1T-ISGPfx_draw2fSOUmqLZCKGEs8qxYC/view?usp=sharing

Valuable tools and resources to partner with the community to host a vaccination clinic to improve vaccination rates with resident and staff friends and families.

Rolling your eyes at the idea of joy in work? I was too until...

Blog post on Sign up to safety website. Published 25/07/19

Author: Cat

- https://www.signuptosafety.org.uk/rolling-your-eyes-at-the-idea-of-joy-in-work/

- **Create Psychological Safety to Support Improvement**
- Blog post on IHI website. Published 16/07/19
- Author: Julianna Spranger
- http://www.ihi.org/communities/blogs/create-psychological-safety-to-support-improvement-blog

- **The fearless organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth**
- Book. Published 28/12/19
- Author: Amy C. Edmondson

‘What matters to you’ day –starting conversations that can transform care

The Point of Care Foundation. Published 05/06/18
Authors: Bev Fitzsimons and Joanna Goodrich
https://www.pointofcarefoundation.org.uk/blog/what-matters-to-you-day-starting-conversations-that-can-transform-care/

Finding and creating joy in work: what matters to me?
Blog post on Q website. Published 23/11/18
Author: Sophie Bulmer
https://q.health.org.uk/blog-post/finding-and-creating-joy-in-work-what-matters-to-me/

Workforce stress and the supportive organisation –a framework for improvement through reflection, curiosity and change
NHS Improvement
https://improvement.nhs.uk/resources/workforce-stress-and-supportive-organisation-improvement-framework/?utm_campaign=2431259_Improvement%20newsletter%20July%202019&utm_medium=email&utm_source=Monitor&utm_orgtype=AHSN&dm_i=2J9J,1G3YZ,7RHL5Z,4TWJ0,1