

Increasing joy in work

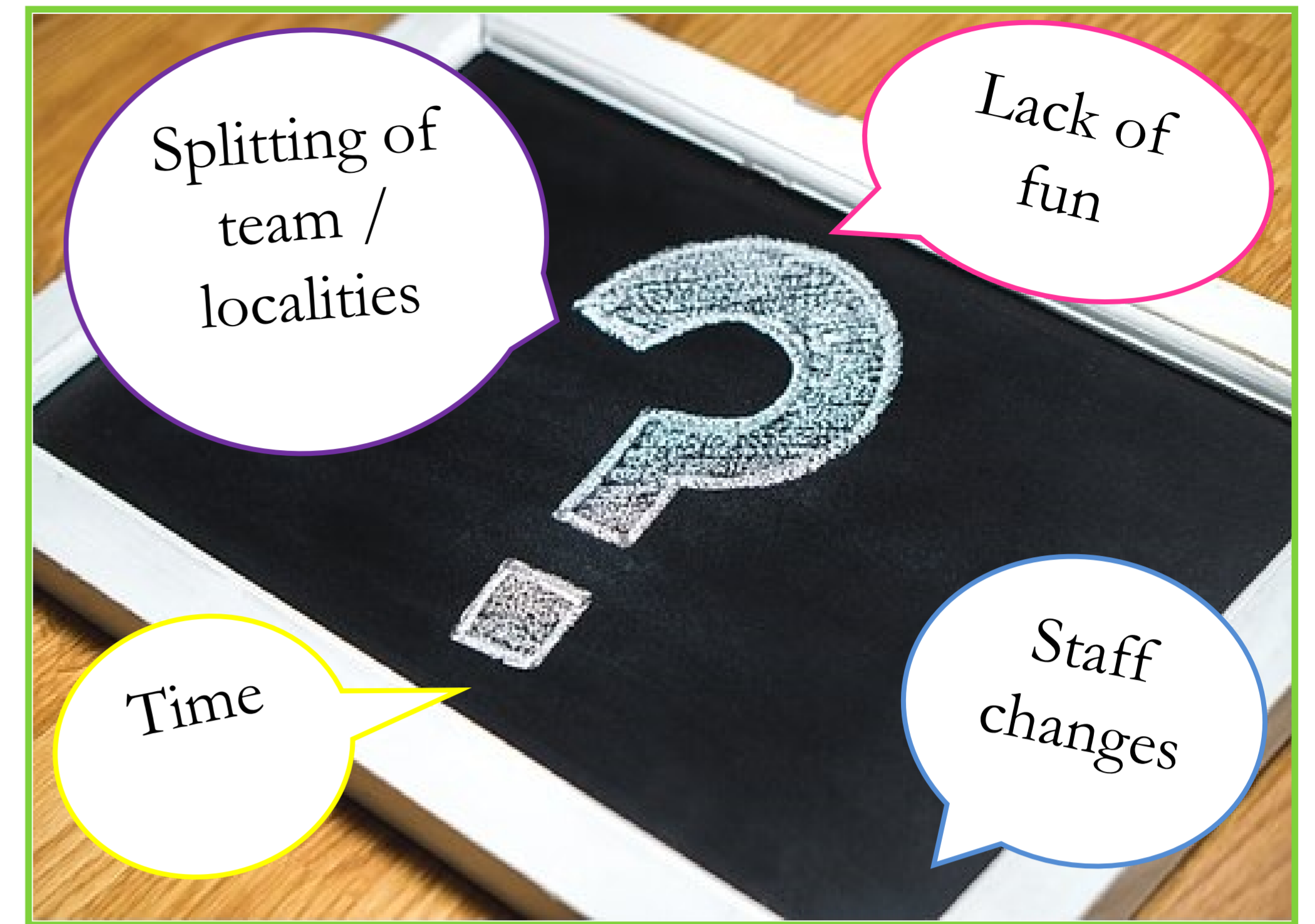
Aim statement: To increase the joy in work, within the Physio@home team from 67 % to 90%, by December 2018.

Background / Problem:

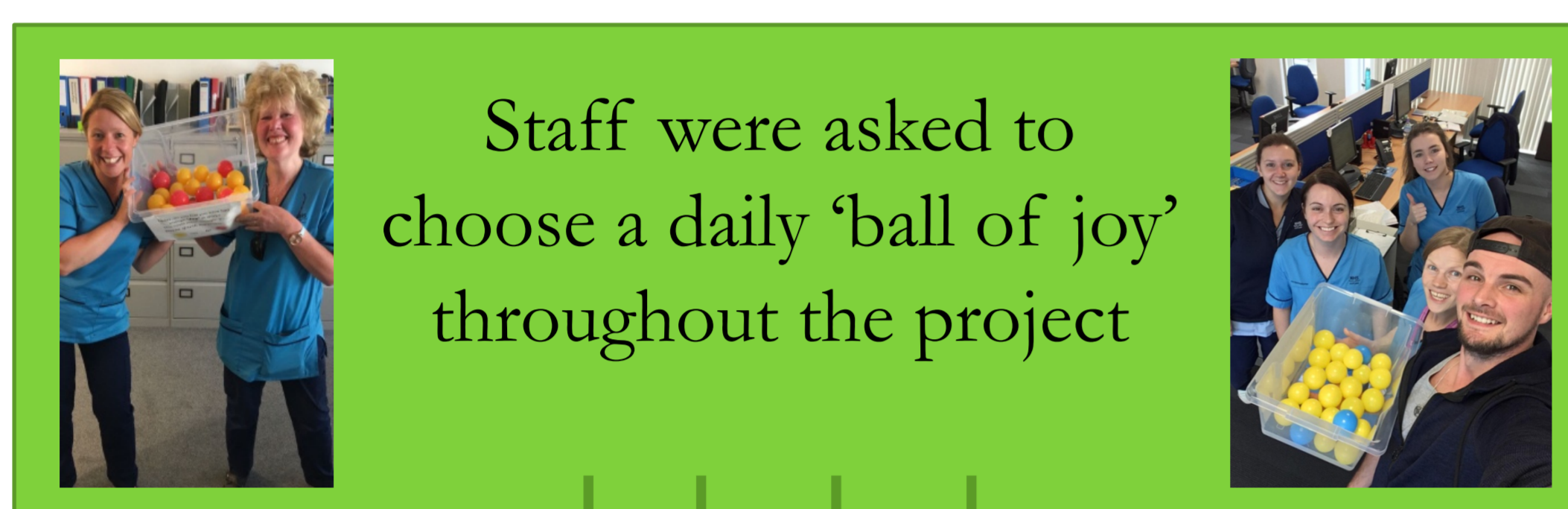
Staff were asked what got in the way of joy in work.

‘We want to work in an environment that is non-judgemental, honest and appreciating and thanking each other. Aspiring to maintain and develop a person-centred team culture where everyone laughs, has fun and feels able to be vulnerable, speak up, disagree and ask questions.’

The project took into consideration the NHS workforce 2020 vision, the IHI framework and the staff engagement and experience development framework . It realised the importance of creating great places to work, person centred care (focusing on staff) and enabling staff to find joy and meaning in work.



Methods / Process:

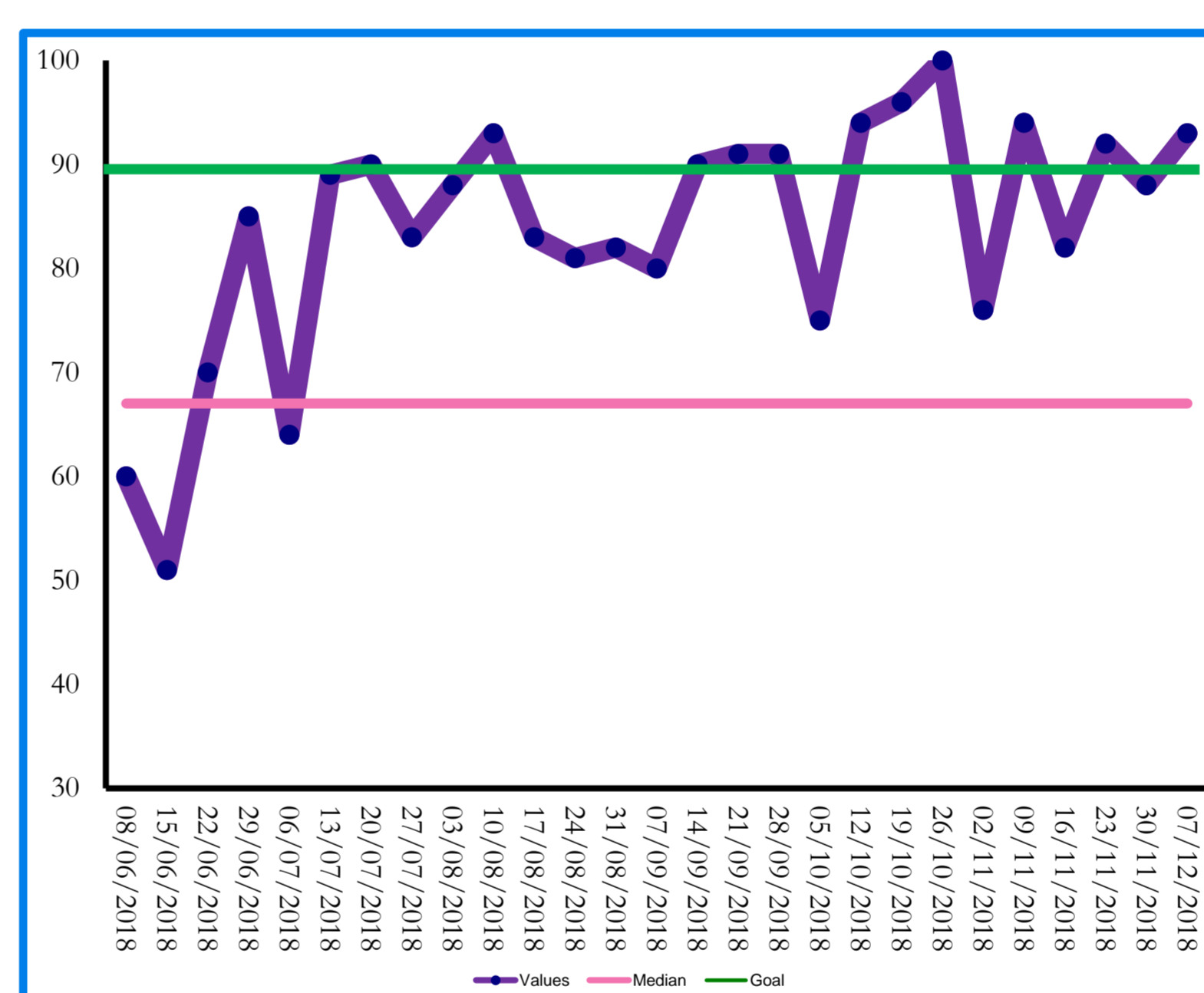


Results:

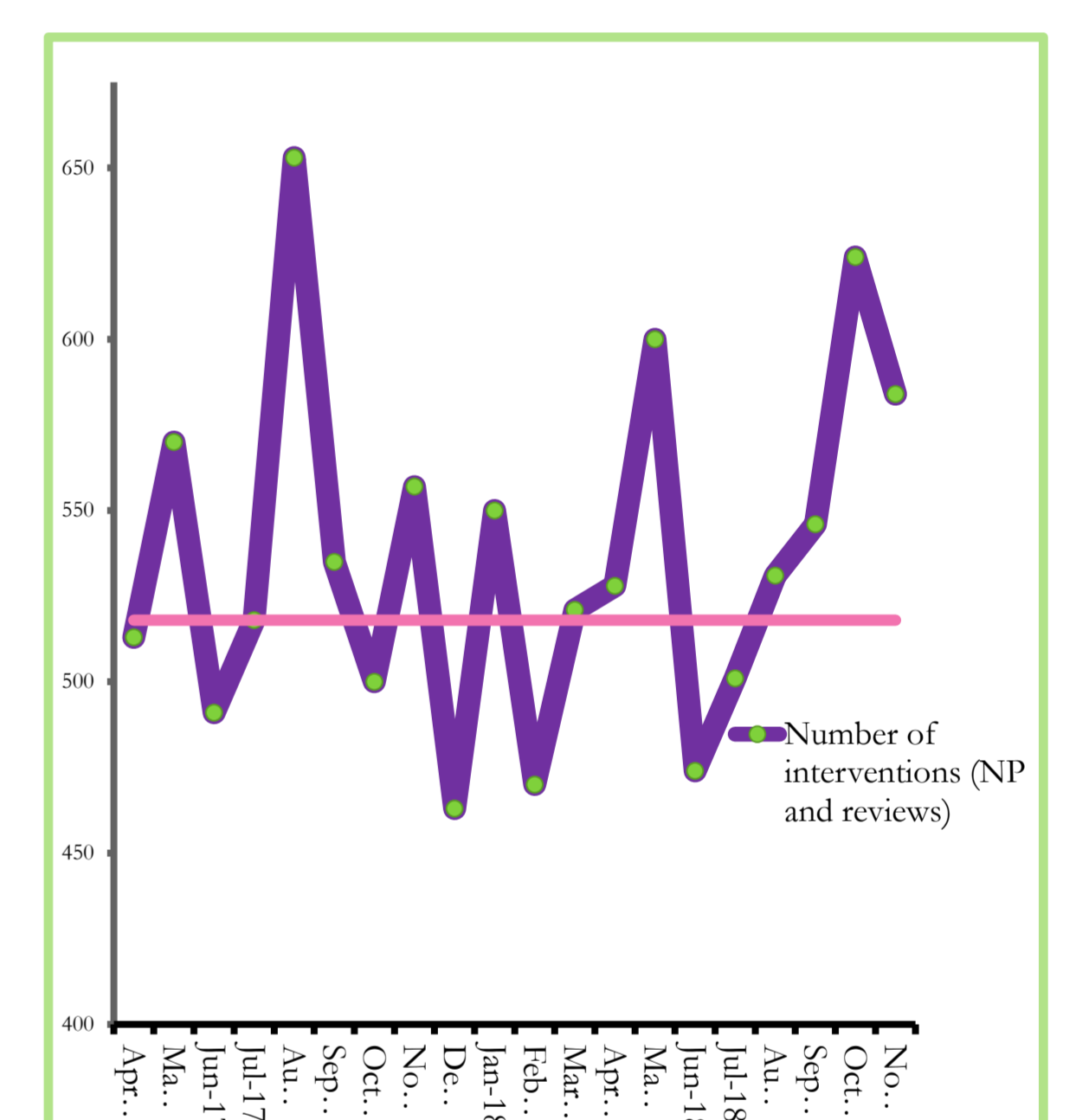
The results show joy has increased over the 6 months, from 67% to 92%. There was a positive shift on the weekly ball count.

Also, the number of patient interventions have not significantly changed. Meaning that although we are spending more time on ‘joy activities’ we are remaining as productive and not having a negative impact on patient care.

Weekly percentage of joy



The number of patient interventions



Conclusion:

The project has introduced the concept of joy in work and has helped establish the building blocks needed to continue with this.

Measures:

Process measure

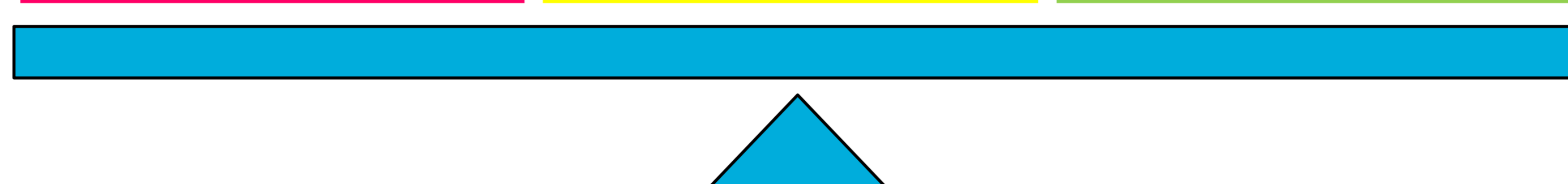
A visual analogue scale was used to measure joy on a daily basis

Balance measure

The number of new patient and review interventions

Outcome measure

A joy in work survey, key elements of joy



Key learning



Reference: Perlo J, Balik B, Swensen S, Kabcenell A, Landsman J, Feeley D. IHI Framework for Improving Joy in Work. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. (Available at ihi.org)