

Joy in Work

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This presentation

- Explore the notion of Joy in Work
- What does this mean?
- Why is it important?
- How this relates to MHA QIP project:
Connecting Care?
- What next?

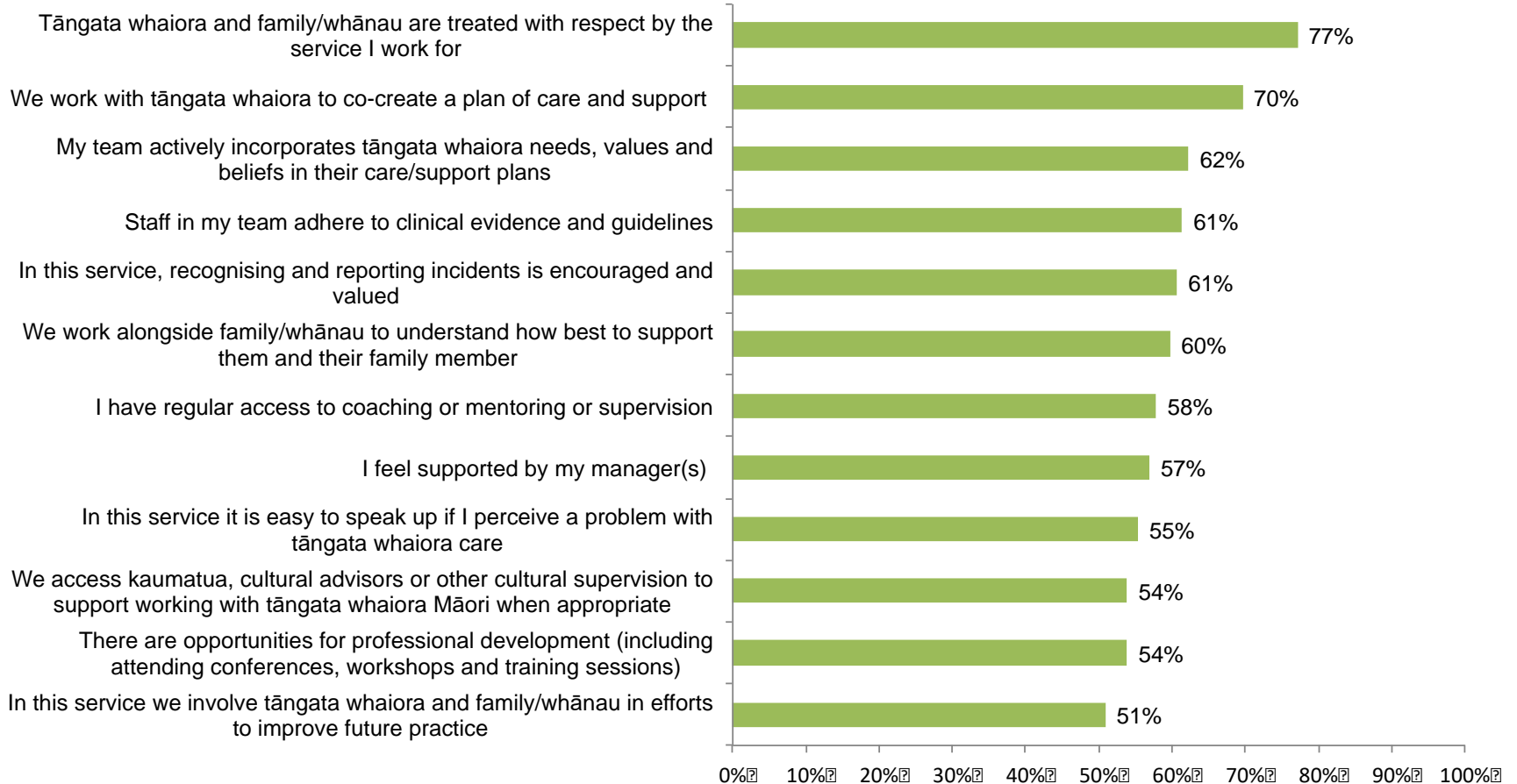
Describe a good day

- Think about your last working month?
- What days were good days or great days?
- Why?
- What happened?
- How did you feel?
- When we are performing at our best- what are those circumstances?

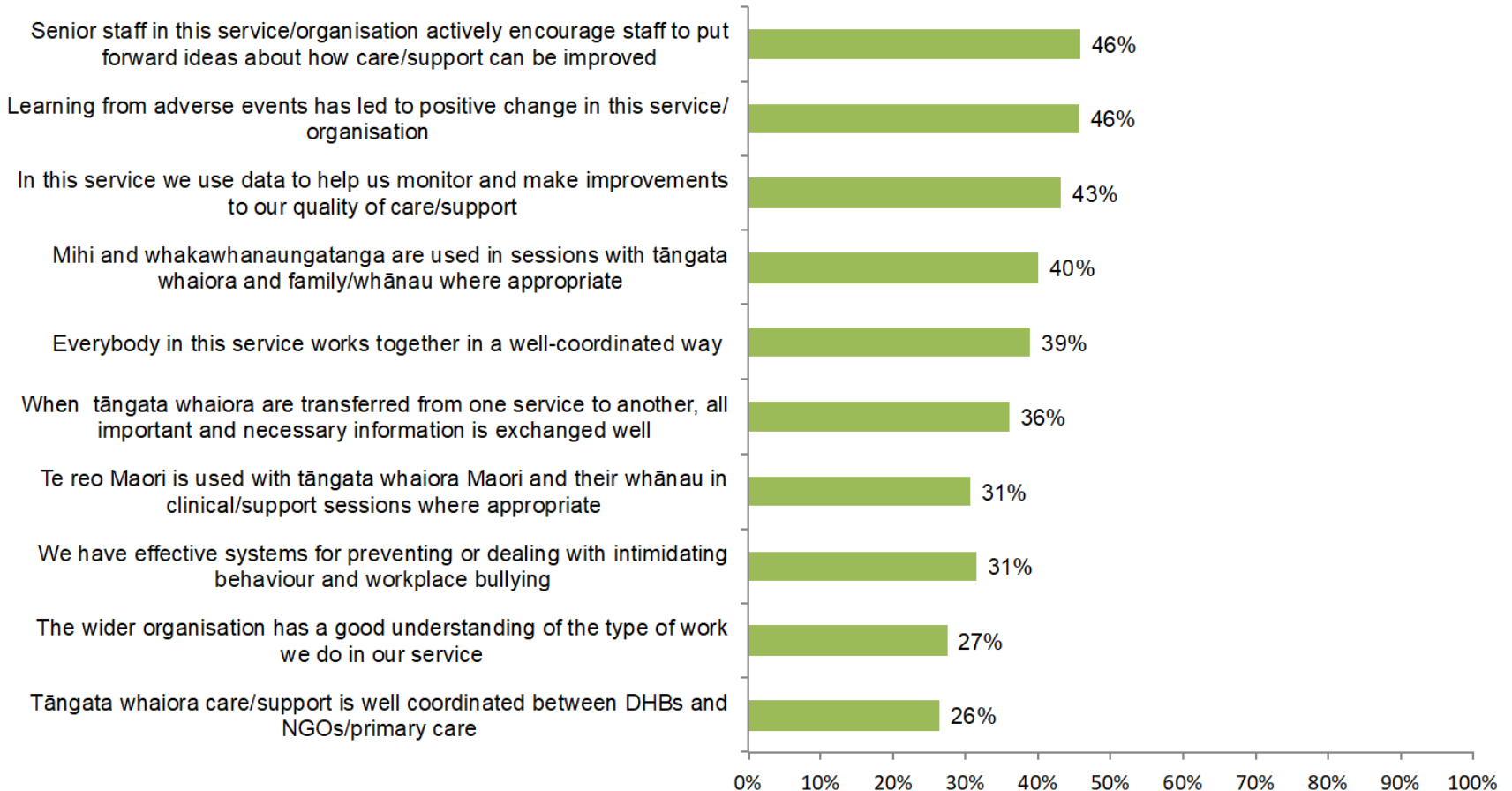
Why joy in work?

- Create a system with joy in work (Deming)
- Joy in work advances quality and safety (Don Berwick)
- Joy in work impacts patient experience, quality of care, safety (ELFT, UK; Scottish Safety programme)
- Joy in work prevents burnout, workforce injuries, staff turnover (IHI, USA)

Ngā Poutama staff survey



Ngā Poutama staff survey

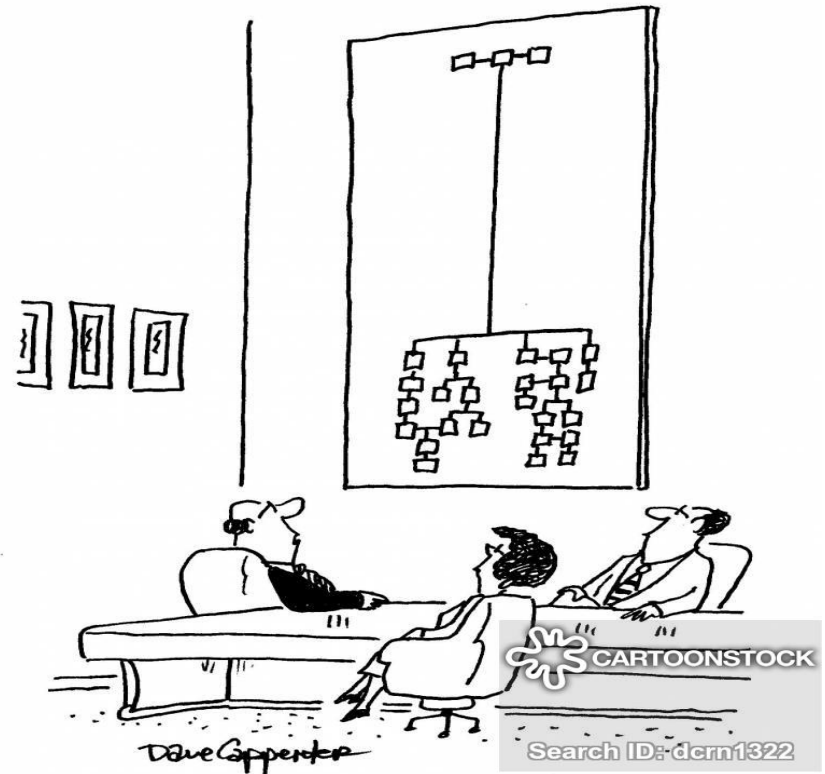


Room for improvement



Joy at 3 levels

- Individual
- Team or service
- Organisation



“Sometimes, I feel that we may be a bit out of touch with our employees.”

“Not just survive but thrive”

- ELTF – Joyful leaders actively promote equity and fairness; Create a positive attitude towards the organisation and its values
- Simon Sinek talks about leaders

“The leaders who get the most out of their people are the leaders who care most about their people.”



Improving joy at work in ED

- Aim statement: We monitor Joy at Work through the clinicians daily submitted satisfaction, and we wish to see a decrease in dissatisfaction by 50% by the end of May 2018
- Published: 27/06/2018



ELTF 9 components to joy

- Real time measures
- Physical and psychological safety
- Meaning and purpose
- Choice and autonomy
- Recognition and rewards
- Participative management
- Team work , Daily improvements
- Wellness and resilience



Ask staff what matters?

- On an individual level
- Environmental
- Physical
- Psychological



What gets in the way?

- Identify barriers or impediments- what gets in the way?
- People
- Processes
- Plant -Environment

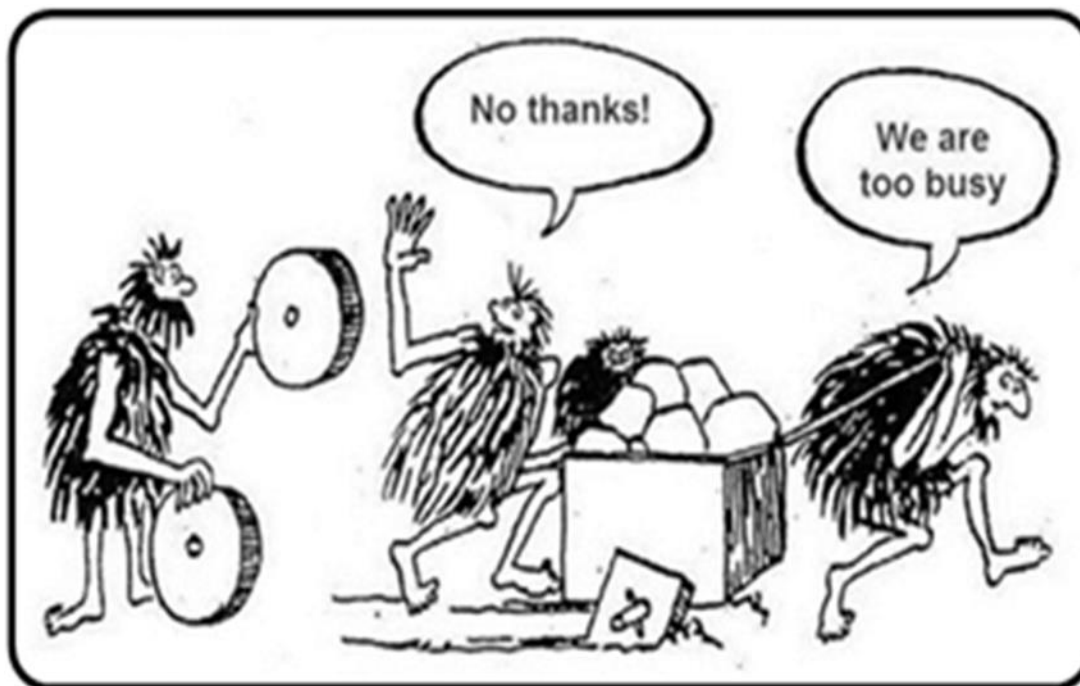


Commit to a systems approach

- Joy in work is about the system
- Develop and sustain a just culture



Use improvement science



Connecting Care

- Your project teams are meeting for this work
- You have a shared goal of improvement
- Are you working as a team?
- Is there joy?

“The ability of a group of people to do remarkable things hinges on how well those people pull together as a team.”

— *simon sinek*, [Leaders Eat Last](#)

What will you do next?

- What will you do more of?
- What will you do less of?
- What will you start?
- What will you stop?

Celebrating together



Inspired

- “Returning from work feeling inspired, safe, fulfilled and grateful is a natural human right to which we are all entitled and not a modern luxury that only a few lucky ones are able to find.”
 - Simon Sinek, [Leaders Eat Last: Why Some Teams Pull Together and Others Don't](#)

Thank you....Any questions

