Uncovering Joy Amongst the Pebbles

Kristy Brenn MSN, RN, CPEN
Liz Flaker MSN-Ed, RN, CPN



Akron Children's Hospital

About Akron Children's

- Ranked a Best Children's Hospital by *U.S. News & World Report*
- Magnet® Recognition for Nursing Excellence
- Largest independent pediatric provider in northern Ohio
  - 2 hospital campuses
  - 60+ locations offering primary care, specialty services and urgent care
  - 5,800 employees
- With more than 1 million patient visits each year, we've been leading the way to healthier futures for children and communities through expert medical care, prevention and wellness programs since 1890.



Akron Children's Hospital

Session Objectives

- Learner will be able to identify the four steps of the Joy in Work initiative.
- Learner will be able to apply the first two steps of the Joy in Work initiative.
- Learner will recognize some of the challenges and successes that were encountered by staff that started projects here at Akron Children's Hospital.

JOY IN WORK Initiative

✓Developed and tested by the Institute for Healthcare Improvement

✓Evidenced based initiative focusing improvement projects to increase Joy in Work

✓"You cannot give what you do not have"

✓Starts with "What Matters to You" Conversations to create a healthy and engaged workplace

✓Test new ideas, daily improvements, individual resilience strategies, and systematic approaches-to develop improvement projects.


SENIOR LEADERS
MANAGERS & CORE LEADERS
INDIVIDUALS
Real Time Measurement
Physical & Psychological Safety
Wellness & Resilience
Meaning & Purpose
Happy Healthy Productive People
Daily Improvement
Autonomy & Control
Camaraderie & Teamwork
Recognition & Rewards
Participative Management

Project steps

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?”

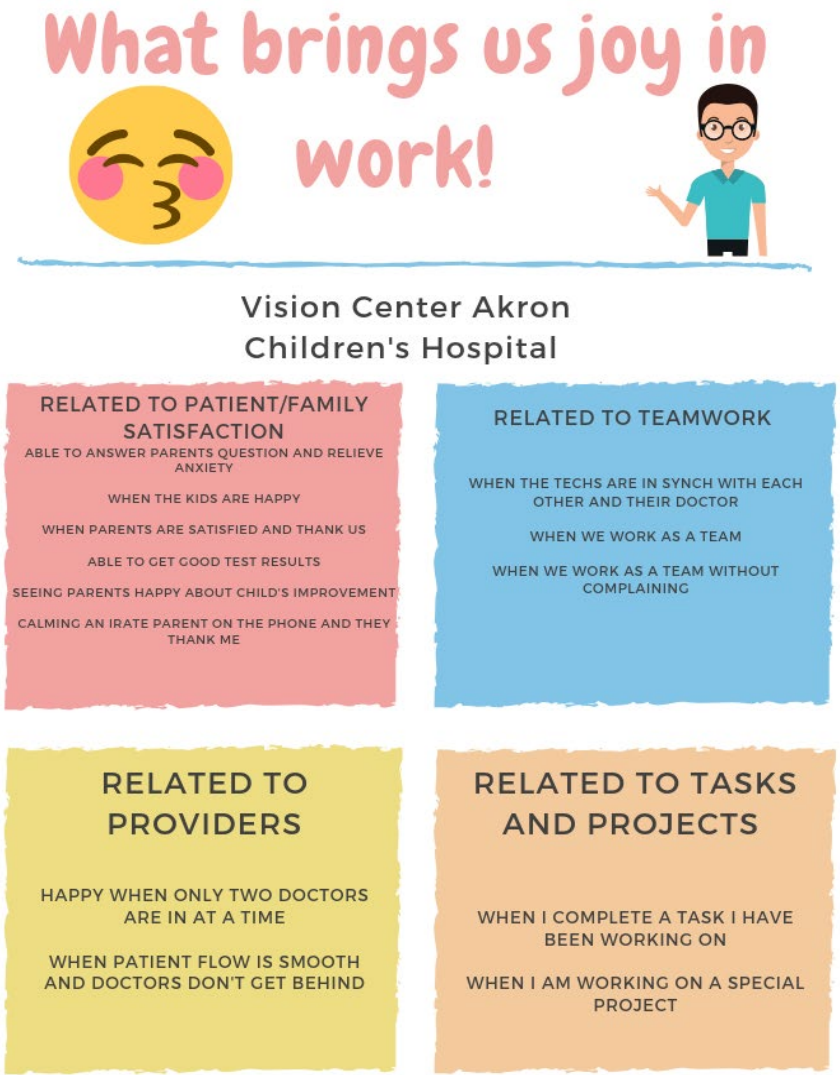
“What Matters to You”

- ✓What brings you Joy in Work?
- ✓Joy is feeling connected to meaning and purpose
- ✓First step in development of improvement project
- ✓Shared responsibility at all levels
- ✓Focus on bright spots!

Activity: What Matters to You?

One department's journey to joy in work

- Vision Center – Akron Children's Hospital
- Staff includes – RN, LPN, Ophthalmology Techs, PSRs, MA, Surgery Scheduler.



Joy in Work!

Four related categories

Gathering Data
March 4th – April 12th 2019

Added blue stickers for PTO days

- **Asked the questions at the end of the day:**

  - Was it a good day?

  - Did you find joy in your work today?

Employees chose green, yellow, or red stickers to describe their day.



Statistics

Responses

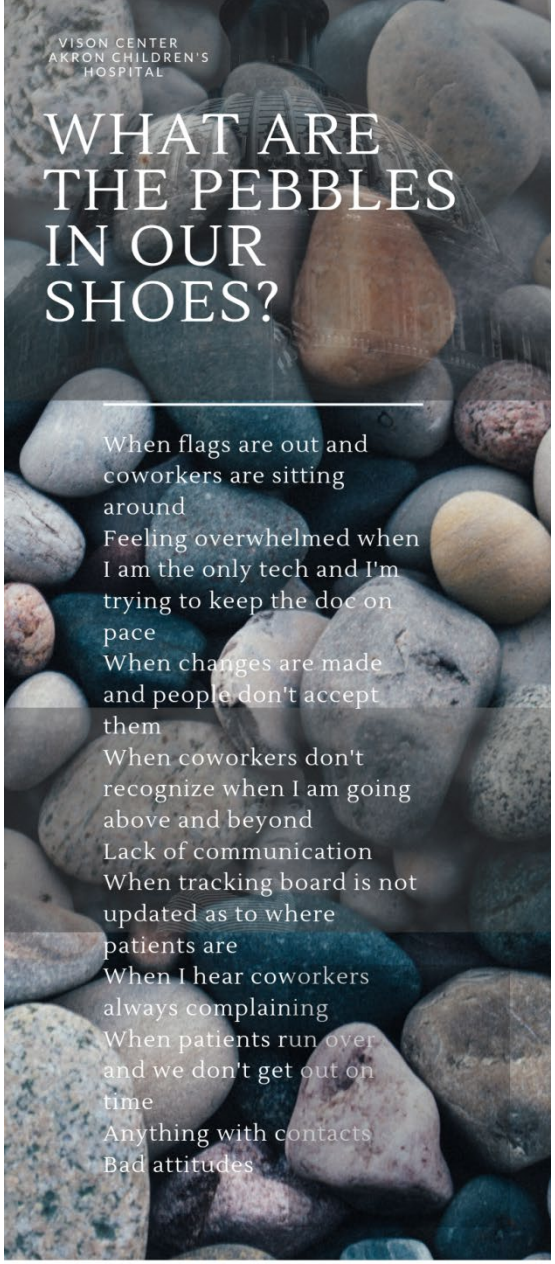
- Collected data from 18 individual employees
- 438 responses over a six week time frame
- 318 Green days
- 113 Yellow days
- 7 Red days

Percentages

- 72.6% were “Joy” days
- 25.8% were “Eh” days
- 1.6% were “Bad” days

Pebbles in our shoes:

Many categories – more individualized



Data collected again in Aug./Sept. 2019

March/April 2019 statistics	Aug./Sept. statistics
72.6% were “Joy” days	93.2% were “Joy” days
25.8% were “Eh” days	10.4 % were “Eh”days
1.6% were “Bad” days	0.8% were “Bad days

What are the Pebbles in your Shoe?

- ✓ Group by themes or high priority items
- ✓ What can you do by next Tuesday?
- ✓ quick wins — small, doable projects that gave us some positive momentum
- ✓ Baseline to develop improvement projects

Activity: Pebbles in Your Shoes

Where do we go from here?

- ✓ Refer back to the IHI wheel
- ✓ Journey to joy begins with focusing on self and what can I do to increase joy in work for myself and my colleagues?
- ✓ Examine your attitude and self care activities as well as your contributions to your work area.
- ✓ True Source of Joy in Work is Connection to Meaning and Purpose

Meaning and Purpose

- Vision Boards: unit and or personal vision boards to help verbalize Meaning and Purpose: unique to all of us. Pause to think about why you became a nurse, and who you want to become.
- Gratitude Journals

Joy Projects:

- Camaraderie/ Teamwork: Commensality! The Profound Power of a Meal Together. Build Mentoring Relationships/ Programs
- Wellness and Resilience: Taking care of oneself! Stress Management, Desk Top Spa, wellness programs
- Choice and Autonomy: Self Scheduling, shift length, flexibility where can be flexible in assignments etc.
- Participative Management: Shared Governance and interdisciplinary committees

Joy Projects

- Physical and Psychological Safety: Respectful interactions “What you permit you promote”. Thank You Campaign.
- Recognition and Rewards: UBC work group on each unit with this as a focus! Develop a robust unit level RRP.
- Real Time Measurement: Keep having What Matters to You Conversations!

Commit to Daily Improvement in Joy!

Having a rough day? Place your hand over your heart. Feel that? that's called purpose. You're alive for a reason. Don't give up.



Akron Children's Hospital

References

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)

www.dailyfunnyquote.com retrieved from https://images.search.yahoo.com/search/images