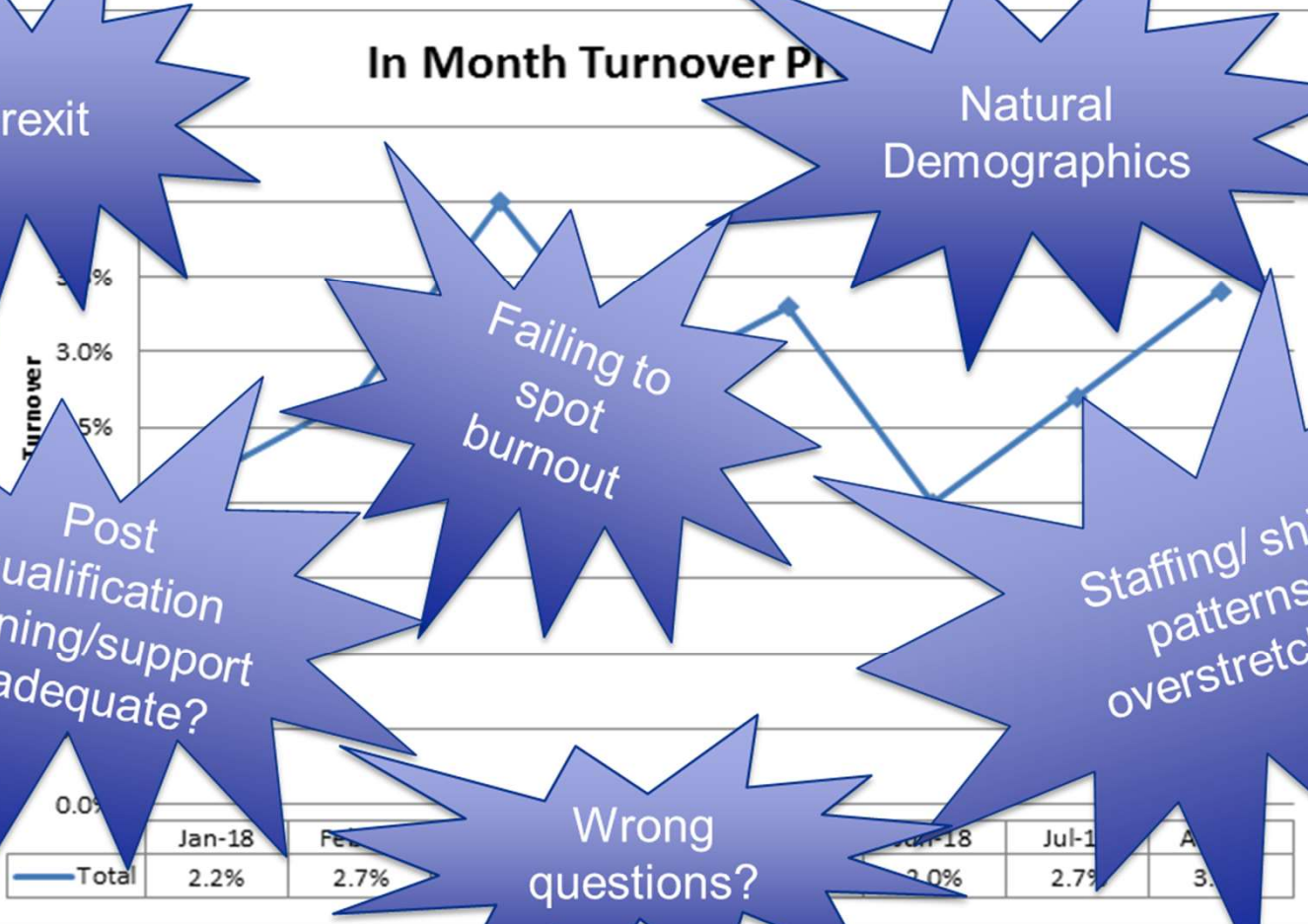


Initiatives to aid staff wellbeing

Morwenna Maddock



In Month Turnover Percentage



Brexit

Natural Demographics

Failing to spot burnout

Post qualification training/support inadequate?

Staffing/ shift patterns overstretched

Wrong questions?

Our Team



North Bristol
NHS Trust



Exceptional healthcare, personally delivered

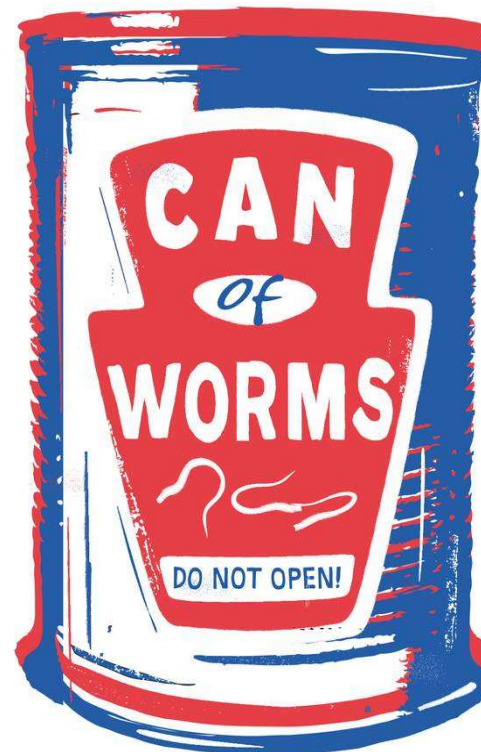
Better staff
attendance

Less agency
spend

Lower staff
turnover

Increase in
staff
motivation

Improved health
outcomes for
patients



Higher patient
satisfaction

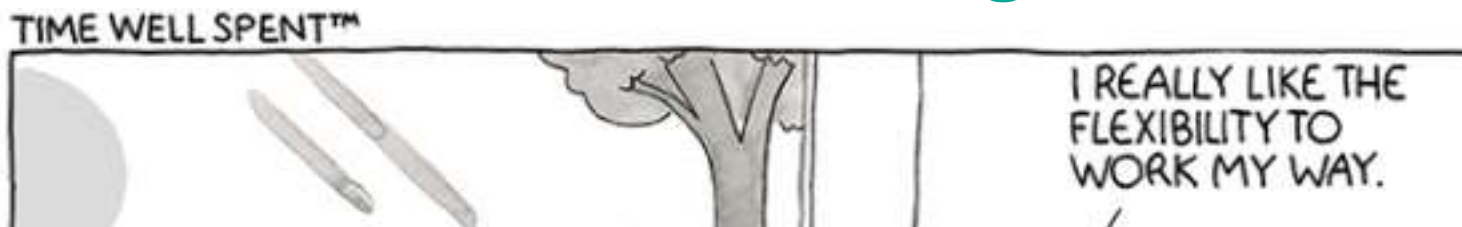


**'THERE'S NO I IN TEAM.
IT'S MOSTLY TEA'
WEDNESDAY WELLBEING CAFÉ
A CHANCE TO CHAT OVER CAKE
AND A CUPPA.**

'On Boarding'



Flexible Staffing Tool



I like the flex off system. It has made shift work more accommodating. Thanks for the change

I Love it! It really works for me

I was reluctant to do bank, the fear of being moved put me off but since the flexi tool was introduced I've done several shifts

Daily Debrief

How was your day?



‘What Matters’



WHITE PAPER

IHI Framework for Improving Joy in Work

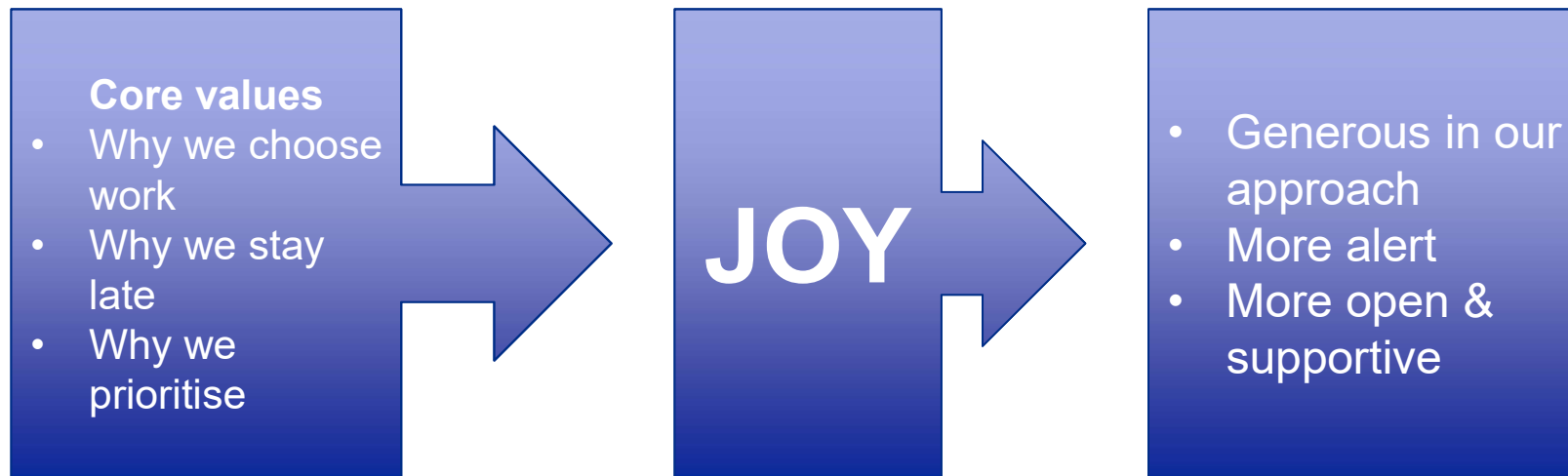


AN IHI RESOURCE

20 University Road, Cambridge, MA 02138 • ihi.org

How to Cite This Paper: Perle J, Balik B, Swensen S, Kahoreau A, Landman J, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. (Available at ihi.org)

Principles behind IHI framework



Steps to improving 'Joy'

1. Find out what matters

2. Identify impediments

3. Commit to this as a
system

4. Use improvement science

What was it that first made you get into your career in Intensive care?

Can you call to mind a good day at work that happened recently. What made it a good day?

WHAT MATTERS TO YOU in your work in ICU?

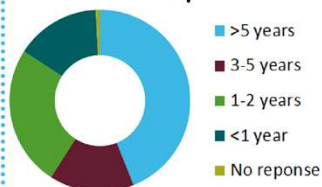
What Matters to You? (in your work in ICU)

A systematic analysis was undertaken of all responses from 132 interviews. This is what came up, in order of importance:

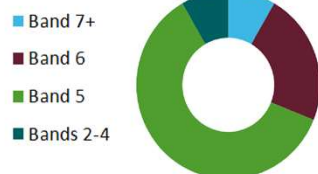
Demographics

65% of staff

Years of experience



AFC Band



The proportions roughly reflect the make up of the whole staff team



- Teamwork**
 - "Happy people helping each other out"
 - "Good teamwork—everyone supporting each other"
 - "Having people you know you can rely on in difficult situations"
- Learning**
 - "Opportunities to develop"
 - "Education of myself and peers"
- Good patient care**
 - "Doing little things that make a difference"
 - "Giving patients the best care"
- Shift patterns**
 - "Good off-duty"
 - "Work-life balance"
- Supporting others**
 - "Impacting positively on a colleague's day"
 - "Being supportive"

Relationships within team Patients' relatives Strong leadership Good staffing levels Being supported
 Resources Feeling valued and respected Completing tasks Respect and trust Planned/organised day Making a positive impact
 Relationships with other teams Taking breaks Staff with appropriate skills Approachability Positivity Teaching/training others Motivation
 Good patient wellbeing Personal/staff safety Organised workspace Busy day/adrenaline rush Friendships/socialising Variety Patient independence
 Finances Valuing others Workload Severely ill patients Equality Leaving on time Synergy Pride Communication Working in own pod Asking for help Compassionate care
 Challenge Autonomy Parking Career progression Need to be liked

What next?

What comes across from these results is how much people enjoy and respect the work they do together as a team. Next, we want to tackle some of the things that get in the way of this.



“It isn’t the mountains ahead to climb that wear us out; it’s the pebbles in your shoe.” Muhammed Ali



Stones in your shoes

What are the day-to-day hassles getting in the way of a good day at work in ICU?

This is what you've said in the "stones in your shoe" conversations, along with your ideas of how to solve them.

Stones:

Keys: Locating drug cupboard keys can be a nightmare and a lot of time is wasted trying to allocate them!

Bed collections: Having to phone porters to collect beds from wards prior to transfer increases nurses workload and delays Patient discharges.

Suggestions so far:

Pager system

- Numerical keypads on locks
- Central key safe
- Swipe card access to cupboards

• CSN to sign off bed frames to confirm cleanliness

• Transfer bed kept outside pod so transfer is smoother, porters don't have to be phoned twice

Any other ideas/solutions to these "stones"? Please do let us know by email or in the wellbeing café - we're keen to hear them!



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