Initiatives to aid staff wellbeing

Morwenna Maddock
Brexit
Natural Demographics
Post qualification training/support inadequate?
Failing to spot burnout
Wrong questions?
Staffing/shift patterns overstretched
Our Team
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’

- Regular emails
- Assigned mentors
- Supernumerary time
- Education team
- Goody bag!
- 3 & 6 Month mini appraisals

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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’
Principles behind IHI framework

Core values
• Why we choose work
• Why we stay late
• Why we prioritise

Joy
• Generous in our approach
• More alert
• More open & supportive
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:

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

### Learning
- "Good patient care"
- "Supporting others"
- "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/adrrenalin rush"
- "Friendships/socialising"
- "Variety"
- "Patient independence"
- "Finances"
- "Valuing others"
- "Workload"
- "Supportive of patients"
- "Equality"
- "Learning on job"
- "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.

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“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!