

Joy in Work: What Matters To You?

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What is Joy in Work?

- ▶ Do you think 'joy in work' is fluffy?
- ▶ Does your organisation focus on joy in work?
- ▶ Do you feel valued by your organisation?

- ▶ **An engaged workforce is one that holds a positive attitude towards the organisation and its values, and is foundational to creating a high-performing organisation**



What I'm here to share

- ▶ What is joy in work?
- ▶ Why it is important?
- ▶ My experience as an Improvement Fellow
- ▶ Introducing the IHI model
- ▶ What resources are out there
- ▶ What matters to you?

Why is it important?

- ▶ over 10,000 staff leaving the NHS due to poor work life balance
- ▶ NHS staff sickness rate 27% higher than other public sectors
- ▶ 85% of anaesthetists in training are a risk of burnout, with growing fatigue and disillusionment cited as key reasons
- ▶ gaps in rotas and sickness absence costing £1.7 billion per year
- ▶ 9% doctors are reporting burnout
- ▶ 24% attrition rate in student nurses
- ▶ 8.6% nurses left the NHS between 2014-2015



We deserve MORE than just being less burnt out!

- ▶ We as NHS staff are in critical and demanding jobs...the work we do can be traumatising, emotionally difficult and generally hard!
- ▶ Often a disparity between what we thought our lives would be like and what they are actually like
- ▶ Commonly don't talk about emotions and it's common to feel like we're the only ones feeling this way
- ▶ Now, finally being some recognition of the magnitude of them problem and steps being taken to address them



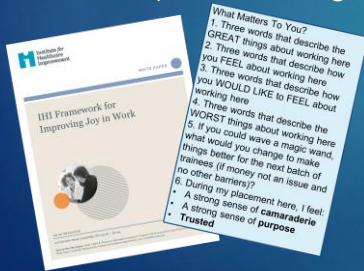
My Experience

- ▶ Busy, under-valued, losing confidence and feeling isolated
- ▶ 'never quite achieving enough'
- ▶ Became an Improvement Fellow with UCL Partners
- ▶ Sessions:
 - ▶ Personality profiling
 - ▶ Appreciative inquiry

My project

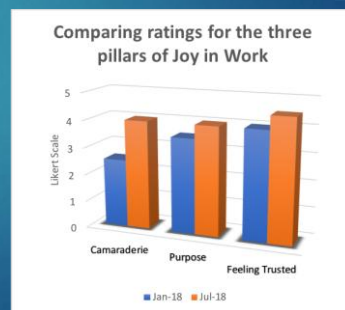
"It isn't the mountains ahead to climb that wear you out, it's the pebble in your shoe"- Mohammed Ali

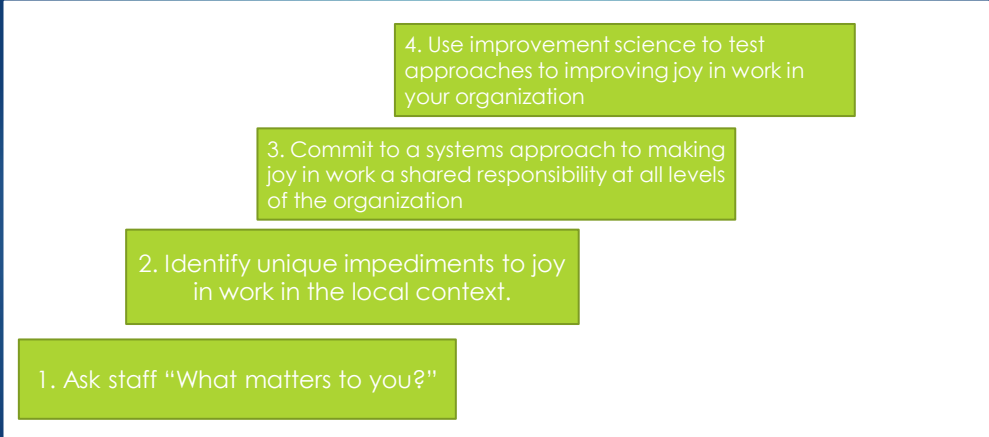
- ▶ Discover the 'pebbles in the shoes' of anaesthetic trainees in order to assess wellbeing at University College London Hospitals with quantitative and qualitative data
- ▶ Create a sustainable approach to improving staff morale whilst working at UCLH that could serve to inspire other departments
- ▶ Open the dialogue and publicise the need for Joy in Work



Areas to focus on:

- ▶ Allocating trainee wellbeing leads, both at consultant and trainee level
- ▶ Developing strategies to facilitate trainees taking leave
- ▶ Holding regular departmental and separate trainee socials
- ▶ Creating and circulating a list of appropriate supervisors able to sign-off Units of Training
- ▶ Ensuring rotas are distributed more than six weeks before start date





What can we do?

- ▶ Many departments seem to be happy places!
- ▶ But...

Academy of Medical Royal Colleges: resources for doctors



References

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- ▶ Bhatia T. What will be the real cost of poor NHS staff wellbeing? Nuffield Trust comment, 5th October 2018. <https://www.nuffieldtrust.org.uk/news-item/what-will-be-the-real-cost-of-poor-nhs-staff-wellbeing> (accessed 21st November 2018)
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