

# IMPROVING JOY AT WORK IN BEDFORD RENAL

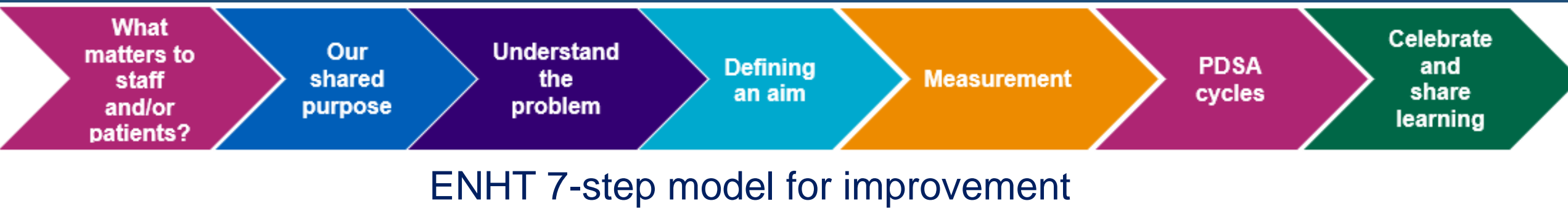


**PROJECT LEAD**  
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## BACKGROUND

- Burnout affects both the business side of providing care and the quality of care. It leads to lower levels of staff engagement, which correlate to lower patient satisfaction, lower productivity and an increased risk of workplace accidents. Lower levels of staff engagement correlate to lower quality patient care, and burnout limits providers' empathy – a crucial component of effective and person-centred care.<sup>1</sup>
- Health care provides an opportunity to profoundly improve lives. Caring and healing are naturally joyful activities. Compassion and dedication of healthcare staff are key assets that can lead to joy as well as to effective and empathic care.

## IMPROVEMENT METHODOLOGY



ENHT 7-step model for improvement

## PROJECT AIM

- Improve the joy at work scores of the Bedford Renal staff members from 6/10 to 8/10 by November 2023.

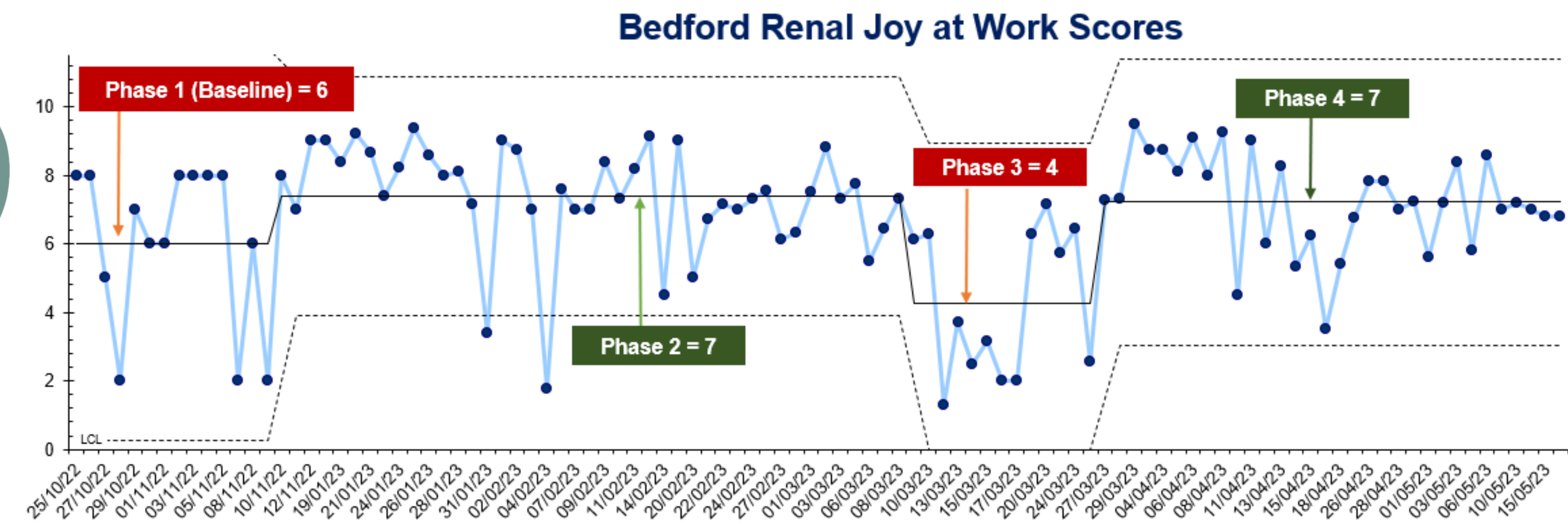
## DRIVER DIAGRAM



- What matters to you? Box:** Members were asked to write what matters to them in terms of having joy in work and were asked to drop their responses in the box.



## MEASUREMENT FOR IMPROVEMENT



## CHANGE IDEAS



## PSYCHOLOGICAL SAFETY

## MY LEADERSHIP LEARNING



- It is important to ask your team what matters to them.
- Dedicate leader time, attention and skill development to improve joy at work.
- View failures as a learning opportunity.
- Be an involved leader and communicate effectively.
- Communicate clearly ensuring that lines of communication are open.
- Give praise often.
- To understand a team's capability in order to improve themselves in a safe and compliant manner
- To value my team and improve my listening skills as a leader.

## NEXT STEP

- Come up ideas for daily visual measures to gauge the daily mood of staff.
- Asking questions as a daily tool for conversation huddles.
- Celebrate wins with the team.
- Share the project to other forums.