

22 October 2021

M. C. H. N

Mindful. Compassionate. Healthy. Nurtured
Safer Care Victoria's Healthcare worker wellbeing centre

A person is standing on the edge of a dark, craggy rock formation on the left side of the frame. They are looking out over a vast, hazy landscape under a sky filled with soft, wispy clouds. The lighting suggests a sunset or sunrise, with a warm glow on the horizon. In the distance, rolling hills and a body of water are visible. The overall mood is contemplative and serene.

Acknowledgement Of Country

‘I acknowledge the Traditional Owners of the land on which we are meeting on today

I pay my respects to their Elders, past and present, and all Aboriginal people who may have joined us today.’

What is the healthcare worker wellbeing centre?

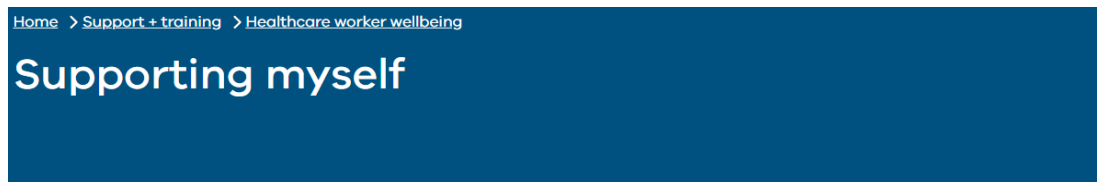


Scan the QR code to
visit our website

- Wellbeing for healthcare workers initiative
- Website and digital offerings
- Advisory group



Website



SHARE THIS    

On this page

- ↓ "I need healthcare worker support now"
- ↓ "I've got 5 minutes..."
- ↓ "I've got an hour..."
- ↓ "I'm ready to invest in wellbeing learning!"

Get in touch

Healthcare worker wellbeing centre
wellbeingcentre@safercare.vic.gov.au



Home > Support + training > Healthcare worker wellbeing

Supporting others

SHARE THIS    

On this page

- ↓ "I've got an hour..."
- ↓ "I'm ready to invest in wellbeing learning!"

Get in touch

Healthcare worker wellbeing centre
wellbeingcentre@safercare.vic.gov.au



Collective pause

Check your own vital obs

Regular, short and guided group mindfulness practices have been shown in the published literature to improve attention and teamwork.

We have held seven collective pauses with attendance of 350+ healthcare workers



Compassionate leaders and colleagues

- Wellbeing is everyone's responsibility, at all levels.

[MISTIC Toolkit](#)

[WorkWell Toolkit](#)

[Pandemic Kindness Movement](#)



Healthy people, healthy consumers

- Organisations with engaged and 'joyful' staff are shown to have better outcomes in their performance

[5 Ways to Wellbeing](#)

[Get Active Victoria](#)



Let's connect to and nurture each other

- Physically distant, socially connected

What matters to you?



What do we know?


- Research evidence
- Experiences from the IHI
- Our stakeholders
- Our advisory group
- Healthcare workers themselves

Open access

Original research

General Psychiatry

High levels of psychosocial distress among Australian frontline healthcare workers during the COVID-19 pandemic: a cross-sectional survey

Natasha Smallwood,^{1,2} Leila Karimi,^{3,4} Marie Bismark,^{5,6} Mark Putland ,^{7,8} Douglas Johnson,^{9,10} Shyamali Chandrika Dharmage,¹¹ Elizabeth Barson,¹² Nicola Atkin,^{13,14} Claire Long,¹⁵ Irene Ng,^{16,17} Anne Holland,^{2,18} Jane E Munro,^{19,20} Irani Thevarajan,²¹ Cara Moore,²² Anthony McGillion,²³ Debra Sandford,²⁴ Karen Willis^{25,26}



How to Cite This Paper:

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)

IHI Framework for Joy in Work

Outcome:
↑ Patient experience
↑ Organizational performance
↓ Staff burnout

4. Use improvement science to test approaches to improving joy in your organization

3. Commit to making *Joy in Work* a shared responsibility at all levels

2. Identify unique impediments to *Joy in Work* in the local context

1. Ask staff “what matters to you?”

Start Here

Source: Perlo J, Balik B, Swensen S, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, MA: Institute for Healthcare Improvement; 2017. <http://www.ihl.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx>

OFFICIAL

Putting it into practise- “What matters to you?”

- **Participants note that WMTY conversations are an intervention in and of themselves**
- They give us meaning and purpose: The ‘Why’ we do this work, and loss of it is toxic
- Make connections visible in our work with
 - Clients & families
 - Each other
 - Leadership
- Align personal, organisation, & daily practice



Slide credit- Jess Perlo, IHI

Not a “one and done”

How can we incorporate understanding what matters and spark joy in the “every day”?

Do you really *know* what matters to you and your team?

How might you find out?

Then what will you do about it?



Slide credit- Jess Perlo, IHI

We start with the bright spots

- What brought me to healthcare...
- What is going well with how our team has responded...
- What makes me proud to work here is...
- What matters to me in my work is...
- The most meaningful or best part of my work is...
- I know I make a difference when...
- When we are at our best, here's what it looks and feels like...



Slide credit- Jess Perlo, IHI

What makes for a good day at work for you?



OFFICIAL



OFFICIAL