

# QI Project: Enjoyment at Work

Newham CAMHS 2018

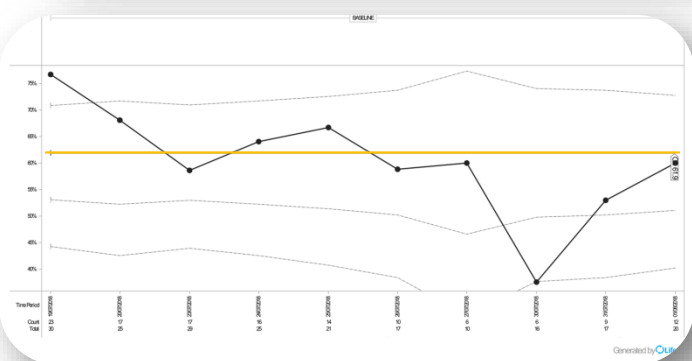
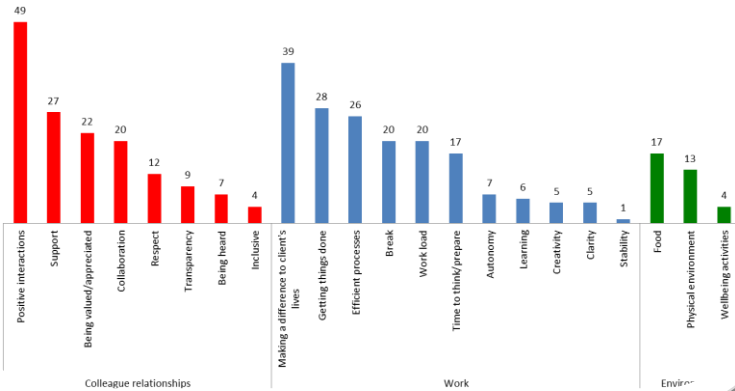
# Exploration

1. G'Day Measure, individually via app or paper
2. Appreciative Inquiries in teams meetings
3. Pulse Survey, individually by paper

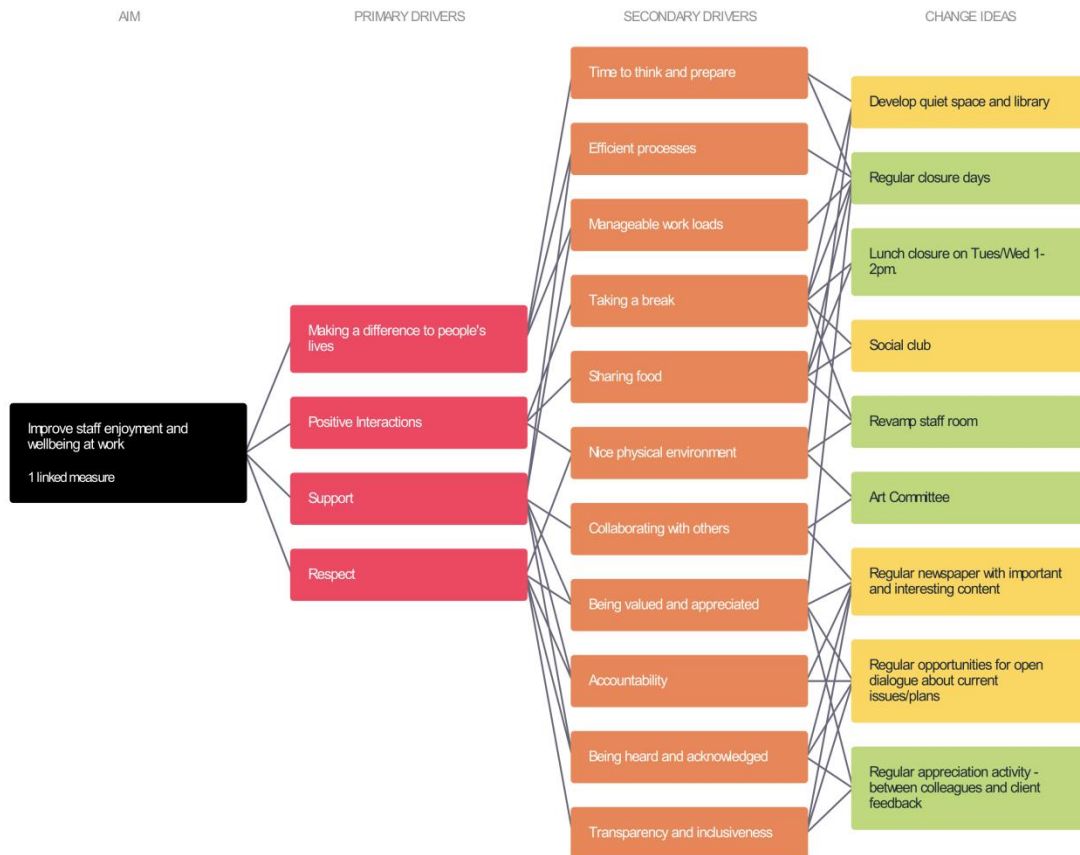


# Sense making

What Matters?



# Feedback & Engagement



\* Closure day brainstorming grouped around change ideas

\* Shared ownership

# Reflections

## Results

- \* Modest increase in G'Day measure
- \* Greater communication between all levels of staff
- \* Awareness and appreciation of efforts at all levels
- \* Active engagement in joint problem solving
- \* QI process directly increased secondary drivers

## Challenges

- \* ImproveWell uptake (app & desktop)
- \* Concept of enjoyment
- \* Service size & variation
- \* Demand & capacity challenges
- \* Team specific concerns
- \* Staff turnover
- \* Momentum & capacity