

HOUSEKEEPING





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WELCOME



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AGENDA

Agenda

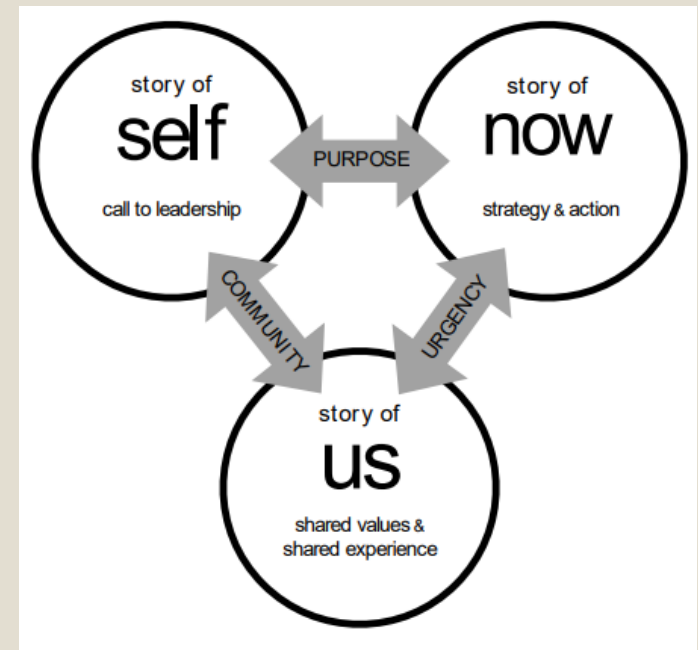
- 1) Welcome and Warm-up
- 2) Exercise: Public Narrative
- 3) Moving from ideas to testing
- 4) Exercise: Generating and testing change ideas
- 5) Exercise: Self-Assessment
- 6) Closing remarks and Action Period activities

Warm- up exercise

- Everyone stand-up and make a circle around the edge of the room
- Each person starts by saying a greeting in another language other than English whilst making a body movement...
- The rest of the room repeat the greeting and movement
- Afterwards the persons says their name and team they work in
- Keep going until everyone has introduced themselves!

Public Narrative

- A leadership practice of translating values into action developed by Marshall Ganz
- Provides a framework to communicate the emotional content of our values
- Brings three stories together, story of: Self, Us and Now



Exercise: Public Narrative

- i. Pair up with someone not in your project team (10 minutes)
- ii. Tell them a story about what you have learnt from your team since starting the project:
 - **SELF:** From what you've heard and learnt from your team, why is this project important for you?
 - **US:** From what you have heard from your team, why is this project important for them?
 - **NOW:** What is the urgent challenge that requires action?
 - While the person is talking, draw a representation of what you are hearing
- iii. Then repeat for the other person

Exercise: Public Narrative, part 2

- i. On your table each person relates to the group the story they have heard while sharing the drawing they have made (12 minutes)



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FROM IDEAS TO TESTING



Dr Amar Shah
Chief Quality Officer

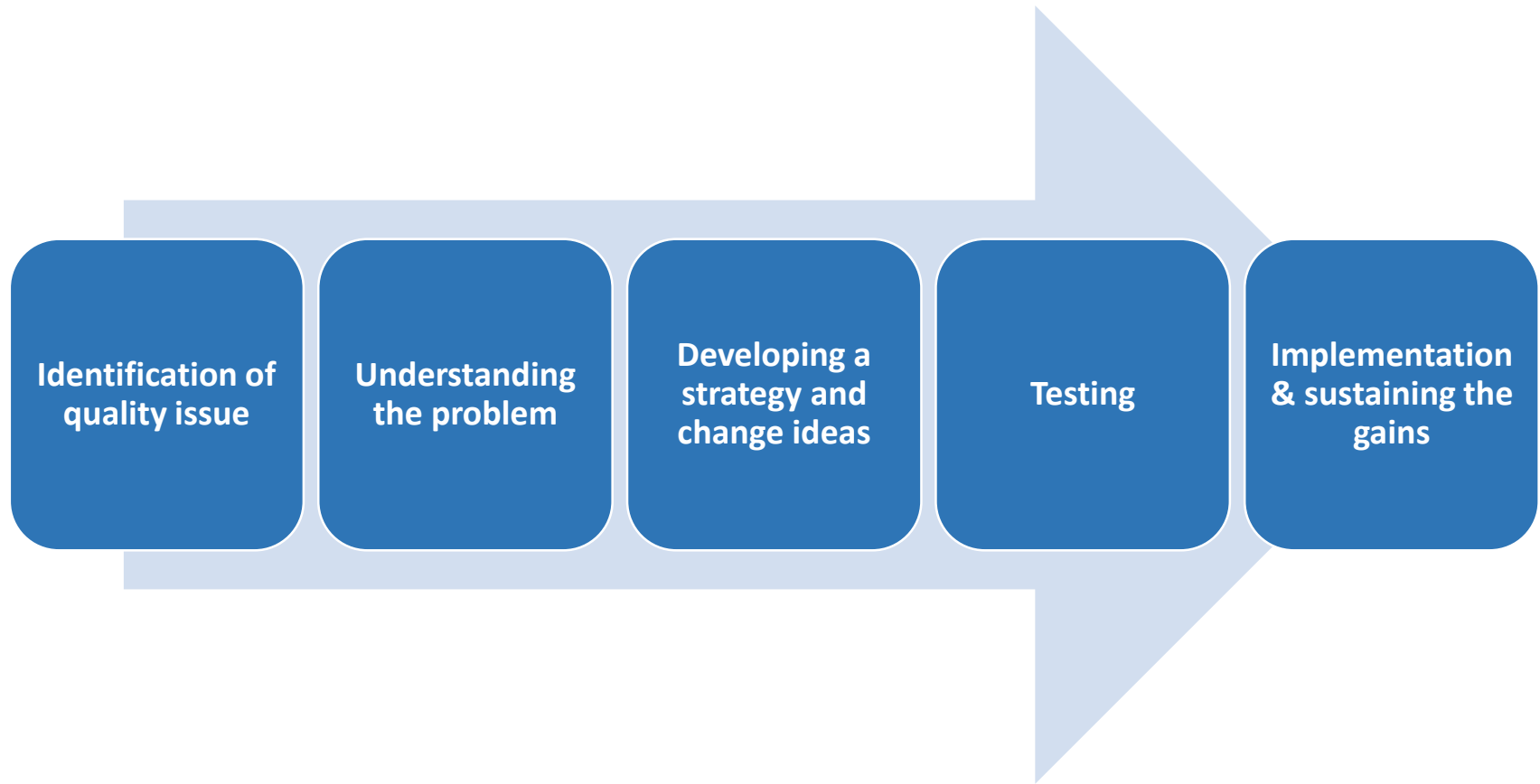
Key ingredients to improve any complex system...

- A method
- Data & information
- Involvement from a diverse range of stakeholders
- Ideas
- A way to test and learn what works
- Support

**CRASH
COURSE**

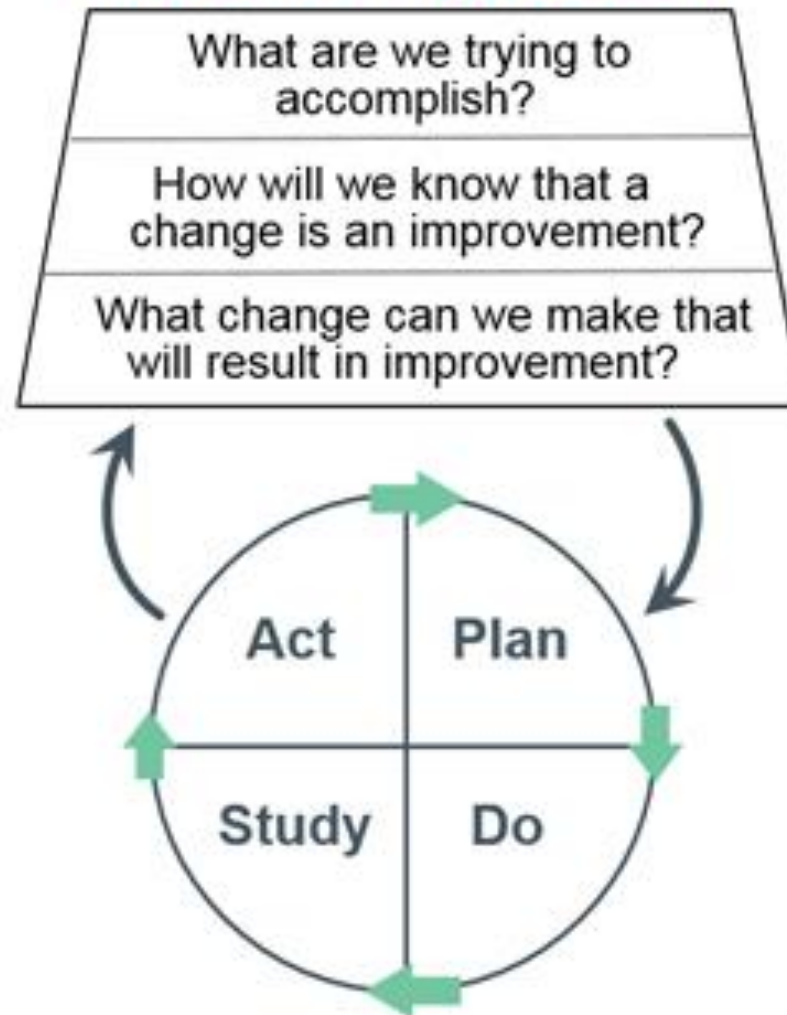


The sequence we're working through

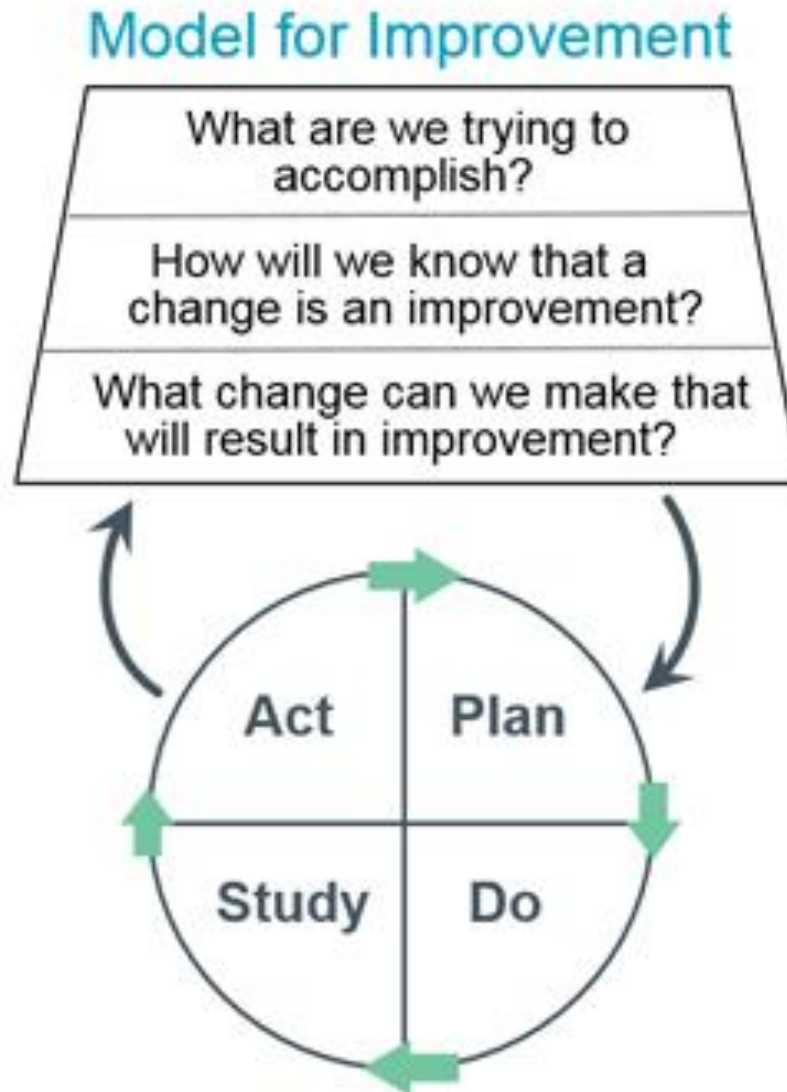


Our improvement method...

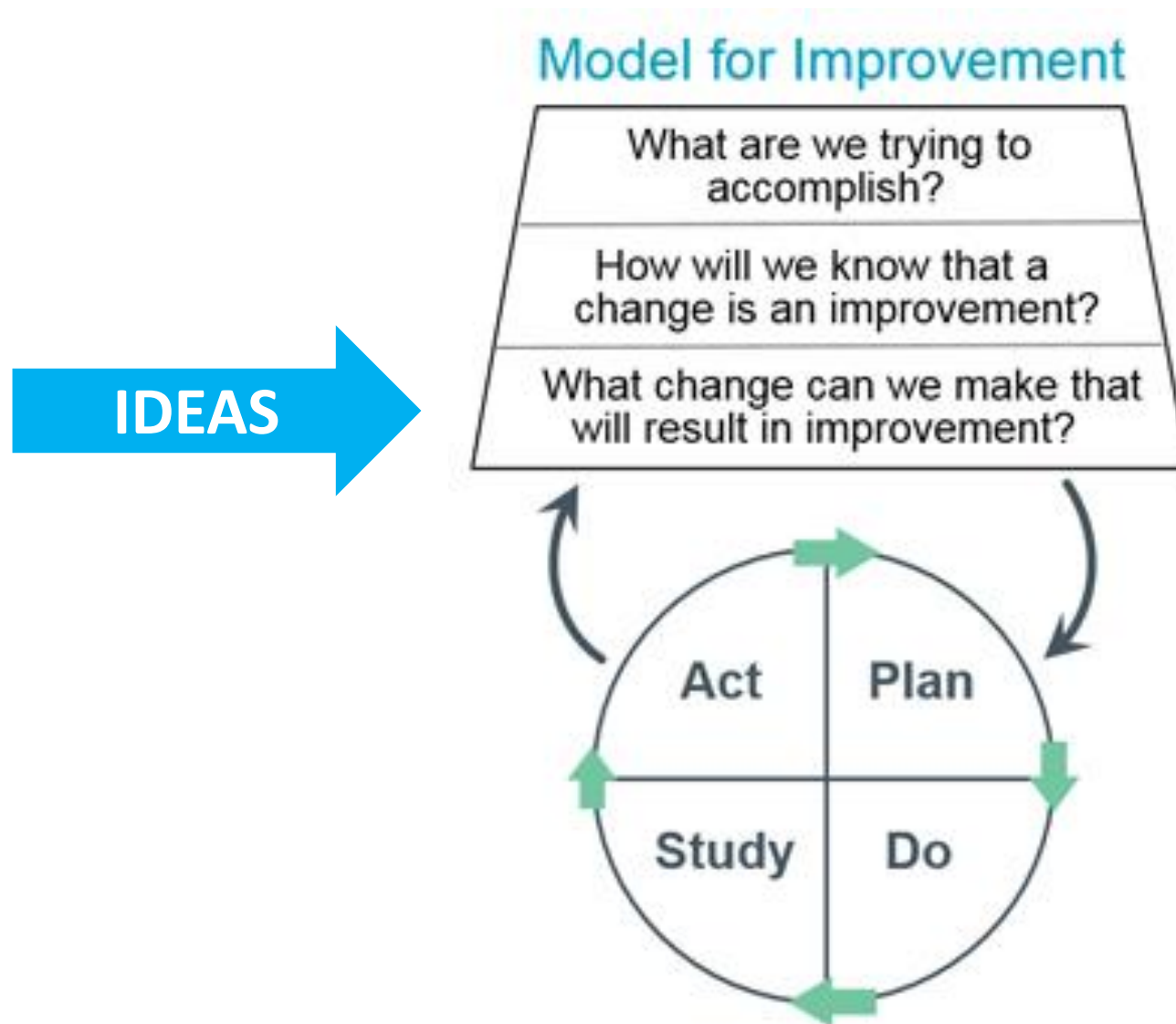
Model for Improvement



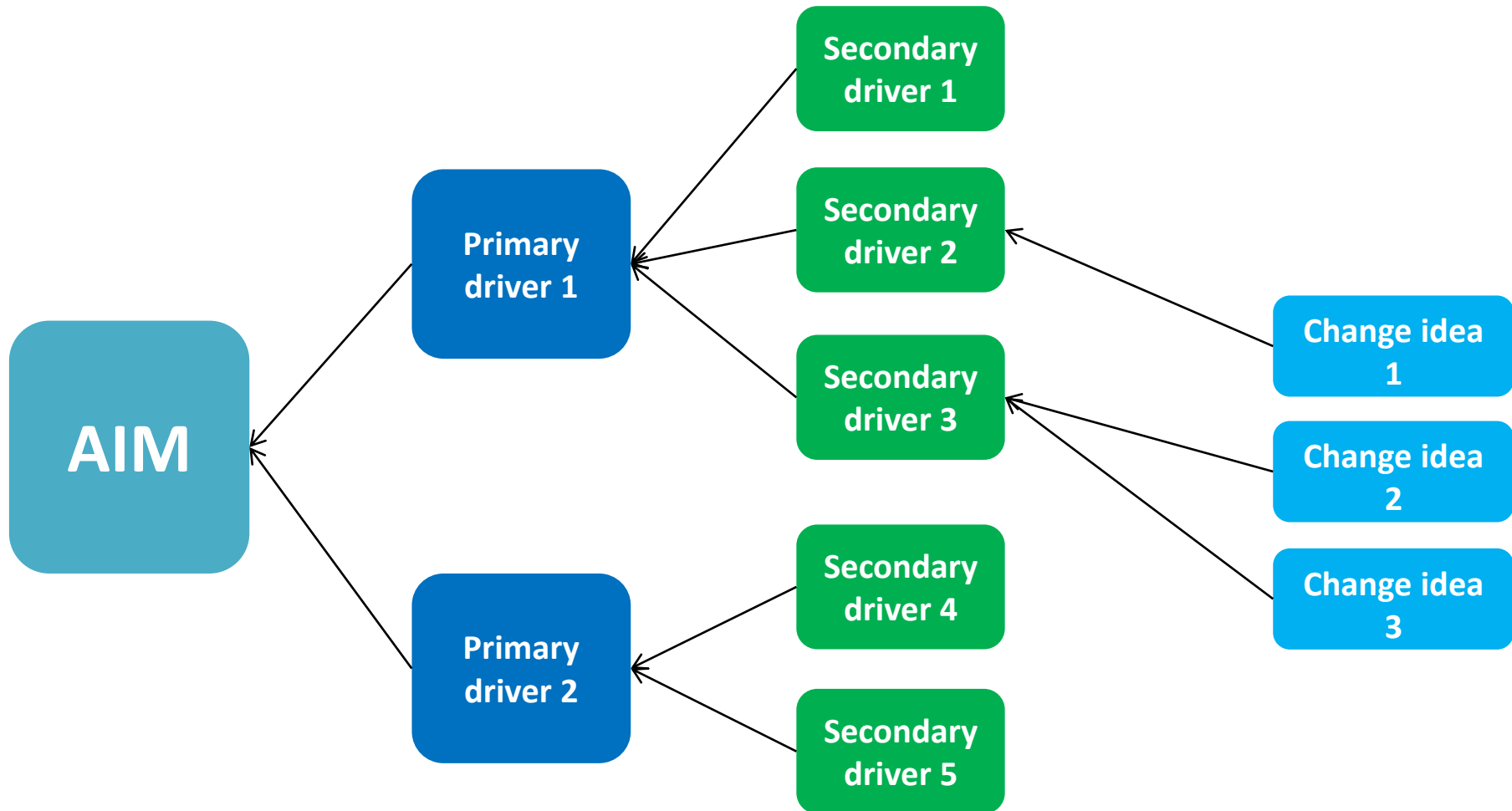
Our improvement method...

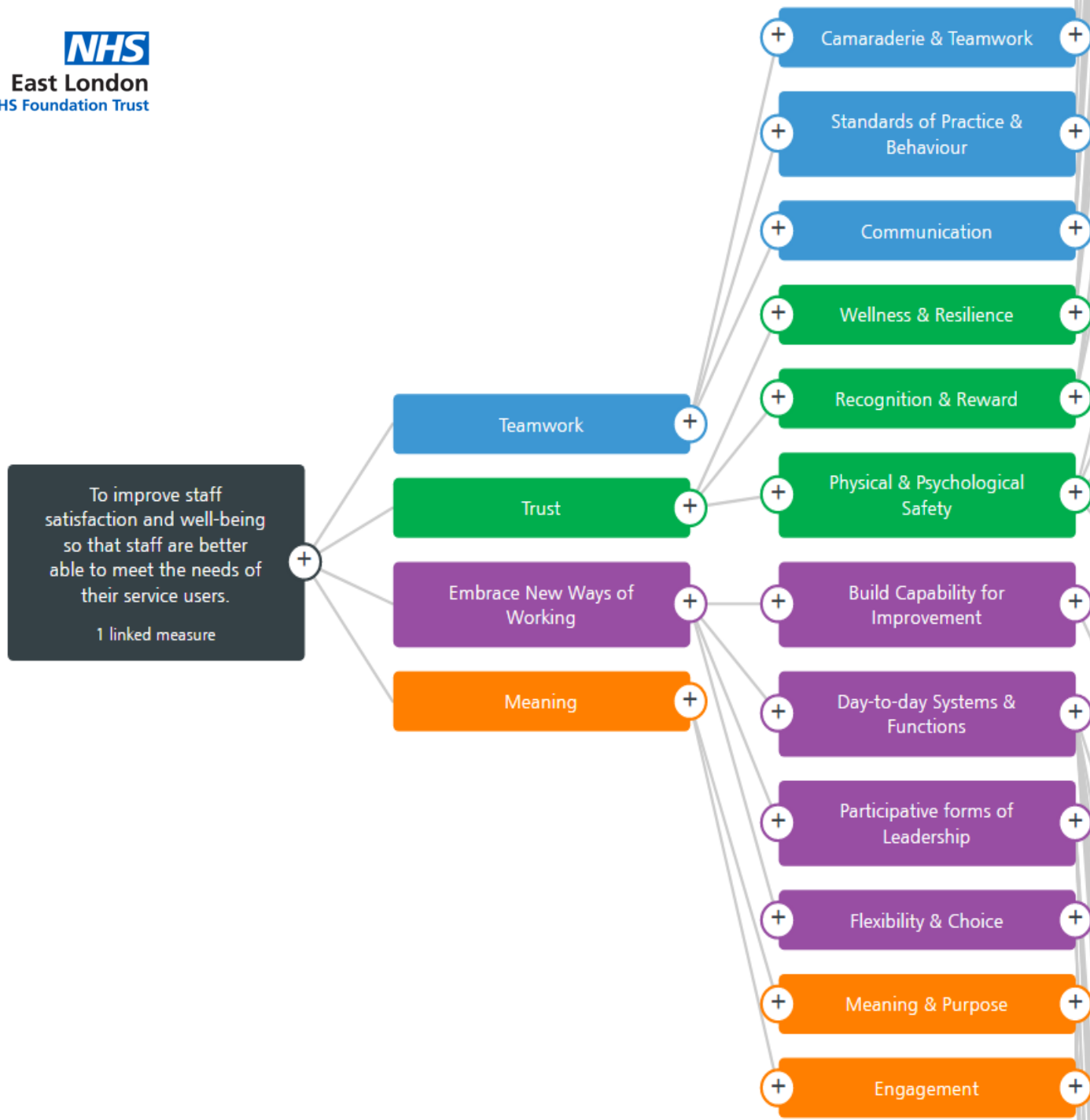


Our improvement method...



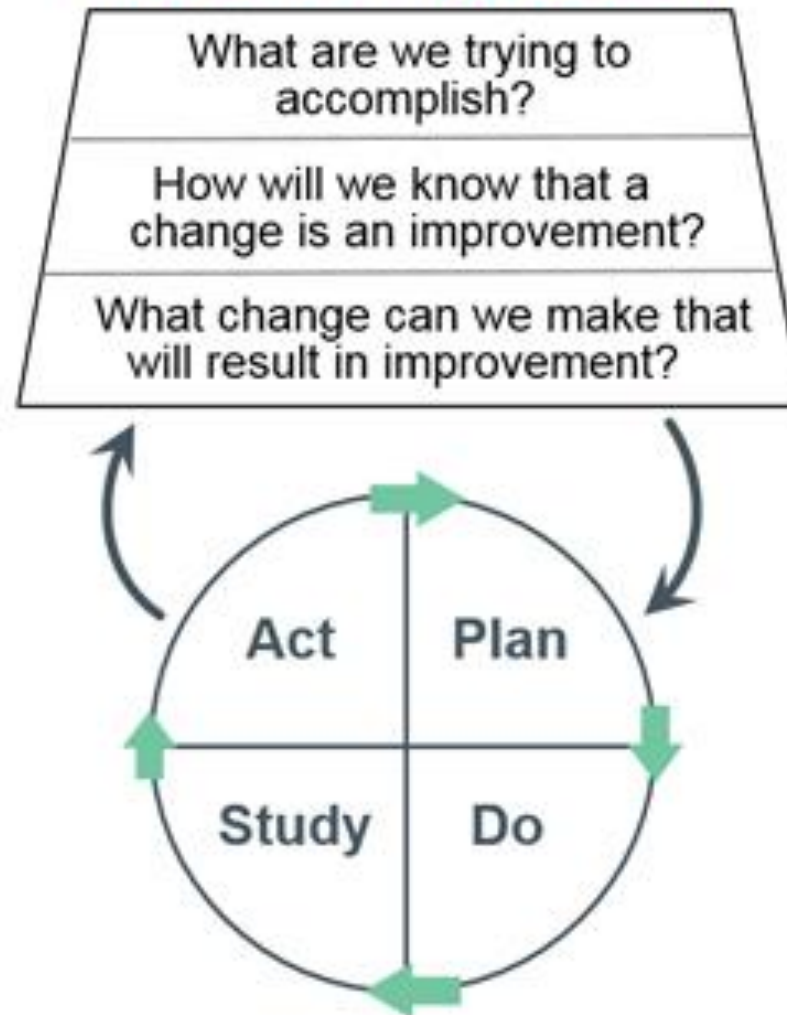
The driver diagram





Our improvement method...

Model for Improvement




TESTING



What brings you
JOY
At work?

ALL my
PEOPLE I
WORK WITH!




What brings you
JOY
At work?

My CNE Choice is:

What brings you
JOY
At work?

TEAM WORK!!!!



What brings you
JOY
At work?

ent surgeon's
outcome.

Adolfo

**What brings you
JOY
At work?**

What brings you joy
At work?

*Knowing I am part of a great
team that provides quality care
to patients.*

A collection of approximately 15 colorful balloons (yellow, blue, pink, green, and purple) arranged on a light-colored surface. Each balloon has a small card attached to it with text, likely names and dates, suggesting a commemorative display. The balloons are tied to a thin white string that runs across the bottom of the frame. The text on the cards is mostly illegible due to the angle and resolution, but some words like "NAME" and "DATE" are visible.

YOU SAID / WE DID



18 Oct

YOU SAID / WE DID



26 July

* more comfortable/
better work chairs

Derek has made available
new chairs in Room 205.
He has also carried out an
assessment of the chairs on
the ground floor and will make
changes where needed.
—Thanks Derek!)

* You asked for a "Chill out"
Room

Room 102 is now available
to LWS staff only to chill
out

15 Aug

- * Fans in all rooms
 - Fans have been ordered and should be with us soon
- * You asked for the Managers to sign in each morning
 - They all do this now
- * The keys on the keyboard in Rm1 faded
 - We put a new keyboard in Rm1
- * Need comfy/therapy chairs in Room 102
 - We put x2 bucket chairs in Room 101
- * New headsets
 - These were ordered and George has them
- * New 2nd screens in Admin
 - X3 were supplied
- * WHITEBOARDS PENS IN THE THERAPY ROOMS
 - We carried out an audit on all rooms and new pens and board rubbers were put into the rooms that needed them and more ordered for back-up



* You asked for the "Chill out" room to be left open.

- Cleaner will now open in the morning and Admin will lock @ the end of the day

* New board rubbers in all rooms

* Take excess furniture from Room 105 - Derek has done this and added therapy chairs

* x2 bucket chairs in Room 103

* Room 101 take out excess furniture - Derek has done this

* x3 new phones - 1- Nobile, 1- Room 103 + 1- Room 207

* Fans in all rooms + DESKS NOW

IDEAS



SET UP
EVENTS / WELL
BEING
TEAM

MANAGERS TO
SPEND TIME
INTEGRATING
WITH STAFF

IMPROVE
IT
SYSTEM

INTRODUCE
WING LE TEAM
SHOULDER
(15 mins)

SPACE FOR
CONNECTING
WITH
COLLEAGUES

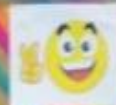
DO NEXT



PEOPLE
BOARD
GMAP - SHARON

BUDDY
SYSTEM

IN PROGRESS



PARKING
SPACES

FLEXIBLE
WK TO BE
DISCUSSED @
WTMTg

LOCKERS FOR
THERAPISTS

DEVELOP
TEAM
MEETING

WORK
CHAIRS

WORK SMART
GROUP
1/2 HR PER WEEK
FAL, SANDRA
HELEN, NIKKI,
SADE + SIAN

DONE

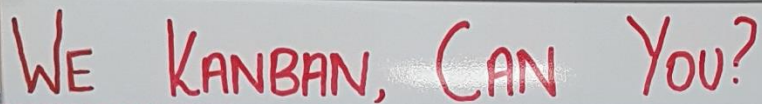


MANAGERS - EM 1
WELLBEING CHAIRS TO
FALL
NEW SHOULDER
COSTA FRAME LINES

NEW REPORTS
NEW SCREENS
WING LE SHOULDER
THREE SHIRT 10

CHANGE TIME OF
TEAM MEET

CALL OUT ROOM

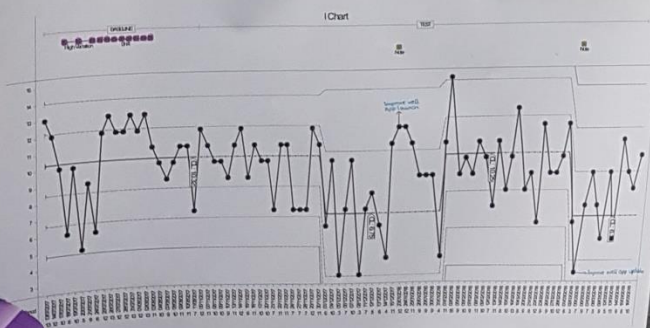


IN PIPELINE

Annotating our charts with change ideas

Want to recognise colleague's efforts?

Number of Responses -



To Do Next



08.03.2018



↓ length of
time of
meetings - not
all need 1 hour
or 7 steps

S.O.P
30.04.18

16.03.18

IN PROGRESS

Employee of
the month

14.03.18
28.03.18

Works stream
meetings &
Project boards
↳ only primary
& Secondary IAs
to attend
↳ other IAs to

UPGRADING
RAM ON LAPTOP
&
O.S TO WINDOWS 10

UPDATING DASHBOARDS
(MONTHLY)

UPDATING CHARTS
[weekly]

DONE 😊

31.01.18
-
02.03.18

Seven Step meeting

Tech Survey
COMPLETED

Survey Alert
Working out
of office
feedback

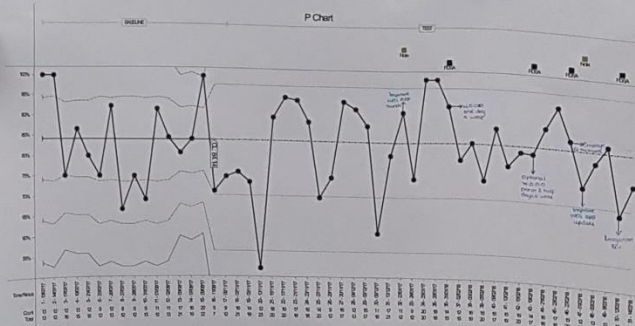
Survey Alert
optional working
out of office 1 day
1/2 half days
week 1

Regular
space (drop-in)
to troubleshoot
IT Surgery
CH CORNER
EVERY MONTH
INNOVATE

360 reviews
for manage
+ senior
management

Has anyone helped you today?

Good Day Measure - Subgroup ≥ 12



COMMUNICATION BOARD

Objective: To create and sustain an environment of respect, compassion, teamwork and psychological safety, enabling each staff member to provide care that represents their deeply held beliefs about the importance and excellence of their work.

Suggestions for Improvement

What have we done?

What are we working on?

What is next?

The Stoplight:
Give feedback...get
response

Garnered from
recent survey data:

- Increase investment among staff
- Minimize fear of bad outcomes with staff
- Show respectfully among leadership
- Increasing staffing
- Increasing organizational efficiency among staff

- **Unintended** shopping experiences that occur **apart from the main channel**
- **Controlled** environment and shopping experience **done itself** in the store
 - **Augmented** reality **increases** online shopping interest
 - **Big data** **enhances**
 - **Shopping** **and** **the** **technology** **that** **enriches**
- **Augmented** **reality** **shopping** **is** **done** **in** **"the** **Real** **World"**
- **Unintended** **and** **controlled** **are** **an** **integral** **and** **system**
- **Creating** **"the** **Real** **World"** **and** **the** **shopping** **environment** **and** **technology** **enrich** **and**

- Believing in and utilizing your health care
- Implementing strategies for maintaining personal stability in working
- Working in "healthier context" to make individual lives improved
 - Health screening for stress symptoms within the work
 - Workplaces that support work stress-management strategies for staff

- The main staff meeting is _____
- The meeting is designed to _____
- The meeting is designed to _____
- The meeting is designed to _____

Feedback

Responses

Let's remove those
pebbles in our
shoes!

^aSignificance level: *p < 0.05, **p < 0.01, ***p < 0.001.

Mount Auburn Hospital Labour & Delivery floor

ONE MISSION, ONE TEAM

L&D STAFF COMMUNICATION BOARD FOR IMPROVEMENT

L&D Staff's Mission Statement:

Create and sustain an environment of respect, compassion, teamwork and psychological safety so that each individual is able to provide care that represents their deeply held beliefs about the importance and excellence of their work.

SUGGESTIONS FOR IMPROVEMENT

(from the culture club, the culture survey
& heard round focus group and survey)

Category	Priority	Suggestion
Patient Care	High	Improve patient education materials
	Medium	Improve patient comfort in waiting areas
	Low	Improve patient privacy in waiting areas
	Low	Improve patient privacy in examination rooms
Staff	High	Improve staff communication
	Medium	Improve staff workload
	Low	Improve staff training
	Low	Improve staff safety
Facilities	High	Improve facility cleanliness
	Medium	Improve facility safety
	Low	Improve facility comfort
	Low	Improve facility security

WHAT HAVE WE DONE?

- Opened up one end of the nurse station creating a second entrance
- Incorporated communication & conflict management training in to OB SIM
- Cleaned up the locker room space and kitchen space. (THANKS Sue Chittell!!!)
- Moved triage to antepartum during daytime hours to create more workspace and less congestion on L&D
- Increased nurse staffing from 5 to 8-10 for every shift (Excellent work Maria & Theresa!)
- Cleaned up this communication board (Shout out to Stacey, Cheryl & Natalie!)

WHAT ARE WE WORKING ON NOW?

Carpet on L&D

Carpet on the L&D floor is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

Changing Board Rounds

Changing Board Rounds is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

Training on Respectful Communication

Training on Respectful Communication is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

Working to opening antepartum 24/7

Working to opening antepartum 24/7 is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

WHAT IS NEXT?

Please discuss by October 31st, if you would like to work on addressing one of these improvements

Increase interdisciplinary teaching opportunities?

Increase interdisciplinary teaching opportunities is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

Improve deliveries?

Improve deliveries is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

Campaign to promote "thank you" notes

Campaign to promote "thank you" notes is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

NEWS & UPDATES

Notes of Jennie Shaw & Julie Mann

Notes of Jennie Shaw & Julie Mann is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

Partners in our efforts

Partners in our efforts is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.

Why haven't the signs at the nurse station been removed?

Why haven't the signs at the nurse station been removed? is a priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority. We have been working on this for a while and it is a high priority.



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FROM IDEAS TO TESTING



Sarah Breese
Improvement Advisor
[Secondary Lead for Enjoying Work](#)

Exercise: Generating and testing change ideas

- i. Organise into your project teams (including coaches and sponsors)
- ii. Silently think about your project & write one idea per post-it note:
“From what you have heard from your team in the last 4 weeks, what can you test by next Thursday that will have an impact?” (5 minutes)
- iii. Place your post-it notes in the centre of the table as you write them
- iv. Take it in turns to pick a random post-it note, read it out and then people on your table give feedback “What’s good here is.... Would be better if...” (3 minutes each, 20 minutes in total)

Exercise: Self-Assessment

- Each person to complete the Project Health Self-Assessment in the back of notebook
- Then follow the link below to copy across results:
 - www.menti.com enter code 30 90 80
- Have a discussion with your fellow team members on where your are scoring low and make a plan of how you can improve upon this (3 minutes)



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OBJECTIVES FOR NEXT 4 WEEKS



ENJOYING WORK - COHORT 3 DASHBOARD

LEGEND:



Baseline Data

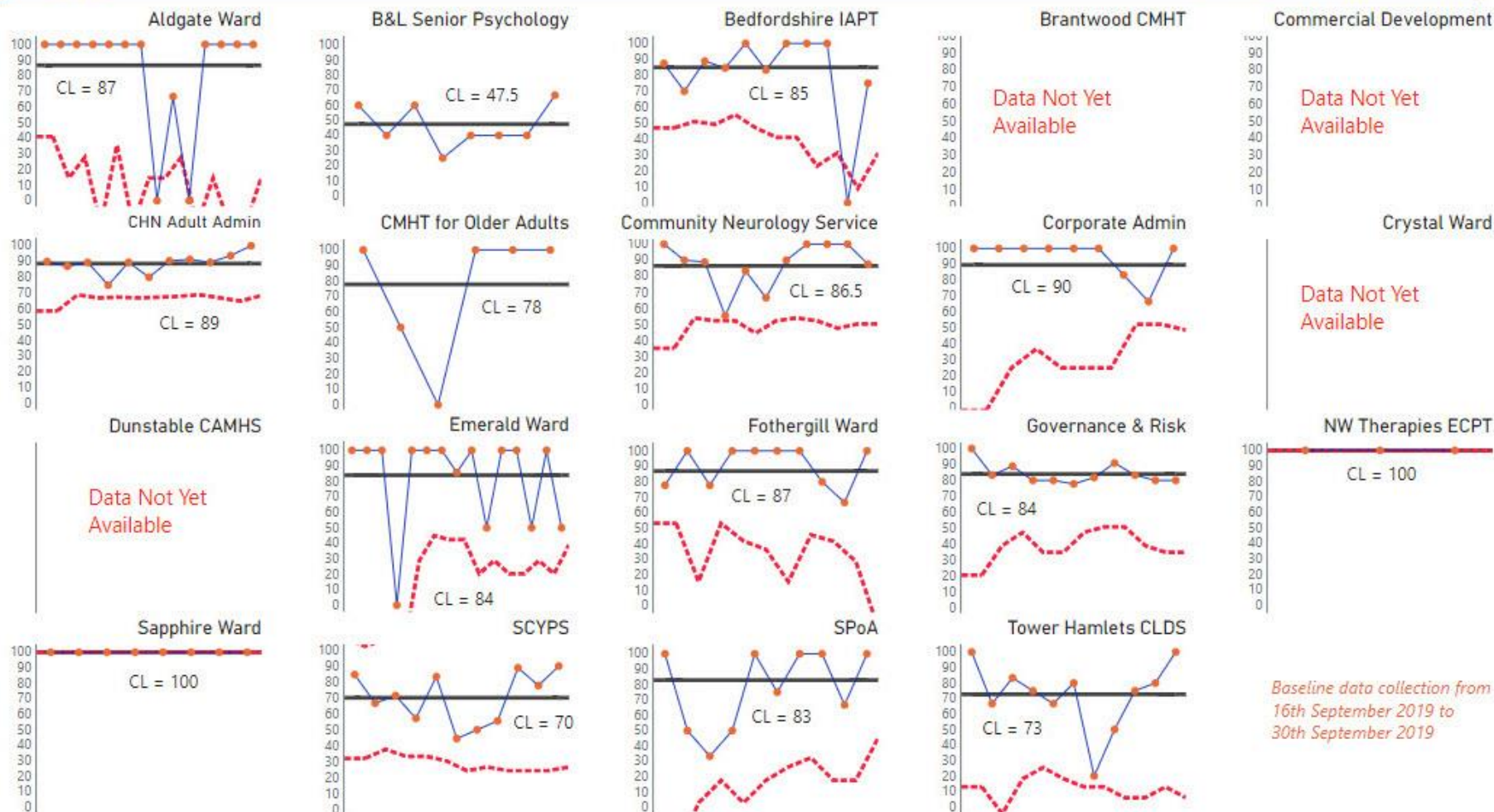


Test Data



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Objectives

1. Ensure your team have collected daily data using the [Good Day Measure](#) for baseline measurement, move to weekly once baseline collection completed.
2. Ensure [Pulse Survey](#) has been completed by your team, this will be pushed out for teams that have not yet completed via the ImproveWell app by the QI Team on [14th October and will close on 28st October](#). Thereafter you can decide which questions to use more often.
3. Create an [aim](#) and [driver diagram](#) for your project based on the results of your Appreciative Enquiry and pulse survey.
4. Create a [Kanban board](#) or similar so that your teams can see what you plan to test, what you are testing & data
5. Plan to [test at least 2 change ideas](#) between now and the next learning set
6. Speak to you team manager and sponsors to check they re attending the next learning set on [Thursday 7th November 9:00-10:30am](#)

Key Dates

Learning Set	Date & Time	Location
Learning Set 3	Thursday 7th November 2019 9.00 - 10.30am	Holiday Inn, Coram St, Bloomsbury, London WC1N 1HT
Learning Set 4	Wednesday 4th December 2019 2.00 - 4.00pm	
Learning Set 5	Wednesday 8th January 2020 2.00 - 4.00pm	
Learning Set 6	Tuesday 4th February 2020 2.00 - 4.00pm	
Celebration Event	Tuesday 3rd March 2020 2.00 - 4.00pm	