

ENJOYING Work

Identifying the quality issue

Covid19 struck and the Quality Compliance and Performance team found **themselves working remotely**, with **no social time** with colleagues, **long hours** sitting still and **far fewer steps** on the Pedometer! **Stress** levels were high and the team were not protecting the time for **self-care**.



Developing a Change Strategy

Improve the experience of working from home by 25% by March 2021

Understanding the problem

In the middle of the pandemic in September 2020, they joined ELFT's **Enjoying Work learning system**. They created a **rota** so each team member could attend the monthly 1hr learning sessions, and they **never missed one**. A **service user** joined their project team and their Sponsor, Ruth, was kept informed of progress. They carried out a **Strengths, Weaknesses, Opportunities and Threads** analysis of their system to find the root causes of their problems.



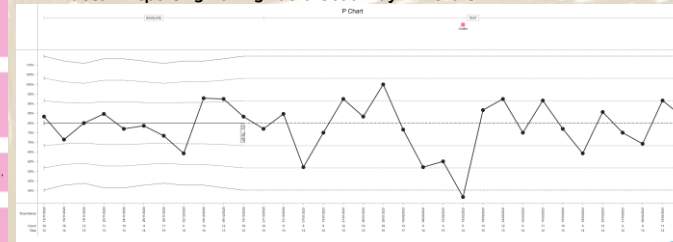
Testing

The team tested seven ideas using the **Plan, Do, Study, Act** cycle. This involved improving **IT systems**, minimising **overtime** worked, eating **lunch away from their desks**, randomised **coffee** meetings, pairing up **walking buddies**, **mindfulness** and desk **yoga**. They **iterated** each idea to suit them and ended up inviting guests to the coffee meetings.



By using the **ImproveWell** app, the team were able to track the percentage of their team who had had a good day. It **varied** a lot, so they grouped each 12 responses and plotted them as one dot on the **Statistical Process Control Chart** (pictured).

% Staff Reporting having had a Good Day – P chart



Implementation

With support from QI Department during a learning session, the team followed six steps to ensure they **sustain the gains**. They agreed how to **standardise, document, measure** and **resource** their improvements, they planned how to **tell staff how and why** to sustain the gains and they prepared for the long term **social dimension** of change.

