ENJOYING WORK (Emerald Ward)
Helen Mashonganyika, Evah Marufu, Ayzer Gurgur , Linda Springer & Dominic Dougall

Life QI Code:

The Aim Of The Project Is To Increase Staff Morale And Motivation On Emerald Ward By 50% By March 2020

Aim

The aim of this project is to increase staff morale and motivation on Emerald ward by 50% by March 2020. To increase the Psychological safety on the ward through increasing staff Morale.

### How did you involve service users and carers in this work?

We engaged Service users directly through the Big I . The project idea was presented to service users during community meetings where there were invited to contribute their ideas . Service users requested to be included in voting for employee of the month and also to take part in staff birthday celebrations.

Tests of Change

Introduction of a Positivity Board on the ward.
The concept of the board is to use Positive therapy to reduce stress levels and influence an increase in Joy.
The Plan was to write and share all positive things happening during a shift and any positive achievements made by the team during the shift.
*The effect of this change was measured through the **daily Good Day Measures**.*

Driver diagram
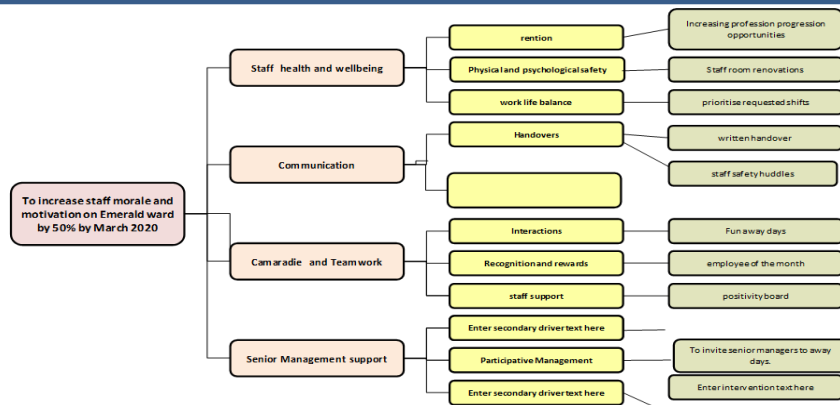
Data

Learning and what next?

Negative Human factors were one of the biggest challenges of the project. These factors had a huge impact on project buy Ins within the team. Although we had 20 staff members registered on the daily good day measure an average of only 2 staff members actually consistently participated despite the many campaigns to encourage everyone registered to vote . This coupled with staff turnover rendered our data useless in correctly validating the effect of our change ideas . Although staff morale appears to be increasing in theory it can not be validated by the data collected . The next step is to re-align the project with the current staff ,continue seeking buy Ins and to encourage staff to register on the Daily good measures so that changes can be accurately validated as changes ideas are rolled out.

Tell us your story in a nutshell

We identified four broad areas within our service which required improvement for staff morale to improve. These were Communication, teamwork and camaraderie, Safety, Staff health and wellbeing. We focused on teamwork and camaraderie with a view that once we increase teamwork and camaraderie it would create an environment conducive for adaption of other change ideas. Within teamwork and camaraderie domain we focused on staff support and our change idea was to use positive therapy to support each other through sharing positive developments during shifts , using a positive board . We also set out to celebrate employee of the month and staff birthdays. Service users took part in voting for the employee of the month and staff birthday celebrations . Our Knowledge of Quality Improvement also increased as we learnt to use surveys to collect data and PDSAs to test change ideas.