

QI Project: Enjoyment at Work

Newham CAMHS 2018

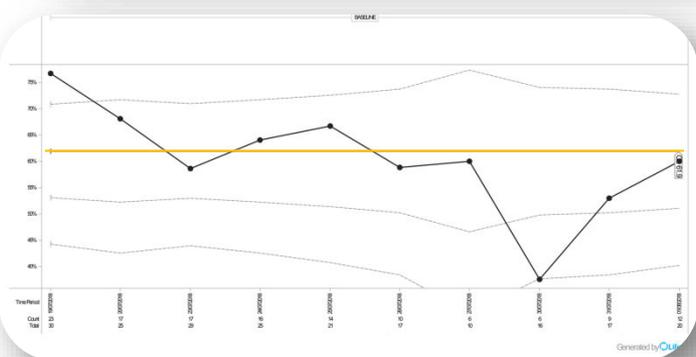
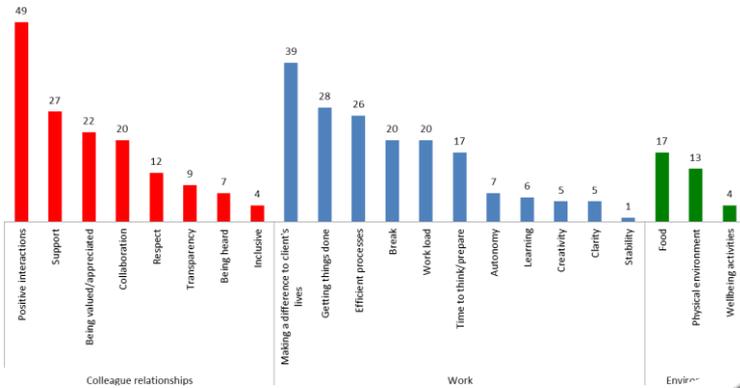
Exploration

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

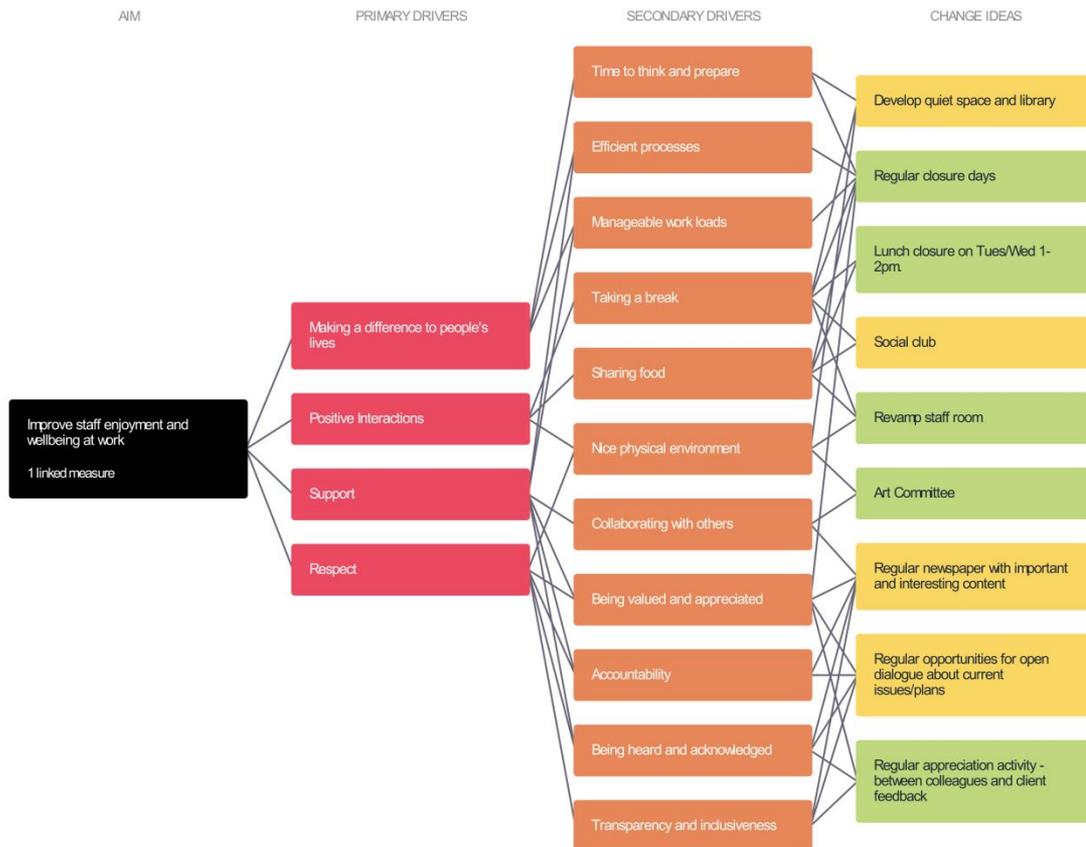


Sense making

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