

Wellness at Work!

Promoting health through healthy employees



Alan Doyle
Jennifer Pittman

WHAT WE HEARD!

No one tells us when we do something good!



When we suggest change no one listens

No one cares that we are overworked!



I feel burnt out



I don't feel engaged in change!



Unit challenges

Work life
Balance

Morale

Sick Time

Lack of
Engagement

Staff not
being
involved in
Change

Feeling
of Worth

Staffing
Retention

We Identified Three Areas for Focus:

Wellness



Recognition



Engagement



Wellness



Mindful moment



Wellness Sessions

Watch it Grow



DIY Bath Bombs



Y
O
G
A



Speak out



Wellness feedback



What attendees are saying...



Exercises for Back Health: "Very fun. Great wellness activity. **More sessions** would be great!"

Watch it Grow: "Loving my plant. Fun topic. This session has been very **stress relieving**."

Therabands: "Thanks for coming - **I learned**. Excited for more. Giveaway is great!"

Meditation: "Great Activity and really **helps to de-stress**. Great break from the hectic work day."

No-Bake Energy Bites: "Very **fun and delicious**, good break in the middle of the day."

Yoga: "Was beneficial in **improving my muscle aches**. Need more frequent sessions!"

Catch Phrase: "Fun to laugh with colleagues. Loved the game! **Let's do it again**."

Impact on attendees...



REPORTED HIGH TO VERY HIGH SATISFACTION WITH THE ACTIVITY



REPORTED THAT THE ACTIVITY POSITIVELY IMPACTED MOOD



REPORTED THAT THEY LEARNED SOMETHING



Recognition



Cheers for Peers



Staff, Patients and visitors are encouraged to write their messages of appreciation on a star.



Each morning at our daily huddle, the stars are read aloud and posted on our "Starboard."

Stars and pictures are displayed on the unit near the nursing station for staff, patients and visitors to see.



Star Huddle time changed to later in the morning



The stars of the week are showcased in our units weekly Friday File newsletter.



Pictures and star shout outs featured in frames around the unit





Felt the Starboard was valuable

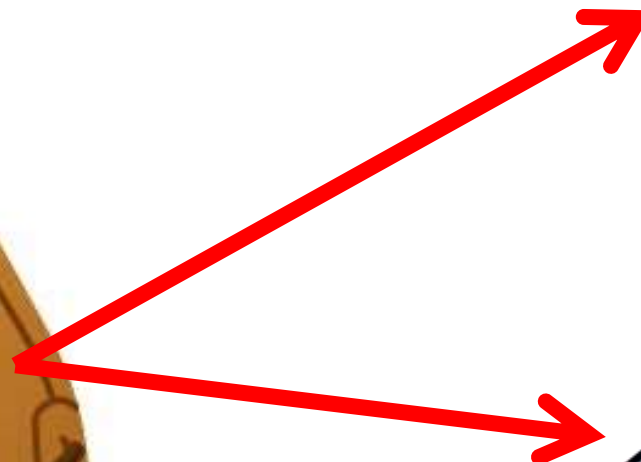
Felt the Starboard has increased team morale on the unit

Would like to continue the Starboard

What is a Good Catch...



A good catch, is the prevention of an event or circumstance which has the potential to cause harm.



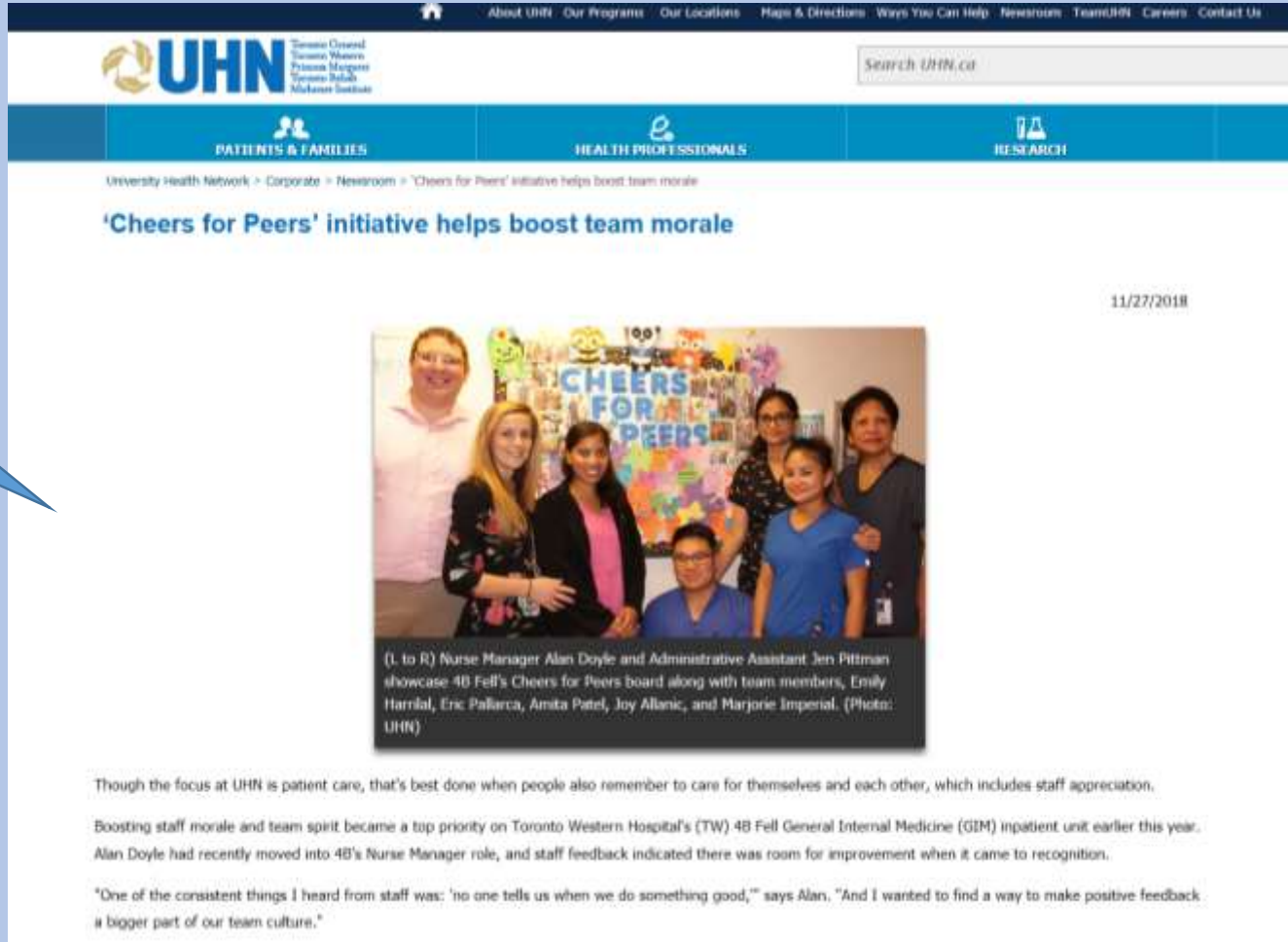
Staff recognize Good Catches by writing on a star for our Star board



Signed Letters from the Vice President are sent to Employees to recognize their Good Catches!

Organization Recognition

4B's Cheers for Peers story featured on the UHN websites.




The image is a screenshot of a news article on the University Health Network (UHN) website. The article is titled "'Cheers for Peers' initiative helps boost team morale" and is dated 11/27/2018. The article features a photograph of a group of seven people standing in front of a large, colorful board titled "CHEERS FOR PEERS". The board is covered in numerous small, colorful notes and drawings. The group consists of a man in a white shirt on the far left, followed by a woman in a black jacket, a woman in a pink top, a man in a blue shirt, a woman in a blue top, a woman in a dark top, and a woman in a dark top on the far right. The article text discusses the initiative's goal of boosting staff morale and team spirit at Toronto Western Hospital's (TW) 4B Fell General Internal Medicine (GIM) inpatient unit. It mentions that Nurse Manager Alan Doyle and Administrative Assistant Jen Pittman are showcasing the board along with team members: Emily Harnlal, Eric Pallarca, Amata Patel, Joy Albanic, and Marjorie Imperial. A quote from Alan Doyle is also included, stating that staff feedback indicated a need for more recognition and that the initiative aims to make positive feedback a bigger part of the team culture.

University Health Network > Corporate > Newsroom > 'Cheers for Peers' initiative helps boost team morale

'Cheers for Peers' initiative helps boost team morale

11/27/2018



(L to R) Nurse Manager Alan Doyle and Administrative Assistant Jen Pittman showcase 4B Fell's Cheers for Peers board along with team members, Emily Harnlal, Eric Pallarca, Amata Patel, Joy Albanic, and Marjorie Imperial. (Photo: UHN)

Though the focus at UHN is patient care, that's best done when people also remember to care for themselves and each other, which includes staff appreciation.

Boosting staff morale and team spirit became a top priority on Toronto Western Hospital's (TW) 4B Fell General Internal Medicine (GIM) inpatient unit earlier this year. Alan Doyle had recently moved into 4B's Nurse Manager role, and staff feedback indicated there was room for improvement when it came to recognition.

"One of the consistent things I heard from staff was: 'no one tells us when we do something good,'" says Alan. "And I wanted to find a way to make positive feedback a bigger part of our team culture."

Engagement



Staff Engagement

Staff have been taking initiative with Unit goals and HAC goals. Working in groups that they have signed up to participate in.



Nicole and Joy showcase a new Behavior Safety sheet that they developed



Emily and Charles display some of the Medication error prevention tools they are working on



Handwashing stations on 4B Fell General Internal Medicine in-patient unit at Toronto Western.



President and CEO, Dr. Kevin Smith, Recognized our handwashing stations in his newsletter

The handwashing stations were created when unit clerk, Andrea, shared her brilliant idea.

Employee Engagement Survey Results...



Top Strengths:

- Unit Culture – 75%
- Co-Worker Relationships – 74%
- Customer Focus – 70%

Opportunities for Improvement:

- Manager Relationships – 39%
- Awards and Recognition – 46%
- Employee Empowerment – 53%

Next steps

- Build resiliency in the workplace – mindful moments, appreciation for others and what might be happening in their life
- Continue to engage staff in change – shared ownership
- Build trust through listening and acting.
- Team involvement via unit council, HAC and unit goals groups.
- Introduction and conversations with Senior Leadership. Making the bottom influence the top as much as the top influences the bottom
- 1:1 meetings (bi –yearly)
- Building long term goals

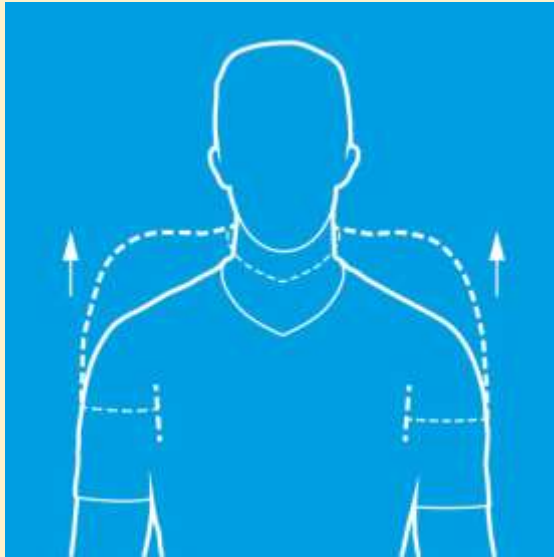
- This is an opportunity, a chance to build and create. At home, there is a saying – Life is a cup of tea, it's all how you make it.



The 4B
Family,
living
well and
working
well!

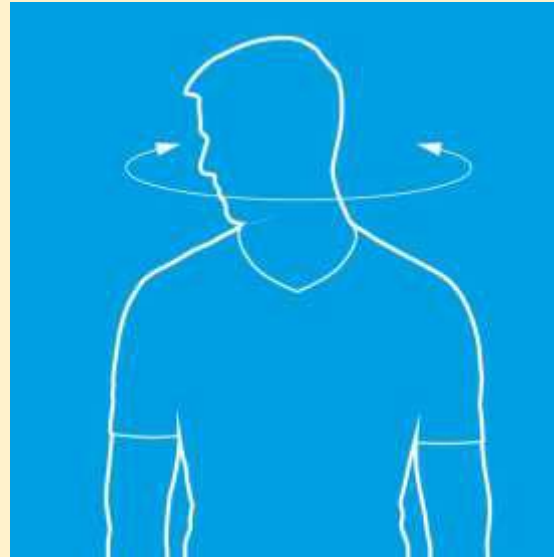


Shoulder Shrugs



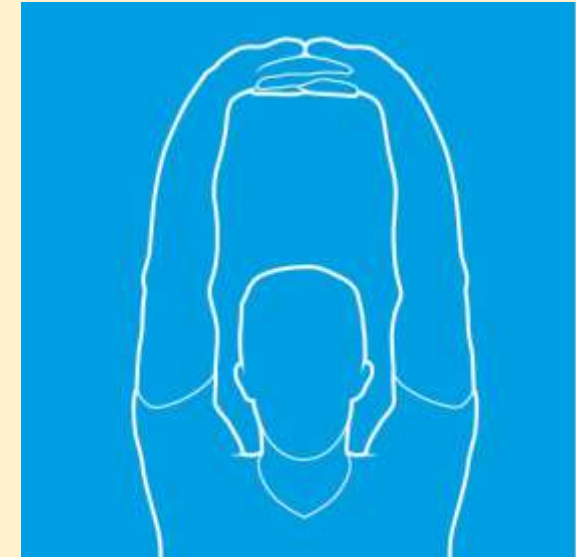
- Back straight against the chair
- Slowly raise shoulders towards your ears
- Hold for three seconds and slowly lower
- Repeat 5 times

Neck Rotations



- Head facing forward and back against chair
- Turn your head to your right to look at your shoulder, hold for three seconds
- Face forward again and repeat on the left side

Shoulder Extensions



- Intertwine fingers
- Hold both arms above your head, with palms facing upwards
- Reach as high as possible
- Hold for 15 seconds