

Creating Joy in the Workplace

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PROJECT METHODOLOGY

The information used to develop the content for the interventions was gathered from the overall themes of gratitude, empowerment, and team relationships from the literature review. The contest structure and participation guidelines will be prepared individually so that other Operational Leaders can utilize any of the interventions as teambuilding ideas if desired. The literature review showed no proven specific interventions that helped increase joy in the workplace; therefore, the survey format is meant to be exploratory. The survey is designed to take less than two minutes to encourage participation and be respectful of time restraints to get participant's opinions. Having a consistent response rate with all interventions and the survey participation of greater than 60% will capture enough information to get a substantial sample size. Survey Monkey Results will be reviewed and tallied through Microsoft Excel. Once the Survey Monkey results are reviewed, the information will be organized in a PowerPoint presentation. The interventions, comments, and Survey Monkey results, and overall recommendations will be shared with Operation Managers and system leadership.

IMPLEMENTATION

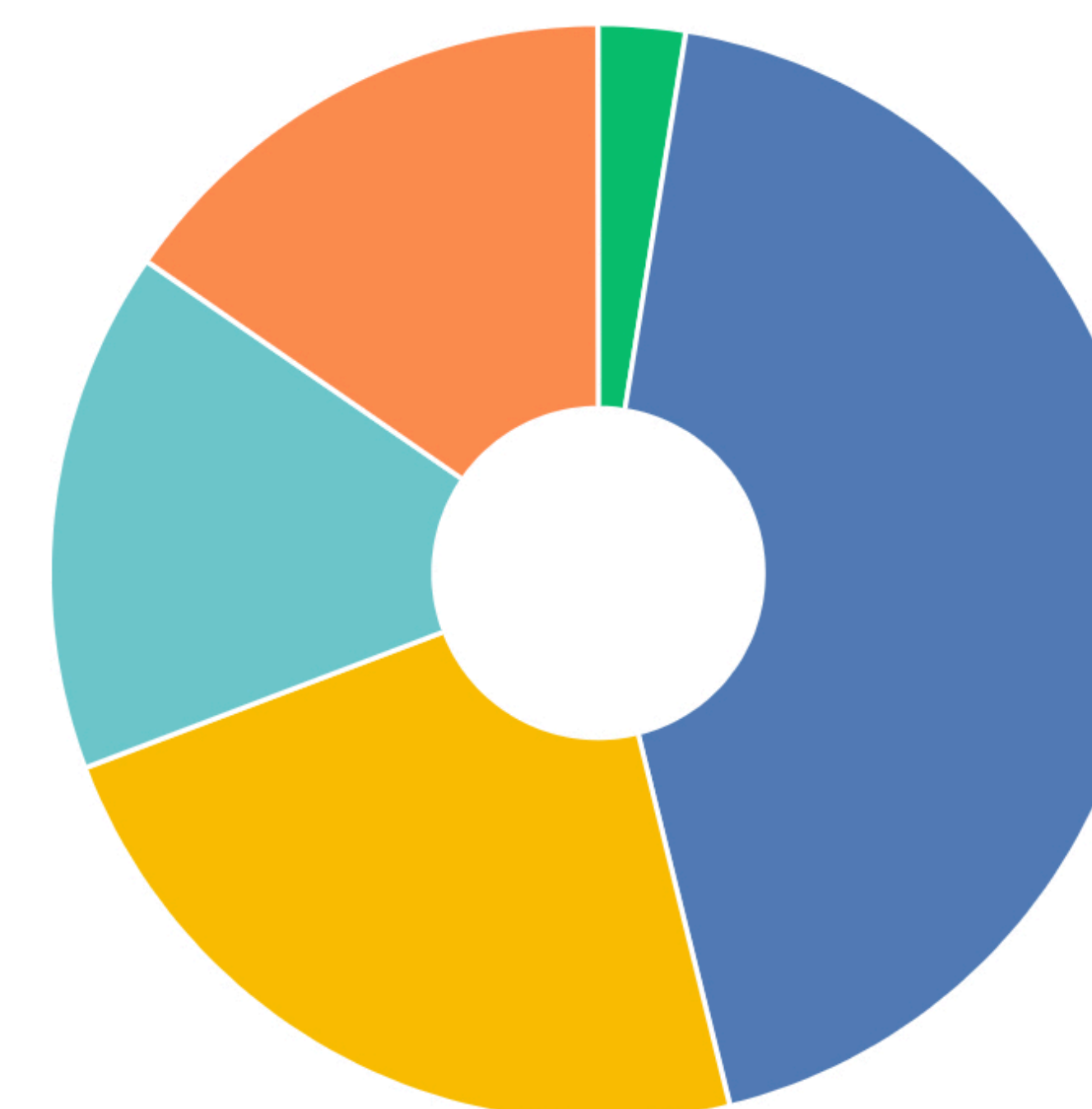
- Group broken down into 5 sperate teams
 - 3 team activities
 - Each activity introduced in staff meeting
 - Participation email reminders sent out weekly
 - Discussed in morning huddles daily
 - Team with the most participation wins lunch. Other participation prizes given throughout contest.
1. Empowerment through ideas that impact daily workflow. Individuals submitted ideas
 2. Sharing gratitude for each each other through daily huddle recognition
 3. Opportunity to know your peers on a more personal level.

EVALUATION

Project is exploratory in design

- 2021 turnover remained the same as 2020 at 3.4%
- 2021 Press Ganey engagement survey results will not be available until September 2021
- Participant feedback to determine which intervention helped improve feelings of satisfaction.
- Participates surveyed to determine if they would like to patriciate in future activities that promote joy at work.

1. Which activity helped you feel more joy and satisfaction at work?



Gratitude 44%
Positive Peer Relationships 23%
Empowerment 3%
All 15%
None 15%

ABSTRACT

The United States Bureau of Labor Statistics projects that by the year 2024, home health care agencies will need to increase nursing staffing by nearly forty-nine percent to meet the growing demands in the home health industry (¹). Additionally, the nation faces an increasing nursing shortage with many agencies facing increasing turnover rates. These complications are known to lead to:

- Higher rates of medical errors
- Jeopardized patient safety
- Elevated healthcare costs (²).

The Quadruple Aim focuses on improving patient health by providing high-quality care at the lowest possible cost, with the additional aim being a work environment that encourages caregiver satisfaction (³). This project aims to implement three activities to determine which intervention is identified to improve joy in the workplace. With the research data leaders can invoke activities that promote joy. It is imperative that leaders apply consistent effort to encourage activities that improve job satisfaction.

PICO QUESTION

In home health caregivers which intervention related to empowerment, gratitude, or peer relationships promotes job satisfaction and cultivates increased joy at work over a six-month period?

LITERATURE REVIEW

Available research shows two common themes that guided the project design to be exploratory research.

- Theme I: Lack of Proven Interventions
- Theme II: Professional Relationships Matter

Three generalized subthemes were noted to promote joy in the workplace.

1. Empowerment
2. Gratitude
3. Positive Peer Relationships



THEORETICAL FRAMEWORK

- A quality improvement program was selected to allow leadership to study plan, and act on making progress towards the goal of improving joy in the workplace (⁴).
- The project improvement plan will then be evaluated through Stetler Model of evidence-based practice because this model is effective when implementing change (⁵).

CONCLUSIONS

- The highest participation rate of any activity was 60%. Similarly, 63% of the team participated in the final survey. Further study and interventions to promote engagement for the remaining 40% should be explored in the future. The gratitude intervention had a 57% participation rate with over 157 expressions of gratitude.
- Leaders should focus on team activities that promote positive recognition and gratitude. This project would benefit from additional research to better understand the relationship of gratitude and incorporating joy in the workplace.
- Activities to help improve team engagement to participation >60% would helpful to obtain a more complete team picture.

REFERENCES

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