

Quality Improvement Project Charter

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QI project team members: (please provide full names)	Valerie Nixon, Claire Easton, Stephen Spence and Dorothy Hamilton
Project Title:	Joy in work
Clinical team(s) involved:	Physio@home
Number of teams involved:	2 (North and South Physio@home teams)
How are you getting Service Users/Carers involved?	Through emails, team discussions and team activities
Directorate/Service: (please delete as appropriate)	NHS Lothian

How does your project align with the six aims for improvement? (please tick which aim(s) your project aligns with – you may choose more than one)

<i>Safe</i>	<input type="checkbox"/>	<i>Person-centred</i>	<input checked="" type="checkbox"/>
<i>Effective</i>	<input type="checkbox"/>	<i>Timely</i>	<input type="checkbox"/>
<i>Efficient</i>	<input type="checkbox"/>	<i>Equitable</i>	<input type="checkbox"/>

1. What are you trying to accomplish?

Topic or issue you would like to improve (1-2 sentences):

To increase the joy in work, within the Physio@home team

Aim statement (How good do you want to be by when?) (1 sentence):

To increase the joy at work from 70% to 90%, within the Physio@home team, by December 2018.

Why is this an important issue to tackle? Why does it matter to your service users/staff/directorate/ organisation? (4-5 sentences):

Physio@home has gone through a lot of changes over the past year. Some changes have been easier

for colleagues to transition through and some have been more challenging. One of our biggest changes were the splitting of our whole team, into 2 localities and the introduction of lots of new staff. As a team we felt that during these times, it was important to remember the importance of staying united and enjoying work. Our i-matter survey in 2017 showed we wanted to 'be non-judgemental, honest and appreciating and thanking each other. Aspiring to maintain and develop a person-centred team culture where everyone laughs has fun and feels able to be vulnerable, speak up, disagree and ask questions'. This is where the joy in work began.

Scope project - what specific processes will need to change to achieve your aim/goals? Types and numbers of patients/clients whose outcome will be affected:

The joy in work project aims to introduce the concept of joy in work and add processes to support this. Hopefully staff will enjoy their work more and can discuss any 'pebbles' in their shoes, which get in the way of joy. It aims to open up communication between staff, which in turn will hopefully maintain or increase patient related productivity. As a team we want to maintain our 'togetherness' despite splitting localities.

Could this have an impact on cost and what could be measured to help us understand that?

N/A

Do you have data that can tell you the current performance of the process and outcome?

The Physio@home team started counting 'joy balls' and continued to measure this throughout the project. Other baseline measures that were used were i-matter surveys and a joy in work survey monkey. Other data measured were the number of patient interventions (New patients and reviews).

2. How will you know that a change is an improvement?

Measures

How will you monitor your progress toward your goal(s)? List the process and outcome measures you plan to track.

- **Outcome** - how you will track the progress of your improvement aim

- **Process** - how you will know how the parts of the system you need to change (to get you to your improvement aim) are performing and the impact of your changes on these.
- **Balancing** - do you need to keep watch in case your action has a unintended impact on other parts of the system or to see if something unrelated to your project is influencing project success?

Outcome measure: survey monkey results.
 Process measure: balls of joy.
 Balancing measure: number of patient interventions (New and review patients)

3. What changes can you make that will lead to improvement?

What change ideas would you like to test (the more the better)? What evidence is out there about what works?

Team ideas included: joy board, cuppa and chat, 100 rep challenge, 'this is me' allocation folders, team car wash, 5 minutes of joy at each staff meeting, ball reflection week, AHP day, boost box and photo competition.
 These activities focus on team building, voice and autonomy, recognition and reward, which are the elements of joy that the team felt were low and could be improved.

4. What initial activities do you have planned?

These are the tasks associated with your project (not to be confused with change ideas) e.g. setting up an improvement team, gathering baseline data, conducting exercises and applying improvement tools to help you understand how the system is working and generate change ideas

Collecting baseline data, through a survey monkey, balls of joy and monthly intervention numbers.
 Discussing with team, what gets in the way of joy and how could this be improved (Fish diagram), ball reflection and change ideas.

5. List any barriers that you can identify to getting this project going?

Time and the team opting in.

6. What ring-fenced time have you agreed for your team to meet?

(Should be weekly or fortnightly, for 30-60 minutes, with all improvement team members present)

Balls are counted and numbers collected in both team every Friday: 2 minutes.

Meeting every 4-6 weeks for roughly 60 minutes.

7. Name of line manager who has approved this project (if applicable):

Hazel Webb

8. Date charter submitted:

10/12/18