

Part 1: Getting started, Diagnostic, Design, Implement, Sustain.

What quality improvement tools can we use to measure Joy in Work?

Getting started challenges:

- Change management
- Leadership and support issues
- Definitions and branding

Getting started solutions:

- Quality improvement
- Communication strategies
- Tools and methods

Diagnostic challenges:

- Survey fatigue
- Data type and quality
- Data collection
- Data analysis

Diagnostic solutions:

- Data utilisation
- Try novel survey techniques
- Statistical methods



Design challenges:

- Project management
- Financial
- Communications
- Resource management

Design solutions:

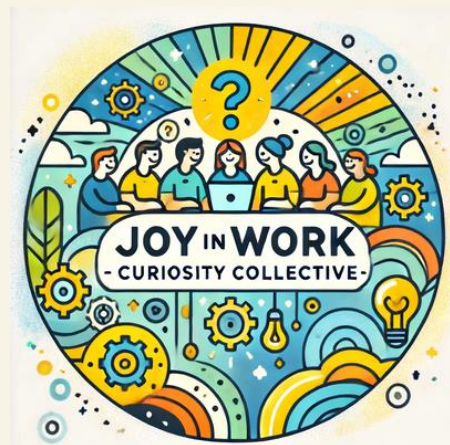
- Methodologies
- Simplicity and clarity
- Design to address the root cause
- Build in assessment and evaluation
- Positive outcomes

Implementation challenges:

- General accessibility

Implementation solutions:

- Review
- Remove barriers



Q is led by the Health Foundation and supported by partners across the UK and Ireland

Part 1: Getting started, Diagnostic, Design, Implement, Sustain.

What quality improvement tools can we use to measure Joy in Work?

GETTING STARTED CHALLENGES

Change management

- Resource constraints and conflicting priorities
- Overwhelming scope
- Appetite for change/resistance to change
- Initiative fatigue

Leadership and support issues

- Lack of leadership insight and support
- Difficulty identifying the right focus

Definitions and branding

- Defining what joy means to people/teams etc.

GETTING STARTED SOLUTIONS

Quality improvement

- Readiness for change tool
- Aim statement – remove challenges

Communication strategies

- How to communicate clearly – stakeholder map?
- Strategies to align
- Need clarity that everyone is on the same page

Tools and methods

- Focus groups
- Keep it simple in terms of tools

DIAGNOSTIC CHALLENGES

Challenges with surveys

- Survey fatigue

Data type and quality

- Appropriate data, data accuracy, and data overload
- Which data – qualitative or quantitative?

Data collection and analysis

- Data collection issues
- Skills to analyse data

DIAGNOSTIC SOLUTIONS

Data utilisation

- User-available data
- Real-time monitoring, where available

Survey techniques

- Try novel approaches to gathering human data
- Focused surveys

Statistical methods

- Measurement

DESIGN CHALLENGES

Project management

- Scope creep
- Fixes the wrong problem
- Often overdesign and/or force

Financial considerations

- Budgetary issues and financial impact of changes

Communications

- Clear branding
- Definition of joy

Resource management

- Capacity

DESIGN SOLUTIONS

Methodologies

- PDSA cycles
- Agile/sprints approach – iterative

Simplicity and clarity

- Don't overcomplicate

Design to address the root causes

- Root cause analysis

Build in assessment and evaluation

- See what you already have

Positive outcomes

- Joy isn't necessarily the aim of the project – it can just be doing stuff well

IMPLEMENTATION CHALLENGES

General accessibility

- Accessibility of initiatives

IMPLEMENTATION SOLUTIONS

Review

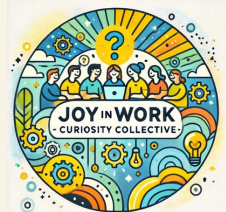
- Force Field Analysis
- Engage and seek feedback

Barriers

- Remove barriers
- Consider a sponsor

QUALITY IMPROVEMENT RESOURCES

[TURAS Learn – Quality Improvement Zone](#)
[Liberating Structures](#)



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