

LTC+ Acting on Pandemic Learning Together

Huddle Recap for October 22nd, 2020

TOPIC

IHI Framework for Joy in Work

KEY AREA(S)

People in the Workforce

SPEAKER(S)

Jesse McCall is a Director and Improvement Advisor at the Institute for Healthcare Improvement (IHI). Jesse joined IHI in 2007 and over his tenure has designed, executed, and evaluated programs and projects around the world. Currently he is acting as the improvement advisor for a network of 17 global organizations to reduce staff burnout and increase joy in work through proven changes aligned with the IHI Joy in Work Framework.

SUMMARY

The following key takeaways emerged from this huddle:

1. There are many evidence-informed methods for individuals and team leaders to establish psychological safety or “Psychological PPE” to promote mental health and well-being at work during COVID-19.

Your Psychological PPE
to Promote Mental Health and Well-Being

Individual

- Take a day off and create space between work and home life
- Avoid publicity and media coverage about COVID-19
- Receive mental health support during and after the crisis
- Facilitate opportunities to show gratitude
- Reframe negative experiences as positive and reclaim agency

Team Leader

- Limit staff time on site/shift
- Design clear roles and leadership
- Train managers to be aware of key risk factors and monitor for any signs of distress
- Make peer support services available to staff
- Pair workers together to serve as peer support in a “buddy system”

Institute for Healthcare Improvement
These recommendations are based on a review of published literature and the experience of health systems. For more information visit ihi.org.



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Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients

2. If time and resources are limited, individuals should prioritize promoting their mental health and wellbeing by being mindful of the division between their work and home life (for example, having a “going home” checklist or taking 4-5 minutes to reflect on their work day before transitioning to home life). From a team leader perspective, pairing workers through buddy systems should be prioritized to increase staff resilience (for example by talking with peers in similar situations, exchanging ideas, or connecting on a personal level, etc.); including senior leadership.
3. The IHI and AMA are jointly leading work to better understand the different stressors and relievers of stress regarding on-site and at-home work – *results to come*.
4. For organizing and hosting effective team meetings, make sure to have an agenda that is distributed to attendees beforehand for review; assign clear roles for the meeting and rotate roles; summarize action items at the end of each meeting; and choose the right time of day to hold the meeting.

RESOURCES SHARED

Listed below are the resources mentioned during the huddle:

- [Reimagining Care for Older Adults Report](#)
- [“Psychological PPE”: Promote Health Care Workforce Mental Health and Well-Being \[ENGLISH ONLY\]](#)
- [Psychological PPE Examples \[ENGLISH ONLY\]](#)
- [CARE FOR CAREGIVERS: Mental health support for health care providers \[ENGLISH ONLY\]](#)

HUDDLE RECORDING

[Watch the full huddle here!](#)