

National Quality Improvement Conference

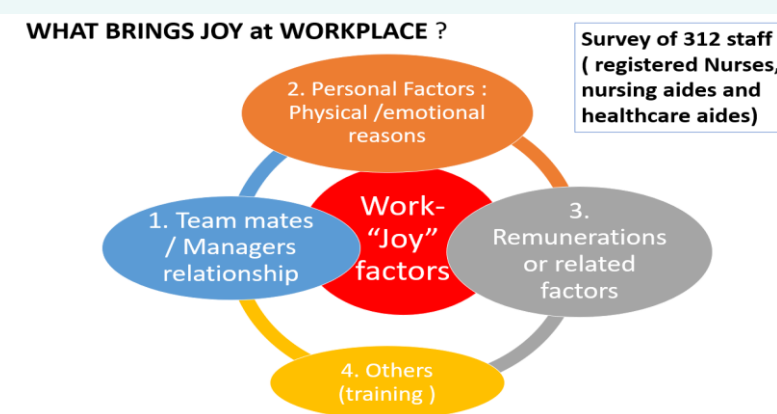
Measuring Joy at Work : Perspective from Orange Valley Nursing Homes

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Problem Statement

Staff shortages have been a pressing issue across all healthcare settings. Higher staff satisfaction are often interrelated with better quality care for residents. Creating a meaningful working environment where staff feels happy, acknowledged and accepted created an environment of positivity can enhance work performance (Alabarova et al, 2018). How do we bring Joy to the workforce so that staff satisfaction can be eventually translated to better care outcome for residents?



References
 • Making joy a priority at work (2021) Harvard Business Review. Available at: <https://hbr.org/2019/07/making-joy-a-priority-at-work> (Accessed: 27 October 2023).
 • Plaku-Alabarova, B, Punnett, L, Gore, S. (2018) Nursing home employee and resident satisfaction and resident care outcomes, safety and health at work. Available at: <https://pubmed.ncbi.nlm.nih.gov/30559988/> (Accessed: 27 October 2023).

Potential Solutions

1. No uniform Day

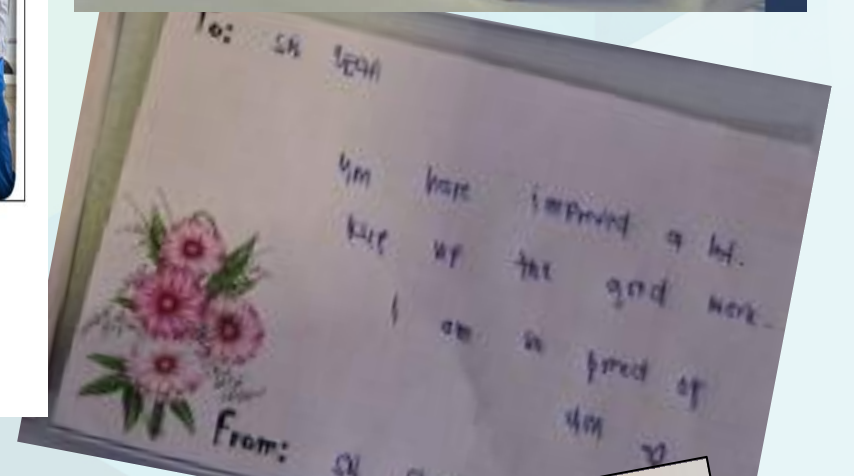
Staff choose their own "comfort scrub" in the care setting. Resident's and family feedback have been positive as well as this has "de institutionalized" the feel of being in a nursing home



- "We are grateful to be able to wear the colorful scrub as we have to support care duties in hot weather."
- "We 'look' different but we 'feel' the same."
- "There is no rank attached to us... We are one team"

Staff feedback

- Staff to Staff "Honk" for job well done



Quarterly International staff cuisine event



2. I DESIGN MY SPACE



Project Aim

- To understand the factors that bring about the feeling of joy in the workplace?
- To look at some interventions that can better support the structural factors to Happiness at workplace

Lessons Learnt

- Though > 70% of staff had feedback that workplace conditions had improved compared from FY 2022 to FY 2023. (Such conditions might not be a similar as in FY 2022 is managing Pandemic aftermath and FY 2023 has CCSE for care staff etc)
- Staff engagement practices has to be sustainable and evolving so that it can be integrated as part of organization culture rather being viewed as purposeful or deliberate.
- A study will need to be conducted if there is direct impact to better resident's care outcome and satisfaction

Outcomes & Impacts

Survey conducted in Oct 2023 (9 months post implementation of solution)

1. Staff attitude towards workplace and colleagues yield better positivity.

SURVEY QUESTIONS TO CARE STAFF IN NURSING HOMES (N= 312)		
	Yes	No
I know my role and my those of team mate	99%	1%
We are bonded as a team	92%	8%
I am able to exercise my skills in my workplace	95%	5%
I am important to the team	94%	6%
I am important to my organization success	97%	3%
We are aware of each other achievements	95%	5%
We celebrate our achievements	94%	6%

Survey questions are adapted AT Kearney survey by Siegal+ Gate (Published in Harvard Business Review "Making Joy a Priority at Work" by Alex., L (2019))

2. Teamwork becomes the most important consideration for workplace Joy/happiness compared to financial remunerations.



3. More than 50% of staff reported a Happiness Index to workplace on a higher scale > 4.

