

Conversations to Prepare for Improvement

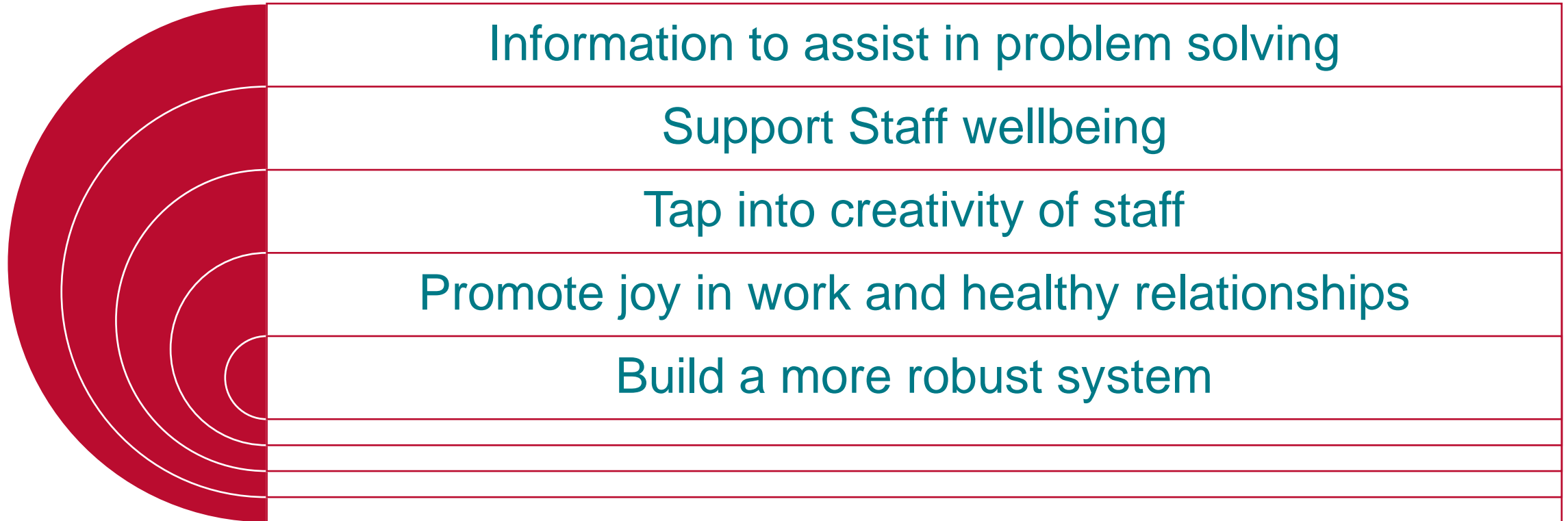
Support Staff Well-Being

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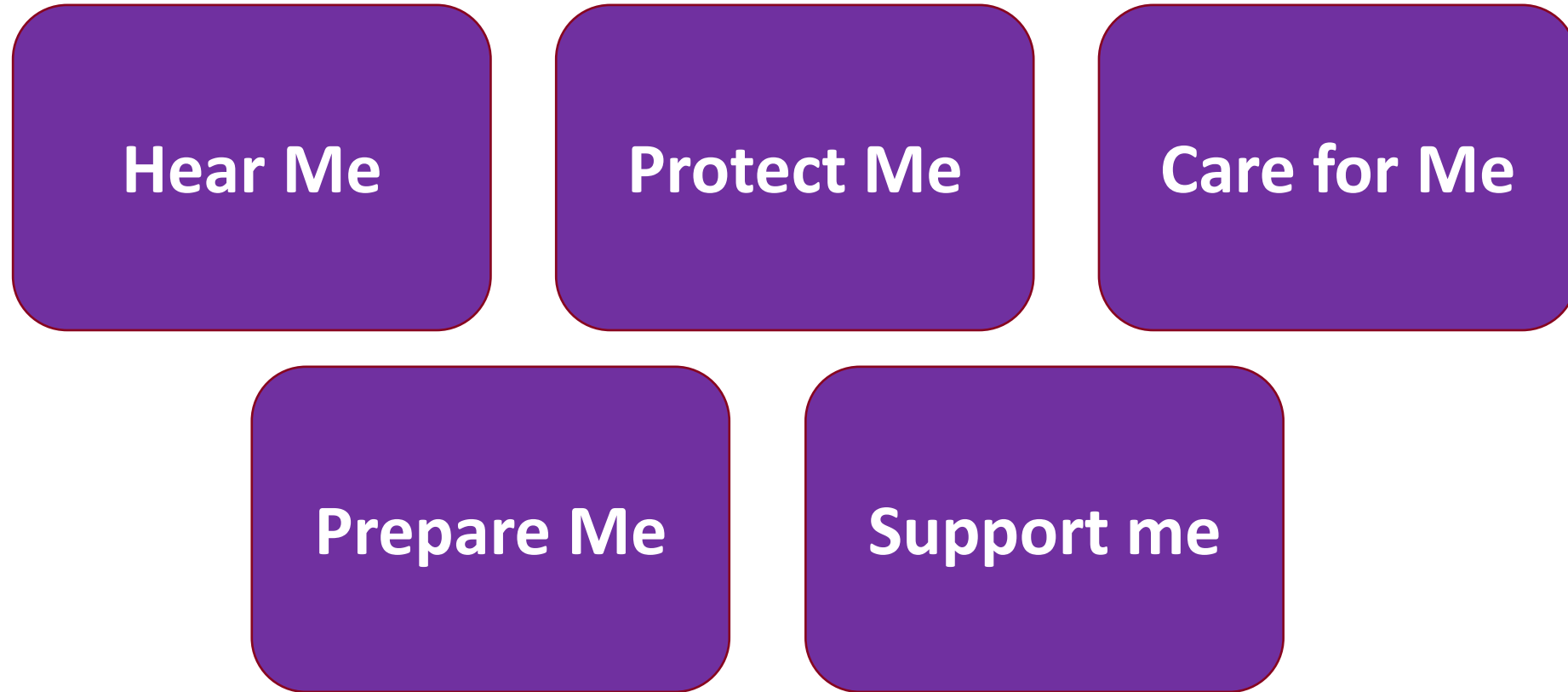
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Why Conversation?





Pillars



[IHI Guide to Support Staff Wellbeing & Joy in Work COVID-19](#)

Hear Me

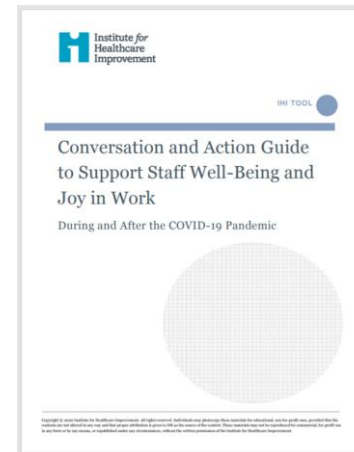
Listen and act on lived experience to understand and address concerns to the extent organizations and leaders are able

Short huddles, in small groups or 1:1 where you can ask:

What concerns do you have for residents, yourself, or the team?

Are there steps we can take right now as a team?

What good thing happened today?

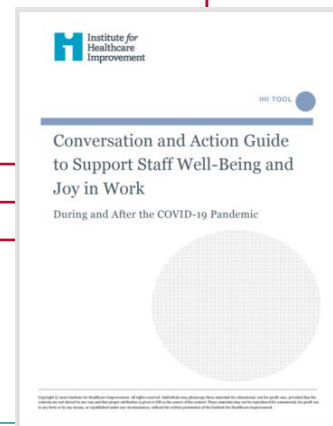


Practice active listening and problem solving

“Here’s what I hear you saying – do I have that right?”

“what do we still need to learn”

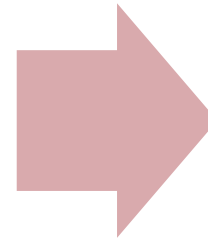
“how can we do this together”



Lead in Action

Speak to 5 staff members and ask them some version of the questions below:

- What concerns do you have for residents, yourself, or the team?
- Are there steps we can take right now as a team?
- What good thing happened today?



Share next week what came up that was surprising or what new ideas emerged from problem solving

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Encouraging your team

Provide Positive Feedback for improvement with love & kindness with resident centeredness

Celebrate Big AND Small accomplishments

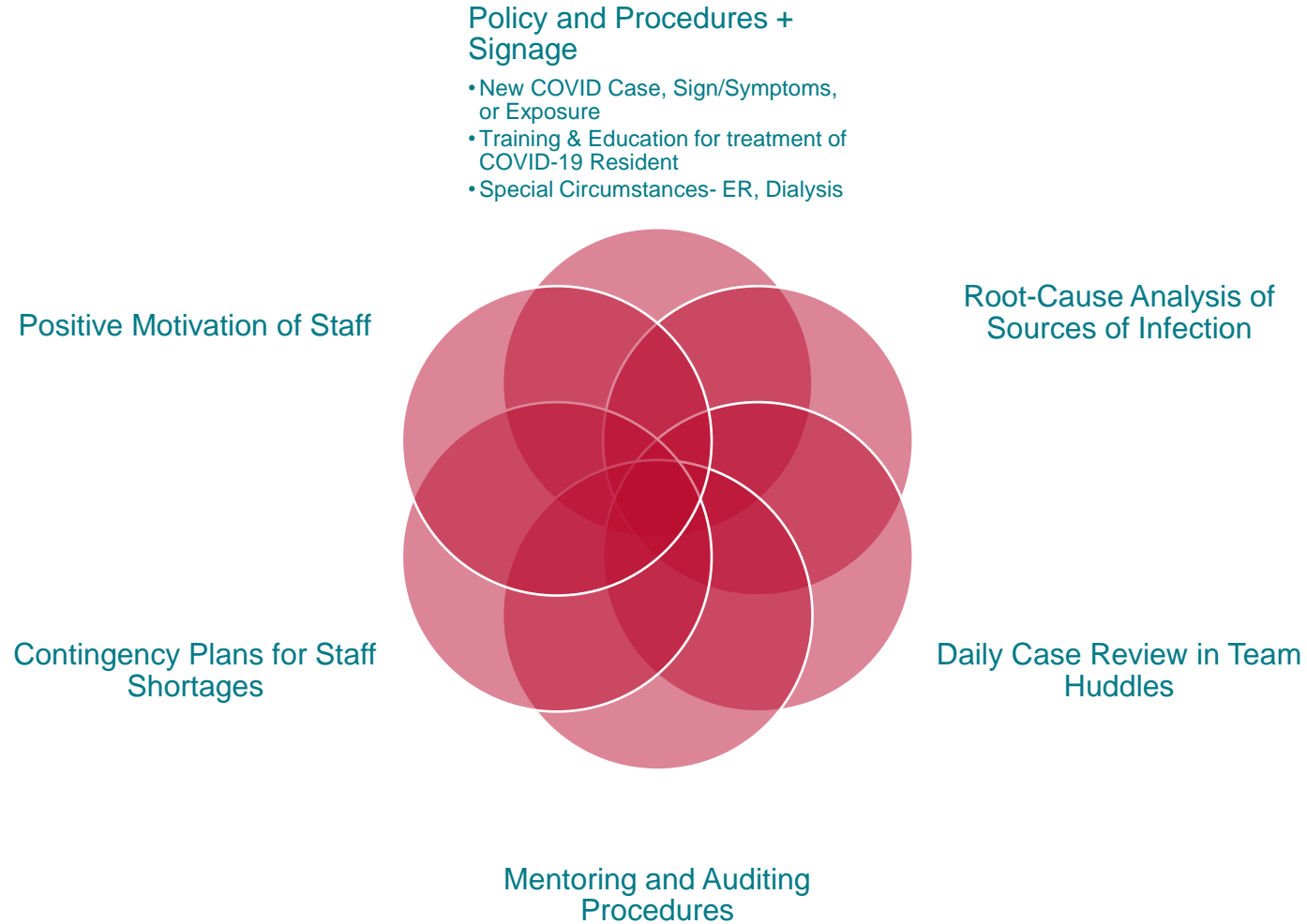
Graciously listen give them the permission and space to be honest

Recognition Boards displaying your win's that week or thank you letters from family members or the community.

Have a snack box for your staff to refuel

Remember to Breathe.... Take a moment to breathe in... and breathe out.

Key Take-Aways



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