

Back to the Basics:

Finding Joy in Work




Annabelle R. Borromeo

- 64 years old
- Retired but not tired







**I might be retired
from work..**

**But I sure ain't
retired from life..**

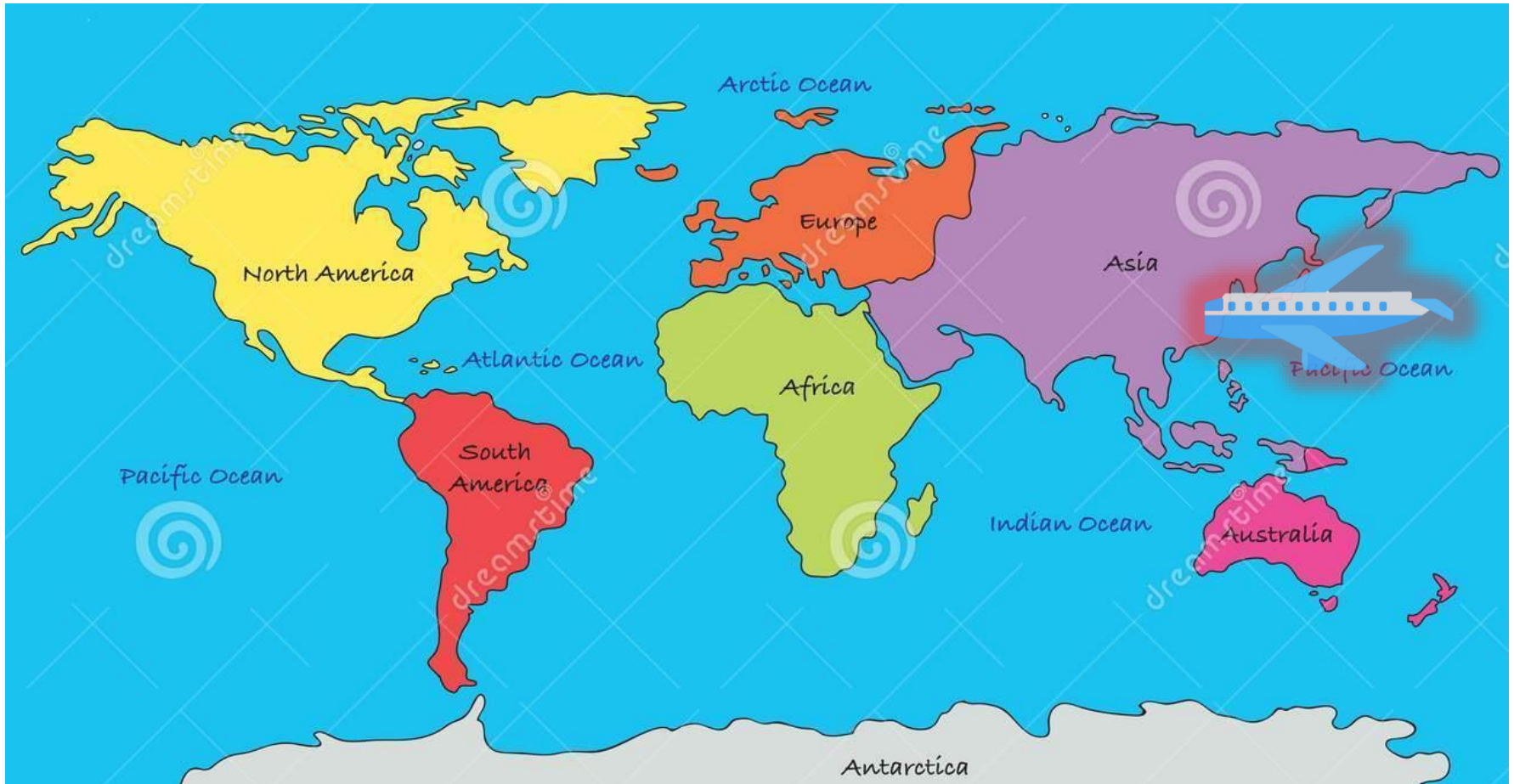
Annabelle R. Borromeo

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- Retired but not tired
- Spent the first 23 years of my professional life in the USA



RETIRED
▶ BUT NOT ◀
TIRED!

My Journey



Annabelle

STUPID

Borromeo

**I'VE LEARNED
SO MUCH FROM
MY MISTAKES,**

mistake
+
correction
=
learning

Annabelle R. Borromeo

- 64 years old
- Retired but not tired
- Spent the first 23 years of my professional life in the USA
- Returned home to spend the next 20 plus years of my life!



Graduated MHA George Washington University in May 2018



My Purpose

- To value
- Add value to,
and
- Find value in





Figure 2: Occupational Health Nursing Roles

Do you know that OHNs have a
new name?

- Occupational and environmental
health nurses

First Occupational Health Nurse

Betty Moulder & Ada Mayo Stewart



How much joy do you get from your **JOB** today?



"I work only because I have to. Joy comes when the clock says it's time to go home."

"It depends on the day and what I'm working on ..."

"I work with passion, delight, and feel a strong connection to my work!"



**“ Healing and caring
should be naturally
joyful activities”**

The Case for

Joy

People with Low Joy/ Satisfaction

- Cause Problems/Complain
- High Stress
- Low Energy
- Low Creativity
- Pessimistic
- Worry more
- Make poor decisions
- Make less \$
- Learn slower
- Difficulty working with others
- More sick days



People with High Joy/Satisfaction:

- Solve Problems Faster
- Lower Stress
- Higher Energy
- Higher Creativity
- Optimistic
- Worry less
- Make better decisions
- Make more \$\$\$
- Learn faster
- Work better with others
- Healthier/less sick days

Source: Conference Board; Harvard Business School; Alexander Kjerulf, Woohoo Inc.

Personal Action Plan

What do I love about my job?

What are my frustrations?



What 1-2 things will I do differently to increase *Joy*?

**But.....stuff gets in the
way**

Increasing demands on time,
resources & energy

Working with poorly designed
systems for daily work

Increasing amounts of burnout

- Increasing staff turnover and staff leaving core service jobs for other opportunities

“Connecting to Meaning and Purpose”



Joy in Work



What it's not....

.....Absence of burnout or
individual wellness.....

Joy in Work is..

- Generated by the system
- Occurs system wide

It impacts upon....

- Staff engagement
- Staff satisfaction
- Patient Experience
- Quality of Care
- Patient Safety
- Organisational Performance

So what can we do about it?

- Recognise its importance
- Look at the IHI 4 steps to a joyful, engaged workforce
- Key ideas
- Measurement and assessment tools for gauging effort

4 Steps a Leader can take to improve **JOY** in work

1. Ask staff, "What matters to you?"

4 Steps to supporting a joyful and engaged workforce

- Ask staff...What matters to you?
- Identify unique impediments to joy in work in the local context
- Commit to a systems approach to making joy at work a shared responsibility at all levels of the organisation.
- Use improvement science to test approaches to improving joy at work in your organisation

Connect to Purpose

- Finding your purpose at work is a matter of aligning your skills and interests to something that matters.

G
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T
S

+



WHAT IS Purpose?





THE JAPANESE CONCEPT OF PURPOSE



Para kanino ka bumabangon?





Pagbangon para sa tagumpay

TAGUMPAY



Pagbangon para sa ligaya

KALIGAYAHAN

*Unknown
Secrets*

**“PARA KANINO
KA NGA BA
BUMABANGON?”**

Friends: Para kanino
ka bumabangon?

Chinkee Tan

CHINK+TM



@chinkeetan

Ikaw? Bakit ka bumabangon
araw-araw?



Ikigai: Your Purpose and Reason for Living



What have others done?

Mission Review Programme
Encouraged to speak up



Carry cards to give to co-workers to recognise
good deeds/actions that reflect mission

What have others done?

Veteran Health Administration

App staff real time resilience


IHI

3 month peer acclimatisation process for all new employees

Use pulse surveys monthly tracking engagement and satisfaction

Atlassian

1 day a quarter to do whatever
they want to do, have to feedback

A group of people are running on a beach at sunset. The scene is captured from a low angle, showing the lower legs and feet of the runners as they splash through the shallow water. The background is a soft, hazy orange and yellow sky, suggesting the sun is low on the horizon. The overall mood is energetic and inspiring.

**IF YOU WANT TO
HAVE GREATNESS IN
YOUR LIFE,
SURROUND
YOURSELF WITH
GREAT PEOPLE.**

Amy Chan

BASIC TENET

- To live with JOY is a

choice

Choose JOY

Supporting you to live well

- IHI Framework for Improving Joy at Work

Perlo J, Balik B, Swensen S, Kabcenell A, Landsman J, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017.

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