

# PROJECT JOY:

## BRING BACK THE FUN!

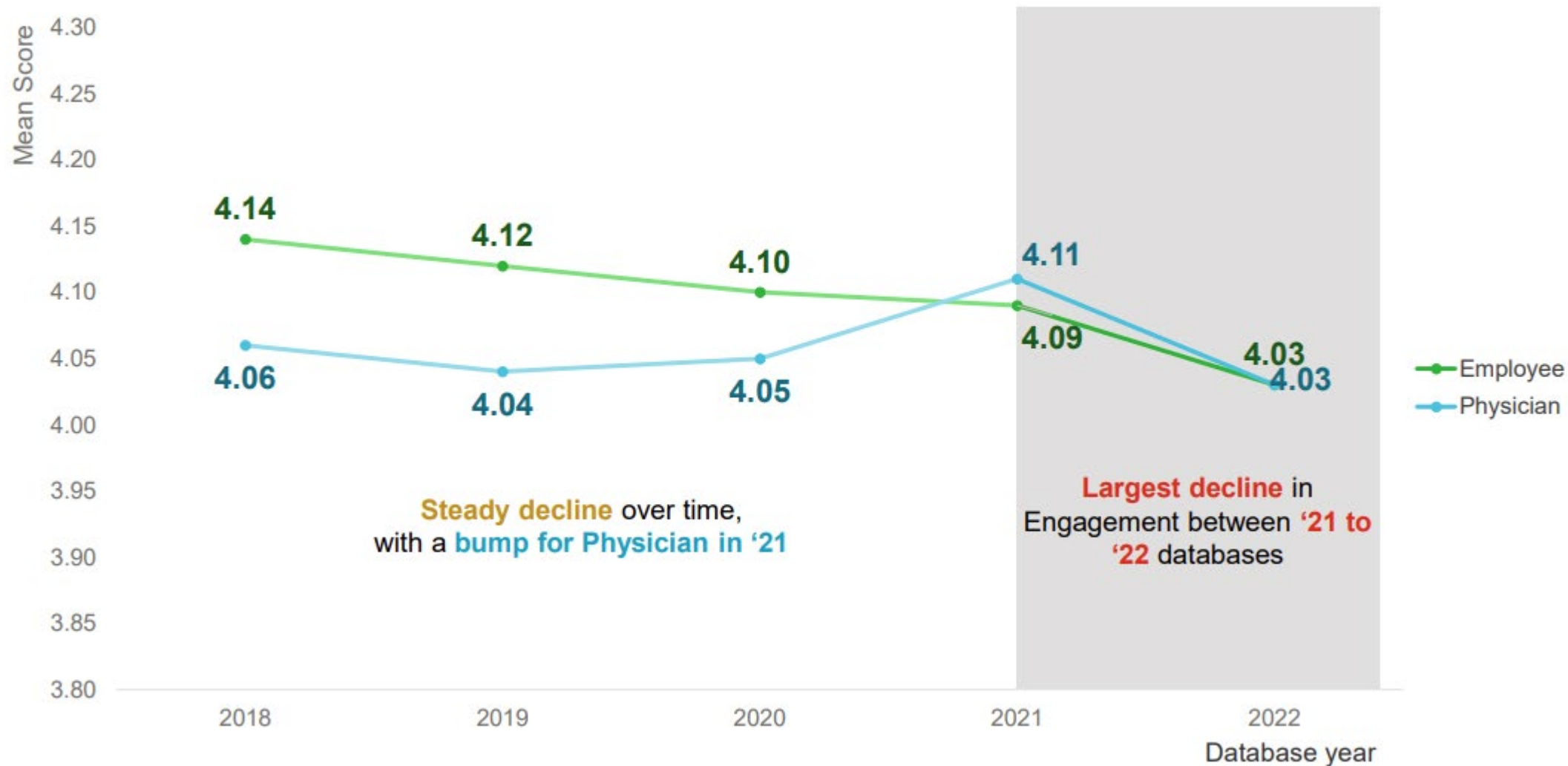


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HOCKING VALLEY  
Community Hospital

# ENGAGEMENT TRENDING



# FOCUS ON ENGAGEMENT:



DECREASE  
OVERTIME



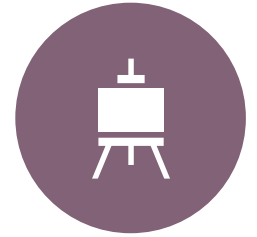
FOCUS ON  
RECRUITMENT



ONGOING  
WELLNESS  
ACTIVITIES



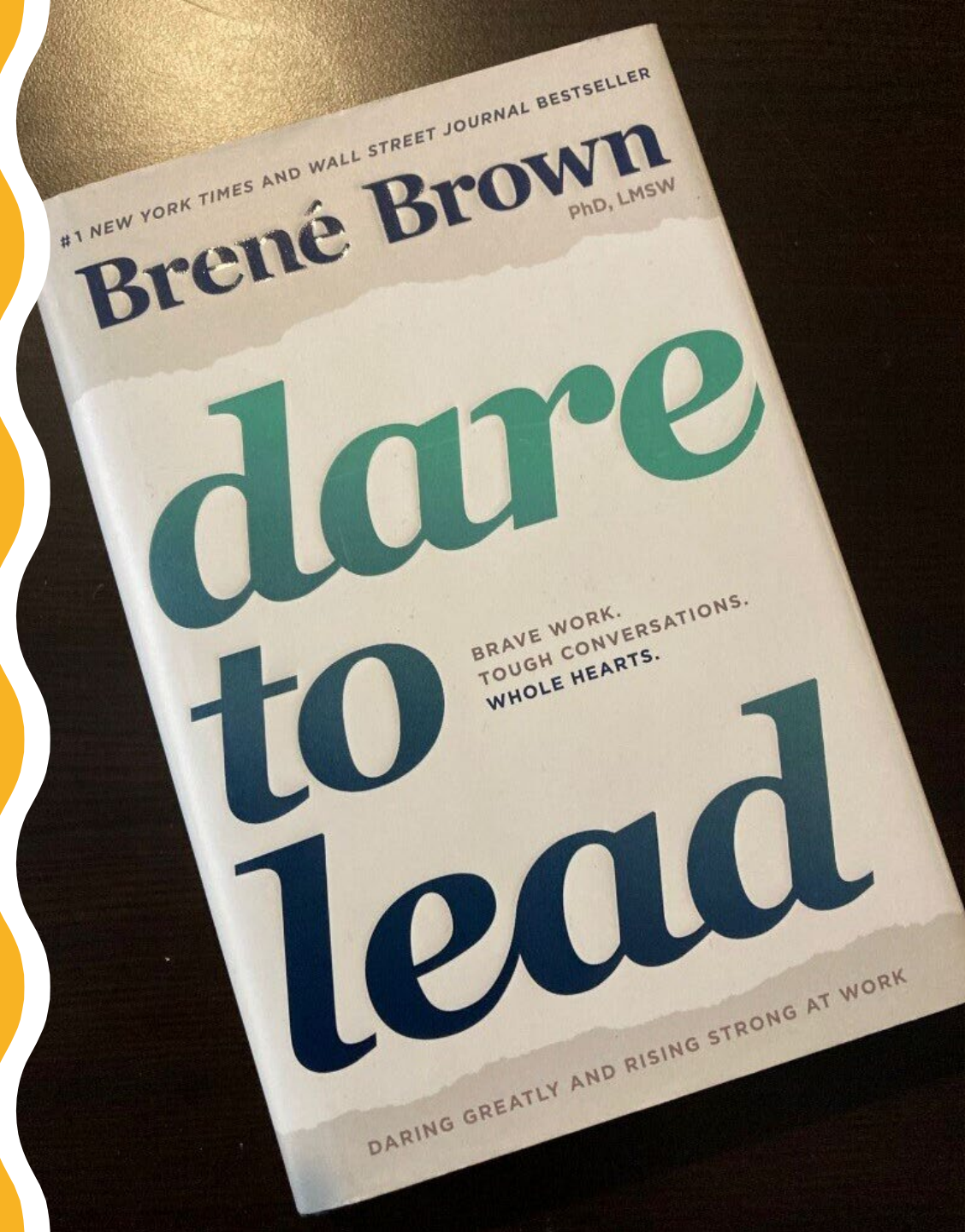
REWARD &  
RECOGNIZE



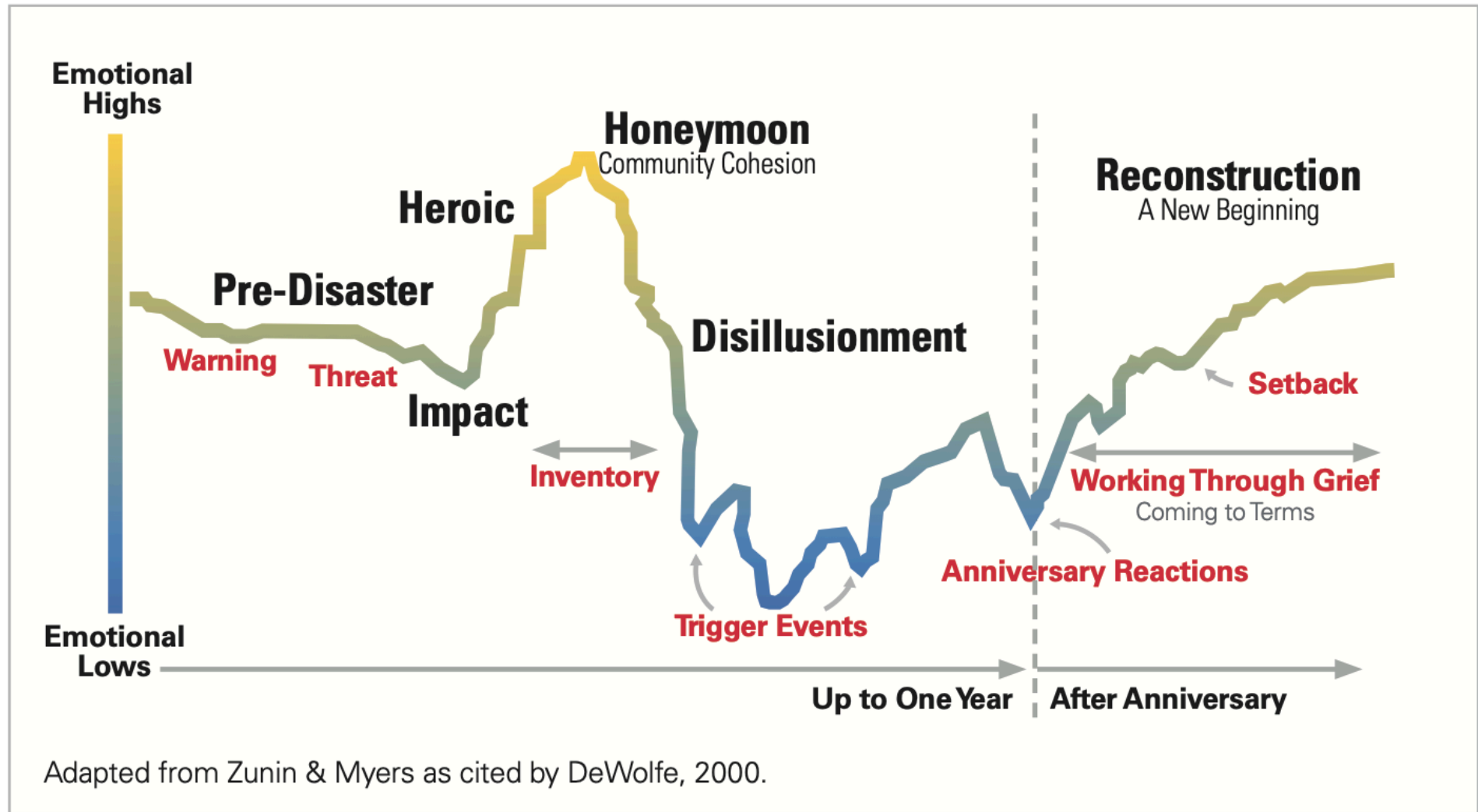
BRING BACK  
THE FUN!!!!

**“JOY IS THE  
MOST  
VULNERABLE  
EMOTION WE  
FEEL.”**

**-DARE TO LEAD**

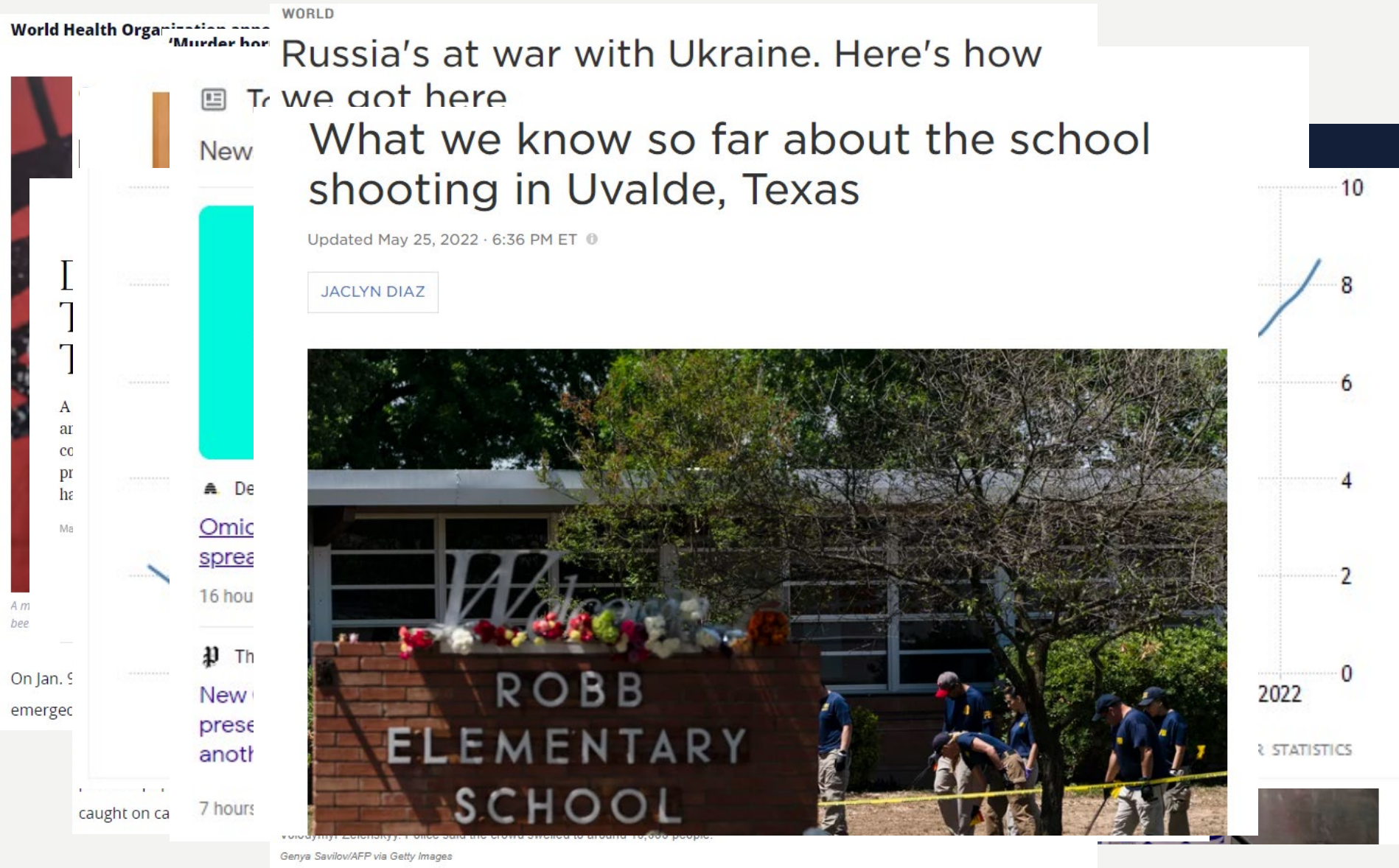


# THE COVID ROLLER COASTER





# WHAT STOLE OUR JOY?



# **PANDEMIC CHALLENGES & RESULTS**

- **Staffing Shortage**
- **Mandates**
- **Illness**
- **Leave of Absence**
- **Opinions**
- **Supply Shortages**
- **Increased Patient Acuity**
- **Visitors Limited**
- **Masking Requirements**
- **Decreased Morale**
- **Fear**
- **Low Vacation Rate**
- **Decreased Employee Engagement**
- **Decreased Energy**
- **Helplessness**
- **Isolation**
- **Communication Challenges**
- **Resignations & Early Retirements**

## Stress Continuum Model

| READY  | REACTING  | INJURED  | ILL   |
|--|---|--|---|
| <p><b>DEFINITION</b></p> <ul style="list-style-type: none"> <li>• Adaptive coping</li> <li>• Effective functioning</li> <li>• Well-being</li> </ul> <p><b>FEATURES</b></p> <ul style="list-style-type: none"> <li>• In control</li> <li>• Calm and steady</li> <li>• Getting the job done</li> <li>• Playing</li> <li>• Sense of humor</li> <li>• Sleeping enough</li> <li>• Ethical and moral behavior</li> </ul> | <p><b>DEFINITION</b></p> <ul style="list-style-type: none"> <li>• Mild and transient distress or loss of function</li> </ul> <p><b>FEATURES</b></p> <ul style="list-style-type: none"> <li>• Anxious</li> <li>• Irritable, angry</li> <li>• Worrying</li> <li>• Cutting corners</li> <li>• Poor sleep</li> <li>• Poor mental focus</li> <li>• Social isolation</li> <li>• Too loud and hyperactive</li> </ul> | <p><b>DEFINITION</b></p> <ul style="list-style-type: none"> <li>• More severe and persistent distress or loss of function</li> </ul> <p><b>TYPES</b></p> <ul style="list-style-type: none"> <li>• Trauma</li> <li>• Fatigue</li> <li>• Grief</li> <li>• Moral injury</li> </ul> <p><b>FEATURES</b></p> <ul style="list-style-type: none"> <li>• Loss of control</li> <li>• Can't sleep</li> <li>• Panic or rage</li> <li>• Apathy</li> <li>• Shame or guilt</li> </ul> | <p><b>DEFINITION</b></p> <ul style="list-style-type: none"> <li>• Clinical mental disorders</li> <li>• Unhealed stress injuries</li> </ul> <p><b>TYPES</b></p> <ul style="list-style-type: none"> <li>• PTSD</li> <li>• Depression</li> <li>• Anxiety</li> <li>• Substance abuse</li> </ul> <p><b>FEATURES</b></p> <ul style="list-style-type: none"> <li>• Symptoms persist &gt; 60 days after return from deployment</li> </ul> |

Source: <https://www.quantico.usmc-mccs.org/marine-family/behavioral-health-program/community-counseling-program-ccp/the-stress-continuum>



# WHAT BRINGS YOU JOY?





# WHAT BRINGS YOU JOY...AT WORK?





# **FIND YOUR JOY**

**PRACTICE GRATITUDE**

# REWARD & RECOGNITION

- Verbal Thank You
- Thank You Note
- Extra Mile Card
- HVCH Mug
- FOOOOODDD!!!!
- Board Recognition
- Other ideas?



**Stacey Jordan, Patient Registration** - "Stacey jumped in to register for Pain Management Clinic in a staffing pinch. Later the same day she came back from the Medical Arts Building to help/answer questions. Stacey was incredibly helpful and her willingness to jump in and help in any way she could was so appreciated by the Pain Management team and Dr. Swain." - **From the Pain Management staff**

## Dietary staff recognized for their service

During the ice storm last month, Dietary was already working short due to staff not being able to make it to work. However, when the idea came up to feed the staff free of charge for all shifts, Mary Keels and Sheri Wernert, Dietary Aides, didn't hesitate. This doubled their amount of work, but they jumped right in and rose to the task! Everyone enjoyed their wraps, hot soup, and cookies on that cold day. It was the perfect pick me up! Mary and Sheri were recently recognized by the HVCH board for their service.



# R&R – MUST HAVES

- **G** IVEN TIMELY
- **R** ECOGNIZE SPECIFIC BEHAVIORS
- **O** PPORTUNITY TO RE-RECRUIT
- **W** HAT'S THEIR "WHAT"?



# CAPTURING THE WINS

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Monthly Meetings

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Huddle / Morning Meetings

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Patient Satisfaction Comments

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BOLO

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Other?

# PRACTICE GRATITUDE

- Journal
- Yellow Cars
- Eliminate “JOY-suckers”





# **BRING BACK THE F.U.N.!!**

**PROJECT JOY**

# PROJECT JOY!

- Small Group Project
- Prepare fun activity for assigned month
- Budget for it
- Schedule necessary resources

=OPERATIONALIZE  
FUN!



# PROJECT JOY: BRING BACK THE FUN!

- Project JOY Ideas

- Flamingo Fridays
- Duck Hunt
- Bracelet Wars
- Sundae Bar
- Caramel Apple Bar
- Snow Cones





# EMPLOYEE SATISFACTION SURVEY COMMENTS

- Overall Satisfaction – 85% (up 6%)
- Recommend as an employer – 84% (up 2%)
- Plan to work here in 1 year – 94% (up 1%)
- Do you receive recognition? – 85% (up 2%)

“I think it’s good to continue working on bringing back fun and activities that bring employees together and encourages teamwork.”

“Hope to see the focus on positivity and fun to continue!”

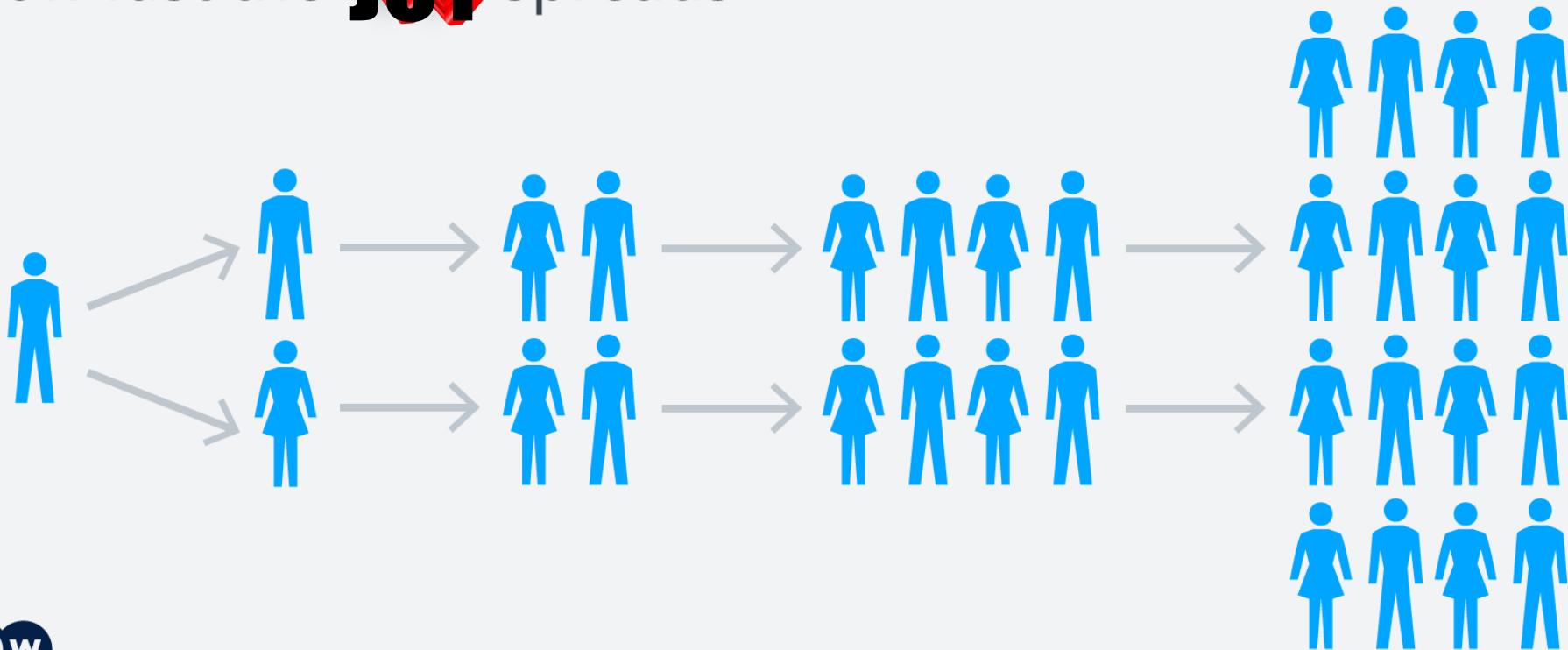
“Keep up the fun activities to create friendships across departments.”

“It’s so nice to see fun things coming back!”

# JOY IS EXPONENTIAL.


## Exponential growth


How fast the **JOY** spreads








# WELL-BEING RESOURCES

<https://ohiohospitals.org/Member-Services/Hospital-Solutions/Workforce-Solutions/Employee-Well-Being>




Events Staff Directory Data Center OHA Apps 



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Member Opportunities **Hospital Solutions** Professional Societies



## Employee Well-Being

For health care workers, the impact of stress and burnout on their mental health were felt well before the pandemic. Long hours, unpredictable schedules and the increasing burden of technology were all contributing factors to whether healthcare workers were satisfied with their jobs and would stay in the field. The last two years have only exacerbated these feelings.

OHA is joining organizations across the country to raise awareness and education about mental health, fight stigma associated with accessing treatment and advocate for policies that support Ohio's health care workers. Led by OHA's Hospital Employee Emotional Well-Being Task Force, we are launching the first of several tools for OHA members to help support the emotional and mental well-being of health care workers.

### WELL-BEING CARE SERVICE

The [Well-Being Checkup And Referral Engagement \(CARE\) Service](#) is a simple, no cost anonymous checkup of your mental and emotional health. It is designed specifically for Ohio's health care workers and can be shared and completed free-of-charge.

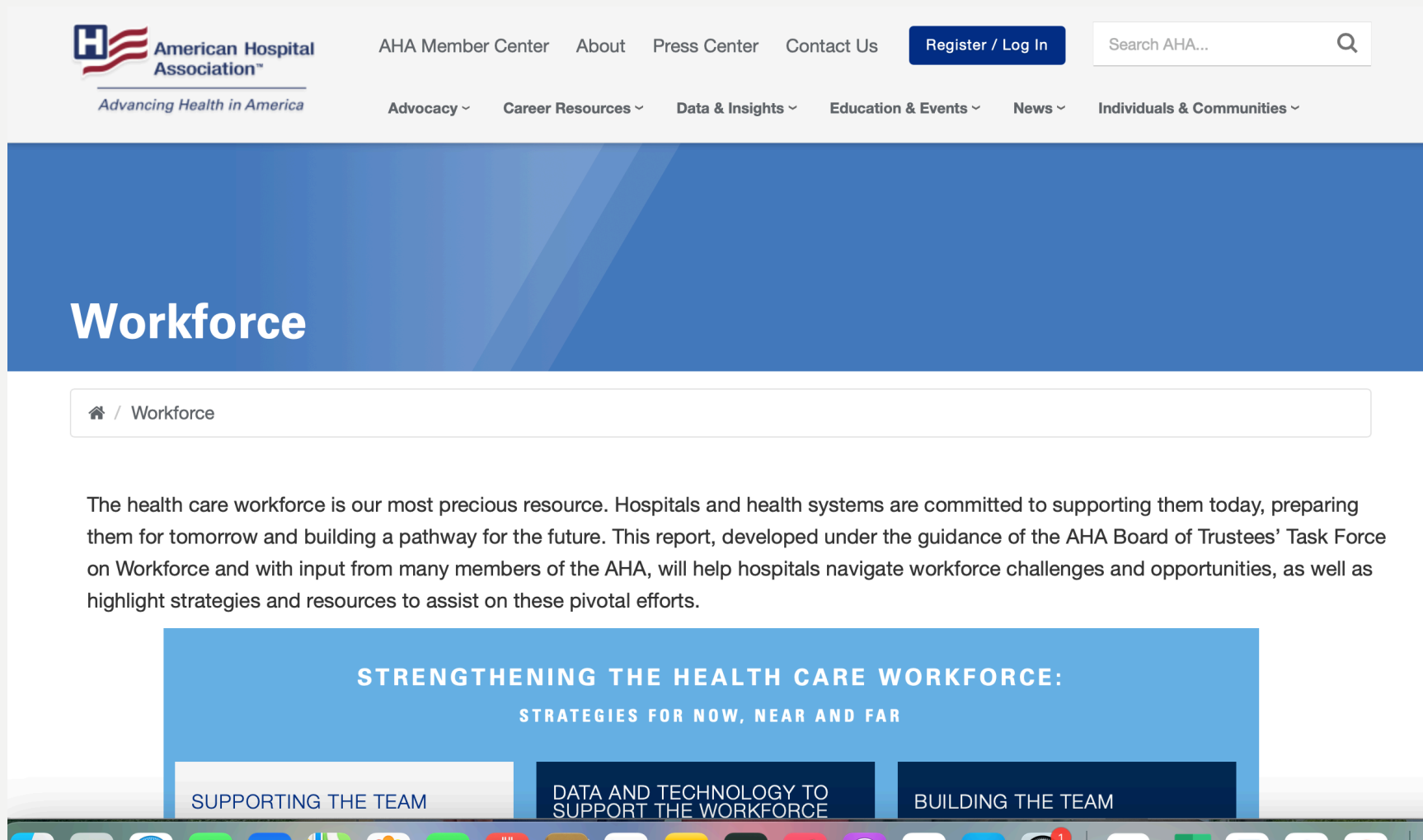
The first step is a voluntary and completely anonymous questionnaire designed to help you assess your current state of mental health and well-being. Once completed, a licensed mental health professional will review your questionnaire and provide you with a personalized response that includes, should you be interested in pursuing them, vetted services that are available throughout Ohio.

### MINDFULNESS IN MOTION

The Ohio Hospital Association has partnered with Gabbe Health and Wellness of the Ohio State University Wexner Medical Center to share free resources that were developed to address provider resilience, especially as the pandemic continues to burden our health care teams. These videos provide short opportunities of mindfulness and reflection for providers. Click [here](#) to view the resource.

# WELL-BEING RESOURCES

<https://www.aha.org/workforce-home>



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## Workforce

Home / Workforce

The health care workforce is our most precious resource. Hospitals and health systems are committed to supporting them today, preparing them for tomorrow and building a pathway for the future. This report, developed under the guidance of the AHA Board of Trustees' Task Force on Workforce and with input from many members of the AHA, will help hospitals navigate workforce challenges and opportunities, as well as highlight strategies and resources to assist on these pivotal efforts.

### STRENGTHENING THE HEALTH CARE WORKFORCE: STRATEGIES FOR NOW, NEAR AND FAR

SUPPORTING THE TEAM DATA AND TECHNOLOGY TO SUPPORT THE WORKFORCE BUILDING THE TEAM

**“DO ANYTHING,  
BUT LET IT  
PRODUCE JOY.”**

**~WALT WHITMAN**