# **LTC+ Acting on Pandemic Learning Together**

## Huddle Recap for October 22<sup>nd</sup>, 2020

### **TOPIC**

IHI Framework for Joy in Work

### **KEY AREA(S)**

People in the Workforce

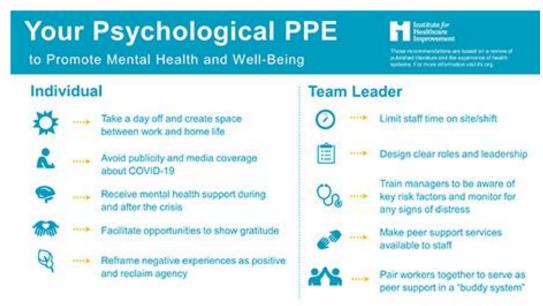
### SPEAKER(S)

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.















- 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!

LTC+ HUDDLE RECAP 2