

# WHAT MAKES A GOOD DAY IN THEATRE?

## APPRECIATIVE INQUIRY IN THE WORKPLACE

### Importance:

It is increasingly recognised that staff experience is related to patient outcomes. We know that morale in the NHS is low at present where workforce and resource pressures are increasingly felt. In the RCoA survey of anaesthetic trainees a worrying proportion of trainees were found to be at high risk of burnout. There have been recent publications from the Kings Fund and the Institute for Healthcare Improvement (IHI) which focus on the importance creating an environment where staff can flourish and suggest that we should be aiming for **Joy in Work**.

### Our Aim:

- Investigate what factors enabled members of the anaesthetic department to have good day at work.
- We hoped the process of discussing this with the whole department would be useful for individuals and might identify some small actions that could be undertaken to help move towards more good days at work.

### What We Did:

An interactive session was held with 69 participants who undertook paired conversations on the following questions.

1. Tell me about a good day or experience at work. Why do you think it went well?
2. How did it make you feel?
3. What one or two things could we do to make more of this happen in the future?

### Responses:

Three main themes emerged that emphasised the importance of **people's time, personal factors and team work**. The top word used to describe how people felt was 'satisfied'.

Resources & Time	Working well as a Team	Personal Factors
<b>Commute &amp; preparation for work:</b> <ul style="list-style-type: none"> <li>• Good journey</li> <li>• No traffic</li> <li>• No car park issues</li> <li>• Easy parking</li> <li>• Arrive with plenty of time</li> <li>• Good patient selection and realistic list bookings</li> </ul>	<b>Team communication:</b> <ul style="list-style-type: none"> <li>• Communication between surgeon and whole MDT</li> <li>• Good / honest / open communication</li> <li>• Time to learn about team members</li> <li>• Part of the decision making team</li> </ul>	<b>Attitudes and behaviours:</b> <ul style="list-style-type: none"> <li>• Colleagues pleased to see you</li> <li>• Positive attitude</li> <li>• Appreciative team; being thanked at the end of the day</li> <li>• Support from surrounding theatres / supervising consultant</li> <li>• People smiling, having a laugh</li> </ul>
<b>Theatre efficiency:</b> <ul style="list-style-type: none"> <li>• A balanced achievable workload</li> <li>• Starting the list on time</li> <li>• Able to see patients easily</li> <li>• Enough time / Beds available</li> <li>• Team brief helps</li> <li>• List running smoothly</li> <li>• Left on time / early finish</li> </ul>	<b>Team work:</b> <ul style="list-style-type: none"> <li>• Supportive team who help each other in their roles</li> <li>• Feeling respected / trusted / valued</li> <li>• Pro-active / motivated team</li> <li>• Familiar team who are used to working together</li> <li>• Enjoying our work</li> <li>• Knowing the whole team did their best</li> </ul>	<b>Education:</b> <ul style="list-style-type: none"> <li>• Good experience</li> <li>• Learning opportunities</li> <li>• Appropriate supervision</li> <li>• Being able to perform new tasks and develop skills</li> <li>• Interesting cases</li> <li>• Achieving set goals in time</li> <li>• Managing cases independently</li> </ul>
<b>Planning:</b> <ul style="list-style-type: none"> <li>• Being aware of cases in advance</li> <li>• Having time to prepare</li> <li>• Well planned case</li> <li>• Preparation worthwhile</li> </ul>	<b>Good outcomes for patients:</b> <ul style="list-style-type: none"> <li>• Challenging cases going well</li> <li>• Cases going as planned</li> <li>• Making a difference</li> </ul>	<b>Refreshments:</b> <ul style="list-style-type: none"> <li>• Adequate breaks</li> <li>• Regular breaks</li> <li>• Good cup of tea / coffee</li> </ul>
<b>Equipment:</b> <ul style="list-style-type: none"> <li>• Working and available</li> <li>• Easy to locate</li> </ul>	<b>Getting work done:</b> <ul style="list-style-type: none"> <li>• Productive days</li> <li>• Finishing on time</li> </ul>	<b>Good communication with families</b>

### How did a good day make people feel?



### How can we make more good days happen?



### MAKE SOMEONES DAY BETTER

By taking time to discover what staff feel contribute to a good day, we can work together to make the experience at work more positive.

### SMALL CHANGES MAKE A DIFFERENCE

Simple acts such as ensuring colleagues had breaks, maintaining a positive outlook & respecting team members had a big impact on whether a 'good day' at work was had.

### JOY AT WORK

Strive for a more positive and supportive workplace. Paired conversations could be used more widely throughout the hospital to identify factors that contribute to this.