Wondering about a Healthier Workplace: Reflections on Positivity, Civility, and Wellbeing in Medicine

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Background and The Journey

Despite progress in medical education and clinical practice, workplace culture often remains marked by **negativity**, **incivility**, and widespread **burnout** (1,2). These issues appear to have grown over time. As with complexity and challenges often comes stress and anxiety. These persistent issues raise important questions about how culture might change if we fostered greater positivity, civility, and wellbeing. And better still spread these principles with education. Previously I thought that "Self-Resilience" was the key to coping with such challenges which led me to invest my time in cycling and running. These activities only physically and mentally got me to work; they did not get me through the day.
Such pressures can often influence people's perceptions and ultimately determine their behaviours. This often leads to a deterioration in one's own experience too.

Holding onto hope and focusing on: **gratitude**; **compassion** and aiming for **excellence**, can help you deliver care to those who need it most. To help us along, such behaviours need to be embedded in teaching, training and modelled effectively by people in leadership roles. I believe we all have a role and responsibility to nurture our working environment towards a better place. We need to be **courageous**.
This poster displays a variety of initiatives I have helped set up which support key cultural principles.

"Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it"
Lou Holtz

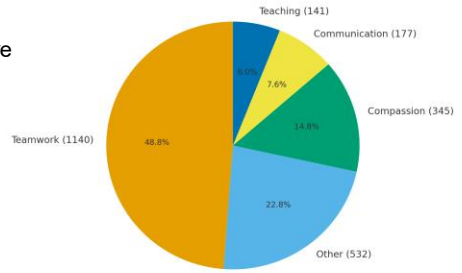
Thank you to all those who have contributed and to all the hardworking Qudos Champions.

Qudos

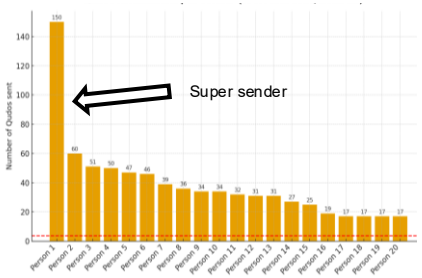
This is a Learning from Excellence (LfE) initiative set up in seven hospitals in Sussex. Through expressing **gratitude** and highlighting **excellence** in work we can help improve team bonding, wellbeing and leadership.

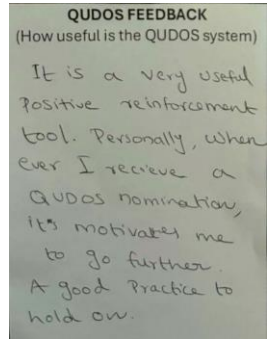
Key Features:
- **Champion base** – Champions help run the project in key areas
- Qudos lines up with **Trust values**
- **"Super Senders"**- Highlighting the value of sending from a leadership perspective
- **Positive Patient feedback -** Looking at what the patient regards as excellent care
- **Collect Feedback** – Evidence as to the value of the project

Chart Highlighting Trust Values



Qudos Nominations Per Sender





Wellbeing

Whist exploring areas of behaviour in the workplace, I found applying these lessons to oneself has helped my own wellbeing. I have fed this back through wellbeing talks I deliver to all levels of medical staff. If you look for and only see the bad stuff, that is all that is there. But through acceptance of failure and balancing one's perspective towards being the best you can be, it can provide beauty and meaning at work.

Key Features
- Aim for **excellence**
- Avoid **perfectionism**
- Optimise your practice around **gratitude** and **compassion**.

"*When you look for the good in others, you discover the best in yourself.*"
Martin Walsh

Education

Noone likes to be told how to behave. So when aiming to improve culture, a "bottom up" approach is likely to work best. At UHS we highlight the importance of behaviour and culture through **education** and **leadership.**

Key Features:
- Qudos, CSL and supportive debrief (**"Checkout"**) are highlighted during simulation training for F1 and F2s.
- Development of **cultural programs** through sim training for: inclusion, sexual safety and HIV awareness.
- **Safety I & II teaching** to undergraduates at Sussex University as part of a "Safety Day".

Civility Saves Lives (CSL)

Motivated by the national CSL initiative I conducted "**Is Behaviour Important?**" discussions with medical, maternity and ICU teams. Such talks have been expanded to Trust "CSL" sessions which are now free for all staff to attend. The feedback has highlighted that given the information and tools, people feel potentially **empowered** and **encouraged** to do something about challenging issues.

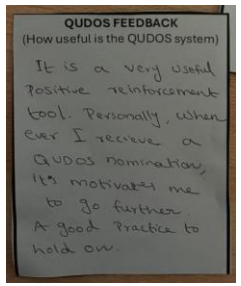
"I feel that the session has empowered me to take small actions, which in turn will make bigger actions happen."

References:
1. The National Guardian Office. nationalguardian.org.uk. [Online].; 2022 . Available from: https://nationalguardian.org.uk/learning-resources/speaking-up-data/
2. NHS Survey results 2023 – available online report National results across the NHS in England | NHS Staff Survey

Qudos

CIVILITY SAVES LIVES

learning from excellence



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