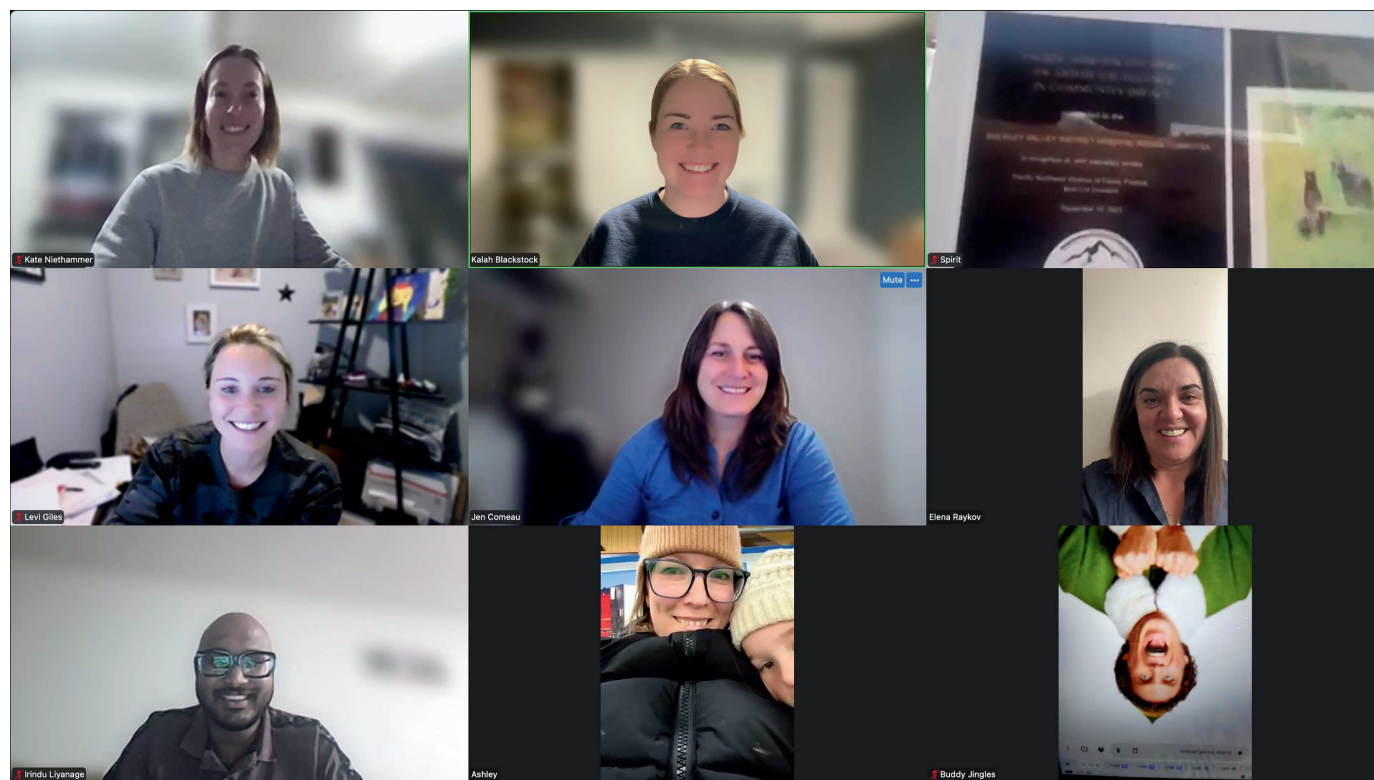


Bulkley Valley District Hospital's Joy at Work project gains traction - wins award.



Smithers' hospital-wide Joy in Work PQI Alumni project has gone from strength to strength. Since May, hospital staff contributed 220 'Kudos' to other staff members in recognition of their hard work and positive contributions. Social Committee events and a Celebration Board in the hospital foyer have kept up the momentum as the project enters its next stage.

Why it matters

Satisfaction in work is a key driver for improving staff morale, increasing staff engagement and retention, reducing staff absence and maintaining higher quality, safer healthcare. When healthcare providers enjoy their work, patients and the entire healthcare system benefit, representing a win for all parties.

The details

The Joy in Work project at Bulkley Valley District hospital is the brainchild of Family Physician, PQI Alum and Program Physician Advisor Dr. Kalah Blackstock. A coalition of Health Authority administrators, operational leads, local physicians and hospital staff developed a survey to gather staff feedback and a baseline satisfaction score on five pillars of Joy in Work: "Management Support, Opportunities for Growth, Team Culture, Reward and Recognition and Work-Life Balance". "Reward and Recognition" scored the lowest and the team initiated the hospital-wide Kudos project. Overwhelming staff engagement resulted. The team then rolled out Social Committee events and a Celebration Board in the hospital foyer highlighting individual department's improvements in quality, safety, patient-centred care and efficiency. The hospital-wide project aims to strengthen team culture and will soon move into its next phase of continuous improvement or "Kaizen Philosophy". Although only part way to completion, the project has already won a Pacific Northwest Spirit Award for Community Impact.