



Institute for Home Visiting Workforce Development's
Learning Collaborative for Promoting Home Visiting
Workforce Well-being

**Session 1: The Heart of Home Visiting:
Understanding Workforce Wellbeing**

Participation Reminders



Join by computer audio (preferred) or phone.



Please use the Q&A box to submit comments and questions.



Please mute your computer speakers if you have joined by phone and hear an echo.



We are recording today's webinar.



Links to polls and feedback opportunities will be dropped in the chat box.

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under the Maternal and Child Health Bureau as part of an award totaling \$4,499,239.00 with 0 percent financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov)

Plan for Today



**Welcome and
Introductions**



**Learning
Collaborative
Overview**



**Presentation:
Understanding
Workforce
Wellbeing**

Project Team

here for you.



Amy Huffer
Center Director



Bailey Black
Administrative
Manager



Drewallyn Riley
Co-facilitator



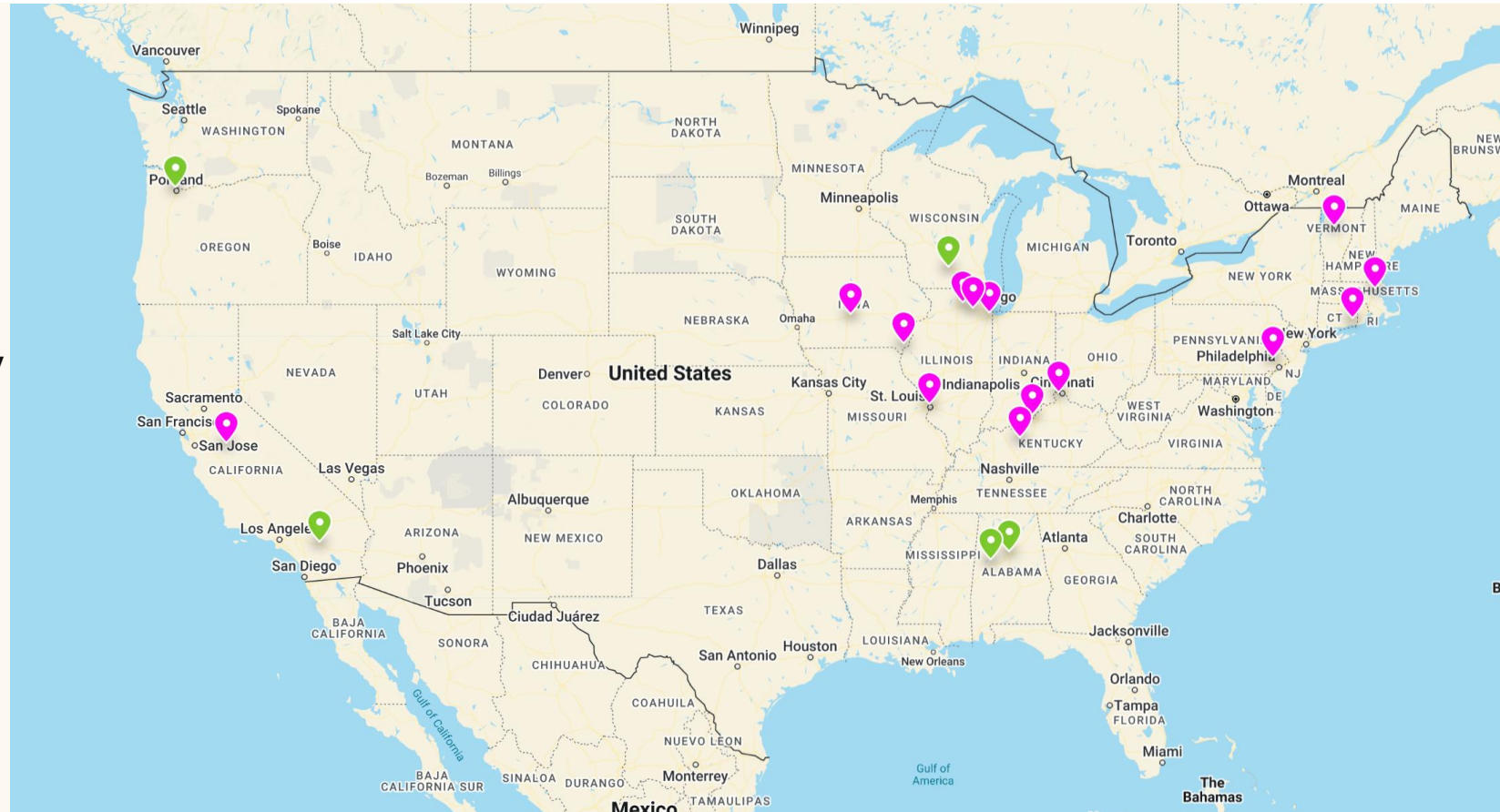
Jennifer Zawislak
Co-facilitator



Leslie McAllister
Co-facilitator

Meet Your Fellow Participants!

- Brighton Center
- Community Coordinated Child Care
- Easterseals Midwest
- ECHO Family Enrichment Program
- Family & Children's Place/ HANDS
- Family Services of Montgomery County
- Grayson County HANDS
- Lee County Health Department
- Lutheran Services in Iowa
- Mashantucket Pequot Tribal Nation
- Merced County Office of Education
- MGH Chelsea HealthCare Center
- Vermont Department of Health
- VNA Healthcare



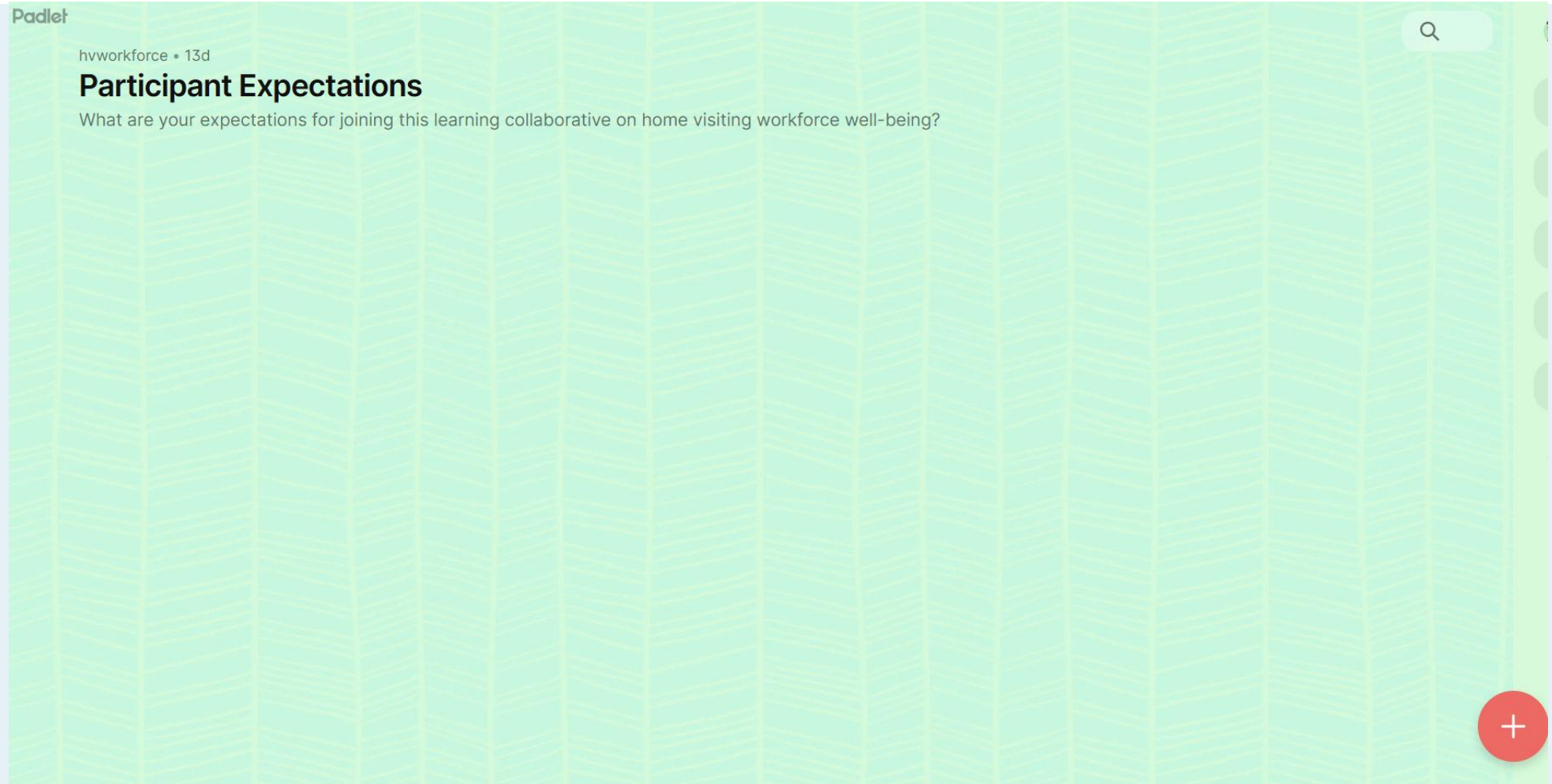
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Community Building Activity

- ❖ 3 people per room
- ❖ Will do two rounds!
- ❖ Share your name, role and location
 - ❖ **Prompt 1 (round 1):** What is the best advice you've been given?
 - ❖ **Prompt 2 (round 2):** What is one thing you do for your work wellbeing?
- ❖ 5 minutes per round



Participant Expectations



What will participation in the learning collaborative look like?

Starting Today!

Six, monthly 90-minute Learning Collaborative sessions

- Engage with experts on critical topics and emerging trends
- Apply learning directly to your work
- Connect and build relationships with peers
- Access materials and tools

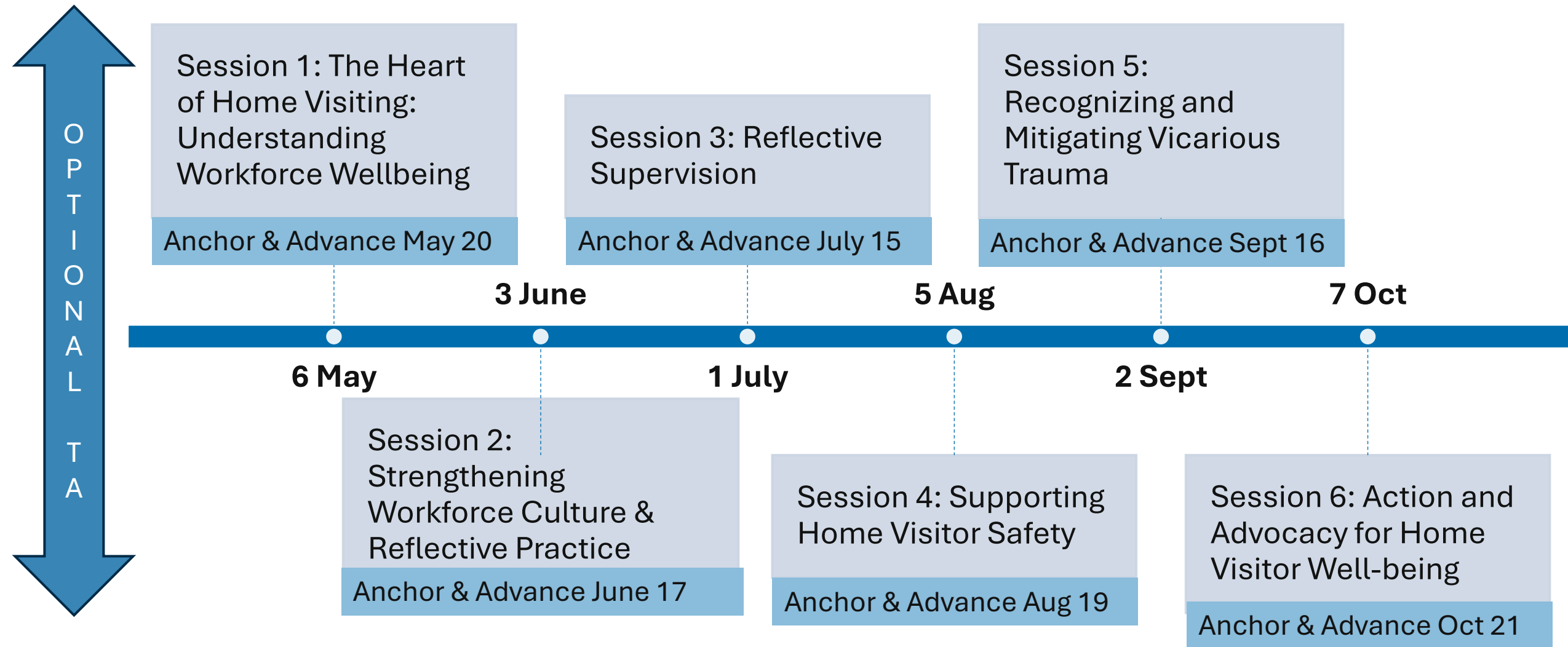
Six, monthly (recommended but optional) 60-minute “Anchor and Advance” working sessions

- Reflection and integration of the learnings
- Apply learning to your program
- Identify achievable action steps to advance your staff well-being

(Optional) Customized individual or small group technical assistance

- Led by experienced specialists
- Coaching and support to implement new policies or practices aligned with the home visiting well-being topics explored in the sessions

Learning Collaborative Sessions



Responsibilities of the participating teams



Commit to taking
action



Share ideas and
strategies used



Ask questions



Engage in “the work”
in between sessions



Move into action

Participant Reflection Worksheets

Before each session, participants will receive a reflection worksheet, which includes:

- Session overview
- Reflection and discussion questions
- Space to take notes and reflect
- Activities to integrate learnings
- Actionable ideas that can be tested by you and your team

Can use it for yourself and bring back ideas to your team



HVWFD

LC Session 1: The Heart of Home Visiting: Understanding Workforce Wellbeing

Participant Reflection Worksheet

Session 1 Review

In Learning Session 1, participants learn about and discussed specific components of home visitor well-being, including:

- The *Institute for Healthcare Improvement's Framework for Improving Joy in Work*¹, which argues that focusing on joy instead of burnout is a strength-based approach that acknowledges the compassion and dedication home visiting staff bring to their work that can lead to joy as well as effective and empathetic home visiting services.
- There are nine critical components of a system for ensuring a joyful, engaged workforce (see figure below). Understanding these key components is essential for creating supportive home visiting work environments that promote home visitor wellbeing and effectiveness in home visiting service delivery.
- Continuous quality improvement (CQI) and Plan-Do-Study-Act cycles are one useful method for improving joy in work.

IHI Framework for Improving Joy in Work



¹ Perlo J, Balik B, Swensen S, Kabcanel A, Landsman J, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. (Available at ihi.org)

Engagement Guidelines



Take good care of yourself

Be Present

Resist multitasking

Listen to understand, not respond

Be curious

Understanding Workforce Wellbeing

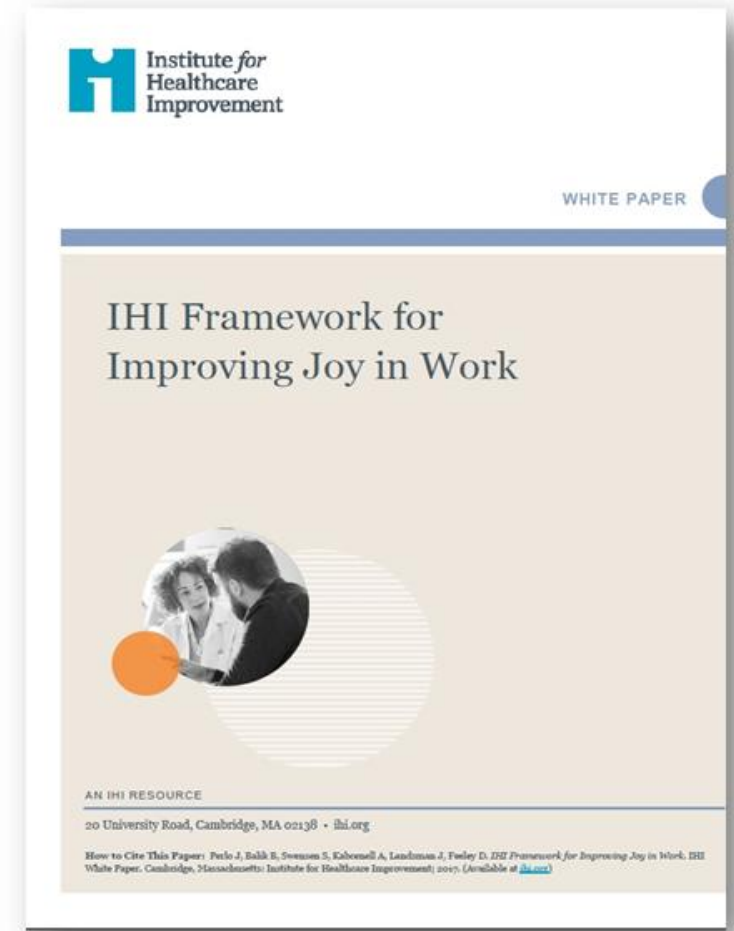




What makes for a
good day at work?

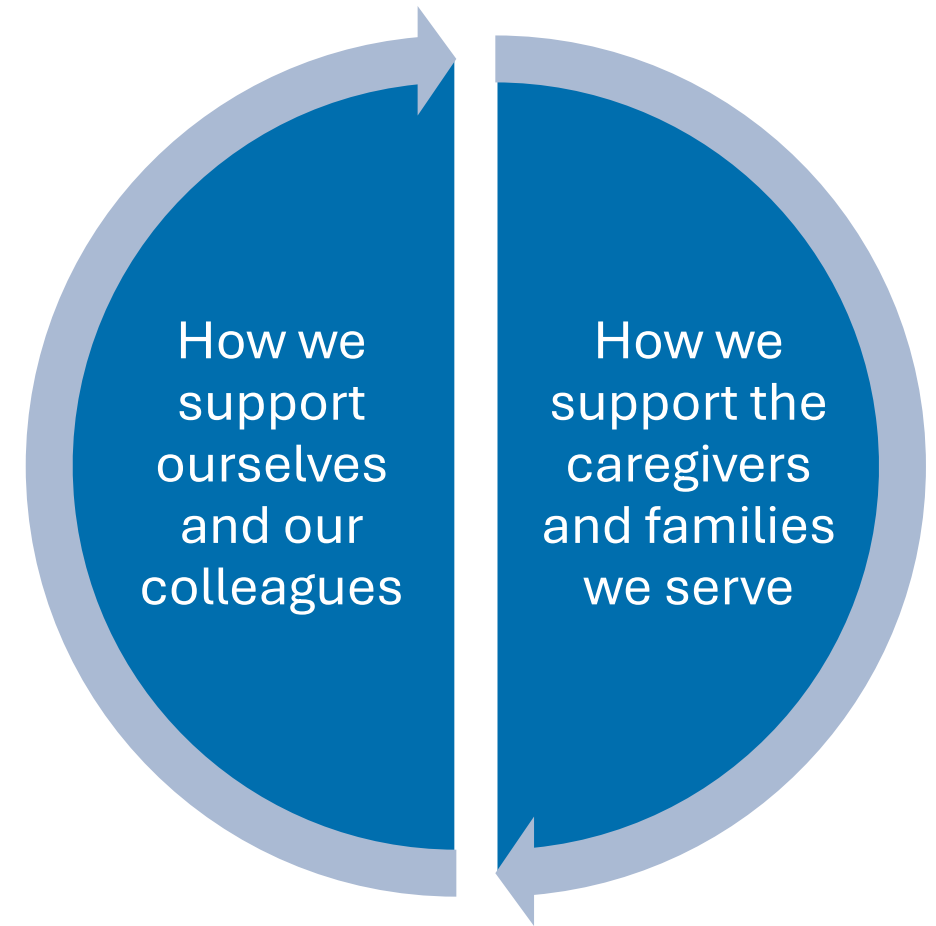
What is Workforce Well-being and How Do We Achieve it?

- Institute for Healthcare Improvement (IHI) Framework for Improving Joy in Work
 - Strength-based approach
 - Incorporating wellness and resiliency
 - A crucial component of the “psychology of change” necessary for quality improvement
- Proposes 9 critical components of a system for ensuring a joyful and engaged workforce
- Identifies 4 steps for engaging in Joy in Work



Why Joy in Work?

- Home Visiting staff are supporting caregivers and their families with complex challenges
- Stress and burnout affects staff wellbeing, program quality & caregiver and family outcomes
- Focusing on joy acknowledges and goes beyond reducing staff burnout
- Parallel process: wellbeing of HV
Supervisor → Home Visitor → Caregiver → Child



What Matters to You?



- ❖ What brings you joy in your work?
- ❖ What makes for a good day for you?
- ❖ What makes you proud to work here?
- ❖ When we are at our best, what does that look like?

What gets in the Way?

- What gets in the way of what matters (the “pebbles in your shoes”) is...
- What gets in the way of a good day is...
- What frustrates me in my day is...

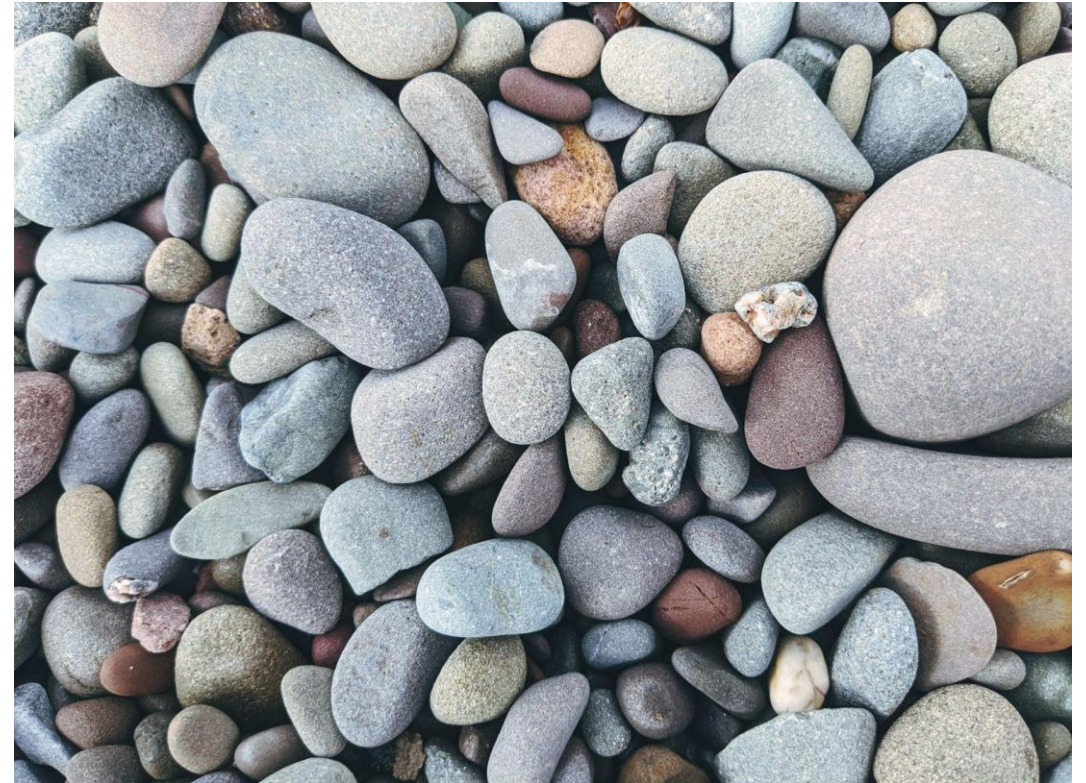


Image by Rebecca Campbell

Identifying the Components of Joy in Work

Figure 2. IHI Framework for Improving Joy in Work



Components

- ❖ Physical and Psychological Safety
- ❖ Meaning and Purpose
- ❖ Choice and Autonomy
- ❖ Recognition and Rewards
- ❖ Participative Management
- ❖ Camaraderie and Teamwork
- ❖ Daily Improvement
- ❖ Wellness and Resilience
- ❖ Real-time Measurement

Perlo J, Balik B, Swensen S, Kabcenell A, Landsman J, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, MA: Institute for Healthcare Improvement; 2017. (Available at ihi.org)

Breakout Session

- Breakout rooms will be random
- Each of the facilitators will be in one of the rooms to help guide discussions
- We will do a brief report out of highlights from the discussions



Discussion Questions

(start with whichever question you want)

How do these critical components of joy in work resonate with you and your experience in the home visiting field?

What role(s) do you play to support home visiting staff well-being for yourself and in your program, agency or system?

What are some examples of successful strategies that you and/or your program or agency currently use under these components of joy in work? How are they working or not working?

Which components of Joy in Work do you see as opportunities for growth for supporting home visiting staff wellbeing in your program or agency?

Debrief

hvworforce • 6m

LC2 Session 1 Breakouts - Joy in Work

How do the components of joy in work resonate with you and your experience in the home visiting field?

+

What role(s) do you play to support home visiting staff well-being for yourself and in your program, agency or system?

+

Share successful joy in work strategies you or your program use. How are they working or not working?

+

Which components of Joy in Work are opportunities for growth in your program or agency?

+

Add section

What you might test to support Joy in Work



Wellness and Resilience

- Hold compassion fatigue / vicarious trauma trainings
- Conduct “Stay interviews”
- Provide reflective supervision to supervisors, HVors
- Develop guidelines for personal boundaries with clients
- Provide protected time to practice self-care and take mental health days



Recognition & Rewards

- Develop a formal peer recognition award system
- Use team activities to celebrate successes
- Build a promotion system to recognize home visitors who have stayed in their positions
- Develop policies to reimburse staff for accessing emergency childcare



Camaraderie & Teamwork

- Use “Strength-finders” or character tests/ leadership styles to identify individual and collective strengths
- Share meals and breaks with each other
- Incorporate team-building activities into meetings
- Send virtual e-cards



Physical & Psychological Safety

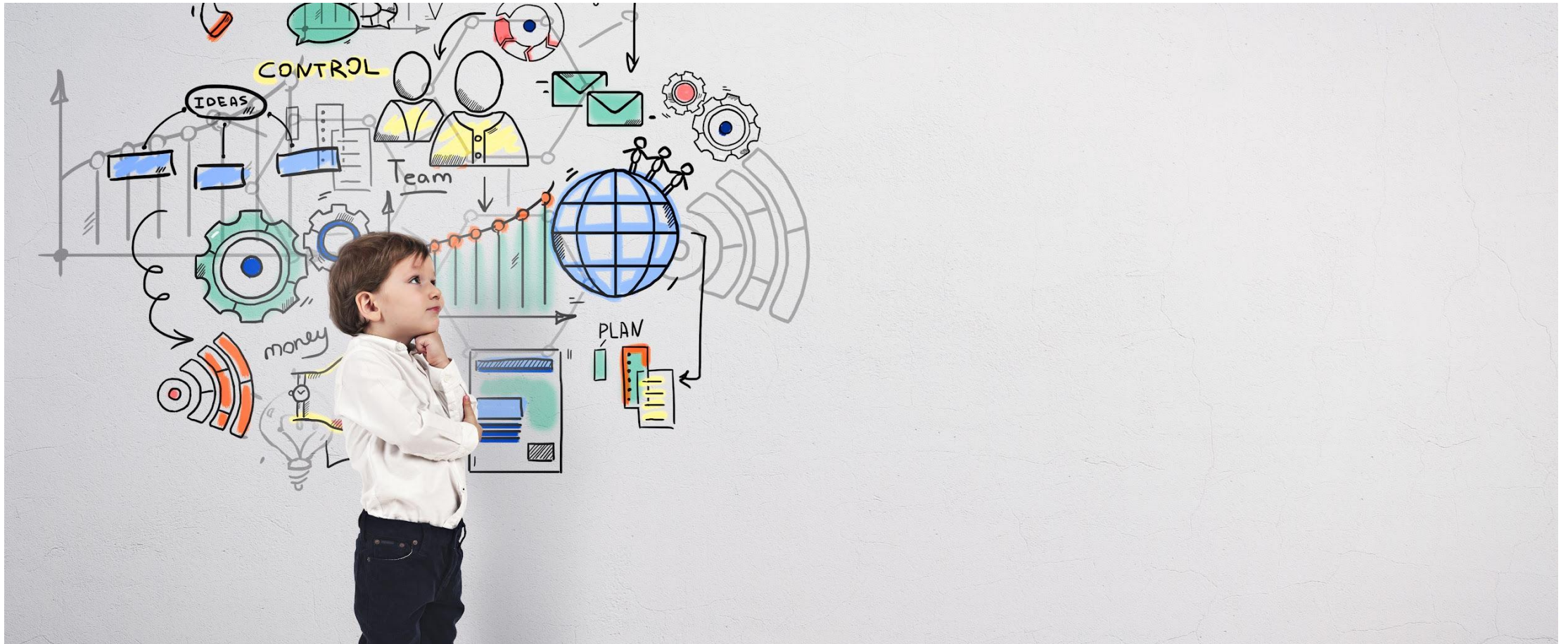
- Develop a home visitor safety decision tree
- Review and update safety policies
- Create opportunities for staff to anonymously report safety concerns
- Use a check-in phone app to ensure HV safety



Choice & Autonomy

- HVors serve as representatives at board or leadership meetings
- Provide broad range of PD activities HVors can choose from
- Ensure home visitors have a balance of time spent on desirable and less desirable job functions

But how do we begin trying these out?



Continuous Quality Improvement: A Method for Implementing Ideas for Improving Home Visiting Staff Wellbeing



Improving Joy in Work through a Quality Improvement Approach

A Quality Improvement approach is...

- Strength-based
- Not always about doing more
- Embraces failing forward
- Uses data to guide improvement: numbers and experiences
- Provides a method to test changes (Plan-Do-Study-Act)
- Encourages us to document and reflect

PDSA Plan-Do-Study-Act

PLAN

- What change will you test? With whom? When? How will you know if it worked?

DO (start small and keep it simple)

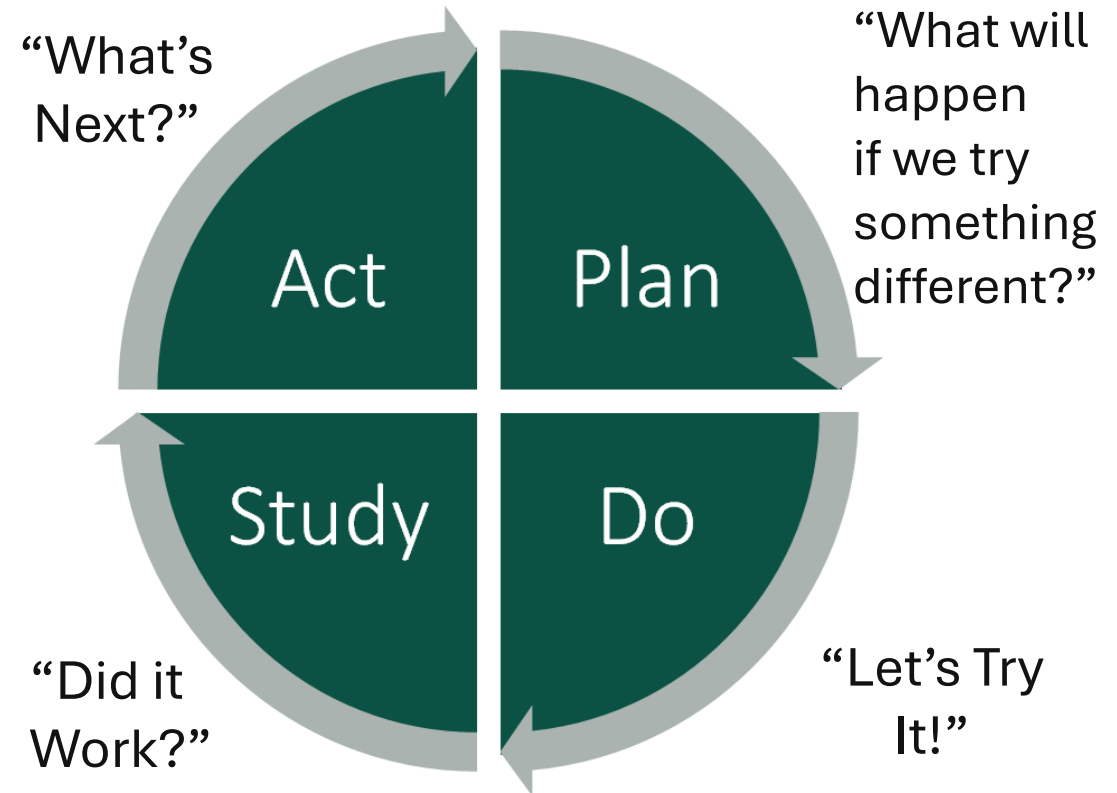
- Try it!

STUDY

- Did it go as planned? What worked? What didn't work? Why? What did you learn?

ACT (celebrate what works; fail forward; next steps)

- Can you adapt it to work better? Do you want to try something else?



Example Joy in Work PDSA

Act: Will change time to work for more staff, will try again next week and put the meeting on everyone's calendars

Study: How many people attended?
Have staff answer: on scale of 1-5 (1=strongly disagree; 5=strongly agree), "My work environment encourages camaraderie and conversation"

Act

Plan

Study

Do

What brings Joy?: Team identifies spending time together
Idea: Hold 30-minute virtual space during day for staff to chat

Do: Schedule and hold 30-minute virtual space 11-11:30 am on Wednesday

Fred Rogers wants you to remember...

“Some days, doing the best we can may still fall short of what we would like to be able to do, but life isn’t perfect - on any front - and doing what we can with what we have is the most we should expect of ourselves and anyone else.”

Fred Rogers




Fred Rogers, wearing his usual uniform of a cardigan and a tie, in the 1980s. Fotos International / Getty Images

Reflection and Action - Tell us...

What is one thing
you will take with
you from our time
together today?


Reflection Worksheet

 **HVWFD**

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Participant Reflection Worksheet
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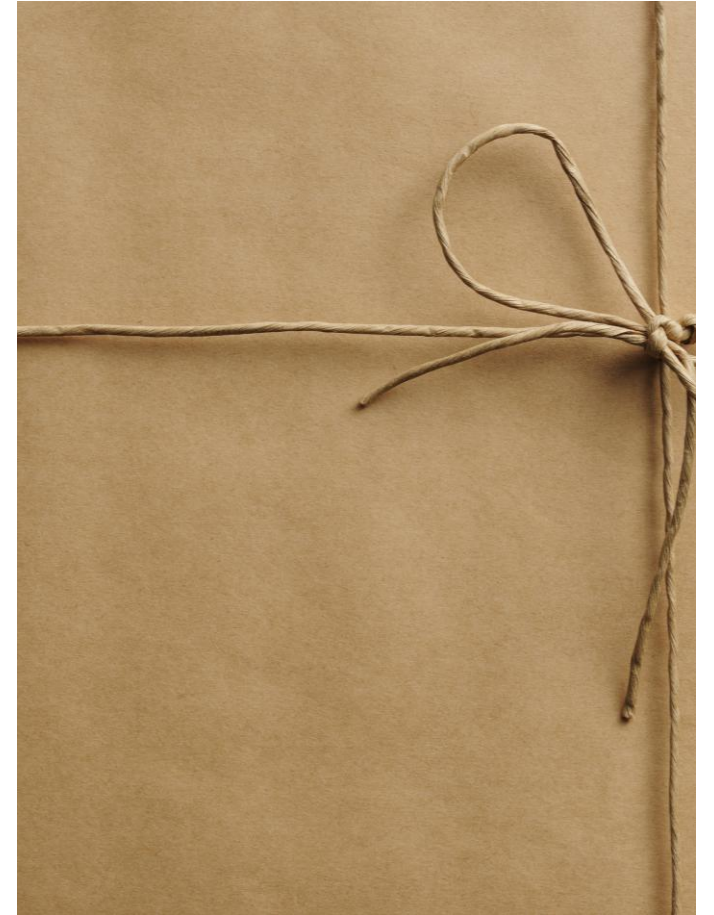
IHI Framework for Improving Joy in Work



The diagram is a circular framework with three concentric rings. The center is a white circle with the text 'Happy Healthy Productive People'. The middle ring consists of nine blue segments, each containing a component: 'Real-Time Measurement', 'Physical & Psychological Safety', 'Meaning & Purpose', 'Choice & Autonomy', 'Recognition & Rewards', 'Participative Management', 'Camaraderie & Teamwork', 'Daily Improvement', and 'Wellness & Resilience'. The outer ring is a dark blue band with three labels: 'SENIOR LEADERS' at the top, 'MANAGERS & CORE LEADERS' on the left, and 'INDIVIDUALS' on the right.

Session #1 Wrap Up and Next Steps

- Session 1: Anchor and Advance
 - May 20, 4:00 – 5:00 pm EST
 - Prepare with the reflective worksheet
 - Complete optional readings
- Session 2: Strengthening Workforce Culture & Reflective Practice
 - June 3rd, 3:00 – 4:30 pm EST



Want more???



Optional Technical Assistance Available:

- Check out the TA promo video:
https://edc.zoom.us/rec/share/4_8bpbLEp1w9nOXkoBVRQ4Gqzl-pAve9bnlHkvOt5-keg5tIVMIqKCCUaEpHvEmC.2-ESQM5IJdZniwvC
- Password: j*2#6.f6
- If interested, complete the TA interest form link:
https://edc.co1.qualtrics.com/jfe/form/SV_82MTc1nryprEnVc
- or email Hvworkforce@edc.org

Post-Session Feedback



Thank you

Email us at Hvworkforce@edc.org

For more information, check out **hvworkforce.org**

