



WHAT MATTERS TO YOU?

*a conversation about what makes a good day,
what doesn't, and how to move forward together
and bring more joy into daily work.*

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IMPROVING POPULATION HEALTH

Preventing and managing prevalent, costly, and chronic diseases^{2,6}



REDUCING COST OF CARE

Reducing resource utilization and readmissions while assuming greater risk²

QUADRUPLE AIM³



ENHANCING THE PATIENT EXPERIENCE

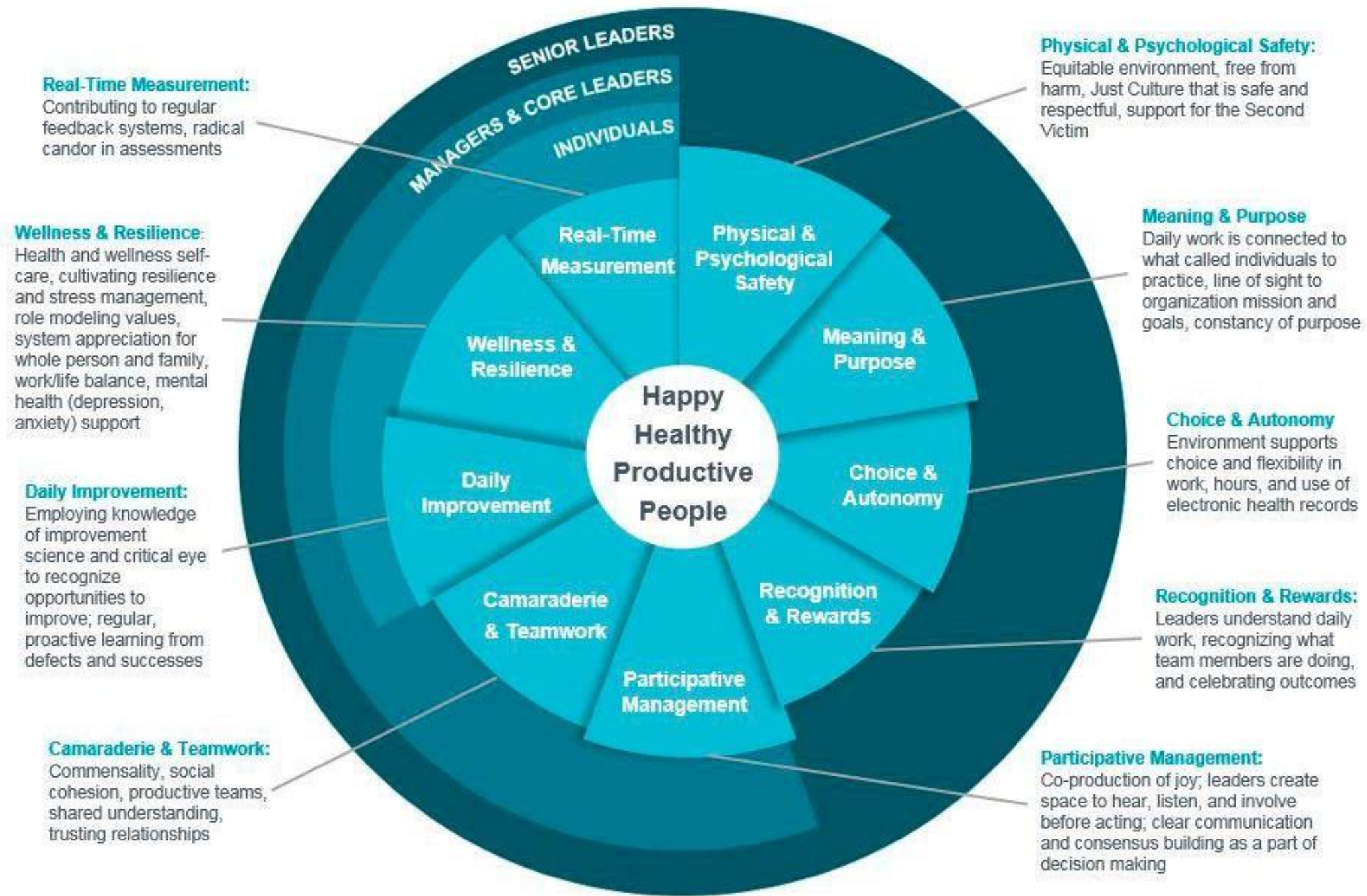
Motivating and engaging patients to play an active role in their care to improve outcomes and safety⁶



IMPROVING PROVIDER SATISFACTION

Providing access to tools and resources to address provider burden and burnout³

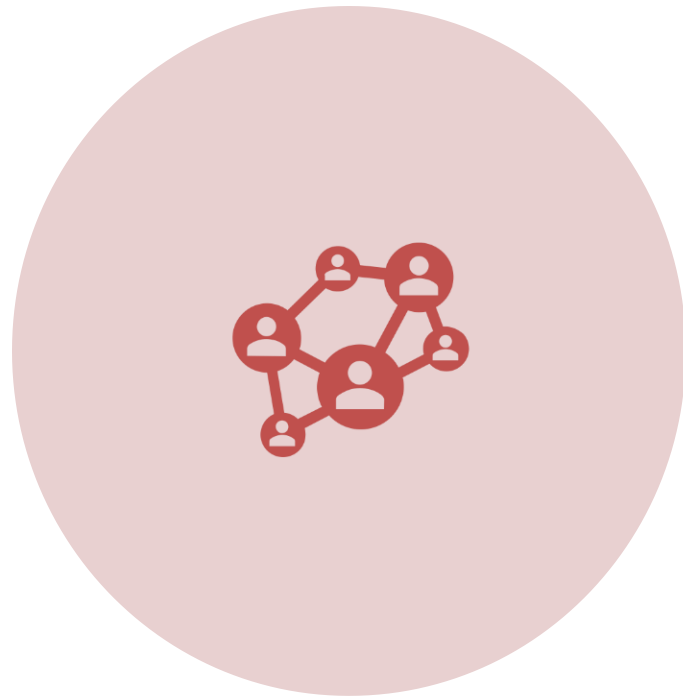
IHI FRAMEWORK FOR IMPROVING JOY IN WORK ©



WHY “JOY”?

- **Joy** is one of health care’s **greatest assets**.
- Just as health is more than merely the absence of disease, **joy in work is about more than the absence of burnout**.
- A **focus on joy** is a step toward **creating safe, humane places** for people to find **meaning and purpose** in their work.

"WHAT MATTERS TO YOU?" CONVERSATION



CONNECT:
ENGAGE WITH
COLLEAGUES TO
UNDERSTAND VALUES
AND DAILY WORK
EXPERIENCES.



FIND STRENGTHS:
IDENTIFY WHAT HELPS
MAKE A GOOD DAY AND
THE BEST ASPECTS OF
THE CURRENT WORK
ENVIRONMENT.



ADDRESS CHALLENGES:
IDENTIFY AND WORK ON
THE IMPEDIMENTS TO
JOY, KNOWN AS THE
"PEBBLES IN YOUR
SHOES."

WHAT HAPPENS AFTER “WHAT MATTERS TO YOU?”

- **Start the Work:** Determine aims & choose tools for addressing impediments to Joy.
- **Focus on Continuous Improvement:** Use feedback to drive ongoing enhancements.
- **Foster a Joyful Work Environment:** Cultivate a workplace where everyone feels valued and heard.
- **Commit to Regular Conversations:** Make "What matters to you?" a regular practice.

GUIDING PRINCIPLES



Listen Deeply: Go beyond hearing to truly understand.



Reflect and Inquire: Use curiosity and allow for silence to encourage deeper reflection.



Collaborate on Solutions: Engage in the improvement process with team members.

Small Group Discussion Instructions (20 minutes)

Discuss your reflections at your table.

Make sure everyone gets a chance to share

Assign a scribe to record common themes of the group

"WHAT MATTERS TO YOU?" REFLECTION EXERCISE

Journal and answer following questions (10 Minutes):

- **Step 1:** Ask “What matters to you in daily 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?
- **Step 2:** Ask “What gets in the way of what matters?”
 - What gets in the way of a good day is...
 - What frustrates me in my day is...
- **Step 3:** Ask “What should we tackle first?”
 - Identify things that are in your locus of control
 - Identify which items are pebbles, rocks or boulders

Larger Group Discussion (10 Minutes)

Scribe report's themes

Identifies 2-3 takeaways from table participants

What was it like to share these reflections with each other?

Did that spark ideas in anyone?

What did you notice by focusing on your locus of control

Journal Questions

What do I do with the information gleaned from this training?

What is in my locus of control?

What can I commit to doing that will cultivate more joy in my work?

THANK YOU!

For questions or additional comments, please contact us at:

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