



Measurement Plan

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To enhance staff wellbeing and create joy in work.

After a period of baseline data collection, we will set a more specific programme level aim and project teams will also be asked to set their own aim. For example: To increase the percentage of people in the team who have enjoyed being at work on a frequent basis each week by xx% by May 2022.

To begin your work towards achieving this aim you may like to look at two examples of using quality improvement at a large scale to improve joy in work.

- The Institute for Healthcare Improvement's 'Joy in Work' resources can be found [here](#), including their framework for improving joy in work.
- You can find stories and resources from East London Foundation Trust's 'Enjoying Work' programme [here](#).

Outcome measures

Joy in work (weekly)

- The percentage of people in the team who have enjoyed being at work on a frequent basis each week

Burnout (weekly)

- The percentage of people in the team who experience no symptoms of burnout

Recommending your team as a place to work (weekly)

- The percentage of people in the team who are extremely likely to recommend their service/team as a place to work

Data collection plan

Collecting your data

The three outcome measures set out in this measurement plan will be the primary way in which you will know whether your changes are leading to increased staff wellbeing and joy in work.

Each participating team will be required to collect responses from all team members to a weekly survey with three questions (set out below). To send out

these surveys and collect this data, we will provide access and support you to use the online platform and app – ImproveWell. You can collect your data on any day throughout the week, with each survey starting on a Monday and expiring the following Sunday.

Your data collected through ImproveWell will then be entered by your QI Coach into our online platform for managing the collaborative as a whole – [LifeQI](#). On LifeQI the date of data entry will always correspond to the week ending on a Sunday. This will be the same for all teams across the collaborative, so that we are able to aggregate the data. Your project teams will also have access to this platform where you will be able to track overall project progress (including: viewing data, adapting your driver diagram and adding change ideas).

If, for any reason, you think your team will not be able to collect their data through ImproveWell, please speak to your QI coach about alternative options.

Weekly questions for everyone in the team

Each week we will measure the overall aim using three questions, the responses to which will be used to calculate the three outcome measures.

Question 1 and outcome measure

The first outcome measure is 'The percentage of people in the team who have enjoyed being at work on a frequent basis each week' and uses the following question to collect this data:

In the past week at work, how often have you enjoyed being at work?

Not at all Hardly at all A few times Fairly often Frequently

To calculate your data for this outcome measure, each week you will need to collect the total number of people who responded 'Frequently' (numerator/the **Count**) and the total number of people who responded to the question (denominator/the **Total**).

Question 2 and outcome measure

The second outcome measure is 'The percentage of people in the team who experience no symptoms of burnout' and uses the following question to collect this data:

Using your own definition of 'burnout', please select one of the answers below:

I enjoy my work. I have no symptoms of burnout.

I am under stress, and don't always have as much energy as I did, but I don't feel burned out

I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion

The symptoms of burnout that I am experiencing won't go away. I think about work frustrations a lot.

I feel completely burned out. I am at the point where I may need to seek help.

To calculate your data for this outcome measure, each week you will need to collect the total number of people who responded 'I enjoy my work. I have no symptoms of burnout' (numerator/the **Count**) and the total number of people who responded to the question (denominator/the **Total**).

Question 3 and outcome measure

The third outcome measure is 'The percentage of people in the team who are extremely likely to recommend their service/team as a place to work' and uses the following question to collect this data:

How likely are you to recommend your team as a place to work?										
0	1	2	3	4	5	6	7	8	9	10
<i>Not all likely</i>						<i>Extremely likely</i>				

To calculate your data for this outcome measure, each week you will need to collect the total number of people who responded with a 9 or a 10 (numerator/the **Count**) and the total number of people who responded to the question (denominator/the **Total**).

What about the rest of your data?

Although only certain responses to each question are used to calculate your outcome measure data, your full dataset will always be available on the ImproveWell platform to provide additional learning and insights into your team throughout the collaborative.

If you are using another method to collect your raw data, please make sure you are storing this somewhere safe. If you would like support with this then your assigned QI coach will be happy to help.

Validated surveys at start and end of the programme

In addition to weekly data collection, we will ask teams to complete two fully validated questionnaires at the start and end of the programme – the Mini Z burnout survey, and the Gallup Q12. This will provide a way for teams to get deeper insights at the start of the programme to inform their theory of change, and to identify change over the year across all teams on the collaborative.

Each team will be provided a unique link to access and complete the questionnaires at the appropriate time.

Data analysis

LifeQI

All project teams on the collaborative will have access to the online platform called LifeQI. We will set this up for you at a programme level and send invitations for selected project team members to join their own projects. Training and ongoing support will be provided by your allocated QI Coach.

Line charts

An additional and optional way to display your data is available. Line charts, in the form of printed posters, will help your team see whether the changes you are making are having any impact on your teams' wellbeing and joy in work. It can be a positive motivating factor for teams when improvements are visually accessible.

Line chart templates will be available on the Enjoying Work Collaborative website and from your QI Coach. Each week you can plot your data for each of the three outcome measures and each measure will have its own line chart.

Data champion

We suggest that each team allocate one or two 'data champions' who will ensure the data is collected as per this measurement plan, and that the team are able to make use of the data for learning purposes.