



JOY in work

How YOU can help shift culture and improve JOY in work

Dr Sarah Torabi, MD FRCPC ABIM
Dr Jennifer Moore, MD ABIM
Division of Palliative Care
Sunnybrook Health Sciences Center
Toronto, Ontario, Canada



Faculty: Sarah Torabi

Nothing to declare





What Matters Conversations

Ask staff, “What matters to you?”

- Why I decided to work in health care
- What makes me proud to work here
What matters to me in my work is...
- What is the most meaningful or best part of my work
- I know I make a difference when....
- When we are at our best, it looks and feels like.....
- What makes a good day is....



What Matters Conversations

Identify unique impediments to joy in work – The “pebbles in your shoe”

- What gets in the way of what matters is....
- What gets in the way of a good day is.....
- What frustrates me in my day is....



Rounds

NoAccountability

NotEnoughTime

NoLeadership

LackOfAcademicTime

DatabaseForm

ClinicImbalance

FeelingJudged

Triage
LackOfRespect

FeelingUnderappreciated

NoAcademicSupport

NoTeamUnity

UnproductiveMeetings
IncorrectPages

Dictation

Flexibility

DelayInHomeCareReferral

Signout

LackOfControl



J 8

O 1

Y 4

j 8

o 1

y 4