

Pajautājiet, kas personālam vajadzīgs,^{#jauta} lai darbs no jauna kļūtu jēgpilns

Matjē Luizē, PAQS uzlabojumu daļas vadītājs
un WMTY pasaules tīkla vēstnieks, Beļģija



Veselības ministrija



Slimību profilakses un
kontroles centrs



NACIONĀLAIS
ATTĪSTĪBAS
PLĀNS 2020



EIROPAS SAVIENĪBA
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IEGULDĪJUMS TAVĀ NĀKOTNĒ

ESF projekts Nr. 9.2.3.0/15/I/001 "Veselības tīklu
attīstības vadlīniju un kvalitātes nodrošināšanas sistēmas
izstrāde un ieviešana prioritāro veselības jomu ietvaros".

Ask WMTY to staff !

Mathieu LOUISET, OT, MPH, IHI Fellow, FISQua

Head of Improvement Services @PAQS

WMTY.world network ambassador (Belgium)



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Is it me?





What Matters to people?

Patients AND Staff!



SCORE Staff survey

2022 Belgium





A global survey in french speaking Belgium

- 17336 healthcare staff surveyed **4209**
- I feel burned out from my work. **37%**
- People in this work setting are burned out from their work. **60%**
- I often think about leaving this job. **26%**



Post CoViD-19 turning point?

BMJ Journals



BMJ Leader

Commentary



OPEN ACCESS

Let's reconnect healthcare with its mission and purpose by bringing humanity to the point of care

Mathieu Louiset ^{1,2} Dominique Allwood,³ Suzie Bailey,⁴ Robert Klaber ⁵,
Maureen Bisognano⁶

2012



The NEW ENGLAND
JOURNAL of MEDICINE



Dr M-J Barry and S Edgman-Levitan

From “*What’s the matter?*”
to “*What matters to you?*”

Paris 2012: International Forum on Quality & Safety

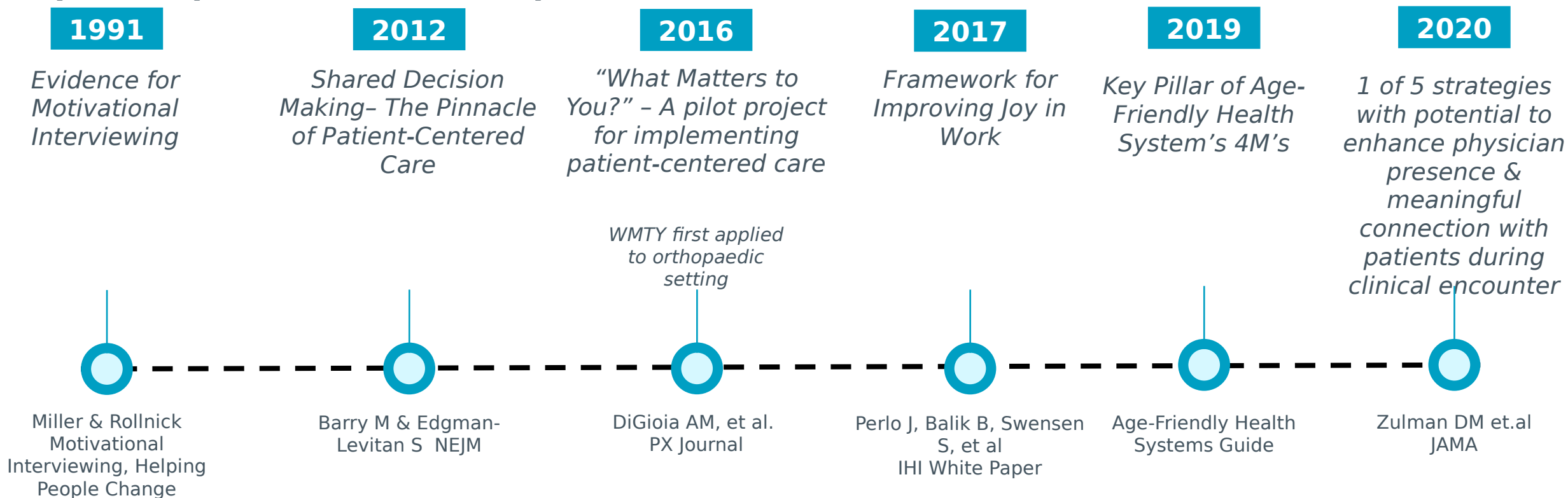


- Key Principles
 - Ask WMTY
 - Then listen
 - And consider



The Evidence

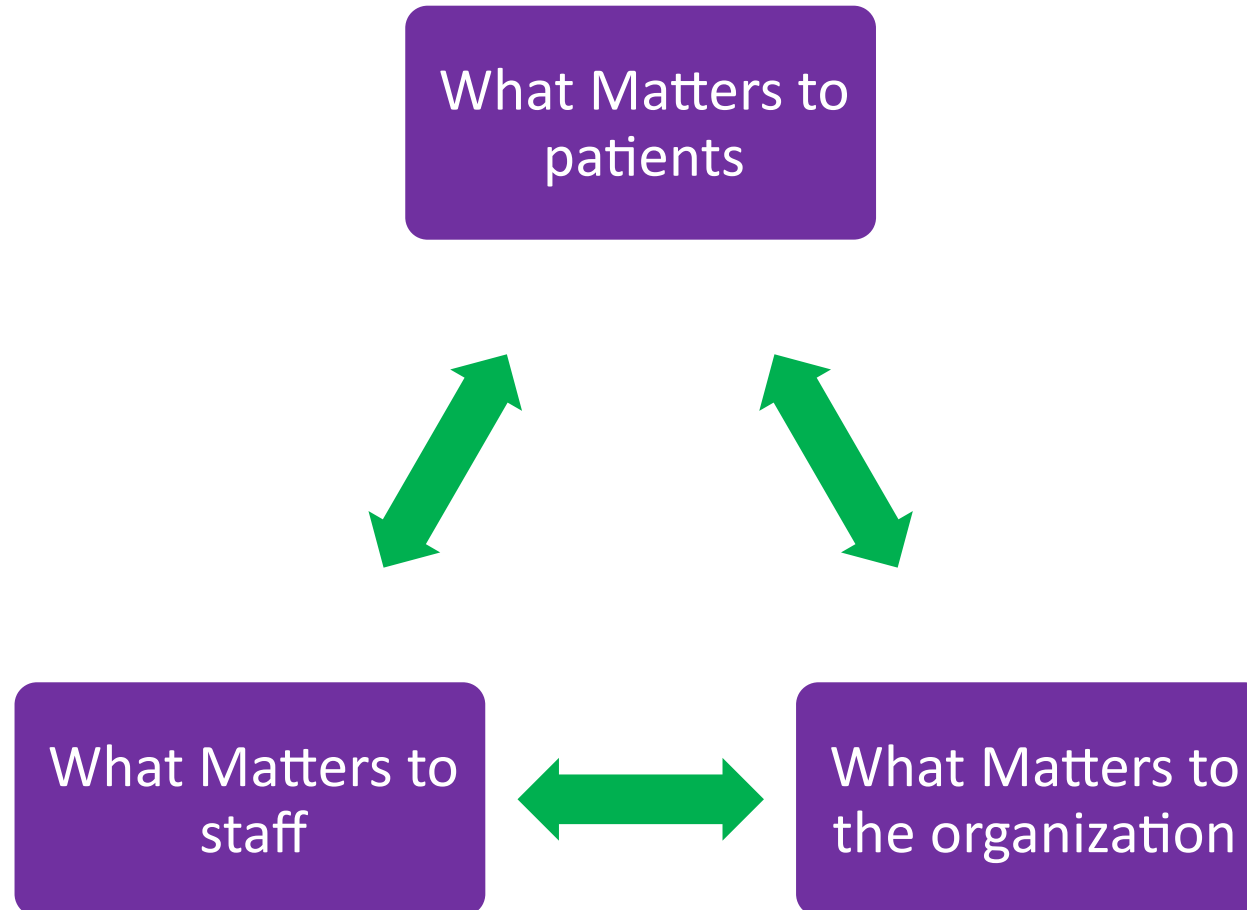
WMTY conversations help healthcare teams understand what is **most important to patients**, leading to **high quality care delivery**, **improved PX**, and **improved patient-provider relationships**.



Early adopters : Norway and Scotland



3 pillars





Conversation Tool

Ask people 'What Matters to You?'



I asked.....



What matters to you?

What is important to you today?

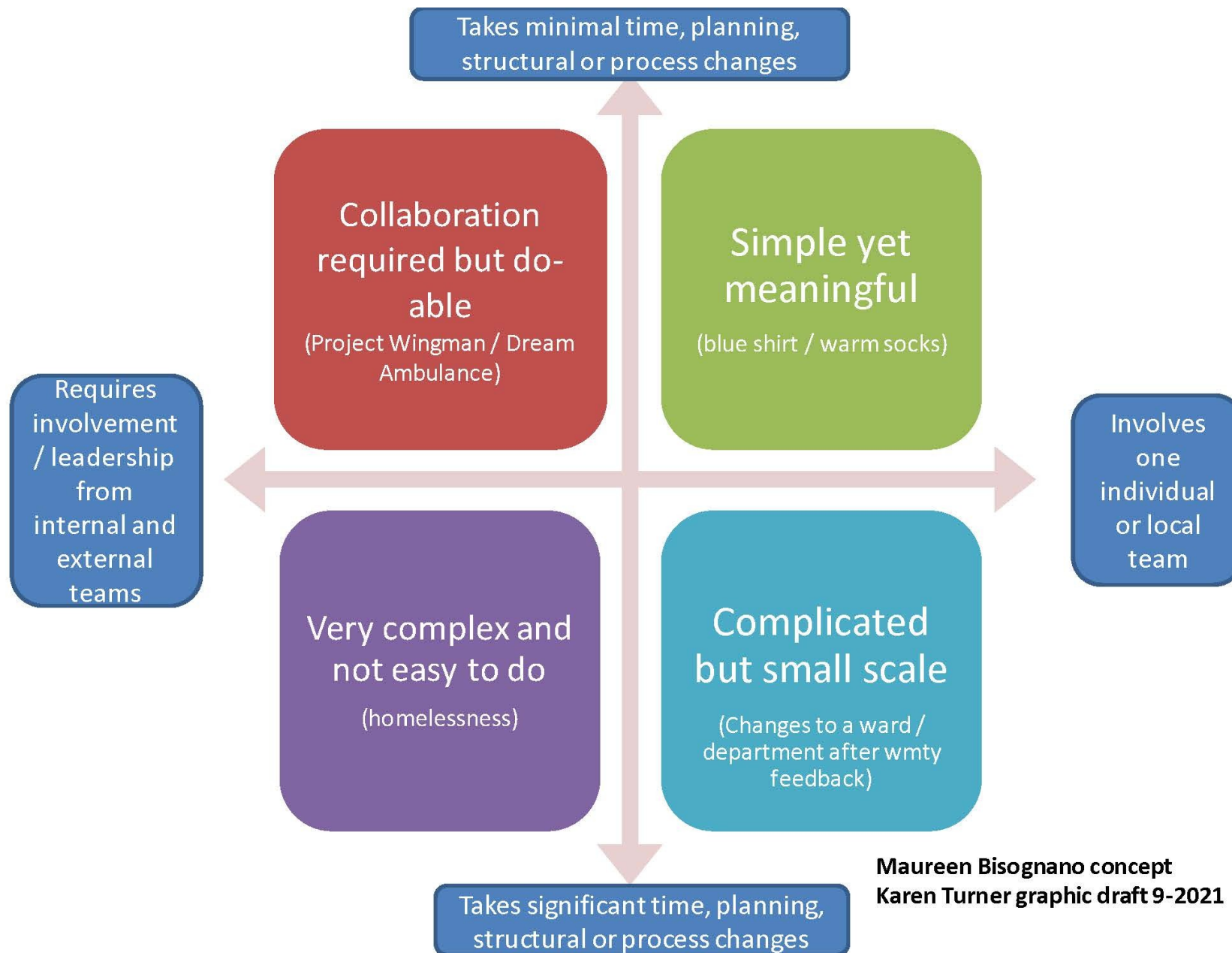
How can I best support you?

Is there anything worrying or
annoying you?

They said...

....mattered to them

We did....



Maureen Bisognano concept
Karen Turner graphic draft 9-2021



Invisible Barriers



First Translate



- **ADAPT to ADOPT**
- **Such a wide interpretation from English to French**
 - Important
 - Compte
 - Motive
 - . . .



Find friends!



Create Linkages



3 movements → 1 theory

- WMTY
- Kindness in healthcare
- Compassionate Leadership





Leading with Kindness and Compassion - Benefits

- Employee's decision to stay in a job largely come from a sense of **belonging**, feeling **valued** by their leaders, and having **caring/trusting** colleagues.
- Compassion and a leadership focus on well-being:
 - Fosters more **meaningful** relationships in organizations and inspires **loyalty**
 - Among health care workers, showing more compassion is associated with **less burnout**.
 - **Lowers** employee emotional **exhaustion**
 - **Lowers** employee **absenteeism**
 - **Increase** job **satisfaction**, employee/team job **performance**, and **retention**



For us, WMTY...

- Is the **central question** for everything
- Is the **first act of kindness**
- Empower to show compassion
- Is about patients **AND** staff
- Brings humanity into healthcare → WMTY is the **first step** to more human care on the road to kindness and compassion
- **It is possible**



All linked in a framework

- Based on evidence
- To foster adoption
- Frankel A, Haraden C, Federico F, Lenoci-Edwards J. A *Framework for Safe, Reliable, and Effective Care*. White Paper. Cambridge, MA: Institute for Healthcare Improvement and Safe & Reliable Healthcare; 2017.
- Perlo J, Balik B, Swensen S, Kabcenell A, Landsman J, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017.



Framework for quality

Responsibilities

Individual

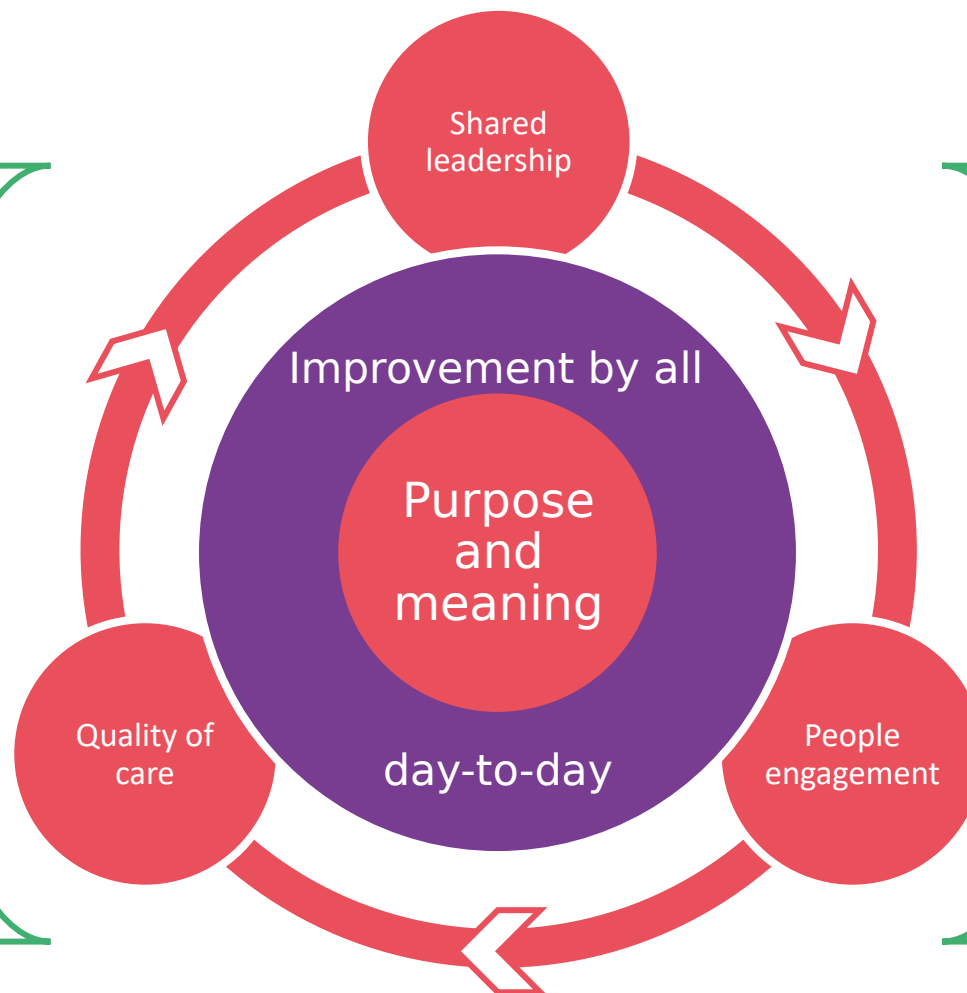
- Empowerment
- Autonomy

Managerial

- Feedback
- Recognition
- Celebrating success
- Participative management

Collectives

- Teamwork and communication
- Trust and camaraderie
- Stakeholders
- Negotiation



An organization

Positive

- Kindness and compassion
- Equity
- Pride
- Joy in Work

Learning system

- Continuing education
- Transparency
- Learning from successes and failures
- Sharing knowledge



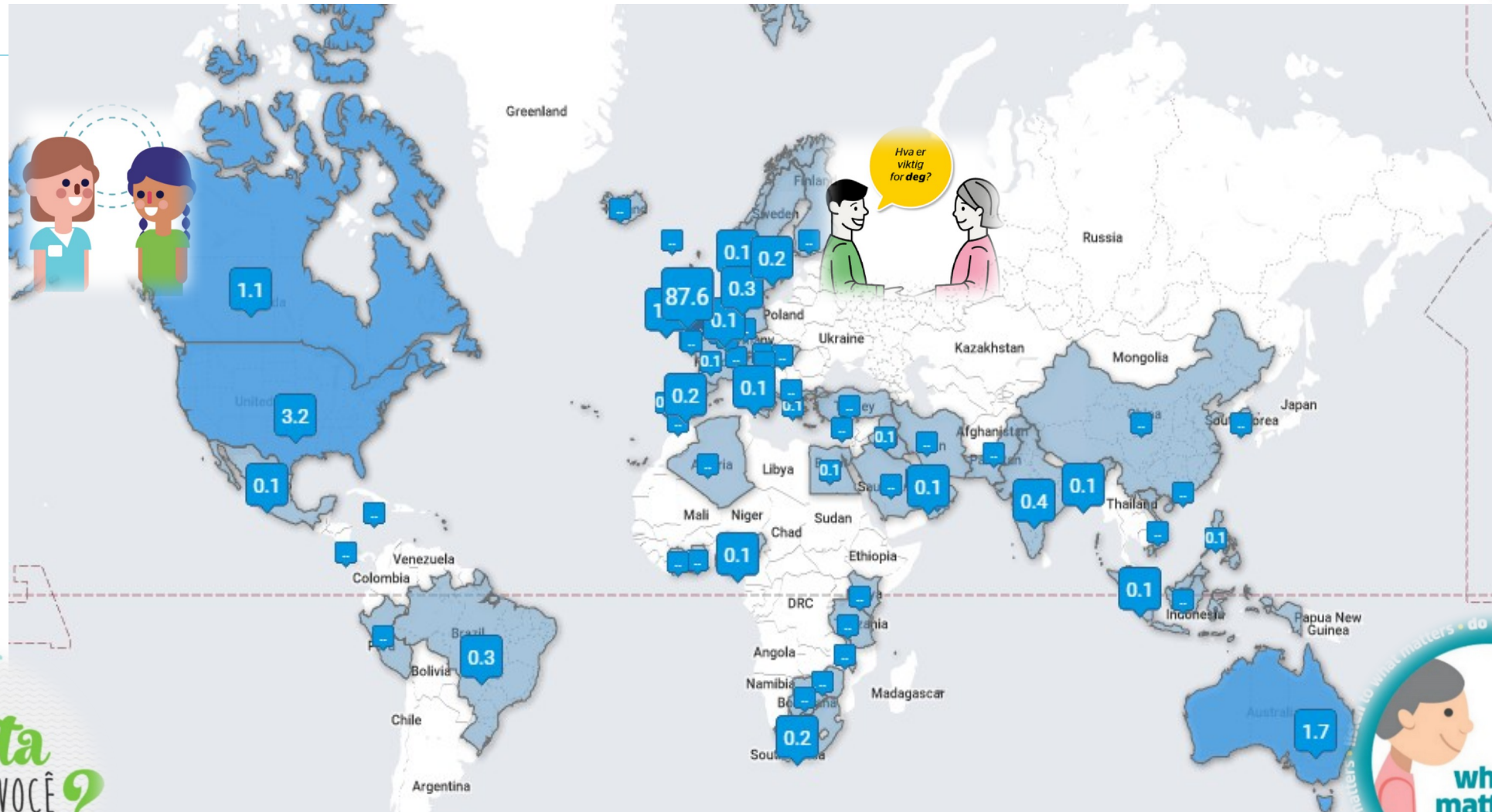
What Matters To You?

WMTY.world

Becoming WMTY.world and the current global movement,
how to join and use the available resources for all

WMTY
.world

50 Countries 2000+ Teams



O QUE
Importa
PARA VOCÊ?
POR UM CUIDADO
CENTRADO NA PESSOA



Join the WMTY Movement!



- Join our monthly calls
 - 3rd Wednesday 10am ET
 - Share stories and materials
- Visit our **WMTY.world** website
- Celebrate WMTY Day
 - June 6, 2024





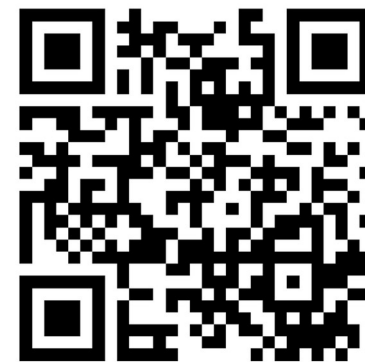
Ask, share, listen, talk

- Think how YOU can implement this into YOUR daily practice
 - or life?
- Connect and share with peers working in same care setting
- Start yourself - What really matters to you?

Come with us



WMTY?



#jauta

CILVĒKS - LATVIJAS VESELĪBAS NOZARES VĒRTĪBA

2023. gada 28. septembrī



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