

# Infusing and Instilling Joy - A Necessary Ingredient in Driving Creativity and Innovation

**Richard Ricciardi, PhD, CRNP**  
**Professor, GWU**



## TRANSFORM 2022

December 1-3, 2022 | Chicago, IL



**Connect, Innovate, & Inspire: New Approaches to Nursing Education**

Connect, Innovate, & Inspire:



**An admired colleague recently asked me, “Does everybody expect that we’re going to come out of this OK?”**



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The National Academies of  
SCIENCES • ENGINEERING • MEDICINE

CONSENSUS STUDY REPORT

## The Future of Nursing 2020–2030

Charting a Path  
to Achieve Health Equity



NATIONAL ACADEMY OF MEDICINE

The New York Times

GLOBAL HEALTH

## Rich Countries Lure Health Workers From Low-Income Nations to Fight Shortages

Huge pay incentives and immigration fast-tracks are leading many to leave countries whose health systems urgently need their expertise.



International Council of Nurses  
The global voice of nursing

**CGFNS**  
INTERNATIONAL  
Global Credibility

## Sustain and Retain in 2022 and Beyond



### THE GLOBAL NURSING WORKFORCE AND THE COVID-19 PANDEMIC

January 2022

Authors  
James Buchan, Adjunct Professor, University of Technology, Sydney  
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and ICNM Secretariat

[www.intlnursemigration.org](http://www.intlnursemigration.org)

**ICNM**  
International Centre on Nurse Migration

3600 Market Street, Suite 400  
Philadelphia, PA 19104 USA

The New York Times



## A Shrinking Band of Southern Nurses, Neck- Deep in Another Covid Wave

The exodus of medical workers during the pandemic has been especially brutal for the small, nonprofit safety-net hospitals where millions of Americans seek care.



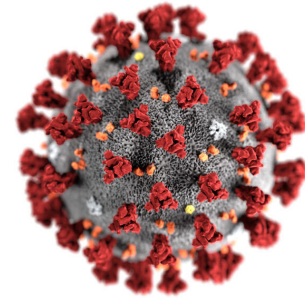
# 'Nursing Is in Crisis': Staff Shortages Put Patients at Risk

"When hospitals are understaffed, people die," one expert warned as the U.S. health systems reach a breaking point in the face of the Delta variant.



Health

# As covid persists, nurses are leaving staff jobs — and tripling their salaries as travelers



LovelySkin

BUSINESS | HEALTH CARE | HEALTH

# Omicron Leaves Nurses Stretched Thin and Seeking Help From Burnout

Patient counts are surging again and many workers are out sick, creating new stress after two years of pandemic care



LovelySkin

Signs of **Burnout**

- Exhaustion
- Dreading work
- Trouble sleeping
- Depression
- "Craving"
- Short temper
- No time for nonwork-related things

## Atrocities Prompt Calls for More Sanctions on Russia

LIVE

### Horror Amid Scenes of Dead Civilians in Kyiv Suburb

- Russian forces pummeled Ukraine's southern coast with rocket strikes after a withdrawal from around Kyiv revealed the devastating toll of fighting there.
- Some European leaders demanded a total ban on Russian gas imports, though nations were divided over taking such a drastic step. Here's the latest.

**"They shot everyone they saw." In Bucha, Ukraine, a mass grave filled up with bodies after the morgue became inoperable.**



### Bristling Against the West, China Rallies Sympathy for Russia

China's Communist Party is mounting an ideological campaign aimed at officials and students. The message: The country will not turn its back on Russia.

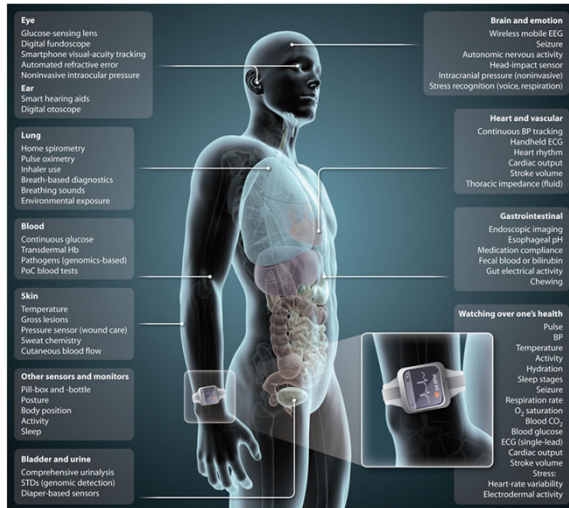
**Statements from E.U. leaders revealed just how split the bloc was on imposing sanctions on Russian oil and gas.**



# Econometrics of Healthcare



# Mobile Health



# Clinical Decision Support

# Personalized Healthcare

# Technology Invaders

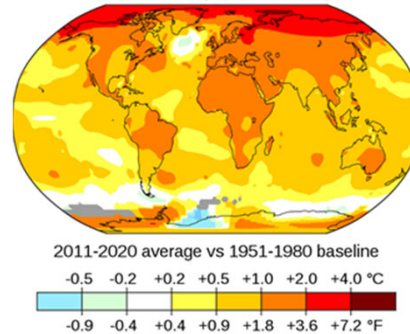


# Data Analytics



# Climate Change

Temperature change in the last 50 years





## Employer Activists

### Healthcare built around you

Amazon Care is a benefit being piloted for Amazon employees and their families in the Seattle area.




# Customer Experience in the Age of AI

The case for building  
“intelligent experience engines”

Research Article

## Obstetrics Nursing and Medical Health System Based on Blockchain Technology

Baolin Sun , Zhihui Lv, and Qin Li

Department of Obstetrics, Affiliated Hospital of Qinghai University, Xining 810000, Qinghai, China

[Original Paper](#)

### Use of an Internet-of-Things Smart Home System for Healthy Aging in Older Adults in Residential Settings: Pilot Feasibility Study

Yong K Choi<sup>1</sup>, MPH, PhD; Hilaire J Thompson<sup>2</sup>, AGACNP-BC, CBRN, ARNP, RN, PhD; George Demiris<sup>3</sup>, FGSA, FACMI, PhD

Monteith et al. *Int J Bipolar Disord* (2021) 9:11  
<https://doi.org/10.1186/s40345-020-00216-y>

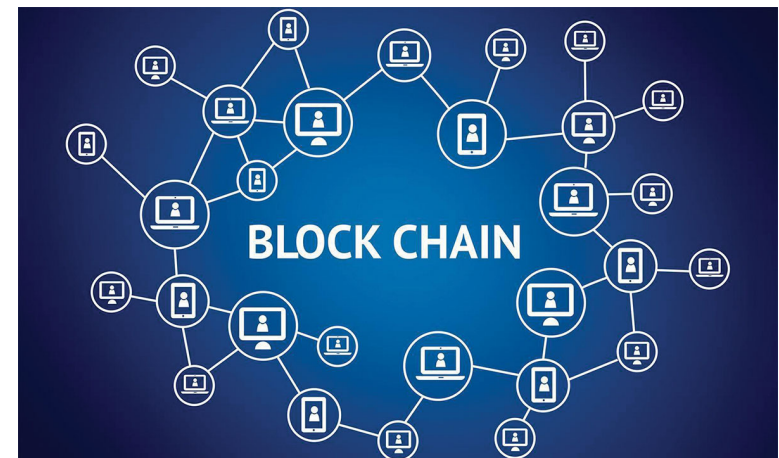
 International Journal of  
Bipolar Disorders

REVIEW

Open Access

### Internet of things issues related to psychiatry

Scott Monteith<sup>1</sup>, Tasha Glenn<sup>2</sup>, John Geddes<sup>3</sup>, Emanuel Severus<sup>4</sup>, Peter C. Whybrow<sup>5</sup> and Michael Bauer<sup>4\*</sup> 





**IN THEORY**

## Rethinking Your Approach to the Employee Experience

Companies should focus on not just what they give employees but also how their offerings make employees feel.

# Managing a Polarized Workforce

## How to foster debate and promote trust

 AUTHORS

**Julia A. Minson**  
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Kennedy School of Government

**Francesca Gino**  
Professor, Harvard  
Business School



AUTHOR  
**James D. White**  
Former CEO,  
Jamba Juice

# HOW TO BUILD AN ANTI-RACIST COMPANY



A playbook for fostering diversity, equity, and inclusion

ILLUSTRATOR NIYI ADEGUN





## Achieving High-Quality Primary Care

1. Pay for primary care teams to care for people, not HCP to deliver services.
2. Ensure that high-quality primary care is available to every individual and family in every community.
3. Train primary care teams where people live and work.
4. Design information technology that serves the patient, family, and the interprofessional care team.
5. Ensure that high-quality primary care is implemented in the United States.

# Teamwork and Team-based Care

TeamSTEPPS for Office-Based Care is intended to assist Practice Facilitators or other quality improvement minded clinical and nonclinical staff in improving the quality of care and patient safety at their organization.

Empowering Providers with TeamSTEPPS

TeamSTEPPS<sup>®</sup> 2.0

PERFORMANCE

KNOWLEDGE

SKILLS

Leadership

Communication

Situation Monitoring

Mutual Support

PATIENT CARE TEAM

Watch on YouTube



Coming together is a beginning.  
Keeping together is progress.  
Working together is success.

*Henry Ford*

# Media Presence

- Build your social media presence
- Write Op-Eds
- Make pitches

**Connect, Innovate, & Inspire:**

Cultivate your brand on social media (maternal-child health, cardiovascular diseases, oncology, etc.)





***We are in the midst of a great surfacing of the value and vulnerabilities of nurses and all healthcare professionals***

**The Washington Post**  
*Democracy Dies in Darkness*

**Opinion** | How to address our nursing shortage? Start by valuing nurses more.



By [Leana S. Wen](#)  
Contributing columnist

September 28, 2022 at 12:34 p.m. EDT

# Why Infuse Joy?

- Patient Outcomes
- Personal health and well-being
- System/Practice environment
- Nursing Profession
- Society



# Why Infuse Joy?

- Post Pandemic – Build Back Better
- PUBLIC LAW 117–105—MAR. 18, 2022
  - An Act To address behavioral health and well-being among health care professionals
  - This Act may be cited as the “Dr. Lorna Breen Health Care Provider Protection Act”.



# Questions

- KQ1: How does joyful practice impact patients, nurses and all healthcare workers?
- KQ2: How can we instill and sustain the joy of practice in Nursing and to Improve the Health of Work Environments during the pandemic and in a post-pandemic build back better world?
- KQ3: What can We/Organizations and state/federal policies contribute to instilling and sustaining the joy of practice in Nursing and Improve the Health of Work Environments?

# Background



## Restoring Joy in Work for the Healthcare Workforce

*It's more than just reducing burnout.*



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Connect, Innovate, & Inspire: New Approaches to Nursing Education

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.



WHITE PAPER

## IHI Framework for Improving Joy in Work



AN IHI RESOURCE

20 University Road, Cambridge, MA 02138 • [ihi.org](http://ihi.org)



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**CONSENSUS STUDY REPORT**

**Taking Action Against  
Clinician Burnout**

A Systems Approach to  
Professional Well-Being

NATIONAL ACADEMY OF MEDICINE

**Work System Factors include:**

**Job Demands**

- Excessive workload, unmanageable work schedules, and inadequate staffing
- Administrative burden
- Workflow, interruptions, and distractions
- Inadequate technology usability
- Time pressure and encroachment on personal time
- Moral distress
- Patient factors

Tackling burnout is necessary  
– but not sufficient

Deliberate & Intentional  
In the journey to infuse and  
instill Joy

National Academies of Sciences, Engineering, and Medicine.  
2019. Taking action against clinician burnout: A systems approach to professional well-being. Washington, DC: The National Academies Press.

***One's mind, once stretched by a new idea,  
never regains its original dimensions.***

Oliver Wendell Holmes (1809 – 1894)

American physician, professor, writer, poet, lecturer and inventor



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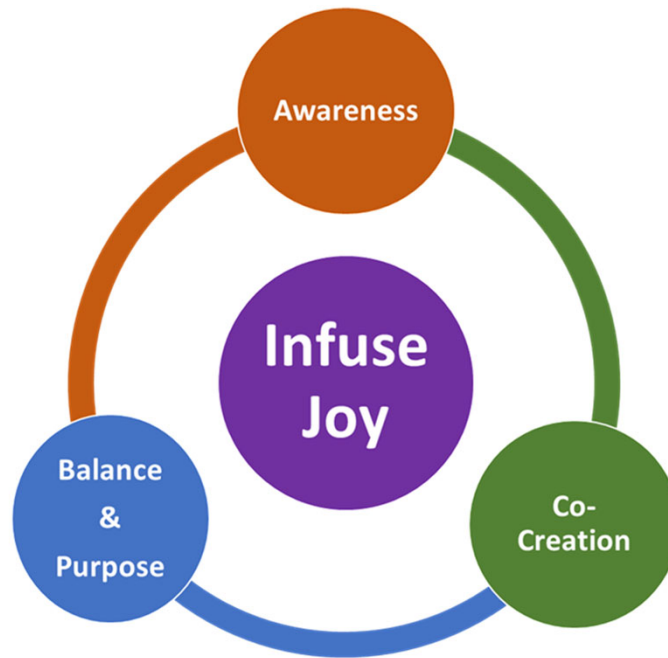


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Spark that  
Ignited  
the Idea







American Association  
of Colleges of Nursing

*The Voice of Academic Nursing*

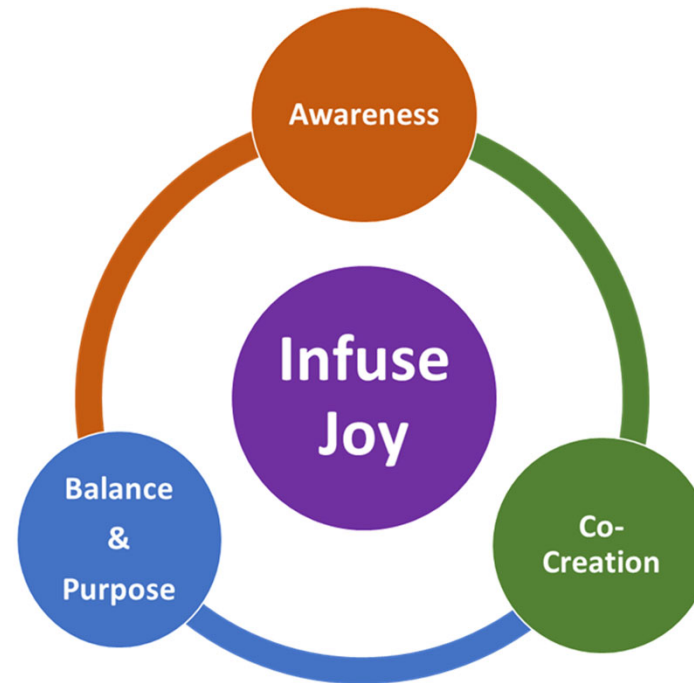
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# Awareness



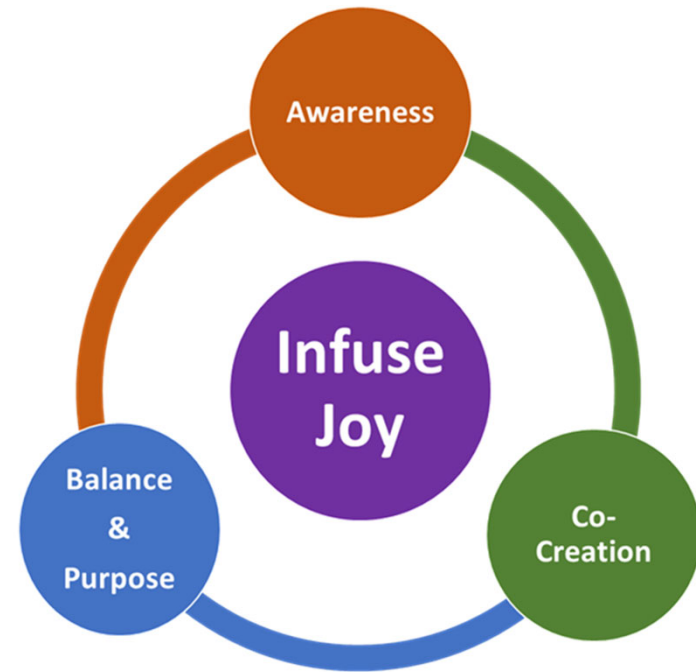
# Awareness

- Awareness includes a clear understanding of the knowledge, skills, and abilities needed to fulfill our professional responsibilities and achieve our goals.
- When we are competent, confident, and have mastery over our work, joy can flourish. Awareness comes from deep scientific knowledge, continuous development, and autonomy and accountability for the actions that produce results.





# Balance and Purpose





# Balance and Purpose

- We establish balance by taking care of ourselves, finding our own joy, and discovering a motivating purpose.
- Achieving balance and purpose requires us to make time for creativity and serendipity, mindfulness and rest, activities that foster health and well-being, as well as gratitude, service to others, and philanthropy.





Pleasure in the job puts perfection in the work.

Aristotle



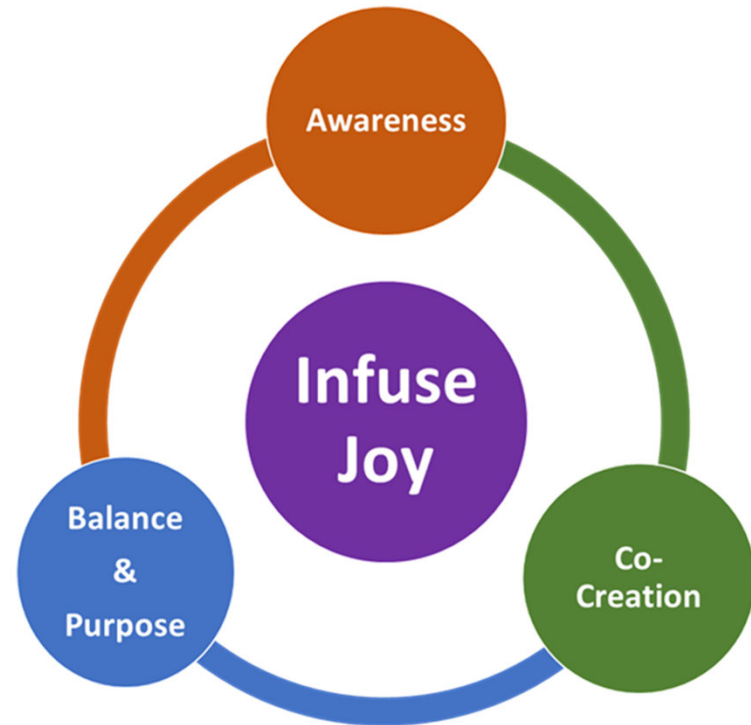
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# Co-Creation



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# Co-Creation

- Take a systems approach and work with interprofessional colleagues, patients, families, and communities to co-create an environment rich in joy.
- Co-creating includes relationship building, using team science, recognizing interdependencies, having a shared mental organizational model, taking pride in one's work, and instituting policy initiatives to support a joyful organizational culture.





So – Why  
Infuse Joy?



CREATIVITY  
IS THE ACT OF  
CONNECTING THINGS  
IN UNEXPECTED WAYS.



creativity

IS SEEING

*what everyone*

ELSE HAS SEEN,

AND THINKING WHAT NO

ONE ELSE HAS

THOUGHT.

-albert einstein





# Dream BIG

Follow  
Your  
Passion

INFUSE **JOY**





## **The Gift of a New Day**

**Bring life to your rising  
When a new day dawns  
Open your eyes to the  
anticipation  
Of what the day promises**

**Reach out and touch  
Someone close to your dreams  
And reflect on a time  
When your heart was warmed**

**Fear not to recognize this juncture  
And transform your daily routine  
From clutter and digital screens  
To awareness and presence**

**Awaken to this new outlook  
And joy will be free  
To infuse your humanity  
And carry you forward**

**Richard Ricciardi**

# In difficult times carry something beautiful in your heart.

Blaise Pascal (1623-1662) French mathematician, physicist, inventor, and philosopher

Thank you -- Questions/Comments?  
ricricciardi@gwu.edu



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