



The background of the slide features a dark blue gradient. In the upper half, there are two dark silhouettes of people jumping joyfully with their arms raised. The overall aesthetic is clean and professional, with a focus on human connection and joy.

# CASE MANAGEMENT REDESIGN

Emphasizing Human Connection to  
Promote Joy at Work

MARCH 7, 2023

HEALTH MANAGEMENT ASSOCIATES

# Health Management Presenters



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# Public Meeting Notice

- Please note this meeting is open to the public and being recorded.
- Anything said during this meeting may be part of the Public Record.
- We will not discuss the CMA RFP or related issues; please direct your questions about the CMA procurement to HCPF.

# Agenda & Overview

- Introductions, Recording & Meeting Guidelines (5 min)
- Poll Who is here? (2 min)
- Presentation: Emphasizing Human Connection to Promote Joy at Work (30 min)
- Breakout (8 min)
- Discussion (5 min)





# POLL: Who is here today?



# Why Joy?





# Joy, Happiness, Fun...

- Joy - the emotion evoked by well-being success, or good fortune or by the prospect of possessing what one desires
- Happiness - an emotion of joy, gladness, satisfaction, and well-being
- Fun - what provides amusement or enjoyment





# Joy (Merriam-Webster)

- The emotion evoked by well-being, success, or good fortune or by the prospect of possessing what one desires: **DELIGHT**
- The expression or exhibition of such emotion: **GAIETY**
- A state of happiness or felicity: **BLISS**
- To experience great pleasure or delight: **REJOICE**

# Why is Joy at Work Important?



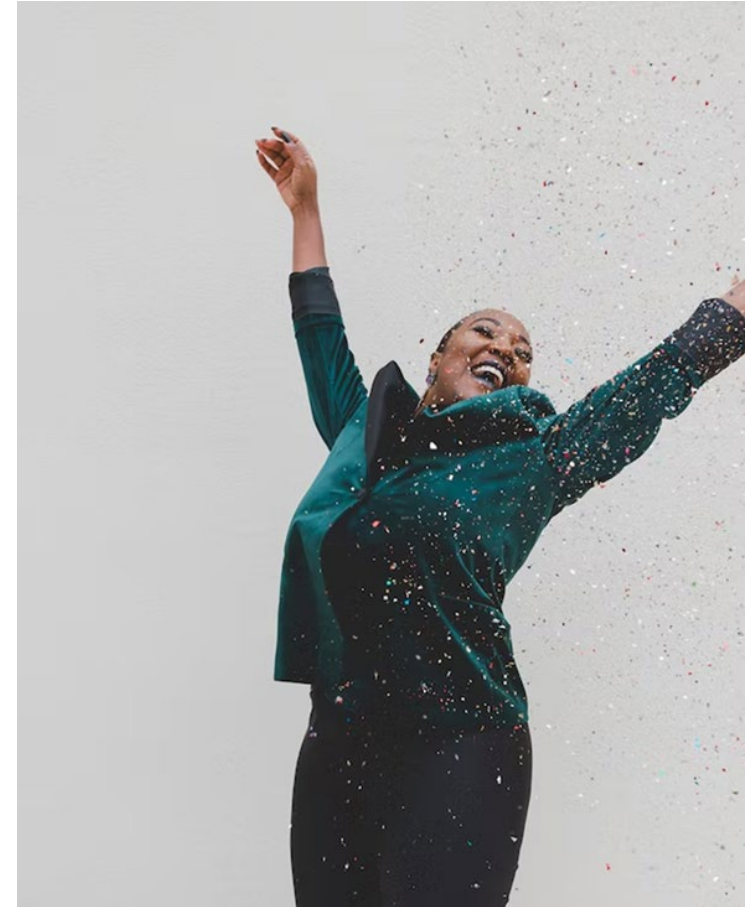
90,000 hours

“You cannot give what you do not have – the gifts of hope, confidence, and safety that health care should offer [clients] and families can only come from a workforce that feels hopeful, confident, and safe.”

- Don Berwick



# What Brings You Joy?



8:00 AM

11:00 AM



# Joy is not...

The absence of burnout



# Value of Joy at Work

- Engagement
- Creativity
- Productivity
- Reduces Stress
- Retention
- Growth
- Energy
- Purpose
- Empathy
- Resilience
- Staff Satisfaction
- Client satisfaction
- Quality of care





# When can joy be present?

- When we feel safe
- When we are giving back, or being of service
- When we contribute to something greater than ourselves
- When we feel valued, seen, and recognized for our talents and contributions



“We’re finding it's not necessarily the reality that shapes us, but the lens through which your brain views the world that shapes your reality.

And if we can change the lens, not only can we change your happiness, we can change every single educational and business outcome at the same time.”

- Shawn Achor



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# Practical Ways to Create Joy



**Kindness**



**Connect**



**Celebrate**



**Express Yourself**



**Be Intentional**



# Kindness

- Offer a compliment
- Appreciate someone
- Surprise someone
- Smile and greet
- Express your care
- Share gratitude



# Connect With Others

- Plan or attend team events
- Have coffee or lunch, in person or virtual
- Have meaningful conversations
- Volunteer with company initiatives
- Join or form a group
- Come early and stay late at meetings, if possible
- Engage in a variety of projects



# Celebrate



- Celebrate mini accomplishments
- Celebrate **big** accomplishments
- Celebrate with others
- Share your achievements
- Recognize others' successes

# Express Yourself

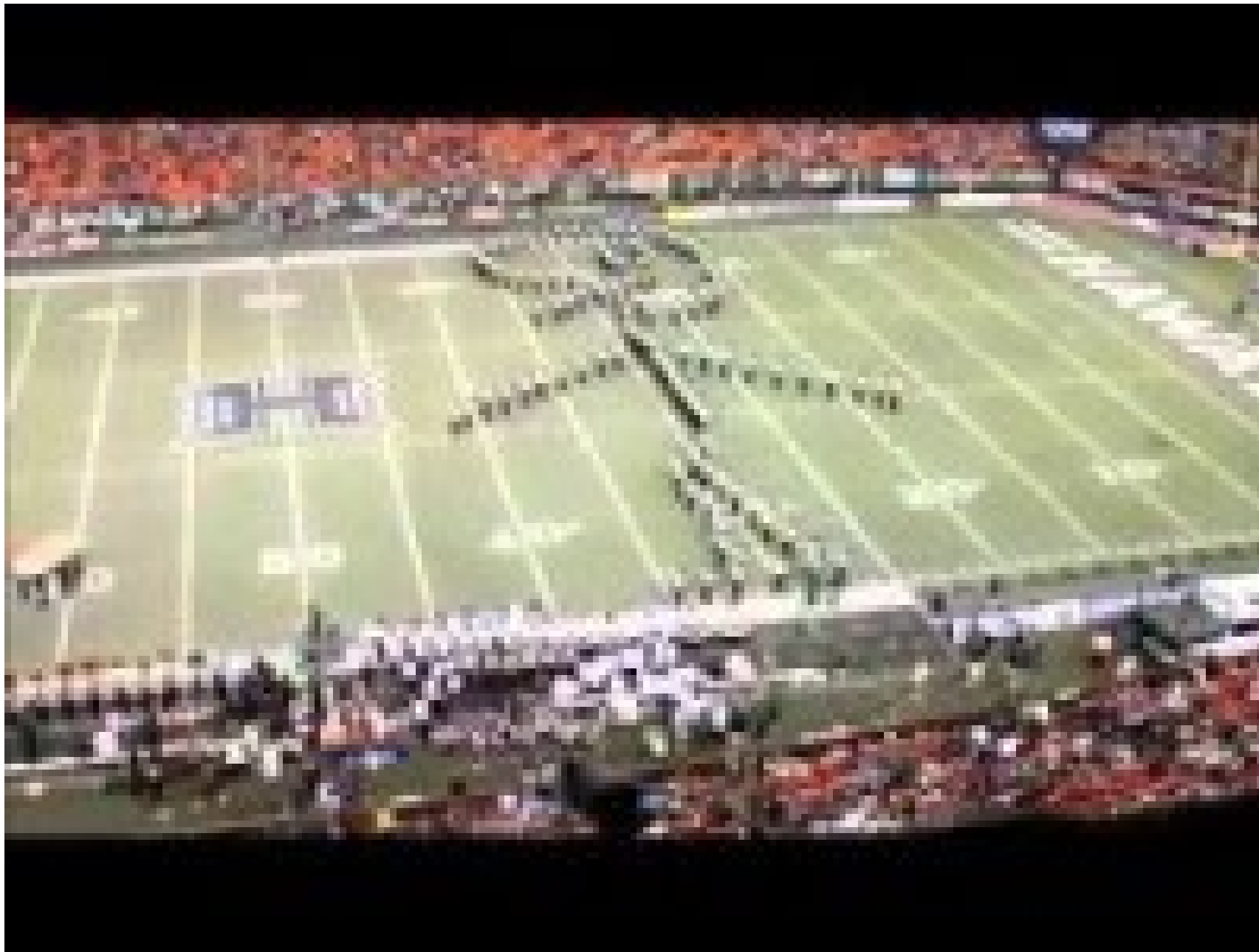


- Bring your personality to work
- Infuse your day with joyful rituals
- Personalize your workspace
- Speak up for what you believe in

# Clarify and Be Intentional

- Define your meaning and purpose
- Start conversations with an intention
- Set boundaries
- Replace anxiety with excitement
- Practice your Growth Mindset







# Homework:

## 21 Days to Happiness

- Consider gratitude - Write down three things you're grateful for that occurred over the last day.
- Journal - Choose one positive experience from the past 24 hours and spend two minutes writing down details about that experience. As you remember it, your brain labels it as meaningful and deepens the imprint.
- Move - 15 minutes of a fun cardio activity
- Meditate - Every day take two minutes to concentrate on breathing
- Be Kind - At the start of every day, send a short email or text praising someone. Our brains become addicted to feeling good by making others feel good.
- Connect - Spend time with family and friends.

# Group Breakout



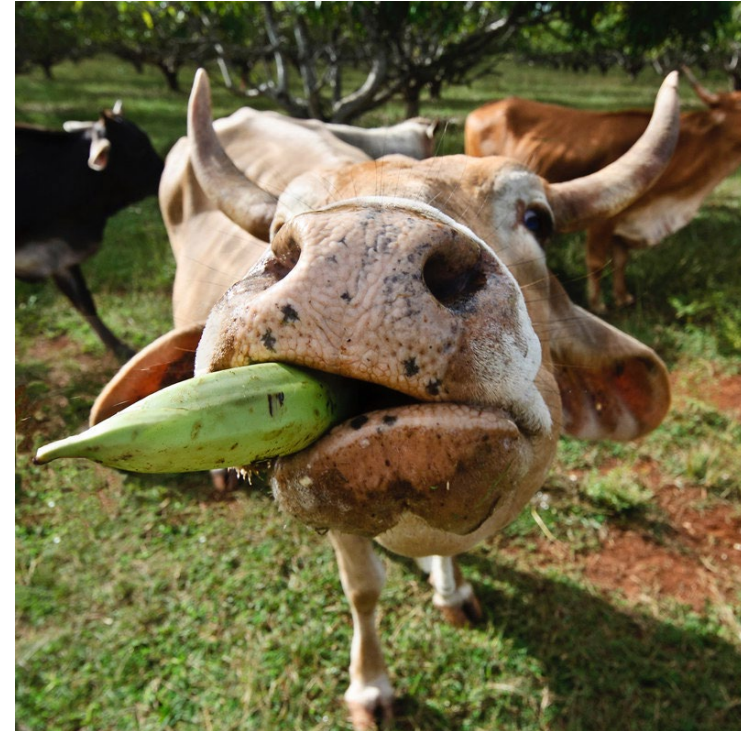
# Group Breakout

## Instructions

- Choose a scribe
- Share your worst or silliest jokes
- Explain what about the joke amuses you

## Rules

- Can't use the interrupting cow
- No orange or banana
- No googling!



# Group Breakout Discussion

- What mindset were you in when you entered the breakout?
- What was your experience?
- How would the experience be different if you were with your work friends?
- Did you connect?
- Did you laugh? Find joy?

# Upcoming Case Manager Learning Collaborative

April 13, 2023

Yes, and: The use of improvisation in case management

May 11, 2023

Being Authentically You



# Resources

- [Shawn Achor Website](#)
- Perlo J, Balik B, Swensen S, Feeley D. IHI Framework for Improving Joy in Work. IHI White Paper. Cambridge, MA: Institute for Healthcare Improvement; 2017.
- [IHI Framework for Improving Joy in Work](#)
- [Rediscover Joy at Work](#)
- [IHI Framework for Improving Joy in Work](#)



# Contacts

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