

Fostering Joy in Work

PATIENT SAFETY AND QUALITY BULLETIN

SingHealth Duke-NUS Institute for Patient Safety and Quality (IPSQ), Singapore

Fostering Joy in Work during COVID-19

With the Circuit-Breaker measures put in place to combat the spread of COVID-19 within the community, Work from Home was implemented for non-essential services, and Schools were closed for Home-based Learning. Even after the gradual lifting of measures from June 2020, safe distancing still has to be practiced. For essential services, like Healthcare, we provide COVID-19-related care and services in addition to essential healthcare services. The pressure and stress level have increased exponentially. **How can we find joy in work amidst COVID-19?**

Foster Meaning and Purpose

It is vital to foster meaning and purpose in work. Maintain line of sight, reflect and articulate our mission and goals. Address challenges and understand that our work makes a real difference to the society. Reiterating meaning and purpose in times of crisis helps to bring individual and teams back to the intended path, reducing ambiguity and anxiety.

Enhance Wellness and Resilience

Commit to our own health and wellness in self-care. Refer to practical guides made available online to assist you and teams to cope with stress, fear and anxiety in moments of uncertainty and growing challenges.

Allow yourself and your colleagues to identify your emotions and be aware of the current situation. Learn to recognize that we are all trying to do our best. Practice daily reflections on what went well and acknowledge the positive emotions these bring you.

Encourage Physical and Psychological Safety

Anyone can ask questions without feeling fearful of being judged. Especially so, in times of a pandemic. Encourage a psychologically safe environment by allowing each other to speak up. Be respectful to the person who speaks up to you.

Start speaking up by applying the **TeamSPEAK™ CUS Tools**:



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Maintain Camaraderie and Teamwork

Cohesive teams can be divided, and non-cohesive ones defeated when teams are faced with volatilities. Advancing/maintaining camaraderie and teamwork are critical during these difficult times. Team leaders need to find ways to encourage teamwork when teams are adapting to changes in the environment; the environment that they were once so accustomed to.

In strengthening teamwork, schedule daily huddles to share the good and bad as a team for shared understanding and camaraderie. Engage in active listening, and regular communications - give and receive honest feedback. Create a sense of purpose and the mindset that we are in it together and we are there to support each other despite our differences. Engage in team wellness and resilience care by looking out for each other. Celebrate small wins as a team.

Give Gratitude, Practice Generosity, Be Kind and Gracious

Do we count blessings or are we too focused on counting burdens and thus affecting our sleep and well-being? Many researches show that the gratitude intervention appears to improve people's amount and quality of sleep. The effects on well-being were apparent.

Think of someone who has done something amazing for you during this challenging time and this person contributed to your well-being. Spend the next few moments in your own thoughts, telling this person what they did, how it impacted you and the benefits you have received.

How does it make you feel? Do you feel grateful and did it make you happy? Even tears of joy and gratefulness? Try doing this monthly or bimonthly as part of a routine. Like a positive emotion, it helps us to be open, appreciative, curious, kind and above all real and sincere. Be grateful and you will be happier.

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- For more information on mindfulness and self-care, please visit <https://www.singhealthdukenus.com.sg/ipsq/ithrive>