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Roadmap for Making Moments Matter

This document serves as a roadmap for implementing the Moments Matter project within your unit, department, facility, and/or region. Its starts with problem identification, urgency, then moves into local project team development and planning considerations.

Note that this is simply a guide, which should be adapted to suit your local or regional context accordingly.

Identify Problem

What specific challenge (if any) has precipitated your interest in this project?

Urgency

	Yes	No
Is there documented evidence of disrespect?		
Does this need to be addressed now?		
Do you have engagement from staff? Is there motivation for change?		
Has the department been given any health authority alternatives on how to proceed outside of an external contractor?		
Has a formal Human Resources (HR) process been initiated with regards to communication/conflict?		
If so, would the affected parties be agreeable to a one-on-one session with a chosen session facilitator prior to the group sessions?		
Are the frontline staff involved supportive of proceeding with the project?		
Are the physicians affiliated with the department/unit aware of the current climate of disrespect and its effect on morale?		
Are physicians and non-physician staff aware of the project?		

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Local Project Team & Planning

Team Development	Person(s) identified with task	Done
Senior Health Authority lead sponsor secured for the project		
Local Project Team developed composed of committed individuals affiliated with the department or unit of interest and committed to the project • Send team member introductory emails, as necessary		
Team Meeting Frequency: • An initial meeting prior to the start of the project • Biweekly for first two (2) months, then monthly <u>Goal:</u> • Ongoing project planning, strategizing, and evaluation, based on staff feedback. o Relay feedback/progress to the Regional Champion Representative(s) for the Health Authority (if not already connected to site-level work) • Spark ideas for increased staff engagement and tools/ideas for improved daily integration and use of Project Toolkit • Provide and reassess communication to the staff, ensuring it is concise, timely and relevant • Option to use of Project Card decks (Momentum and Challenge cards) as value-add option, at website • Option to use Project Kudos posters with digital QR code, at website		
Initial Team Tasks: <u>Session Dates</u> • Poll the staff with 3-4 options for preferred day of the week, frequency and duration for the Facilitated Sessions well in advance		

Team Development	Person(s) identified with task	Done
<u>Consent for Communication</u> • Obtain preferred method of communication (personal email or cell phone number) and consent for its use by the Project Team for reminders and correspondence <u>Session attendance</u> • Local Project Team determine minimum member of participants necessary for sessions to continue and communicate this early with the unit/ward/department, as an expectation <u>Project Promotion</u> • Decide on optional use of project promotional videos to generate interest and introduce teams to coming session content • Decide on optional use of project infographics as posters <u>Project Funding</u> Physician lead has applied and secured project funding from: • Local Medical Staff Association (MSA) or Physician Society (PS) for Specialist Service Committee (SSC) Facility Engagement (FE) - see application template • Health System Redesign designed to provide physician reimbursement for sessional time (PIP portal) - see application template ○ Note: SSC SWELL and Hospital Foundations are also sources of funding support • If external consultant used, establish hourly rate • Project operations dyad partner paid at current salary rate • Non-physician staff are paid for attendance through existing contracts and/or project funding if eligible, including online participants <u>Facilitated Sessions</u> • Identify a suitable location for the sessions, that is away from the public, quiet and free from distraction as much as possible • Establish plan for access to the facility for the facilitator/coach, if an external contractor is used (visitor/temporary ID provided) • Decide of use of optional Moment*um and/or Challenge card decks		

Session Surveys	**Person(s) identified with task**	**Done**
Survey Promotion • Provincial Project Manager to provide baseline, post-session and 8-week follow-up survey links, as appropriate to Local Project Lead • Local Project team will generate a survey promotion poster with QR code to the appropriate survey, as above • Local Project team provides session participants with appropriate survey link in email and/or poster communication, as preferred • Consider survey completion incentive/treat for staff Survey Data • Leaders on the unit are given all of the raw survey data in email • Data presented to the staff, in format chosen by Local Project Team • Send a copy to Moments Matter supportingmoments@gmail.com for provincial project evaluation purposes		

Project Communication	**Person(s) identified with task**	**Done**
Need access to a laminator for Infographic materials available on website		
Group email and/or text set up for staff member communications and session date reminders in Outlook		

Facilitated Sessions	Person(s) identified with task	Done
<u>Session criteria:</u> • Session is **not** recommended: Over lunch or other break times Directly following a long weekend Over the July-August summer months • Session attendance for all staff is the expectation • Appropriate venue with minimal disruption • Computer with network access for Zoom participation, if offering a a hybrid session format		
<u>Local Project Team Tasks</u> • Session promotion and reminders • Optional provision of links to the project promotional videos to staff before the sessions at a desired cadence (one a week or all-at-once) • Hand out the Moments Matter Workbook 101 to each participant at first session and provide electronic version • Attendance documented at each session, in-person and over zoom • Invite staff to view Dr. Chris Turner TedTalk (on website) before or after the first session • Debrief and discuss main take-away points in following session • Group email and/or text sent to staff members one (1) day in advance of the next facilitated session • Short post-session debriefs with Session Facilitator • Optional: update Project Binder with session summary and make it available in lunch room/lounge or other • Email group participants the session content summary		

Project Sustainment	**Person(s)identified with task**	**Done**
Engineering around Enforcement • Meeting with senior clinical operations and medical leaders to develop and commit to setting guardrails for acceptable behaviour with an escalating consequence ladder Follow-up Refresher/Tune-up Sessions • Session frequency informed by post-session survey data and perceived need of the department/unit/facility Card Decks (Moment*um and Challenge Cards) available for purchase at Project website Kudos Cards for staff, downloadable at project website Moments Matters branded items (pens, stickers, mugs), viewable at project website Local Prizes		