

Project Overview

NMPCA

- Represents 19 member organizations that operate over 238 primary care, dental, behavioral health, and school based safety net clinics in NM
- Provides training, technical assistance, facilitation, data storage, coaching, and other services
- Community Health Centers (CHCs) to provide accessible, high-quality health care for all New Mexicans

Evaluation Purpose

To measure Joy in Work in the CHCs in New Mexico for the intent of ongoing self-evaluation of the NMPCA and Health Center Participation using the Quadruple Aim framework.



Framework & Goals

Theory

- Institute for Health Care Improvement
- Measuring what matters

Goal #1: To find out what staff consider important for them to feel joy in their work

- What are three things that make a great work day for you?
- Think of a day when you felt really happy at work, and tell us what made that happen.

Goal #2: To understand what staff experience as preventing joy in their work

- Are there everyday frustrations that corrode your sense of joy? If yes, what are they?

Goal #3: To find out what individuals consider is within their power to find joy in work.

- When you've had a hand in making a day great, what did it look like?

Goal #4: To find out what the organization can do to foster joy in work.

- What does your organization do that makes the workplace a worthwhile place to be?
- What would you like your organization to do to make the workplace a worthwhile place to be?

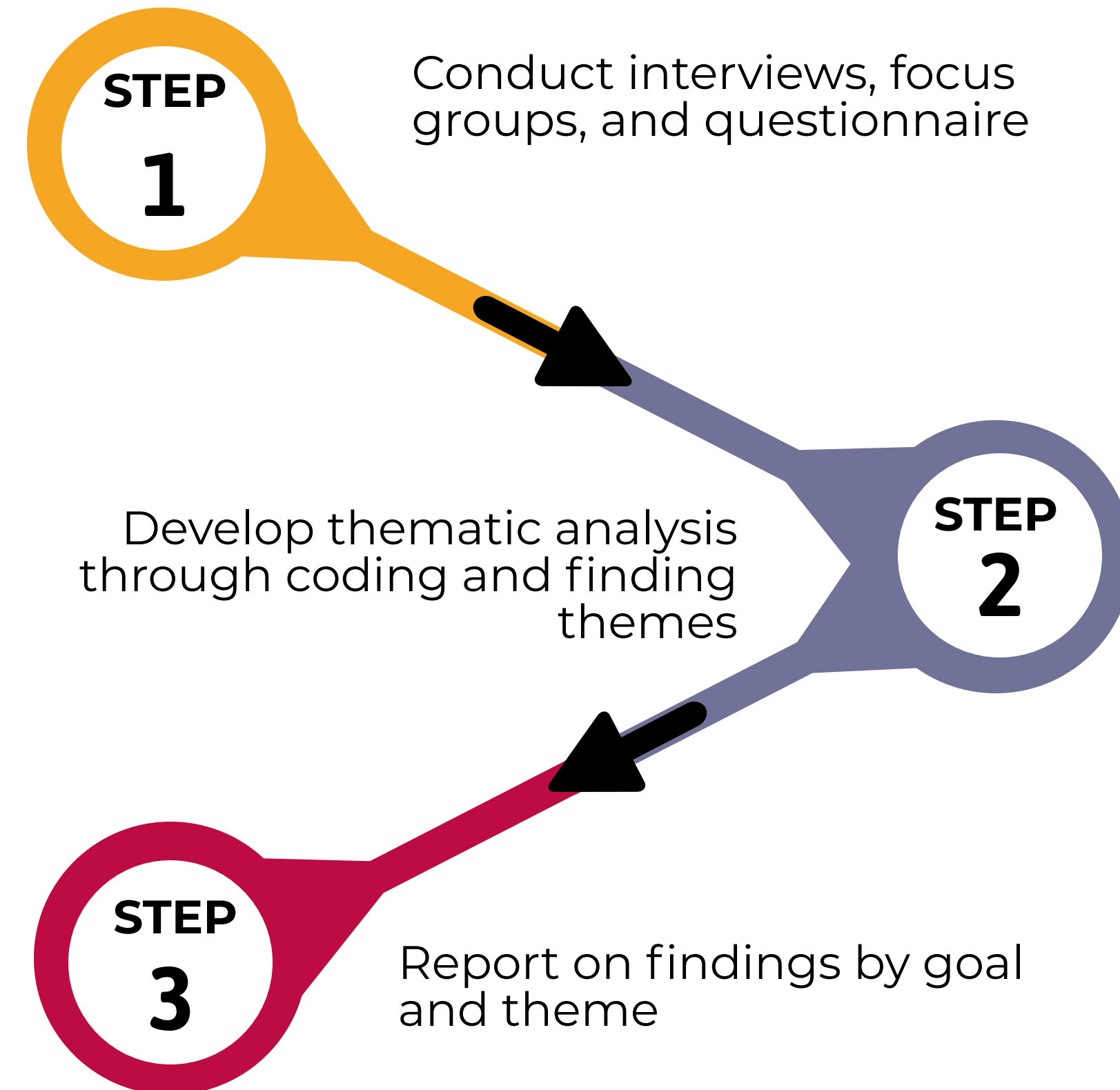
Qualitative Process

Participant Groups

- Behavioral Health Providers
- Medical Provider
- Administration
- Clinical Quality
- Billing Committee
- Front Desk & Dental Care Techs
- Nurses & Medical Assistants
- Community Health Worker

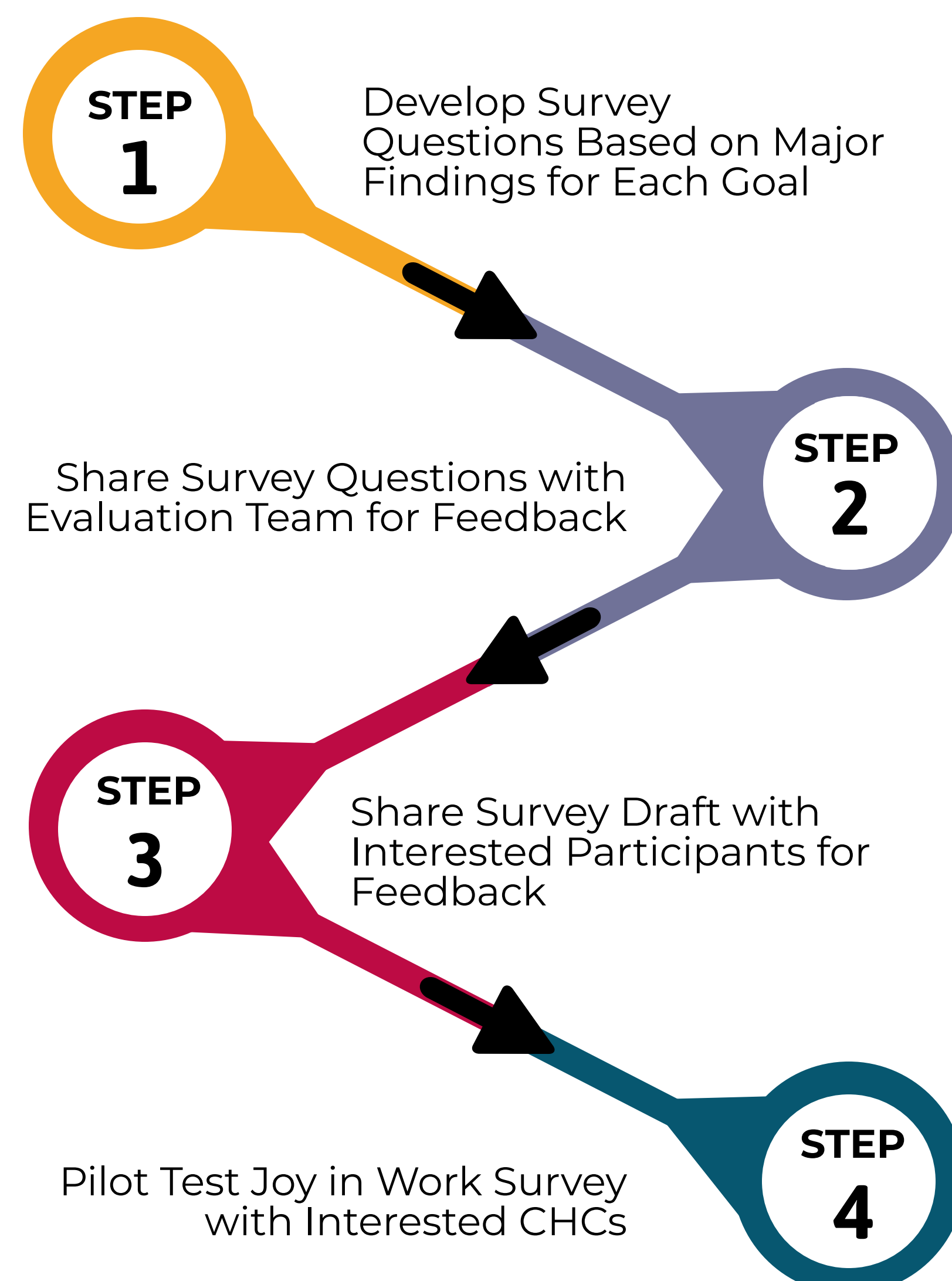
75% +
health center participation

Data Collection & Analysis



Quantitative Process

Developing the Joy in Work Survey



Health Centers' Joy in Work

New Mexico Primary Care Association

NMPCA

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2018-2020 Evaluation

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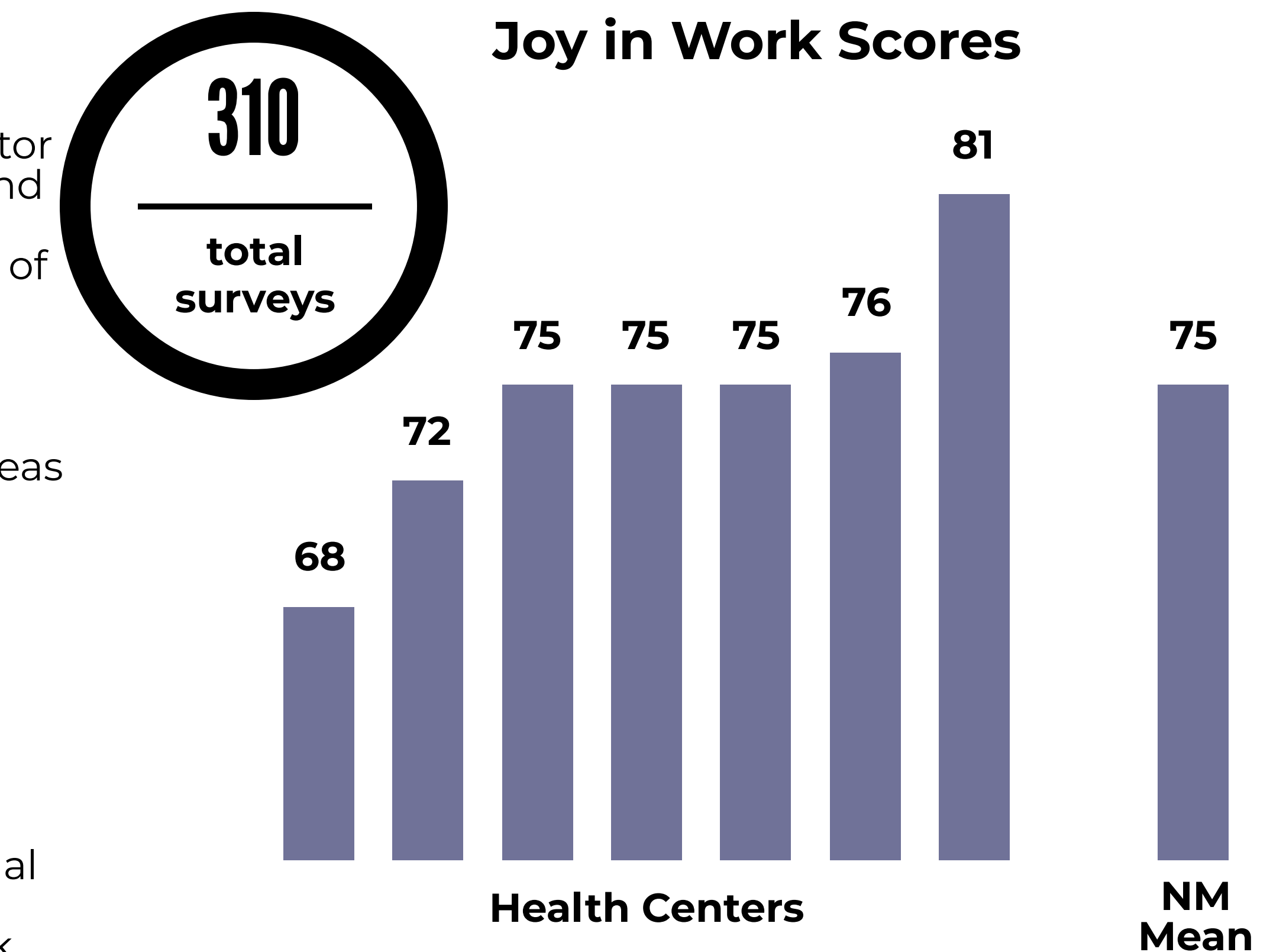
Survey Data Analysis and Results

Data Analysis: The art of less is more

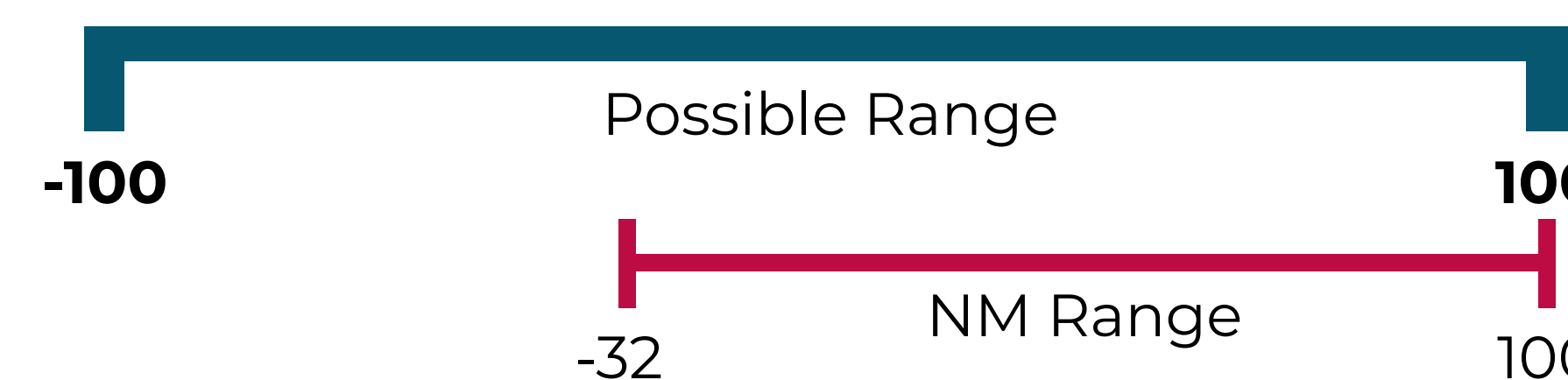
- Original survey 90+ questions
- Reduced to 40 questions through factor analysis, subjective determinations, and removal of duplicate concepts
- All questions on a 5-point Likert Scale of Strongly Agree to Strongly Disagree
- Each health center was scored on an average of all questions
- Each health center received a score report with areas of excellence and areas of improvement

Results & Findings

- 7 CHCs participated
- Participation rates per health center: 11% to 67%
- Statistically significant relationship between Joy in Work scores and NPS
- NM strongest area: ability to use special skills to help others
- NM weakest area: Interruption of work



Net Promoter Score (NPS)



Excellent	71 to 100
Great	31 to 70
Good	0 to 30
Needs Improvement	-100 to -1

Recommendations & Next Steps

Recommendations

- Continue to increase participation in the survey through recruitment of health centers

Next Steps

- Add Joy in Work indicator to the existing Triple Aim evaluation framework measuring the Quadruple Aim and health center participation



Gratitude
Thank you to all the Community Health Centers and staff who participated in the entire process and to the New Mexico Primary Care Association for the ongoing support and involvement.

