



Become a change agent!

A healthy work environment, including quality of worklife, is important. You can become an advocate for improving the health of the people in your organization.

Here are some tips on how to get started:

Get informed.

- Find out if quality of worklife is a priority for your organization (e.g. is it part of the strategic directions) and what your organization is doing to improve quality of worklife (QWL) for its employees.
- Look at what other healthcare organizations have done to develop healthy work environments.
- Check out the QWQHC website to access resources and information.

Identify your sphere of influence.

- What networks are you involved in?
- Who do you see most often during a regular workday?
- Do you belong to any committees or discussion groups?
- Do you have access to decision makers?
- Are there colleagues who share your interest in this issue?

Get your message across.

- Identify opportunities to bring up the issue of quality of worklife in your organization, and take them.
- Communicate, in a clear and brief way, what changes need to occur in your organization and why these changes are so important. See the table below for examples:

Changes	This change is important because...
Increased follow-through on staff survey results	-it affirms that the voice of your staff counts, and that their overall needs have been heard and acted upon. -it reinforces the value of responding to the surveys.
Overall improvement of QWL	-it addresses the organizational culture and creates a healthy, vibrant and innovative setting. -a comprehensive approach to improve QWL will lead to many benefits including: retention and recruitment of high quality staff, improved work outcomes, improved organizational reputation, and success.



Creation of a interdisciplinary QWL team	-it generates discussion and potentially initiates activities that will improve quality of worklife in the organization while encompassing the perspective of many facets of the staff complement. -it increases collaboration and facilitates the understanding of issues from multiple perspectives.
Increased funding for infrastructure to support QWL initiatives	-it ensures that initiatives that improve quality of worklife in the organization are sustained and provided in a consistent manner.
Strategic planning on how to improve QWL across the organization	-research shows that initiatives that are linked to an organization's strategic directions will have a greater effect on QWL in the organization.
Improvement of communication about QWL initiatives	-it builds awareness of the initiatives and, thus, improves staff engagement and the reception of feedback about the initiatives. -it demonstrates the commitment that has been made thanks to staff input.
Identifying indicators that can be measured as a bundle that will tell a comprehensive story about the status of QWL in a particular environment	-it supports a data-driven, decision-making process that responds to a comprehensive picture of QWL issues within an organization.

Watch for opportunities to incorporate change. These are often found in the following settings:

- interactions among colleagues
- acts that will build trust between individual employees, departments, and the leadership team
- educational vehicles (e.g. demonstrations, visits, skills sessions, etc.)
- social events
- work processes
- existing quality and safety practices
- physical environment



Build on what's working.

- Identify existing successful QWL initiatives.
- Encourage the collection of feedback on such initiatives, and use the data to build on and make improvements to them.
- Share the progress and outcomes of initiatives with others (e.g. submit a practice to the QWQHC Innovative Practices inventory).

Lead by example.

- Connect with QWL champions in other settings.
- Participate in the healthy workplace initiatives implemented in your organization. Provide feedback to assist ongoing evaluation efforts.

Dare to present!

- Bring your ideas forward to key decision makers and offer to provide an information package that supports efforts to address quality of worklife.
- Prepare an advocacy presentation for a staff meeting or education session.