

The Human Element of Joy Empowering Nurses in Healthcare

by

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Author's Declaration

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Abstract

Intro:The healthcare landscape continues to change and the role of nursing has become more complex. In advocating for nurses' wellbeing, and empowering them at work to see the beauty of the opportunity of their unique role in the patient experience, this paper explores the concept of joy at work as it relates to frontline nurses. Understanding the difference between joy and its related concepts of engagement, satisfaction, happiness and meaningful work allows for the concept to be understood from a holistic perspective. As the research on joy at work for nurses is limited, a thorough literature review was done encompassing these concepts in other disciplines and environments which showed these concepts to be different, and therefore how to foster it. The research method of Photovoice is used to understand what joy looks like for nurses in this study. This innovative approach will allow for a rich conversation allowing the healthcare system to be explored to foster more opportunities for joy at work for frontline nurses. A thematic and content analysis was used to decipher themes and develop categories where joy was experienced. **Analysis:** Joy at work is often multifaceted, occurring over several categories, including Patient and Family, Staff, Pride, Environment & Design . The most frequent category in which joy was experienced was with Patients and Families, occurring over 50% of the time. Also identified through the research was how time is a significant barrier to a nurse experiencing joy. In understanding the barriers, we can empower nurses to advocate for more joy and for peers and leaders to aid in fostering it. **Conclusion:** As there is currently no validated measure for measuring joy, the 4 categories that emerged allows for a starting point to create a tool to measure joy. This exploratory research will create the foundation to a better understanding of how joy relates to engagement, job satisfaction, employee turnover. Recommendations were also made for leadership and local stakeholders in terms of support and how to empower nurses to have conversations about joy at work.

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Thank you to all my **participants**. For sharing your stories, your vulnerability and your excitement for the work. You were the best part of this process and I am so unbelievably thankful for your involvement.

Dedication

To **anyone** who believes that there is more to work than the work itself, and that somewhere along the way, if you look for it, you can find moments of joy.

To my **patients** throughout the years who have brought me so many moments of joy. You are who brings me to work every day. You inspire me to do better, to see the good, to see the magic, to be vulnerable, and to give all of myself to you. One smile. One hug. One quiet moment. It's all worth it because of you.

To my **nursing peers**. I believe in the power of nurses. I believe in the hearts that are the core of our job. I believe that I work with the best of the best. This work was inspired by you and how I could help bring some glitter into your days. Thank you for giving all of yourselves all of the time for others. I am so unbelievably proud to be a nurse.

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Author



My name is Ashley Spiegel, and I am a nurse who is working to change the healthcare landscape by combining my backgrounds in communications, nursing and design thinking. I am a proud SickKids nurse, dividing my time between frontline care on the Paediatric Medicine unit, and as the Change Engagement Lead for Project Horizon, the new

SickKids campus redevelopment project. I specialize in improving human interactions and creating value-added experiences from both patients and frontline staff. I have a passion for people and ultimately believe in the good, focusing on a positive outlook for life. I strive to bring joy into the lives of others.

This project is very important to me as I care deeply about fellow nurses loving what they do and feeling supported to do their work. I know from firsthand experience how challenging being a nurse can be, and I have seen the healthcare landscape change since I became a nurse in 2011. I have seen the difficulties that my peers have experienced. Many people who do not work in healthcare often express “how hard” they think that the job is or “how sad it must be”. Ultimately, despite the difficulties of the work, I absolutely love what I do. Nursing is the best job in the world, and if I can do anything to provide insight into how to make the job better, have nurses feel more supported and to see the beauty of the opportunity in front of them, then I feel inspired to do so! When I told peers that I wanted to focus on joy at work, I was often met with a small laugh and a ‘good luck!’, but I have accepted the challenge, as I believe that joy is what we as nurses need more of. As nurses, we give so much of ourselves and therefore, we must make sure that we are experiencing joy within our jobs so that we can remain

resilient. I just think that a job without joy seems depressing. The fact that we work with children, I believe that there must be opportunities there, we just need to be able to see them, and the organization must work with us to be able to foster the joy with us! As paediatric nurses we work with children which I believe can provide many opportunities for us to experience joy, we just need to see these moments and have the organization support these moments to foster the joy with us. In collecting the data and sharing what matters to nurses, I hope to create increased awareness and empathy so to positively influence the system to better support frontline nurses to do the important work that matters to them, which in turn, will increase the patient experience.

I have a Bachelors of Communications from Concordia University, and a Bachelors of Nursing from the University of Toronto. This Major Research Project is the final chapter in my quest to attain a Masters of Design in Strategic Foresight and Innovation at OCAD University. Then, it's on to bring positive change wherever I can in healthcare, and life as a whole!

INTRO

This research study aimed to stimulate the conversation amongst nurses and empower them to reflect on their experiences of joy while at work. As the healthcare landscape has been changing (Tiffin, 2012), and an increase stress is placed on nurses, it is important to understand the work practices in the field of nursing. The importance of this study is to explore and understand the concept of joy in the working life of pediatric nurses. Specifically, this study aimed to test the validity of photovoice as a method to understand and unpack the concept of joy in pediatric nursing work and explore how we might foster joy at work in paediatric hospitals for nurses.

This research study will cover the following topics:

It will begin by providing an overarching context of the healthcare landscape, the increasing pressures, and how these changes affect nurses. It will be followed by a detailed literature review that will unpack the concept of joy. As joy is not well studied in the context of healthcare, similar topics will be explored across a variety of industries and environments. These include the themes of work satisfaction, workplace engagement, meaningful work, happiness, and finally, joy. In understanding how we might foster joy at work for nurses in paediatric hospitals, I would theorize that there is a difference between joy and the themes previously stated, and that in understanding that, we can define joy. In defining joy, it will no longer be this intangible theme. In order to better understand joy at work for nurses, I will explain the photovoice methodology. In doing so, it will be explained why this unconventional methodology worked well for this topic. Photovoice was used to not only better understand where and how nurses experience joy while at work, but also to better understand the barriers to experiencing joy. The conversations that followed the photovoice exercise also enabled a conversation as to the importance for joy and how it compared to the other themes that were discussed in the literature review. As there are many data points that come from photovoice, as a culmination of photographic

data, descriptive data, and interview data, how the data was then deciphered and themed will also be explained. The analysis that follows will expand on what joy is, how it is experienced and what it feels like. This will fill the gap in the literature, in exploring further how joy is different from engagement and satisfaction. In exploring joy more holistically we will be able to define it and show how a focus on how joy can actually lead to more meaningful work, and increased engagement and satisfaction. Finally, the conclusion summarizes the findings and provides the reader with recommendations about how joy can be fostered for nurses who work in paediatric hospitals.

CONTEXT

It is fair to say that nursing is not an easy job, and as the years have progressed the healthcare landscape has continued to change, putting an increasing amount of stress and responsibility on nurses (Tiffin, 2012). That being said, it has the potential to be extremely rewarding.

The Canadian healthcare system has been challenged and has struggled to keep up with increasing number of patients as the population grows and ages, innovations in technology, patient and family expectations, and the ever-growing cost associated with enabling a system to thrive (Simpson, Walk, Drummond, Sinclair & Wilson, 2017). With nurses at the frontline of care, and often the first line of defense for patients safety, reports show that they are experiencing increased worker stress, increased workload, higher levels of patient acuity, unexpected emergencies, as well as relentless change (Canadian Nursing Association, 2010). Nursing is a job that deals with life and death situations. Nurses are making decisions every day that affect patients and their wellbeing. With the many physical and psychological stressors at work that require a high skill level, constant alertness, coordination of 24-hour care, (Eslami Akbar, Elahi, Mohammadi, Fallahi Khoshknab, 2017) there is an undeniable complexity to

the role of nursing that has been known to result in fatigue and burnout (Glasberg, Eriksson, & Norberg, 2007). Stressors include increased workloads, staff shortages, inadequate skill mixes and a high acuity of patients (Cope, Jones, & Hendricks, 2016). While stress looks different for every nurse, it can have negative impacts on a nurses' professional and personal life. It can lead to poor mental health, negative addictions, and degradation of personal relationships (Koinis, 2015). While there is certainly an impact on nursing retention, nurses have been flexible and adaptive to changing times, and have been quite resilient despite the difficult nature of the work (Cope et al, 2016). Nurses rise to meet the needs of patients and families, as many go into the profession with the intention of doing good for others. Although high levels of quality care are an expectation of most, many nurses expect it of themselves as well (Glasberg et al, 2007). Therefore it can be summarized that nursing is a challenging job with many different stressors. While these stressors can lead to burnout for some, others are able to remain resilient for longer periods of time, and continue to stay in the profession. With an ever changing landscape, nurses and the healthcare system must work to remain nimble and flexible in order to adapt.

As of 2012, based on the Excellent Care for All Act (ECFAA), all hospitals were required to survey their employees' engagement, as well as "their views about the quality of care provided by the organization" (Ontario Ministry of Health and Long Term Care, 2011).

While hospitals measure the engagement of their staff, this research advocates for looking at joy as a separate metric as they will be shown to be quite different in nature and that this would fill a gap in measurement strategies that currently exists within hospitals. While I agree that a more engaged staff leads to a higher performing institution; joy at work for frontline employees is just as important, and understanding it could allow for organizations to gain better insight about how to best to engage with their employees (Ranosa, 2018). Moments of joy would allow for a nurse to breathe and to experience a burst of happiness. That moment of joy experienced by nursing would have the potential of being a

counterbalance to stress, or even alleviate it (McGonigal, 2017). Perlo et al (2017), whose article will be further explored later, believe that improving joy at work will counterbalance the burnout that is apparent in healthcare, and will aid in improving engagement as well. Joy is unintended consequences of creating and finding moments that bring a burst of happiness to our day. The more of these a person can experience, the greater satisfaction they will feel in their job, and the more engaged they have the possibility of being.

Currently, there is a gap in the literature regarding joy at work for nursing. The Oxford dictionary (2018) defines these words as follows:

Joy: “A feeling of great pleasure and happiness”

Engagement: “The action of engaging or being engaged”

Engage: (engage with) “participate or become involved in”, “establish a meaningful contact or connection with”.

Understanding the difference between joy and engagement is paramount in being able to evaluate the system from a different perspective. One can be engaged in their institution, and participate in the work, and even feel connected to the purpose at large; but when it comes down to it, how might we foster joy at work to allow for nurses to feel more connected to their work, and to find greater meaning in their day to day activities? According to Shadyac & Garces Williams (1998), every human being can have an impact on another and transference is inevitable. If we can, therefore, foster joy in our hospitals, this could also improve the patient experience. A hospital can be a vulnerable place for patients and their families. If they have the opportunity to have a nurse who loves their job, who finds moments of joy this could enhance their hospital experience with the result being positive components to their memory of that chapter of their life.

While hospitals measure staff engagement every 2 years, one could argue the importance of adding joy as a metric and a focus. Fostering joy at work could counterbalance burnout, and increase engagement overall, and have more meaning for frontline staff.

LITERATURE REVIEW

The word joy is immediately linked with happiness and is rarely considered alone (Sloan, 2011). As we spend much of our lives at work, exploring how joy is experienced is important. When we consider joy in the workplace, particularly a complex acute care children's hospital, the concept of joy may become more complex. As a nurse, I see how the environment that we work in is full of competing priorities: time management, dealing with patients and families and coordinating care; we often give more to others than we do to ourselves. Knowing that many feel joy intrinsically by providing compassion to others (Seppälä, 2012), it would seem that nurses *must* experience joy at work. Santi (2017) wrote for Time magazine and explained how in order to be happy over your lifetime, helping others was the key. Nurses do this every day, yet nurses are also known for not always taking care of themselves in the process (Kiley, 2018). In order to be there for patients and families when they are at their most vulnerable nurses to take care of themselves. From first hand experience, I see constantly that nurses strive to deliver supportive care that they are proud of. With so many competing priorities, it is important to further understand how nurses are experiencing joy in their daily working lives.

As mentioned, previous research is quite limited when it comes to how joy is experienced in nursing, the literature review was expanded to explore satisfaction, engagement, happiness and meaningful work, in all fields of work, to fill the gap at the intersection of nursing and joy. Therefore to understand what joy is in itself, and how we experience it, we must understand how it differs from satisfaction, engagement, happiness, and how it relates to meaningful work.

IHI Framework for Improving Joy at Work

In 2017 several authors, Perlo, Balik, Swensen, Kabcenell, Landsman, & Feely, collaborated to write a white paper on joy for the Institute for Healthcare Improvement (IHI). They provided a thoughtful framework for improving joy at work. In the literature, when searching joy in nursing, this is the only article that has been written on the subject specifically. The paper is innovative in itself, as it is the first to begin to differentiate the difference between the concepts of engagement and joy, and how they relate to each other. Perlo et al, conceptualize joy as being about connections to meaning and purpose, and working to remove barriers “that rob the hourly worker of pride of workmanship” (Deming, 1986). They explain how engagement contributes to performance, and enables lower attrition (Perlo et al, 2017). They believe that joy, on the other hand, improves patient experience, outcomes and safety. As there is no validated way to measure joy, typical measures continue to be used, such as engagement, satisfaction, patient experience, burnout, and turnover. Joy is seen as part of the solution to counteract the burnout epidemic that is being experienced in healthcare.

FIGURE 1: IHI FRAMEWORK FOR IMPROVING JOY AT WORK



(PERLO ET AL, 2017)

The IHI developed a framework to show the critical components that they believed impacted joy at work, and proposed tools for leaders to use so that they could begin to have conversations about joy at work with staff. Within the framework they show who has accountability for each element, with senior leaders being responsible for all aspects. This is to show that joy should be seen as a collaborative approach.

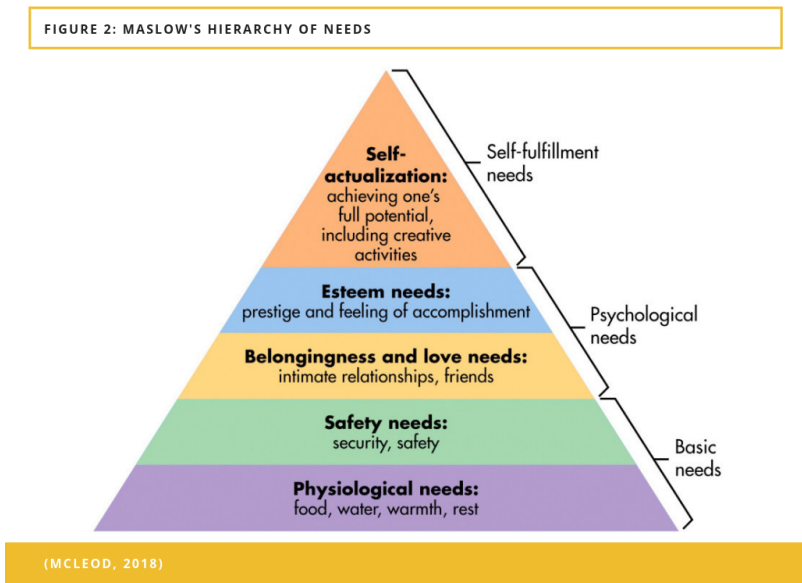
One striking limitation of this research is the lack of a definition for the concept of what joy is. As they put much of the onus on encouraging managers to ask their staff about joy, Perlo et al, have not researched how nurses are experiencing joy. Therefore, while their method can be helpful for potentially improving joy at work, it is not proactive in fostering it. Additionally, they do not offer any suggestions to find a way to measure joy at work. The gaps that this literature review will hope to fill is to better understand the other measures that are utilized to make inferences about joy.

The literature shows the concepts of satisfaction, engagement, happiness at work, and joy to be different in nature, representing different causes, emotions, and associated actions. However, to some, the terms are interchangeable and mean the same things (Ryan, 2015).

Work Satisfaction

Satisfaction, according to the Oxford dictionary, is the “fulfillment of one’s wishes, expectations or needs, or the pleasure derived from this”. While Maslow’s hierarchy was developed to explain human motivation and how we continue to evolve, it has been used to highlight aspects of the work setting and what employees require in order to be successful (Hassard, Teoh, & Cox, 2018). When overlaying Maslow’s theory onto a work context, the basic needs, constituting physiological and safety needs are what allows for work satisfaction. Physiological needs include having good working conditions, allowing for breaks to eat and rest. With twelve hour days on inpatient units, and patient acuity increasing, having a good schedule, and allowing for breaks affected work environments (Rochon A; Heale, R; Hunt E; Parent M., 2015). Maslow’s safety needs allow for personal and financial and job security (Hartzell, n.d.). Having work satisfaction would align with having these needs met, including those of belongingness, which relate to having strong team dynamics (Perlo et al, 2017). Teamwork includes having positive relationships with peers, but also a mutual respect between physicians and nurses (Lee SY; Kim CW; Kang JH; Yoon TH; Kim CS., 2014), it was also strongly linked with supportive leadership as part of the overarching team (Tanner, 2018). Strong managers could mentor nurses to encourage or allow them to pursue further education, which could lead to leadership opportunities (Elshout, R., Scherp, E., & van der Feltz-Cornelis, C. M., 2013). With patient acuity and census on the rise, nurses are

experiencing burnout; therefore resulting in low satisfaction (Gi, Devi, Neo Kim, 2011), which would indicate that the lower three levels of Maslow's hierarchy are not being met.



These are all important to note as it shows how much the overall work environment affects job satisfaction, all influencing a nurse's support system to allow for growth. Satisfaction at work is largely associated with employees feeling that the organization is

supporting them at the most basic level. It comes from having strong leadership, supportive relationships between colleagues, and the ability to feel that they are doing a good job for their patients. In understanding satisfaction and that it primarily encompasses having a safe place of work, a good pay, and being part of a team, it is clear that moments of joy are not a part of the definition. This highlights that by measuring only workplace satisfaction, an organization may not fully understand if their employees are experiencing joy at work, and are having more meaningful experiences in the workplace.

Workplace Engagement

Engagement is a well-recognized term across a variety of work environments and is an important aspect of understanding the fabric of an organization. Engagement is the connection that employees feel with their organization's mission, vision, and values (Ryan, 2015). It is found that in America in 2014, only 1 in 3 workers are engaged at work (Crowley, 2014) as many people go to work to earn a paycheck in order to fulfill their own personal life missions (Ryan, 2015). Organizations have the opportunity to

understand their staff more holistically so that they can be more invested. In doing so they can better develop work environments to support employees. Some organizations, outside of healthcare, offer staff free lunches or perks to influence engagement. Hall (2017) believes that these perks that are offered to employees are done with the goal of increasing happiness rather than engagement, and Crowley (2014) cautions it all together as it is ultimately a band-aid. Crowley (2014) states that if a company wants to focus on increasing engagement, these are simply gimmicks that fail to address the larger overall issues. In healthcare, it appears that it is not simply 'free stuff' that would engage employees (Balik, 2017), it needs to be deeper than that, connecting at a different emotional level. Employees may feel happy initially that they have the perks, but they will soon lose their novelty. Hall (2017) believes that engaged staff will often go above and beyond because they care; however while it is clear that engagement and performance are correlated, this does not measure if staff are satisfied with their job, and certainly does not examine if staff feel happiness at work, and even less so, moments of joy. Every two years a hospital must complete an engagement survey (Ontario Ministry for Health and Long-Term Care, 2011) that would highlight if staff are committed to the cause of the organization and will work to achieve its goals (Reynolds, J., 2016). If organizations complemented engagement surveys to measure joy they would get a better understanding of the workplace, the environment and how it supports their staff. This would better be able to distinguish opportunities for retention and leadership development opportunities (Sebastian, 2017). If a nurse has more opportunities to find joy throughout a shift, this has the potential to allow them to see more positive aspects of their environment (Koinis, 2015). While one can be satisfied with their job, this can be different than engagement; and organizations should do more to recognize the details. Both Hall (2017) and Crowley (2014) agree in noting that what employees need to be engaged is strong leadership, opportunities for development and to feel valued. In doing so there is a greater likelihood of retention and in the case of hospitals, safer patient care, and better patient experiences. Organizations currently strive for employee

engagement. If they focused on joy and allowed for employees to find greater purpose and meaning in their work, there is a chance that they could be more engaged as they would potentially feel better supported. In this case, an engaged employee is not necessarily one who is experiencing joy; however, a joyful employee would be more likely to be engaged.

Happiness

While being satisfied and/or engaged at work are important, and can impact a person's happiness, they certainly can not replace it. Anchor (2011) describes how our brains release dopamine when we are happy, and that aids us to better focus and be productive. This would certainly be important for nurses as this is essential to provide safe patient care. Pryce-Jones, for the iOpener Institute (2016) further explores this differentiation. She expresses that to know you are happy, you have to tick boxes so that you know that you have had a specific outcome related to a goal (Pryce-Jones, 2016). She and Anchor (2011) agree that it is a choice, and that in the workplace employees have greater control over their happiness, rather than their engagement. They feel that happiness can be the responsibility of the employee to foster, whereas, engagement largely falls on the manager. Choosing to be happy, is rooted in positive psychology (Anchor, 2011). Making a constructive choice to be happy, to see the positive only, will aid in spreading positivity, and therefore happiness in the workplace. Pryce-Jones (2016) reinforces that emotions are contagious, that they get absorbed by others and they can define the atmosphere of a workplace. At hospitals, it can be hypothesized that employees are engaged in their organization, as they believe in the overall purpose, but they may not be finding happiness at work. Nursing can be hard; it is riddled with complex situations involving patients at their most vulnerable, death and dying is a reality (Gowen, 2018). Moments like that can overpower a day, as a nurse tries to keep it together. Even as tasks and demands increase for nurses and they continue to do more with less, Pryce-Jones (2016) understands that there is a likelihood for burnout and failure, and that a focus on happiness is key, as it is what can drive efficient care, a good working atmosphere and can drive

engagement. Perlo et al (2017) agree that there is a counterbalance to burnout, but that it is found in joy. As joy and happiness are synonymous to some, and joy certainly is an ingredient to happiness, this would be logical. Joyful moments allow for people to feel happiness. If happiness is rooted in positive psychology, allowing oneself to choose to see happiness; joy is certainly a part of that equation.

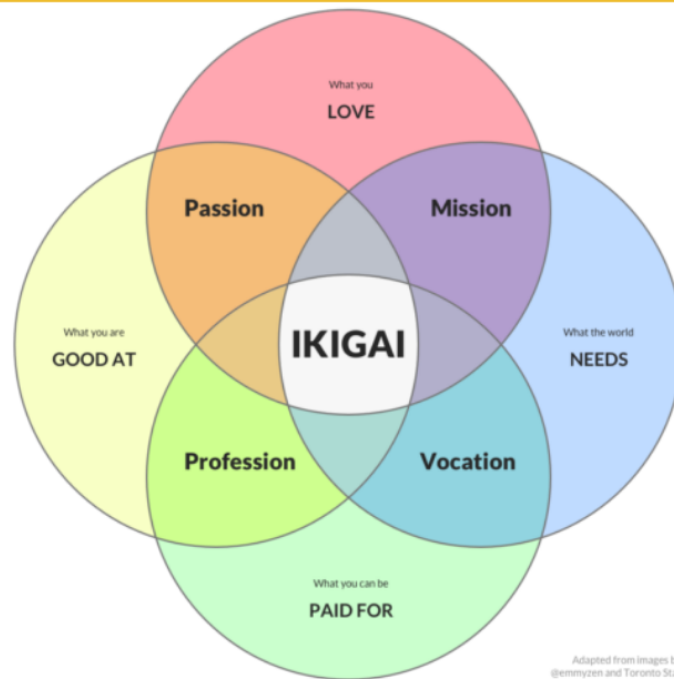
Similarly, if one can choose to see the joy that is experienced by others, empathetic joy states that one will therefore be able to see more joyful moments for themselves (McMahon, 2014). An increase in joy will have a direct impact on happiness.

Happiness is good for the soul, it makes you and those around you feel better. Happiness is a choice though and lies within the power of the individual to find.

Meaningful Work

Happiness ties to meaningful work as Achor (2014) states that “happiness is the experience of positive feelings of pleasure combined with deeper feelings of meaning and purpose”. To find meaning in work, one should feel both engaged and satisfied. Happiness is the feeling of having accomplished something significant (Crowley, 2014). The Japanese have coined a term called “Ikigai”, which translates to “reason for being” (Myers, 2018). It is the overlap of doing work that encompasses what you love, what you are good at, what the world needs, and what you can be paid to do. Each of these aspects would be its own orb in a Venn Diagram, at points only 2 would overlap at a time, leading to passion, profession, vocation, and mission. However, at the intersection of all these spheres is the Ikigai, the sweet spot of having it all.

FIGURE 3: JAPANESE CONCEPT OF 'REASON FOR BEING' - IKIGAI



(ROWE, 2018)

The Ikigai could lend itself to Perlo et al's understanding of what joy is, as they believe it to be about purpose and meaning (2017). It is interesting that in the IHI's framework, the component of 'meaning and purpose' is put to the task of senior leadership to foster. However, in a system where no one has asked nurses what this means to them, this would lead to a knowledge gap. It does allow for a deeper dive to understand nurses' perspective and what could, therefore, bring them joy.

Joy

Sloan (2011) explains that as humans we can pursue happiness, but we can not pursue joy. Moments of joy are those that are short in nature, they are often come with intense emotion. Solomon (1976) goes on to state that joy is a "passion that renders our world not only satisfactory but wonderful". We attain happiness by our own accord, by our own choices, and within our control; resulting in a feeling that we can describe. When Ingrid Lee (2018) began to research joy and how it pertains to design, she also found that joy was largely intangible. As humans, we pursue happiness as a goal, but we often do not

take joy into consideration (Lee, 2018). It does make sense though, joy is often an intangible feeling, one that you know when you experience it, but can be hard to recreate. Lyubomirsky (2008) states that the experience of joy is part of what makes people feel happy, combined with a sense that one's life is good, meaningful and worthwhile. With these concepts so closely related, it's no wonder they often are used as synonyms rather than their own unique topics.

One would think that it would be easy for a nurse to find joy in their jobs as we choose the profession to give to others, to be compassionate, and to have a positive impact (Nelson, 2016). Buttemer (2017) states that healthcare is one of the most obvious purposeful fields of work, and that while caring and healing are joyful practices, yet despite this joy is challenging due to exhaustion, disengagement and burnout. Physicians are also currently struggling with burnout and there is literature that supports a greater focus on joy (Sinsky, 2016). Sinsky encourages a system to change for nurses and physicians to be "entrusted and empowered and technology, policy and teamwork, and can say that practicing medicine is fun again". She challenges the system to have joy be a metric of the health care system. As adults we transition into a world where playfulness and colour can be deemed as immature, or unprofessional (Martin-Luther-Universität Halle-Wittenberg, 2017), it is seen as time wasting or unprofessional (Simpson, Tracey & Weston, 2018). The experience of joy can be seen as such, unfortunately, as it is a state in which a person may brighten or smile, become giddy or excitable (Sloan, 2011). However, playful people tend to think more creatively, and could be seen as more resilient, as they take potential stressful situations and see them as a game. Joy can also be seen in small moments. Not all joy is demonstrated by the classic, big, expressions. Many can be found in small moments where one experiences either the joy of pleasures, purpose or being connected. They experience it in the joy of wonder, being acknowledged, or simply being their best self (McGonigal, 2017). All these moments though seem to occur when there is a moment to recognize them. This means that for nurses to experience them, they would need to have slowed down, and allowed themselves to appreciate the

moment that they are in, acknowledge it and let it sink in. It is for this reason that it is so important to ask nurses what brings them joy, for if we were to solely make assumptions based on the visual characteristics, we would be missing many opportunities.

Joy at work has been associated with higher levels of performance and job satisfaction across a multitude of sectors. Within healthcare, however, joy is rarely measured, and the focus is more often on satisfaction or engagement. Additionally, no research has been done to further explore what joy looks like for frontline nurses, how to foster it, or the challenges to achieving it. The research will be important at both personal, for both the nurse and patient and institutional levels. Through the literature, it has been shown that moments of joy increase happiness. Happy employees tend to feel more satisfaction in their jobs. And those who are more satisfied, provide safer patient care. This will, therefore, influence the patient experience, but on top of that, if a patient is surrounded by a joyful staff, by people who love what they do, they themselves could have a greater likelihood of having a positive experience in hospital. Through a holistic understanding of all the concepts explored above, if paediatric hospitals include an intentional focus on creating joy at work this could lead to increased amounts of joy experienced, which ultimately may improve nurse happiness, satisfaction and engagement. Given these later concepts have been shown to correlate with reduced turnover it stands to reason that strategies to increase joy for nurses would have a positive effect on the organization as a whole.

Theoretical Framework

While the IHI white paper recognizes that joy at work is different from satisfaction, they still recommend using engagement scores as one way to monitor joy as joy has no measurable data to date (Perlo et al, 2017). While understandably this is the current state, this is the gap and the opportunity ahead!

Ultimately, nurses wanted to feel that their work was meaningful (Holmberg, Caro, Sobis, 2018). In understanding the concepts of satisfaction, happiness, meaningful work and engagement, we see that cohesion exists between them. The concept of Ikigai is not equivalent to joy, however the concept of finding meaningful work would be a component of joy for nurses. Happiness and joy, similarly, are not actually synonymous in experience. While people may use the words interchangeably, their relationship is more one-directional. It would be proposed that moments of joy would contribute to happiness. Moments themselves would lead to an overall perception of happiness as a nurse would have more experience with the emotions associated with joy, and therefore, have greater ability to see the positive and have more happiness. Satisfaction would be very different than joy for nurses. Achieving satisfaction would be good, but joy would be great. On Maslow's hierarchy of needs, joy would be more closely associated with self-actualization as moments of joy would therefore allow for a nurse to experience true meaning in their work, and allow for the reasons they went into nursing to come to fruition. Engagement would also be seen as different, in that an engaged employee would not mean a nurse was experiencing joy, but a nurse who experiences joy would be more likely to be engaged.

The literature review, paired with my own lived experience excites me to dive deeper into the concept of joy and how it is manifested for nurses who work in paediatric hospital settings. This research will look to further explore how joy is experienced, and how it has meaning for nurses. As there has been a lack of depth in the research to date, this photovoice exercise will fill the gap of explaining how joy is experienced and the impact on work context. The research will be exploratory in nature and look for broad themes for how joy is experienced for nurses, so that we can then better understand how to foster it. This research utilizes a participatory approach to empower nurses to share their voice and experience. I would expect for the moments of joy to be short in nature, moments that carried the

nurse through their day, and reminded them of their purpose at work. The themes that I would expect to see are:

- Moments of joy are meaningful to the nurse who experienced them. As we would hope that most nurses are doing what they are good at, being paid for, what the world needs and what they love, they would fall into the center sphere of the Ikigai Venn Diagram. The moments themselves will be diverse depending on where a nurse finds meaning, based on what they believe they are good at, and what part of the job they love. As the nurses volunteered to be a part of this research, I would assume that it is because they believe in the concept of joy and find it in their jobs.
- Most moments will be with other people. As many feel joy by providing compassion to others (Seppälä, 2012), and the nurses being recruited come from a paediatric hospital setting it could be theorized that many moments will be with patients and families. Moments may also exist with their team as this is derived from the concept of having work satisfaction.
- Moments of joy will instill feelings of happiness. Joyful moments allow for people to feel happiness. Anchor (2012) explains that happiness is rooted in positive psychology and can be made to be a choice to experience. Joy is therefore part of that equation and can be experienced as part of empathetic joy (McMahon, 2014). An increase in joyful moments will have a direct impact on happiness.

As the current literature on joy at work within healthcare lacks a definition for joy or exploring what brings nurses purpose and meaning, this research will fill this gap and make it more concrete. It will be made more clear that joy is an important aspect of work and that these experiences, while different than engagement and satisfaction, affect these concepts. It can be theorized that there is a difference between engagement, satisfaction and joy but that they are interrelated and can play into each other.

While organizations aim for increased employee engagement, a focus on joy would allow for greater personal individual purpose and meaning. With that, this would increase engagement as staff would feel more supported. In this case, an engaged employee is not necessarily one who is experiencing joy; however, a joyful employee would be more likely to be engaged. In knowing that nursing environments, and satisfaction improve staff retention and engagement, understanding what brings joy to nurses is imperative (Kirkham, 2016).

I will be able to propose the key components of joy and therefore some strategies to foster it. If more focus is placed on nurses fostering joy at work, this would help with burnout, retention and overall satisfaction (Perlo et al, 2017). Fostering joy at work could counterbalance burnout, and increase engagement overall, and have more meaning for frontline staff. The Ikigai, meaningful work, overlays on Perlo et al's (2017) framework. They put the task of fostering meaning and purpose on the leader; however, the research will show the importance of these aspects to nurses, and empower them to foster it themselves.

The analysis that follows will expand on what joy is, how it is experienced and what it feels like. This will fill the gap that is present in the current literature.

METHODOLOGY

There has been no concrete work to date exploring what brings nurses joy at work.

This section is a report on how the research questions was approached. In working in a complex system with competing priorities, it can seem daunting to get to the heart of the phenomena in question and to strategize for sustainable change. In balancing safe care, expectations from the organization and the public, education, skill set, task lists, it is challenging to see where joy is found in a day. To dive deeper into this subject I will employ the use of phenomenology, a philosophy to study the lived experience,

originated by Edmund Husserl in the early twentieth century (Plunkett, Leipert & Ray, 2013). He viewed that a person's experience was separate from the world in which it exists. This viewpoint has largely been contested and his methodology has been iterated to be more viewed through a research approach called interpretive phenomenology. Heidegger, a student of Husserl, suggested that the world in which we live contains meaning to us whether we like it or not and to think that as humans we don't view, or consider, this meaning within our experience would not make sense (Plunkett, Leipert & Ray, 2013).

The research on joy will use a qualitative methodology, and take a human-centered design approach to fully understand how nurses experience joy by having nurses engaged directly in the conversation. This approach is not the norm in healthcare, where research and data collection is often done via more scientific methods and quantitative methodologies. Qualitative research is advantageous in this circumstance as to fully understand joy, one needs to be immersed in the lived experience, and that involves a narrative that can not be captured simply by quantitative data collection. Qualitative data allows for a greater depth of understanding as it allows for the data to have an enhanced level of detail associated with it (Lombardo, n.d.). Photovoice is a method for collecting qualitative data and will be used for this particular research study.

Method of Data collection: Photovoice to capture moments of joy

The primary research method used will be that of Photovoice. It was created post photo-elicitation from the 1950s, and was an iteration of the photo novella created in the 1980s. Wang and Burris (1997) evolved the novella to seek a more empowering focus, allowing for people to reflect strengths and concerns through imagery, and enabling a dialogue about important issues with the intent of reaching policy makers. Photovoice is most often a pairing of photography taken by participants, and an interview to follow. While photovoice began with clear political and activist intentions, it is clear that

employing the methodology can have other benefits than those of which were originally intended (Plunkett et al, 2013). They can complement phenomenology by adding an additional layer to the discourse, providing a richness to the storyboard, creating more depth and greater understanding of the lived experience. It will highlight that for each person joy will be different, that they have an individual experience with it. With the rise of social media, and especially that of instagram, it is clear that imagery has a strong focus to which people can relate to, now more than ever. The hashtag #joyatwork has 2,822 public posts, and #happinessatwork having 9,928 public posts (Instagram, November 19 2018). Photography can also allow for nurses to think outside the box when describing their world. This will provide them with a supportive method to think creatively and tell their story. To many, the nursing world is unknown. In a hospital it lives within the walls of the building and the environments that nurses work, which are closed to the public. Even patients may not understand the full lived experience of a nurse as their job is multifaceted and complex. As photovoice allows for participants to share their lived experience with the audience, it can allow for more understanding, greater empathy, and for the lived experience of the 'focus of research' to be highlighted (Woodgate, Zurba, & Tennent, 2017). Photovoice provides a tool to have a conversation about topics that can seemingly be challenging to articulate.

Procedure

As nursing is the largest group of healthcare providers in a hospital, they are quite a complex group. They work on many different units with unique patient populations, individual work cultures, different staffing models, different managers, and therefore their experiences can be quite different. In order to obtain a comprehensive understanding of how nurses experience joy a purposeful sampling technique was used. This kind of sampling in qualitative research works especially well when related to a phenomena of interest in information rich cases when resources and time are limited (Palinkas, Horwitz, Green, Wisdom, Duan & Hoagwood, 2015). 11 participants (n=11) were recruited for this study in order

to offer a more holistic understanding of the experiences of joy. The nurses who volunteered to be a part of the study had a particular interest in the topic, and felt that they could contribute to the research as having had experiences with joy at work.

Table 1: Inclusion Criteria	Exclusion Criteria
<ul style="list-style-type: none"> ● Nurses (all ages/genders) who work in paediatric hospitals ● Ability to take photos using either their smartphone or digital camera ● Ability to participate in a follow-up semi-structured interview 	<ul style="list-style-type: none"> ● Non-nurses ● Nurses with no experience in paediatrics

Participants were all nurses from SickKids Hospital, a paediatric academic organization located in Toronto, Ontario, Canada. All participants were female and had between 2 months to 16 years of nursing experience. They represented a wide range of units within the hospital, many of whom had experience in more than one area within the organization, or a shared nursing experience with other paediatric facilities. Areas within SickKids included inpatient areas such as: Paediatric Intensive Care Unit (PICU), Paediatric Medicine, Bone Marrow Transplant (BMT), Haematology and Oncology, General Surgery, Orthopedics and Ear, Nose and Throat. Outpatient areas included Ontario Poison Center (OPC), and outpatient gastroenterology. Data was collected over one month's time, with recruitment being done in the two weeks prior.

As per the recommendations of Plunkett et al (2013) the photovoice data collection involved several steps.

1. Orientation: Participants were oriented to the research study via email communication to the purpose of the study, the plan, expectations and timeline.
2. Photography: Participants were given approximately 4 weeks to collect data and as many photos as they felt captured moments of joy at work. As they weren't allowed to take pictures of patients or families due to Research Ethics Board (REB) requirements, they were encouraged to think outside the box. For each photograph they were asked to include a short write up describing what the photo represented. They were to submit the photographs and descriptions prior to the interview for the next part of the process. They had access to a private online drive to submit their photos and a short descriptions.
3. 1:1 Semi-Structured Interview: While Caroline Wang (1999) suggests a group dialogue about the photos using a structured technique called SHOWeD, McIntyre (2003) found this approach to be limiting. Due to the difficult nature of coordinating all participants to attend a group session due to shift work, I instead did 1:1 semi-structured interviews. I therefore created a standardized list of questions that was consistent for each participant. Questions included asking why they went into nursing, what they loved most about their job. They were also asked to tell me more about the photographs, including what enabled the moment to happen, how often they experience joy, what that moment of joy felt like. They were also asked to reflect on the barriers of joy, as well as what peers and management could do to help foster joy.

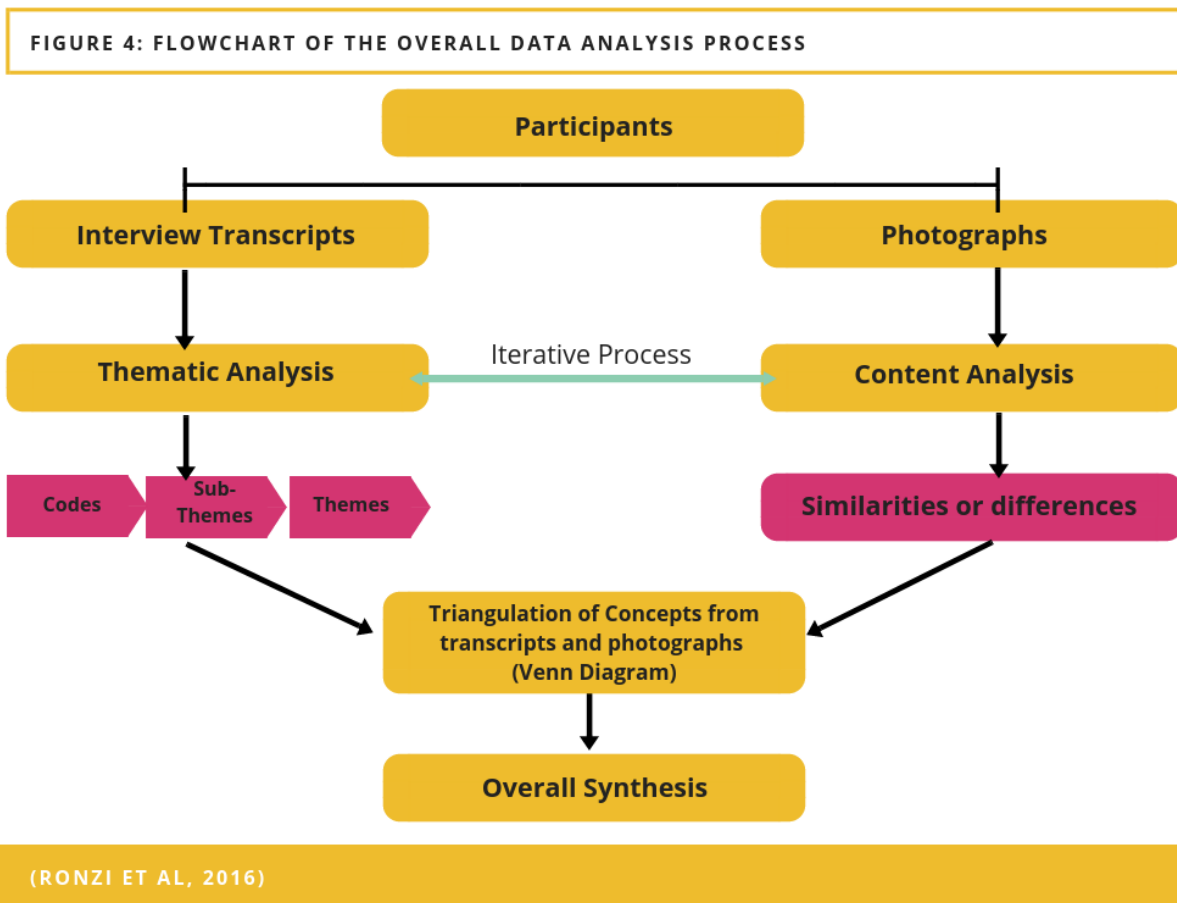
This process allowed for nurses to be empowered to collect the data and have a strong voice to share their stories and have input into recommendations for change. In engaging nurses in this conversation, the goal was also to better understand what helps or hinders the experience of joy, and how if fostered, and how it can ultimately affect patients.

This overall methodology highlighted opportunities for organizations and leaders to enable nurses to find more joy at work.

Method of Data Analysis

The photovoice assignment led to the collection of 31 photographs, each with a paired journal entry description of what that particular moment represented to them (*see photographs beginning on page ___ for examples*).

Using a pairing of concept and thematic analysis, while in tandem, examining the photographs and their descriptions, and interview transcripts, clear themes emerged. Modelled off Ronzi et al (2016), the following process was undertaken:



A thematic analysis was done by re-listening to the 1:1 interviews and reading the transcripts. This method was ideal due to its flexibility, its ability to be inductive, whereas the coding and theme development were directed by the content of the data (Braun, Clarke & Rance, 2014). While there were

themes that I thought could be present in the data, I mostly used inductive coding as this research was largely exploratory, and I wanted to build a codebook from scratch based on the data (Yi, E, n.d.).

The concepts that were expressed in the theoretical framework were used as comparison to begin to decipher subthemes, and iterate on coding names that were extrapolated from the images and supporting interviews. Table 2 (below) shows the contrast and comparison between the themes that were expected to be found after deciphering the literature review and creating the theoretical framework, versus the themes that were expressed through the photovoice exercise. Each theme in the left column is paired with the similar themes on the right. The themes were not perfectly expressed through the photovoice exercise, however they fell into categories that were complimentary of the initial themes.

Table 2: Themes	
Initial Themes in Theoretical Framework	Themes Expressed Through Photovoice
<ul style="list-style-type: none"> ● Moments of joy are meaningful to the nurse who experienced them 	<ul style="list-style-type: none"> ● Joy Through Hardship ● Memory in itself instills joy ● Moments Like This Doesn't Happen Often ● Pride
<ul style="list-style-type: none"> ● Most moments will be with other people ● Most will be with patients and families ● Some will be with their team 	<ul style="list-style-type: none"> ● Patients & Families ● Teamwork ● Connection
<ul style="list-style-type: none"> ● Moments of joy will instill feelings of happiness 	<ul style="list-style-type: none"> ● Playful ● Fun
<ul style="list-style-type: none"> ● Moments of joy may seem playful in nature 	<ul style="list-style-type: none"> ● Playful ● Fun
Additional Codes that Emerged Unexpectedly	
<ul style="list-style-type: none"> ● Culture of the Organization/Floor ● Challenges ● Reflection is Important ● Moments of Joy can Often Go Missed 	<ul style="list-style-type: none"> ● Supportive Environment ● Affirmation ● OK to be vulnerable ● Staff Retention

FIGURE 5: METHODOLOGY FOR ANALYZING THEMES

On [Bone Marrow Transplant] our patients are on our unit for months at a time, sometimes close to a year. Because of this, discharges don't happen as often as other units. When they are finally well enough to leave it is an exciting moment filled with a lot of emotions. Whenever we get to pull out this box, filled with pom poms, noise makers and music, it's an amazing moment that I look forward to.



1:1 Interview Supporting Quotes

"It was the first thing I thought of when taking a photo, as it **doesn't happen often**, and it's a **special moment** we get to share with them"

"I feel like because [discharges] don't happen often, it's so special and it's **important to take a moment**"

"It's **part of our culture**, it's what we do"

Subthemes

Patients & Families
Staff
Supporting environment
Culture of the unit
Playful
Connection
Memory in itself instill joy
Moments like this don't happen often

Venn Diagram

10 (Patient & Family + Environment & Design + Staff)

Codes that had similar meaning were moved around by analyzing and sorting so that I was able to have some consistency and overarching themes for the data (Yi, n.d.). These subthemes codes were then further categorized and conceptualized, to finally come to 4 main themes that were present in the

photographs. These themes allowed for the narrative to be better understood as to how nurses experience joy in paediatric hospitals.

Analyzing the Visual Data

A Venn Diagram, which 4 circles overlapping, each containing of 1 of the 4 main categories, was used to analyze the visual data, as it was clear that some moments of joy represented multiple categories, and that joy largely is multifaceted (which explains why it is also seen as being intangible). The visual data which was obtained via the photographs underwent a content analysis where the photos were then placed in the Venn Diagram that had the 4 themes of 'Patients & Families', 'Staff', 'Pride', and 'Environment & Design'. Photographs were placed in a specific location in the diagram based on not only the visual representation (as the photos themselves were often abstract), but with the pairing of the description as well as what was said and elicited in the 1:1 interviews.

Patients and Families: The moment of joy occurred with patients and families, or they were part of an overall theme which was clear in the description.

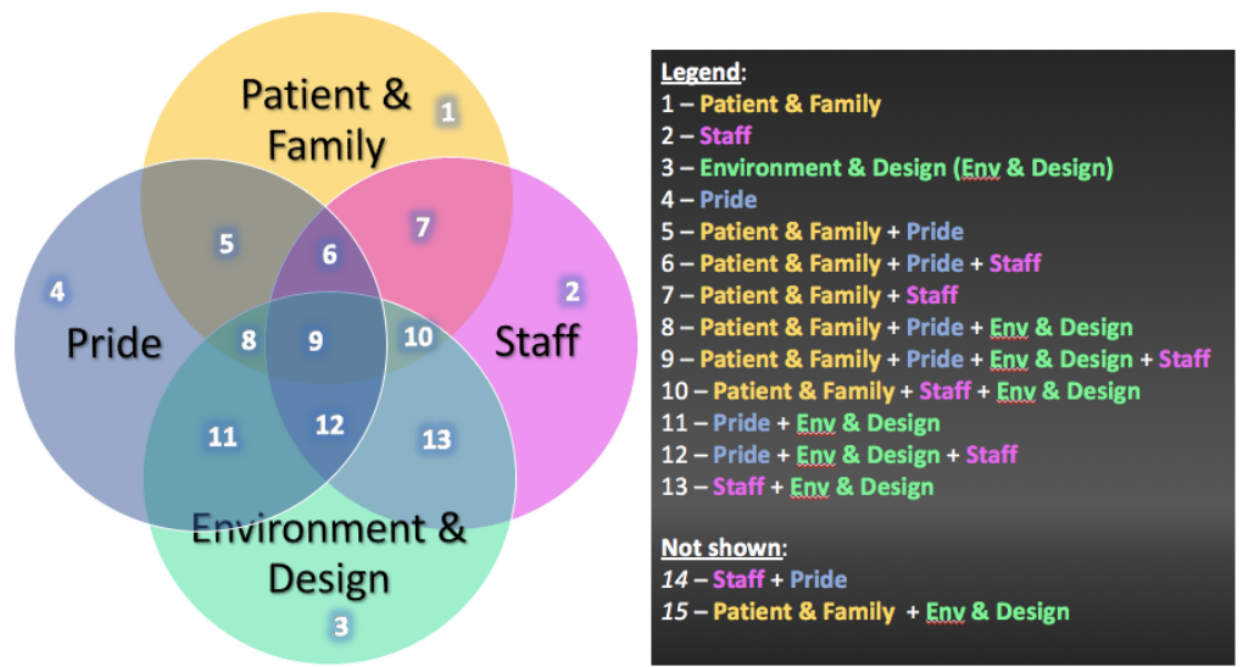
Staff: Peers and colleagues were a part of the moment of joy, or were a driving force behind the moment.

Pride: Personal or professional pride was felt in the moment of joy.

Environment and Design: Whether it was the physical design that enabled the joy, or the environment of the unit, or the culture, it was a factor that enabled the moment to happen.

These themes, overlapped into a 3-Dimensional Venn Diagram allowed for images to be placed in categories where more than one theme was present in an image.

FIGURE 6: TRIANGULATION OF CONCEPTS: ANALYZING THE VISUAL DATA



There were several insightful moments that came from the Photovoice exercise and the semi-structured interviews that lend themselves to better understanding how nurses experience joy, and therefore how we can work to foster it in paediatric academic hospitals.

Ethics

Ethics approval was granted by both the Ontario College of Art & Design (OCAD University), as well as The Hospital for Sick Children. Due to the nature of work that occurs in hospitals, and needing to ensure that no personal healthcare information was shared of patients, and that they did not feel that their care would be affected if they participated or not, participants had very strict rules and guidelines with regards to the photography element of the project. No patients or their families were allowed to be

photographed as part of the research. Additionally, if participants wanted to 'recreate' a moment using their peers, or their own families or friends, the people had to be non-identifiable, and consent needed to be obtained. Multiple consent forms were used: Participants signed their own consent form to participate, and if a participant had others in a photograph, despite them being non-identifiable, they had to advise them of why they were being asked to participate, the nature of the study, and also obtain consent from these individuals. Participants were also given the option to have their names attributed to their photographs as it is they who ultimately own the images.

FINDINGS AND DISCUSSION

In this chapter I will discuss the analysis of the data and the themes that strongly emerged. These themes can allow for future insight and exploration as to how to measure joy. Photovoice in this regard worked extremely well. As no patients could be photographed, and the pace of the floor is so fast, the images were never taken in the moment. They always represented a moment from the past, or a reflection of something that helped to enable joy.

Please enjoy reading through all the photovoice entries demonstrating nurse participants' lived experiences with joy.

PHOTO 1: FALL'ING IN LOVE WITH BEDSIDE NURSING



I was looking after a patient who I had become a core nurse for. This was a family that I had immediately connected with - a single mom with a baby that was a couple of months old. This family had immigrated from the Caribbean where the baby had not been treated properly for a severe bacterial meningitis. As a result, this patient was quite ill only a couple of months into his life.

There were days when I could just enjoy chatting with this Mom and caring for her baby, things were looking up. There were other days that I would be working in a task-oriented manner to get all his medications and treatments administered, with things not looking so great.

I remember working on Halloween and helping to care for my little buddy that day. The hospital had provided costumes for the kids that were in hospital and didn't have their own. Some of the other nurses and I got him into his monkey costume. It made me feel so joyful to see him looking like a 'regular' kid - the IVs, the tubes, they were all hidden. I remember seeing the smile on his Mom's face. I'm sure that she was thinking about how it was one of the first times that she could see her kid actually being a kid. My heart felt happy!

Although this patient eventually didn't make it, I often think of him in the fall or specifically at Halloween. The cool, crisp air. The leaves falling off the trees, so colourful. Kids dressing up and pretending to be whatever they want to be. He is really one of the first patients that made me feel like I had made a difference by being a nurse, and that will forever make me feel joyful.

CAROLYN JEFFS, RN - PAEDIATRIC MEDICINE, STREAMLINED CARE UNIT, & ONTARIO POISON CENTER

PHOTO 2: INSPIRING OTHERS



I was a clinical instructor for 5 years, teaching student nurses within the hospital.

I was so nervous about the very first group I taught. Only 1 of the 8 wanted to be on paediatrics; they all wanted mental health and were uber disappointed to get this as their placement. Throughout that placement, it was my mission to get them to see the side of paediatrics that I love, why I do what they do; that it's not a sad job, and it's an amazing experience. Most of them had never even held a baby before.

By the end of their placement, they were a different group; so excited about paediatrics, and they loved the kids. When I was doing their final evaluations they all said that they had never had a teacher like me, that I showed them a side of nursing they didn't know existed. One student said that I showed them that paediatrics is not a sad place, but a place where we all come together and become a family. 3 of the 8 got jobs at SickKids!

I brought me such joy to know I helped them find a place that brings them happiness in their career.

JENNA SMITH, RN - PAEDIATRIC MEDICINE, INFECTIOUS DISEASES

PHOTO 3: HUSH LITTLE BABY



In the world of nursing, no shift is 100% predictable. Also, in the world of nursing, there are days where you may have an assignment consisting of babies... three babies... with no parents in the room (hopefully not all hungry from being NPO - also known as nothing by mouth). If you do the math correctly, there's one of me and three of them. On our unit, as much as every nurse here loves "ouuuing and ahing" over the smiles and laughter of our adorable patients, a sleeping baby is the purest form of joy when there is work to do. So peeking into the room and seeing that bundle of cuteness sound asleep is joy to the eyes and ears.

KAITLYN SIE, RN - GENERAL SURGERY

PHOTO 4: THE CAMPAIGN



The SickKids VS campaign puts the hospital in the public eye. A great workplace and a renowned hospital, SickKids gives me a sense of pride. I feel joyful seeing the campaign posters at work because I feel proud of where I work and what it represents. It is a place of healing, groundbreaking research, education, and amazing work.

MARICELLE TIA, RN - PAEDIATRIC MEDICINE, RESPIRATORY MEDICINE

PHOTO 5: TIME FOR ME



As a nurse in 3 organizations, I reflected on what pulls me to a certain organization and makes me excited to go to work. They all have differences but what that is important to note is the time for self-care and reflection within the day. At one of the organizations, it is encouraged to spend an hour away from patient care and do whatever you want: such as yoga. I feel more alert in my day and able to provide full and quality care to my patients. I find when I have a busy shift and don't have time for these very important things I begin to feel resentment and I lose touch with myself.

This moment to remove myself allows for me to be more in touch with myself and therefore also with my patients. This overall allows me to experience joy and be more present in those moments throughout the day in my work.

CAROLYN WILSON, RN, MN - HAEMATOLOGY & ONCOLOGY

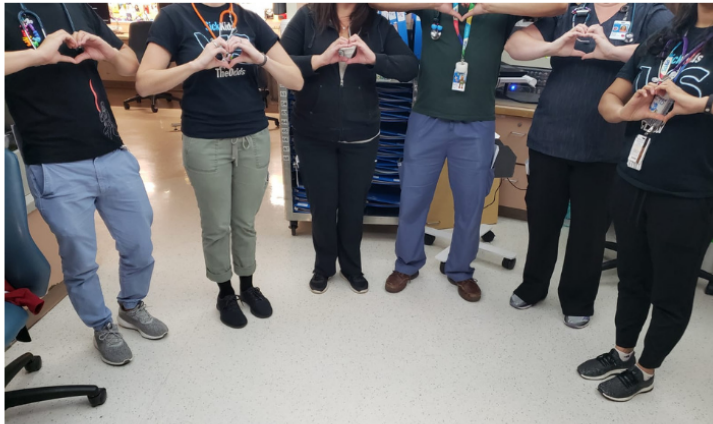
PHOTO 6: CELEBRATION



On the Bone Marrow Transplant unit our patients are there for months at a time, sometimes close to a year. Because of this, discharges don't happen as often as other units. When patients are finally well enough to leave it is an exciting moment filled with a lot of emotions. Whenever we get to pull out this box, filled with pom-poms, noisemakers, and music, it's an amazing moment that I look forward to.

LAIKEN STARREVELD, RN - BONE MARROW TRANSPLANT

PHOTO 7: MY TEAM, MY HEART, MY BACKBONE



These are the people who get me through every shift. We support each other, through tough times and the good. They have become my lifeline network, and I've made some of my very best friends through nursing. Nursing can be a vulnerable job, but when you know that you have a team of people who you believe in, and they believe in you, it makes every day so much better.

JENNA SMITH, RN - PAEDIATRIC MEDICINE, INFECTIOUS DISEASES

PHOTO 8: LET'S DRAW EACH OTHER!



When a seven-year-old patient expressed that she was bored, I suggested we draw each other to help her pass the time, as earlier that shift, she informed me that drawing is one of her favourite activities. We strategically hid our pages from each other's view and giggled at the inaccuracies in our depictions of each other. We wrote a quick note on the back of our drawings, then signed and swapped them.

While the drawing activity in itself was quite joyful, what resonated with me most was watching this little girl's personality unravel through her art. Although she always asked appropriate questions, earlier that shift, she appeared to be quite shy and reserved. As a former shy little girl myself, I was on a mission to break through to her, as I know firsthand that the quietest children can often have the busiest minds. As she drew, I watched a confident and vibrant girl emerge; from her commentary during the activity to the vivid colours she chose, to the fine attention to detail she added to her drawing (i.e. the genius use of fluorescent yellow marker to draw my gold-rimmed glasses and also those black stilettos that I was definitely wearing during my shift!). I am appreciative of the fact that it was through creating art together that I was able to gain access to and witness this side of her. This moment brought me so much joy and I have tucked away this drawing to look at on a rainy day so that I can be reminded of the wonderful joys of peeking into vibrant, young minds.

ANONYMOUS, RN - EAR, NOSE & THROAT, & ORTHOPAEDICS

PHOTO 9: MOMENTS TO REFLECT



Working with children, and children who are acutely ill is challenging. What's more challenging, and causes more stress is that some of them do die, and we live with that reality daily. It becomes increasingly more overwhelming and I feel it changes your perspective, and for me it made me start to lose hope and get lost in what I did. I became very task oriented to try and avoid being so sad when one of my patients died. Nevertheless, this photo is of a moment where I was a part of a memorial service. I felt joy in connecting with families of children who had died. I was able to stay present with them, reflect about their child which was sometimes challenging in the hospital. By connecting with parents at these events is fulfilling because you are given the time and space to give the psycho social care you often miss when they are on the floor.

CAROLYN WILSON, RN, MN - HAEMATOLOGY & ONCOLOGY

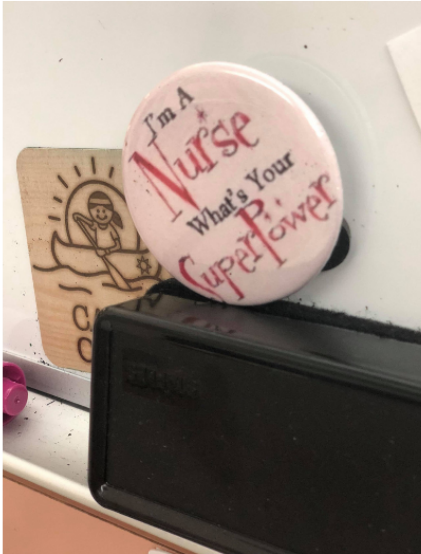
PHOTO 10: MOUNTAINS OF TIME



You couldn't imagine how much simpler my job is when the linen cart is fully stocked. Instead of wasting time walking to the other end of the hallway to access the sister unit's linen cart (only to be met with yet another empty cart), and literally searching every other linen closet on the unit, everything is right there instead! There is no greater joy than when a room has just called out for something to find exactly what you need when you walk in and see a fully stocked linen cart.

KAITLYN SIE, RN - GENERAL SURGERY

PHOTO 11: NURSING IS MY SUPERPOWER



This magnet on our assignment board is another representation of joy to me because I love the people that I work with. Together we make a sometimes dark place, bright and enjoyable to spend time with. 8B (Bone Marrow Transplant) would never be the same without the crew of nurses working tirelessly for our patients.

LAIKEN STARREVELD, RN - BONE MARROW TRANSPLANT

PHOTO 12: MONKEYS ON THE WALLS



The walls of the 7BCD wards (paediatric medicine) are covered with bright and colourful paintings of smiling animals and children, on trees, water, sand, and sky. I am an artistic and creative person, so murals are instantly a source of joy and wonder for me. But even if I wasn't, I can't imagine not smiling back at a smiling monkey on a tree!

The physical environment has a tremendous impact in any workplace, but even more so in a place where hours are long for staff, and even longer for admitted patients.

MARICELLE TIA, RN - PAEDIATRIC MEDICINE, RESPIRATORY MEDICINE

PHOTO 13: THERAPY DOGS - NURSES OF THE PET WORLD



Whenever I see these friendly pups in the hospital, there is instant happiness surrounding them. People's faces light up, everyone comes together to pet them and share their stories of their own pets. When they enter a patient's room it's like the sickness just disappears for those moments. It's no longer about the medications they have to take, the IV pump beeping, or the test results they are anxiously waiting on. It becomes a child just getting to be a regular kid, playing and bonding with a pup. These instances bring me joy. To see my patients and coworkers happy. Every time I see one, for that moment I am stress-free with a big smile on my face.

JENNA SMITH, RN - PAEDIATRIC MEDICINE, INFECTIOUS DISEASES

PHOTO 14: CONNECTING SOULS



Being a nurse at Sick Kids requires you to think quick, move quick and act quick. We look after the sickest kids, which means the weight that we feel daily is huge. There are times when starting new on the floor I had to BE quick to prove myself and show that I could handle this. Fast forward to being an intermediate nurse BEing quick because I did not have time to slow down because my patient assignment was incredibly busy. Time is limited and you feel if you stop you'll fall so far behind. However, in this rush, a colleague pulled me aside and said "I'm going to give you a REAL hug". She threw her stethoscope on the table and squeezed me in a strong and meaningful hug. I felt like I was being grounded. My fellow nurse knew it was hard a hard day and that I needed to pause. Her arms around me provided me with balance, stillness, and connection. I will never forget that moment where I went from feeling like "What am I doing with my career" to "I am here with people who get me, with my kind of people". This happened 2 years ago, and I still remember it being such a simple act but one that was so real and genuine.

CAROLYN WILSON, RN, MN - HAEMATOLOGY & ONCOLOGY

PHOTO 15: SUPPORTING FAMILIES



As a paediatric nurse, I find people don't realize it's not just the child that is our patient, it's their whole family. It brings me joy to be there for these families. To support them during this hardship they are going through. Whether it is a hug, reassurance, teaching them different techniques on how to care and provide comfort to their child, or passing them a tissue while they cry. Letting them know I am there for them as well as their child. It is these seemingly small moments which bring me joy as I know how much it can mean to a family.

JENNA SMITH, RN - PAEDIATRIC MEDICINE, INFECTIOUS DISEASES

PHOTO 16: NURSING FUEL



As I sat down to have my dinner break on the first of three night shifts, a nurse brought out a bag of chips. You would be surprised at just how excited nurses get over a bag of chips, especially on nights. The smallest things like this are nice to have and can make us happy but they are actually essential to combating the nausea and "awful" feeling that can accompany night shifts at 3 in the morning.

Food brings people together and so while the treat itself was joyful, it was the fact that everyone was able to gather together. It was great to be able to have dinner with my co-workers. Our unit is often too fast-paced and busy to sit down together. These moments are special, especially because dinner with your second family is almost just as good as the dinners you regularly miss out on with the family at home.

KAITLYN SIE, RN - GENERAL SURGERY

PHOTO 17: GOODBYES

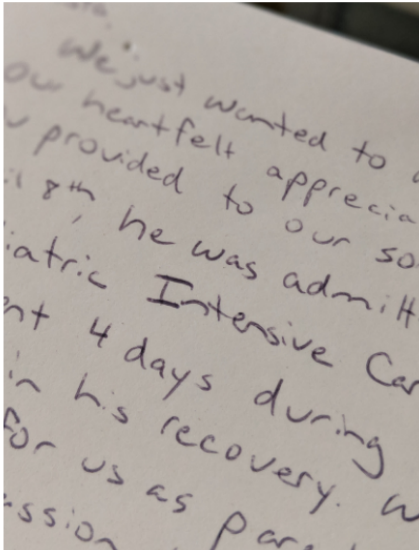


Towards the end of my shift on a very busy day, while I was catching up on charting, a family approached me to say goodbye and thanked me for my help that day. I was taken aback by their words of gratitude because, until that point, I was feeling quite defeated by the demands of that shift. As a new staff, I had ample support but I couldn't help but feel very task-oriented that shift. One of my favourite things about pediatric nursing is building rapport with families but from the moment this shift started, I felt like I was running in and out of rooms just to stay on top of their routines and our unit routines. Although I checked in with the family throughout the shift I was starting to feel unsure of whether my work was really making a difference.

Listening to this family tell me that with our help, they felt less overwhelmed and that today, their child was feeling much better gave me all the validation I needed and closure at the end of this difficult shift. This encounter reminded me that sometimes, all families need from us is to make sure that their child is not in pain and on track to go home; your genuine efforts will be recognized, even if they are not acknowledged out loud. This was a moment of joy, pride and liberation from my own self-doubts.

ANONYMOUS, RN - EAR, NOSE & THROAT, & ORTHOPAEDICS

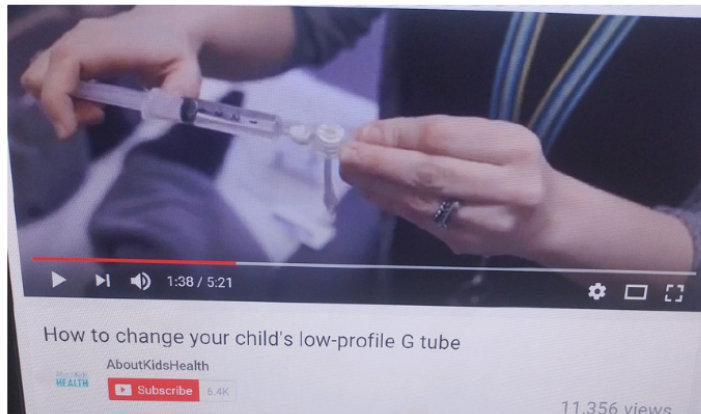
PHOTO 18: JUST ANOTHER DAY



This is a card and photo that a family sent me after their child had been admitted to the PICU after a trauma. I remember receiving him post-op and meeting his parents, explaining the ventilation tubing and infusions and the variety of machinery surrounding their little child's body. And truthfully that is all I remember about that day, which is why this photo represents joy to me. It was just another day in PICU for me, no heroic measures or special above and beyond activities happened. I got this card several months later, and I was super happy to see that the child had made a remarkable recovery and totally shocked that the parents remembered me and took the time to mention it! This card is about 7 years old now, and it brings me joy every time I look at it, I feel proud and happy that I made a difference that day. It reminds me of the reasons I became a nurse.

KRISTA ABU KHALIL, RN, CSPI - PAEDIATRIC INTENSIVE CARE UNIT, & ONTARIO POISON CENTER

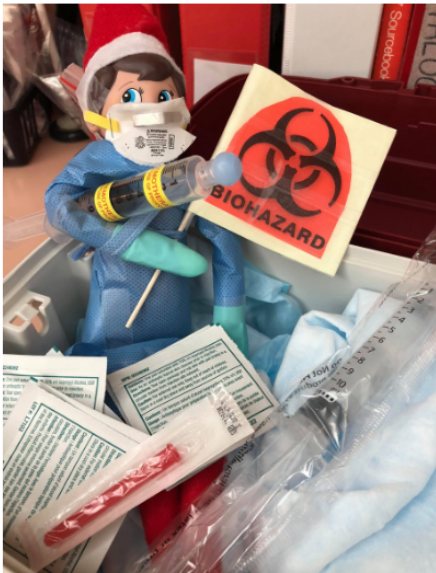
PHOTO 19: EDUCATION



When I first started in my role, there was a serious lack of education out there for families. I felt that they deserved better from us. So I set out to create videos to support them in the care of their child. I was so nervous to be in front of the camera. I was worried the procedure wouldn't go well. Mostly, I was afraid the video wouldn't actually help anyone. But I got through it, conquered my fears, and now, 3 years later, the video has been viewed 11,000 times! Families have told me that this video has helped them get through one of their scariest time - when their child's feeding tube has fallen out. It has helped more families than I can imagine and I am so proud of that.

HOLLY NORSGROVE, RN - G-TUBE RESOURCE NURSE, & PAEDIATRIC MEDICINE, INFECTIOUS DISEASES

PHOTO 20: CHRISTMAS ON BONE MARROW TRANSPLANT



Finding time to bring fun to my workplace is so important to me. In the month leading up to Christmas we have our own Elf on a Shelf. The night shift nurses dress up the elf, and hide him every night. This brings me joy not only looking for the elf or participating, but also for our kids that aren't isolated. It turns into a game for the children to find every morning.

Finding time to play at work brings joy and light to our unit that often needs brightening.

LAIKEN STARREVELD, RN - BONE MARROW TRANSPLANT

PHOTO 21: TOUCH



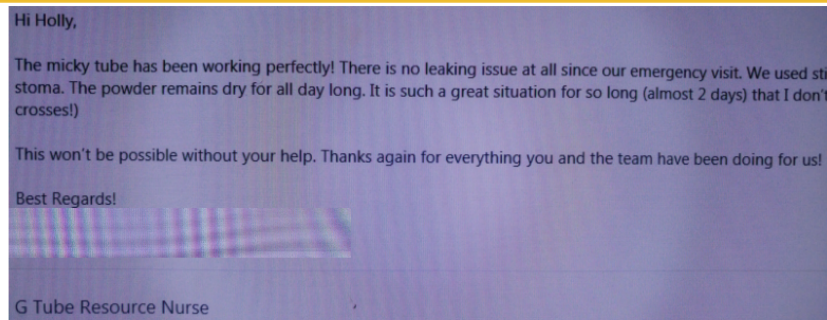
Often, when I touch a patient, it is done with medical purpose. Contact is for taking vital signs, assessments, medication administration and often to carry uncomfortable or painful procedures.

However, equally as often, I have a privileged and unique opportunity to experience joy through touch. As a nurse, I am in a position to cradle and rock an infant, or pat them to sleep. I hold soothers and bottles to beautiful baby faces. I can give tickles and hugs and high fives and hold hands.

And what a gift, the touch of a child is. A baby's grasp reflex is pure joy. Touch is truly therapeutic and is a source of comfort. And for me, touch is a source of joy.

MARICELLE TIA, RN - PAEDIATRIC MEDICINE, RESPIRATORY MEDICINE

PHOTO 22: EMAIL REMINDERS



There are days where I try to solve a problem with a family and it just doesn't seem to work out. We talk through it, we decide together that the solution makes sense and...not even close. Then I reach out to my amazing colleagues for help and still, the problem continues. A family had been dealing with a particular issue for months. I recently got back from a leave of absence and met them on the floor, thrust into their challenges and frustrations. It was my first time meeting them and I suggested some radical solutions. Dad said, "I trust your judgment". What a humbling sentence to hear. 1 week later, the child ended up in the emergency department with the same issue. I felt defeated. When I went down to see them in the emergency department, I found mom and dad on the verge of tears; but not because of the problem. It was because their child had taken a bottle in a way she never had before, and they were so excited to tell me. We then talked through our options and decided to try something we weren't sure would work. I hoped for days that I would hear some good news. And then that email came. For now, we had solved the problem! You could almost feel the dad's happiness radiating through the screen. Sometimes, in the day to day worries and hustle, it's easy to forget the impact you can make on someone's life. This email reminded me of just that, and I am grateful for that reminder.

HOLLY NORGROVE, RN - G-TUBE RESOURCE NURSE, & PAEDIATRIC MEDICINE, INFECTIOUS DISEASES

PHOTO 23: APPRECIATION COMES IN MANY FORMS



There are always treats at the nursing station. These can be donuts, chocolates, sweets, cakes, cookies or pizza.

Most of these treats we receive are gifts.

Receiving a gift is a joyful experience because it means these three things for me:

- a) it means “thank you” and an appreciation for nursing work that is physically and psychologically laborious
- b) it's a reward that fuels the body to keep going because breaks are often delayed or missed and many meals are skipped
- c) it's an opportunity for sharing with a team who pull together always. I find it so touching how nurses divide and cut treats to multiple pieces so everyone gets a bit of a treat. It really is heartwarming.

MARICELLE TIA, RN - PAEDIATRIC MEDICINE, RESPIRATORY MEDICINE

PHOTO 24: A GRAND EXIT



On 8B our patients are on our unit for months at a time, sometimes close to a year. Because of this, discharges don't happen as often as other units. When they are finally well enough to leave it is an exciting moment filled with a lot of emotions.

LAIKEN STARREVELD, RN - BONE MARROW TRANSPLANT

PHOTO 25: TWO WHITE BOARDS



Even though I don't work on 7B (Paeds Med) anymore, this is where my career at Sick Kids began. I was given incredible opportunities by leaders who saw potential in me. One of the biggest opportunities for me was going to Wisconsin to learn about a program that would ultimately bring quality improvement to the forefront of our daily working life at Sick Kids. I was part of the team that adapted that program and piloted it on 7B. Those 2 white boards - they are a big part of that program, and I helped create them. I mapped out how they would look on a dry erase board in a back room on 7B. I watched them get screwed into that very wall and go from rough tape lines while we worked out the kinks, to colourful and customized displays. From the ground up, week after week, I stood in front of them, nervous about how my colleagues would receive something so new, and showed everyone how we could come together and take ownership in making our work easier and more meaningful. And now those boards are on every single floor and in every single clinic in the hospital. They provide a place to discuss challenges, solve problems and celebrate victories. Every time I pass them on my travels throughout the hospital, I can't help but smile knowing I was part of something that changed the way we work and think at SickKids.

HOLLY NORRGROVE, RN - G-TUBE RESOURCE NURSE, & PAEDIATRIC MEDICINE, INFECTIOUS DISEASES

PHOTO 26: A FAIRYTALE ENDING



This photo of a Belle costume brings me so much joy because it takes me back to one of my happiest shifts at SickKids hospital. I had a patient that was palliative, and her family's wish before she died was for her to have a memorable party. It was likely to be her final birthday party. Marnie's Lounge (a space for kids, off the unit) was reserved for her celebration, food was ordered and she was to be surrounded by friends and family. Little did they know that Belle was coming too - the icing on the cake so to speak for this special occasion. She needed a nurse present as she was medically unwell and what an honour that was that I got to be that person. To be there to help facilitate such a special celebration for this family will be something I will never forget. The smiles and laughter, I will always cherish as my most joyful SickKids moment.

SUSAN MIRANDA RN - PAEDIATRIC MEDICINE, STREAMLINED CARE UNIT

PHOTO 27: GETTING OUTSIDE, THE HEALING POWER OF NATURE



I believe in the benefit of nature for all types of healing. There is nothing more rewarding than being able to take patients outside for the first time in a long time. I can remember having a patient that could not go outside for over a year. I had her the day we were able to take her outside for the first time, and it was absolutely magical. The warm sunshine on her face wasn't what made her light up, it was the huge smile she had. I experienced such an empathetic warmth in myself and was so humbled. I walk to work every day and I am constantly outside so imagining what euphoric feelings she was feeling made me feel so special to be a part of this moment, and appreciate nature even more.

CHRISTINE MCGOVERN RN - PAEDIATRIC MEDICINE, RESPIRATORY MEDICINE

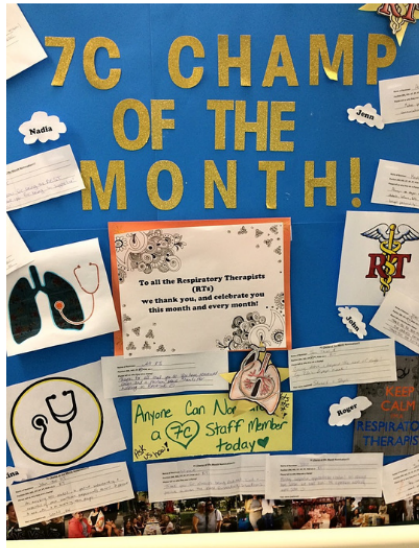
PHOTO 28: BRAVE



Bravery beads are given out constantly on our unit. Despite transplant being an extremely difficult time they still laugh and smile and play. Bravery beads are fun distraction and a reward for different parts of treatment. They're a reminder of their journey and how far they've come in treatment.

LAIKEN STARREVELD, RN - BONE MARROW TRANSPLANT

PHOTO 29: WE ARE THE CHAMPIONS



This board represents the nursing team for me. I work with an incredible team and I've come to appreciate this more as I've worked in different hospitals, wards and healthcare teams. It's such a joy to work with a fabulous team of supportive, openly helpful, and considerate group of skilled nurses. When you have a good team, it inspires everyone, especially the new nurses to do their best and learn and grow and contribute and take on the many many changes that happen in the hospital environment.

We lean on each other, in joyful and sad moments. It's a family!

MARICELLE TIA, RN - PAEDIATRIC MEDICINE, RESPIRATORY MEDICINE

PHOTO 30: THE CLEAN FREAK



I love when I have time to complete all the necessary extras at work. Cleaning the rooms, stocked with supplies as needed, changing bed sheets, given baths ... any and all of it. I feel so accomplished when parents and the patient can breathe easier. I feel the most joy when I have time to complete and deliver excellent nursing care in all aspects, not just the medication, assessment and medical care parts.

CHRISTINE MCGOVERN, RN - PAEDIATRIC MEDICINE, RESPIRATORY MEDICINE

PHOTO 31: NOT JUST A PIN



I remember the day I started at SickKids - the day after my graduation. I remember sitting with my new colleagues, who were just as nervous to be there as I was, in our first orientation session. I remember my first code blue like it was yesterday, not 12 years ago, and the faces of my peers as we navigated through it (and I later bawled my eyes out). I remember sitting around the back table on night shifts sharing potluck dinners and telling ghost stories. I remember feeling embarrassed when I made mistakes because all I wanted to do was impress my crew. I remember celebrating life's biggest milestones with these (mostly) women. I remember the first time I was with a family when their child passed away. I remember holding back tears as I watched a family cry with happiness as I removed their child's feeding tube for the last time. I remember seeing the smile on my partners' face when she realized she was selected for the nursing excellence award I nominated her for. I remember the hugs and pictures and high fives I got from the sweetest of little people. That 10-year pin is so much more than a piece of metal attached to my badge. It reminds me every day of the ones that hold me up and support me at my most vulnerable times. It reminds me of the ones who push me and expect the best of me, making me a better nurse and person. It reminds me of all the smiles and tears I've shared with them and the families I care for. Easy or not, I am so lucky to be going through this crazy journey with them.

HOLLY NORSGROVE, RN - G-TUBE RESOURCE NURSE, & PAEDIATRIC MEDICINE, INFECTIOUS DISEASES

Participants expressed the moments they represented in different ways, but there was overlap amongst all 11 participants. One nurse said that the experiences of joy were: *"Short in nature"*, another explained that: *"You can reflect back on it and have the same feelings"*, and one said: *"Joy can last forever as you carry it forward"*.

The photographs that were shared weren't always of specific moments in time. Some represented the importance of teamwork, the efficiency of order and organization. While those may not be a moment in time that a nurse will always remember, the reflection on why it brought them joy literally brought smiles to participant's faces, and they were elements that enabled them to be able to be present for moments of joy. As the images were quite abstract, they relied heavily on the description to make it clear what the moment of joy was. They provided a fantastic launching off point though for continued conversation.

Several themes emerged through the research. One theme was that joy is experienced primarily with patients and families. Relationship with coworkers were important as there were moments of joy, but

also the relationships allowed for joy be supported. A moment where a nurse felt personally or professionally proud also elicited feelings of joy. The environment and design elicited were important factors, either as enablers of the physical space to support joy, or the culture of the unit or the organization. In establishing the moments of joy and how it occurs for nurses, participants discussed and highlighted the barriers to joy. Finally, in understanding the moments where joy happens, we begin to discuss measuring joy by also understanding the feelings elicited with joy.

Experiences of Joy are Often Multifaceted

It was fascinating to fully understand how nurses experience joy. Interestingly, 50% of the photos had 2 themes identified in their moment of joy. It was rare that moments of joy happened within one theme alone, happening only 27% of the time. Even more rare were 3 themes, at 13%, and all 4 themes happened 10% of the time. Which indicates that for most nurses a moment of joy happens with several aspects, and most often, one of them is that of the patient and family. It also further makes clear why it is possible there is no single validated measure for joy yet (Perlo et al, 2017).

Joy Is Experienced Primarily with Patients & Families

Many of the moments of joy were found to occur with patients and families. This makes sense as it is aligned with answers given when asked why they went into nursing. Nurse participants expressed that the reason they chose nursing as a profession was to help people. For instance, one nurse commented that *"I always wanted to help children specifically, I've always been passionate about paediatric care"*. Another said *"I'm very social, so I wanted to work with people"*. And a third said *"I went into nursing to make a difference in people's lives and help them through their biggest struggles"*.

It was also aligned with the reasons that they love their job. One nurse expressed that *"I love being a part of moments with families"*. Another explained that *"Our patients stay so long, you develop relationships. It can be sad sometimes, but our environment is so positive"*. Another nurse said *"I am very playful, and a child at heart, and I like to make things fun...working with children is magical and*

rewarding". All of these responses demonstrate that their experiences of joy often were in line with why they went into nursing. As most nurses went into nursing to help people, or it was what they love most about their job, this should come as no surprise. Perlo et al (2017) recommend asking managers to first begin to ask nurses what matters to them, asking why they went into healthcare, and therefore also connects with nurses actualizing their meaning and purpose that they set out for in the role (Antonovsky, 1985).

When diving deep into the photographs and the interviews it was clear to see that having positive and memorable experiences with patients and families were paramount in nurses experiencing joy. Out of all the photographs, moments that had an aspect of involvement of the theme of 'patient and family' was present 70% of the time. This was the largest theme to be represented in the photographs. It is clear that it is when having the ability to be present with families is extremely important to nurses. This makes sense as it is aligned with why they went into the profession and what they love most about their job. So when your expectations meet your reality, in a world that is hard, busy and uncertain, this can cause a moment of joy.

Moments of Joy and Strong Relationship with Coworkers

In healthcare and other industries people spend more time at work than we do at home, and over their lifetime be in the workplace for 90,000 hours (Pryce-Jones, 2010). For nurses in particular, they work 12-hour shifts, flip-flopping between days and nights, and the work can be exhausting (Colduvell, 2017). It is no wonder that it is important to work with people you can get along with. In healthcare having a strong support system is paramount to satisfaction and resiliency (Perlo et al, 2017). These moments of joy seemed different than others though, sometimes being less specific than moments with family. Staff were described more as *"being my backbone in nursing"*. A strong team was how joy was supported and enabled to happen for a nurse. It was a group of people for with whom a moment could be shared *"[mom and I] were so pumped, and wanted to show everyone [the patient in his Halloween costume]."*

You got to share moment of joy with others, and you knew it would brighten people's days. Lots of other nurses knew him so well". When Perlo et al (2017) encourage leaders to ask about what matters to their staff, and what it looks and feels like when they are at their best, strong teamwork would be a likely answer based on the research. In their framework, this however, is the responsibility of managers and core leaders rather than individuals. Strong teams surely develop with strong leadership, yet from the 1:1 interviews it was clear that those peer-to-peer relationships were fostered individually and naturally through experiences together on the nursing units. Work satisfaction encompasses an employee feeling that they belong with their team. Yet with moments of joy, it goes beyond belonging. It is about sharing moments with each other. Supporting each other in the good and the bad, and having the ability to have someone who understands them. This was demonstrated when a nurse talked about a horrible day that she had, and the experience she had with her colleague when she needed it most: *"my moments of joy came from my peers. I had a shitty day, and my friend was like 'let me give you a real hug'. She took off her stethoscope, and it just felt like this deep moment, where we were hugging it out".* She said that in that moment, despite the challenges she was experiencing that day, that hug made her feel *"lighter, accepted and made [her] smile"*. Moments like these show the importance of having close, trusting relationships between nurses who work together. Strong teamwork *"breaks down power dynamics, you are all in it together"*. In doing so they can support each other to have moments of joy, they can share moments together, and they can be a support to potentially take a challenging situation and infuse a small moment of joy within it.

Pride Is Synonymous With Joy

While the Ikigai is the reason for being (Myers, 2018), and is the overlap of doing what you are good at, what you love, what the world needs and what you are paid for, the nurse participants experienced much of this as pride. It was manifested as having had the ability to do the best they could for a patient, and being present in the moment to experience it with them. One nurse said *"I'm equating pride in my*

work to give bring me joy". While it could have meant that they were proud of the work they do, or the what SickKids represents to the public, the pride also sometimes had to do with feeling that they had accomplished something significant professionally (Crowley, 2014). One nurse said when discussing her professional accomplishment along her career as they held moments of joy that *"for me, moments of joy and pride are synonymous"*. While not every nurse talked directly about pride as they recounted their memories associated with the photographs, it was shown as feeling grateful or happy to have been able to do their best for a patient and family *"as much as everyone nurse loves 'ouuuing and ahhhhing over the smiles and laughter of our adorable patients, a sleeping baby is the purest form of joy"*. If that nurse was able to calm an irritable baby and get them to sleep, that is a moment of pride and success. Pride is therefore relevant as it correlates again with why a nurse went into the profession. To realize the goals of helping patients and families instills pride. To see oneself continue to grow professionally is also a moment of pride. With the concept of Ikigai, doing what you love, what the world needs, what you are good at, and what you get paid for, joy through moments of pride enhances the meaningful work. It demonstrates that there has been growth and achievement.

Environment & Design

It was identified by research participants that while there are many limiting factors within the complex system of healthcare, that staff could potentially help each other to foster more joy at work. This theme encompassed not only the physical design and decoration of the nursing unit *"sometimes we don't go outside to see the sunshine...but I work in the sea, with happy octopuses and monkeys! The murals always bring a smile to my face"*, but also the culture and environment in which they worked: *"we all come together, it's just part of our culture"*. Again, while these moments were not necessarily your typical ones of joy, the design and environment supported further joy to be present. The recounting of their memories associated with the photographs though, did allow for the nurse to re-experience the feelings that she had whenever she interacted with a specific part of the environment. One nurse said

“it’s like you get a flashback”, another expressed with glee the physical environment being organized in order to allow for her to be productive in her day *“stocking a room at the beginning of a shift, and cleaning a room makes me feel better...it’s part of who I am that I bring to work to give to my patients. The organization is selfish, but I know that having a clean space for a patient also is helpful! It sets the day up for success”*. This theme was rarely experienced alone (only 1 photo in 31), otherwise it was always linked to at least 1-2 other themes. This theme give additional layer to the concept of workplace satisfaction. With satisfaction is is about an employee having a safe environment to work. This concept here where nurses experience joy allows for the concept of the environment to be elevated, to be more of a supportive nature. The environment in itself can bring moments of joy in different ways. From a process standpoint, nurses can work hard to try and understand the the daily acuity of the floor and offer to help out when they can. From a culture lens, it is having an environment where nurses feel supported to advocate for joy, to share moments with each other. Nurses should be probed to talk more about moments that they have, as in talking about them this could lead to empathetic joy, allowing for their peers to be able to see more moments as well.

Barriers to Joy

Many participants agreed that the nature of nursing in paediatrics is hard, and that the role of a nurse has increased in complexity. One nurse explained it as: *“You don’t come here for the paycheck, there are so many better ways to make money more easily!”*. While many felt that they were constantly doing tasks, going from one thing to the next, the largest barrier to nurses experiencing joy at all is that of **time**. Perlo et al (2017) explains how Deming (1986) addressed joy in different terms: *“remove barriers that rob the hourly worker of his right to pride and workmanship”*. One of the themes the emerged greatly from the 1:1 interviews was the discussion of the barriers to experiencing joy. These included:

Table 3: Barriers to Joy	
Time	Not seeing the bigger picture
Busy	Stressed (personally, and on patient/family's end)
Heavy Assignment	Preconceptions about your patients
Working alone	Culture

They were distilled into the above themes through conversation. Nurses expressed the barriers, saying: *“Sometimes I can’t even look at families, because I’m like: my heart can’t look at you right now as I know I have to be in 2 different places”*. One explained *“I’m sure that a nurse had a million moments of joy, but because they have a million things to do, and is so busy and wrapped up in getting tasks done, she just forgets them, or doesn’t see them happening”*. Another described the barriers as *“You have patients where you could interact with them, but we were running in and out of rooms. So they’re missed opportunities as you don’t have the time”*.

Perlo et al (2017) encourage the dialogue between managers and staff to also ask the ‘what gets in the way of what matters’. So if we acknowledge that time is a very clear barrier to a nurse experiencing joy, and that the joy is valuable, how can nurses, managers and organizations help change the narrative to allow for more joy to be present in the daily lives of staff, and therefore families as well. Time is closely associated with having a heavy assignment, and even working alone. These conversation acknowledged that there are likely plenty of moments of joy in a day, it’s whether or not a nurse can be psychologically and emotionally present for them. In understanding this now we can design a more proactive system by analysing how we can design better workflows that allow for nurses to have more time with patients and families.

While the environment and design, describe earlier was a theme were joy was experienced, some nurses did note that unit culture could also be a barrier to joy. Culturally while a team may be cohesive,

one nurse explained that sometimes on break, nurses just want to be able to vent, they don't want to talk about the positive stuff. One nurse explained it as culture, from a larger societal view, and how it impacts the culture at work *"we talk about satisfaction and try to quantify that over joy, or how it's easier for us to laugh or talk about pain with our coworkers. I believe that speaking emotionally is generally associated with femininity and we are socialized to repress it. The system and culture most of us work doesn't hold space for us to have these conversations"*. So focusing and fostering joy could be a challenge for some. Nurse participants provided some initial thoughts on suggestions to help overcome the barriers. Some suggested that making joy more visible by encouraging managers and nurses to talk about joyful moments. Encouraging camaraderie by *"making it your mission to make someone happy that day, give someone a hug, ask them if they need help, give them a break"* could be helpful so that a nurse would feel supported. Leadership could *"take the time to be more present on the units and really get to know staff from a more personal level"*. Being an *"attentive leader who really knows their employees"* would make a big difference. As an organization they could support nurses by *"having a comfortable place for nurses to take breaks"*. Interestingly, many of the solutions fit within the descriptions of having strong work satisfaction. Therefore highlighting, that a focus on joy would in fact increase satisfaction as well.

Measuring Joy

While there is currently no validated tool to measure joy, the research here allowed us to better understand how joy is experienced in paediatric hospitals and what it looks and feels like. Nurse participants and I began to have conversations about joy, and if it played a role in organizations to measure it. Through all the interviews it was clear that experiencing joy was highly important and valuable to nurses. As we had the conversations, nurses were lively, smiling and engaged. When it has always been stated as such an intangible aspect, it has understandably been very difficult to measure.

This is where we begin to change the narrative of joy, giving it some concrete characteristics, and themes associated with it.

Table 4: Characteristics of What Joy Feels Like			
Smiling (sometimes you can't stop)	A bit lighter	Pride	Surprised me
Uplifted my spirits	Giddy or silly	Stress free	Centered
Grounded	Calm	Exhilarating	Warmth
Laughter	Lighter	Balanced	Validated

As participants spoke about their moments of joy, they all began to lean forward, they smiled, they were more animated and engaged in the conversation. Many said that reflecting on the moment allowed for them to relive the feelings that were experienced again that they had felt in the moment itself. One participant said *“Joy is pure bliss, you will always remember it. It evokes memories”*.

If we can understand what joy feels like, and pair it with the 4 main themes in which we experience joy in paediatric hospitals, organizations can begin to develop ways of asking thoughtful questions to ensure that their nurses are experiencing joy.

The literature review expressed the differences between joy, engagement and satisfaction. The nurse participants gave their input on the process, and through continuous data collection, and overlaying of transcripts, and comparing their thoughts on the subject, I propose the following.

Organizations should work on shifting their focus to joy. We focus so much on engagement, yet one can be engaged but not find joy in their work. We talk about satisfaction, but why is this the baseline of where we set our standards. One participant described it incredibly: *“If my partner gives me a gift and my response is ‘Thank you, I am so satisfied with this present’, or ‘Thank you, this present brings me joy’, those are very different responses!”*.

So I therefore challenge, why we have 'job satisfaction' as our baseline as to what we try to achieve. If being satisfied is synonymous with 'good', then being joyful would be 'great'. Why not push the boundaries to encourage staff to find joy in their work? Participants and I described it as follows: that happiness is like a big bucket of water. A drop of water that falls into that bucket is a moment of joy. It can come from a good or bad moment. The joyful moments fill the bucket. The joyful moments are the ones that you remember, and the happiness that it creates is your perspective. People who are joyful will therefore be happier, they will be more satisfied with their jobs, and therefore be more engaged. The other way can not be said.

This research helps to fill the gap on how to foster joy for nurses. It allowed for nurses to be engaged in a meaningful conversation to understand how they experience joy, what those moments are comprised of, and how the moment made them feel. This research in healthcare had never been done before. It also allows for initial thoughts on how we might measure joy in the future as currently there is no validated measure. This was in line with the theoretical framework described earlier.

CONCLUSION/RECOMMENDATIONS

A human-centered design approach to understanding the lived experience of frontline nurses in acute paediatric hospital settings is necessary in order to understand potential opportunities in the system that can aid in staff and patient experiences of joy. Phenomenology was used to understand the lived experience, which in itself allows for a beautiful pairing of human centered design. It allows for the people who we want to design for to be actively engaged in the process so that they can provide accurate representation of their experience and have positive impact on a sustainable proposed change. The work done in this research project has the potential to influence hospital metrics and strategic objectives to be more focused on joy. In a current healthcare environment where nurses are challenged

with increased workload, acutely ill patients, and tight budgets (Canadian Nursing Association, 2010), nurses are dealing with a complex system that leads so to fatigue and burnout (Glasberg et al, 2007). In a cash-starved environment joy as an important metric to track, and an important aspect of work to foster. Fostering joy does not necessarily need to cost any money, and would have positive impact on nurse retention and satisfaction. Understanding staff as more than operational pieces to the puzzle, and taking a more human centered approach will allow for staff to feel more empowered, engaged and valued by the organization. While hospitals are tasked with measuring employee engagement every 2 years, there is no validated measurement for joy (Ontario Ministry of Health and Long Term Care, 2011). Perlo et al (2017) believe that the countermeasure to burnout is joy. So how might we foster joy in healthcare for nurses when there is no way to measure it? With joy being different from engagement, and even satisfaction, this research aimed to explore the concept of joy in greater detail. Through the use of photovoice, 11 nurse participants photographed their experiences of joy and documented what the meant. Overall, this research, enabled through the photovoice process allowed for the concept of joy to be explored and better understood from the lens of frontline paediatric nurses. It was established that nurses experience joy in 4 main categories. These were:

1. Patients and Families
2. Staff (Peers)
3. Pride
4. Environment and Design

Joy was experienced most often with patients and families, and often the experience of joy crossed multiple categories. Experiences of joy were often short in time frame, yet the memory of them lasted much longer. The memory of the moment itself, allowed for the nurse to re-experience the feelings that she had felt in the moment, some being, a feeling of warmth, smiling, feeling uplifted, grounded, calm

and lighter. Understanding joy from this lens is important as it can help to further develop a validated tool for which we can measure joy. If we understand the contexts that joy occurs and what it feels like, then we can develop questions which eludes to these concepts to see if nurses are experiencing them. These findings allow for greater meaning to be associated with joy and allows to see the connection between engagement, satisfaction and meaningful work (Ikigai). It has expanded on how joy would only enhance these themes. By overcoming the barriers of joy much of the emphasis is placed on teamwork, and strong leadership, which currently play into engagement and satisfaction. The research adds to the IHI framework designed by Perlo et al (2017) in that it provides greater meaning to what joy is. It provides a more concrete description of joy, and understands how it is experiences. It could allow for the framework to be further iterated and the questions and tools for managers to be further refined to meet the needs of staff.

Based on the research that was done there are several recommendations that I would leave readers with to feel empowered to foster joy for nurses in paediatric settings.

Measuring Joy

If we know that burnout is particularly a problem among personnel who work in close relationship with people (Schaufeli & Enzmann 1998), but we also know that joy for nurses is experienced most often when they are with their patients and families, isn't there something to be said about the importance of fostering joy? The research unpacked key categories and themes in which joy was experienced, as well and how nurses felt and acted in those situations.

Give Nurses a Tool for Self-Reflection

Having the conversations about joy was extremely valuable to the participants of the research study.

One expressed: *"It is so acute and fast paced here that if you don't take time to reflect that moments of joy can be missed"*. Another expressed how as she had returned from a leave of absence, that she was not excited to return to work. This exercise allowed for her to be reminded as to why she loves her job,

why it matters, and that she is great at it. While photovoice as a methodology is not what is necessary, there is something to be said to empowering a nurse to have a voice through photography. This would lend nicely to Perlo et al's (2017) recommendations of leaders asking their staff about joy. If leaders gave their staff the opportunity to photograph moments, or representation of moments, it allows for a catalyst for a thoughtful discussion. In a world where social media dominates, and photographing moments ad hoc are part of the larger culture in which we live outside of hospital walls, nurses are limited in documenting their experiences of joy by several factors. They are understandably unable to photograph patients and families, and time would not allow for a nurse to stop, grab a camera and then document it. The moments of joy sometimes are so quick that being present is the most important thing. What resonated most by all the nurses, that time had the biggest impact on nurses experiencing joy. The experience piece was interesting, as it did not solely mean that a nurse was there when the moment happened, it also referred to the the nurse's ability to be mindfully present in the moment and be able to acknowledge that joy was happening. Due to many tasks, documentation, increased patient acuity, census, and patient assignments, nurses reported that while they often felt joy at work, that there were likely many more moments that went missed throughout the day. Participants expressed positive experiences with the process. As nurses are required to reflect on a yearly basis in Ontario as a means to fulfill requirements to the College of Nurses of Ontario (CNO), this process allowed them to do this in a way that was more expressive and ultimately, more indicative of their experiences as nurses.

Support Leadership in Fostering Joy at Work

Perlo et al (2017) were correct in suggesting leaderships' need to support joy at work. If they can understand at present where joy comes from, it will aid in providing a richer conversation of their staff and how they can foster joy at work for nurses. Having positive examples of how joy was experienced, encouraging nurses to share those moments with each other, and how they happened, can help with fostering even empathetic joy. In doing so, if nurses can see how others experienced joy, they may see

more opportunities for themselves. Participants also expressed how management can be more present on the floor, and work to create better relationships with staff. In doing so they would better be able to support their staff from a human level, as well as have a better understanding of the work that they do on the floor and being aware of the challenges and opportunities from first hand experience. This aligns with workplaces satisfaction as well. Perlo et al (2017) also allude to the importance of managers in increase joy at work. Understanding that within the current healthcare climate, leaders as also working extremely hard with many constraints, it is important to consider resourcing to aid them in fostering joy. Resources do not necessarily mean additional spending, it is allowing for managers and leaders to have conversations about joy so that they can begin to take equal accountability in fostering it, and empowering each other to advocate for more joy at work and finding way to support the culture to do so.

Further Research

Working collaboratively with nurses and leaders, the next steps would be to pilot a tool to measure joy. In measuring joy, organizations could pair it with their engagement surveys to have a more holistic understanding of the nursing workforce, and where there are opportunities to improve working experiences that may effectively positively affect patient care (Perlo et al, 2017).

While the suggested questions would need to be iterated, tested and piloted with a collaborative team, including data analytics, the 4 themes identified would need to be considered in questions. Some basic examples could be:

- How often do you have meaningful interactions with patients and families?
- Does your work allow you to develop strong relationships with peers?
- Do you have a supportive team environment?
- On a daily basis, how often do you feel pride in the work you do?
- Does your working environment support you to experience moments of joy at work?

Once a tool has been made and piloted to measure joy at work, it would be interesting to see how joy affects patient care and experience from the patient lens. Additionally, while we have explored what joy looks like for nurses in paediatric settings, I would be interested to understand what joy looks like from patients and families and how nurses and interdisciplinary teams can aid in fostering it as well.

Organizations must make it a priority to create a work environment that focuses on joy. They must allow nurses to be empowered to slow down (when appropriate) to appreciate even the seemingly smallest moments, to take the time to actually be immersed in it, to allow themselves to smile, to feel giddy inside, to feel proud, and to feel accomplished. While it is important for leadership to aid in supporting such an environment, it must involve conversations with their staff to best understand how they can aid in fostering joy in the workplace, and what joy looks like for their staff.

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Appendix A - Overlapping Themes

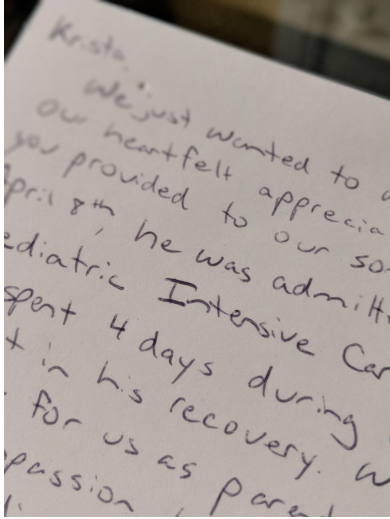
Table 5: Venn Diagram - Count per Theme


Area #	Legend	# themes identified	Count	
1	P&F	1	2	P&F=Patient & Family
2	S	1	3	S = Staff
3	E&D	1	3	E & D = Environment & Design
4	Pr	1	0	Pr = Pride
5	P&F + Pr	2	6	
6	P&F + Pr + S	3	1	
7	P&F + S	2	1	
8	P&F + Pr + E&D	3	1	
9	P&F + Pr + E&D + S	4	3	
10	P&F + S + E&D	3	2	
11	Pr + E&D	2	1	
12	Pr + E&D + S	3	0	
13	S + E&D	2	1	
14	S + Pr	2	1	
15	P&F + E&D	2	5	
total images			30	


total P&F	21	70.00%
total Pr	13	43.33%
total S	12	40.00%
Total E&D	16	53.33%


total 1 theme alone	8	26.67%
total 2 themes	15	50.00%
total 3 themes	4	13.33%
total 4 themes	3	10.00%
total images	30	


Appendix B - Analyzing Themes per Photo Submitted

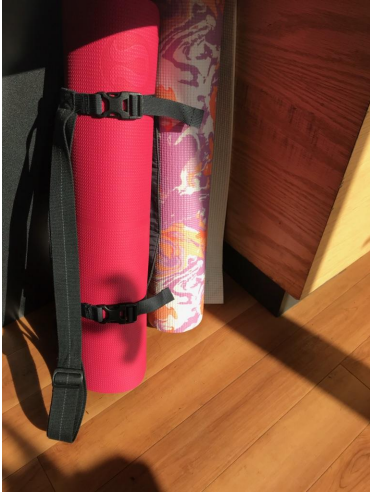
<p>Supporting Information</p>	<p>Photograph: Just Another Day Krista Abu Khalil, RN</p>
<p>'The card was given to me the first day I started [a new job] at OPC' (no longer on the unit where she had this experience with the family.)</p> <p>'This is a card and photo that a family sent me after their child had been admitted to the PICU'</p> <p>'It was just another day in the PICU'</p> <p>'It makes me really happy to know that I made a difference to them'</p> <p>'Getting the letter was joyful, but the actual joy is the fact that they are saying that I made a difference and that they appreciated it'</p> <p>'Affirmation that I did a good job'</p>	
<p>Overall Synthesis (themes & subthemes)</p>	<p>Venn Diagram: 5</p>
<p>Theme: Ability to reflect on a past moment</p>	<p>PHOTO JOURNAL ENTRY:</p>
<p>Subthemes: Patient & family Pride Memory it itself instill joys Reflection is important Moments of joy that can go missed Affirmation</p>	<p>This is a card and photo that a family sent me after their child had been admitted to the PICU after a trauma. I remember receiving him post-op and meeting his parents, explaining the ventilation tubing and infusions and the variety of machinery surrounding their little child's body. And truthfully that is all I remember about that day, which is why this photo represents joy to me. It was just another day in PICU for me, no heroic measures or special above and beyond activities happened. I got this card several months later, and I was super happy to see that the child had made a remarkable recovery and totally shocked that the parents remembered me and took the time to mention it! This card is about 7 years old now, and it brings me joy every time I look at it, I feel proud and happy that I made a difference that day. It reminds me of the reasons I became a nurse.</p>

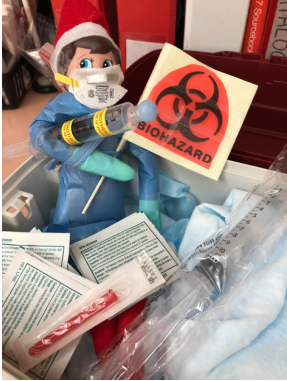
<p>Supporting Information</p>	<p>Photograph: The Clean Freak <i>Christine McGovern, RN</i></p>
	
<p>Overall Synthesis (themes & subthemes)</p>	<p>Venn Diagram: 9 (patient & family + pride + env & design + staff)</p>
<p>Theme:</p>	<p>PHOTO JOURNAL ENTRY:</p>
<p>Subthemes: Patient & Families Staff Pride Environment & Design</p>	<p>I love when I have time to complete all the necessary extras at work. Cleaning the rooms, stocking with supplies as needed, changing bed sheets, given baths ... any and all of it. I feel so accomplished when parents and the patient can breathe easier. I feel the most joy when I have time to complete and deliver excellent nursing care in all aspects, not just the medication, assessment and medical care parts.</p>


<p>Supporting Information</p>	<p>Photograph: Getting Outside, the Healing Power of Nature <i>Christine McGovern, RN</i></p>
	
<p>Overall Synthesis (themes & subthemes)</p>	<p>Venn Diagram: 15 (Patient & Families + Env & Design)</p>
<p>Theme:</p>	<p>PHOTO JOURNAL ENTRY:</p>
<p>Subthemes: Patient & Family Environment & Design</p>	<p>I believe in the benefit of nature for all types of healing. There is nothing more rewarding than being able to take patients outside for the first time in a long time. I can remember having a patient that could not go outside for over a year. I had her the day we were able to take her outside for the first time, and it was absolutely magical. The warm sunshine on her face wasn't what made her light up, it was the huge smile she had. I experienced such an empathetic warmth in myself, and was so humbled. I walk to work every day and I am constantly outside so imagining what euphoric feelings she was feeling made me feel so special to be a part of this moment, and appreciate nature even more.</p>


<p>Supporting Information</p>	<p>Photograph: Moments to reflect <i>Carolyn Wilson, RN, MN</i></p>
<p>“Working with children who are acutely ill is challenging”</p> <p>“I felt joy in connecting with families of children who had died [at a memorial service for them]”</p> <p>“I was able to stay present with them, reflect about their child”</p> <p>“By connecting with families at these events is fulfilling...”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme: Ability to reflect despite hard times</p>	<p>Venn Diagram: 15</p>
<p>Subthemes: Patient & Family Reflection is important A safe space that allows for time to reflect Connection Challenges Joy through hardship</p>	<p>Working with children, and children who are acutely ill, is challenging. What’s more challenging and causes more stress is that some of them do die, and we live with that reality daily. It becomes increasingly more overwhelming and I feel it changes your perspective, and for me it made me start to lose hope and get lost in what I did - I became very task oriented to try and avoid being so sad when one of my patients died. Nevertheless, this photo is of a moment where I was a part of a memorial service, I felt joy in connecting with families of children who had died. I was able to stay present with them, reflect about their child which was sometimes challenging in the hospital. By connecting with parents at these events is fulfilling because you are given the time and space to give the psychosocial care you often miss when they are on the floor.</p>

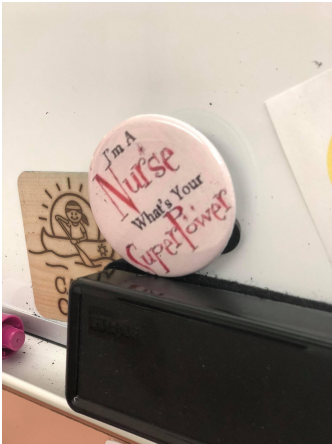
<p>Supporting Information</p>	<p>Photograph: Connecting Souls Carolyn Wilson, RN, MN</p>
<p>“In this rush [of nursing], the feeling of a colleague pulling you aside and saying ‘I’m going to give you a REAL hug...I felt like I was being grounded”</p> <p>“I will never forget that moment where I went from feeling like ‘What am I doing with my career’ to ‘I am here with people who get me. My kind of people”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme: Connecting with your peers</p>	<p>Venn Diagram: 2</p>
<p>Subthemes: Staff Connection Supporting each other Affirmation It’s ok to be vulnerable Joy through hardship</p>	<p>Being a nurse at Sick Kids requires you to think quick, move quick and act quick. We look after the sickest kids, which means the weight that we feel daily is huge. There are times when starting new on the floor I had to BE quick to prove myself and show that I could handle this. Fast forward to being an intermediate nurse BEing quick because I did not have time to slow down because my patient assignment was incredibly busy. Time is limited and you feel if you stop you’ll fall so far behind. However, in this rush, the feeling of a colleague pulling me aside and saying “I’m going to give you a REAL hug”. She threw her stethoscope on the table and squeezed me in a strong and meaningful hug. I felt like I was being grounded. My fellow nurse knew it was hard a hard day and that I needed to pause. Her arms around me provided me with balance, stillness and connection. I will never forget that moment where I went from feeling like “What am I doing with my career” to “I am here with people who get me, with my kind of people”. This happened 2 years ago, and I still remember it being such a simple act but one that was so real and genuine.</p>


Supporting Information	Photograph: Time for Me <i>Carolyn Wilson, RN, MN</i>
	
Overall Synthesis (themes & subthemes)	
Theme: Time for yourself	Venn Diagram: 3
Subthemes Culture of an organization or a floor A supportive environment	As a nurse in 3 organizations I reflected on what pulls me to a certain organization and makes me excited to go to work. They all have differences but what that is important to note is the time for self care and reflection within the day. At one of the organizations it is encouraged to spend an hour away from patient care and do whatever you want: such as yoga. I feel more alert in my day and able to provide full and quality care to my patients. I find when I have a busy shift and don't have time for these very important things I begin to feel resentment and I lose touch with myself. This moment to remove myself, allows for me to be more in touch with myself and therefore also with my patients. This overall allows me to experience joy and be more present in those moments throughout the day in my work.


<p>Supporting Information</p>	<p>Photograph: Christmas on Bone Marrow Transplant <i>Laiken Starreveld, RN</i></p>
<p>“This makes me look forward to nights”</p> <p>“Harmless fun”</p> <p>“I love that nurses also play, and the kids and parents will look for the elf in the morning”</p> <p>“I’m already excited for December”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 7</p>
<p>Subthemes</p> <ul style="list-style-type: none"> Playful Fun Staff Patients & Families Connection Joy through hardship Staff retention 	<p>Finding time to bring fun to my workplace is so important to me. In the month leading up to Christmas we have our own Elf on a Shelf. The night shift nurses dress up the elf, and hide him every night. This brings me joy not only looking for the elf or participating, but also for our kids that aren’t isolated. It turns into a game for the children to find every morning. Finding time to play at work brings joy and light to our unit that often needs brightening.</p>


<p>Supporting Information</p>	<p>Photograph: Brave <i>Laiken Starreveld, RN</i></p>
<p>“The beads become a part of [a patient’s] identity”</p> <p>“I get joy through a combination of both seeing a patient with their beads, being able to see how much they’ve gone through, but also in giving the bead”</p> <p>“They add a bead, another step in their journey”</p> <p>“Kids are so strong, they still want to be a kid, they are funny, they play”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 8</p>
<p>Subthemes Patient & Families Pride Supportive Environment Culture of the organization and the floor Joy through hardship</p>	<p>Bravery beads are given out constantly on our unit. Despite transplant being an extremely difficult time they still laugh and smile and play. Bravery beads are fun distraction and a reward for different parts of treatment. They’re a reminder of their journey and how far they’ve come in treatment.</p>

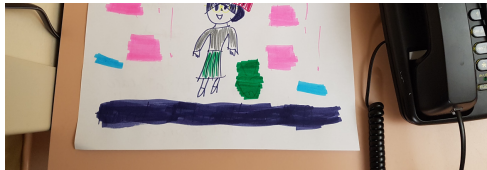
Supporting Information	Photograph: Celebration <i>Laiken Starreveld, RN</i>
<p>“It was the first thing I thought of when taking a photo, as it doesn’t happen often, and it’s a special moment we get to share with them”</p> <p>“I feel like because [discharges] don’t happen often, it’s so special and it’s important to take a moment”</p> <p>“It’s part of our culture, it’s what we do”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 10 (patient + staff + environment)
<p>Subthemes</p> <p>Patients & Families</p> <p>Staff</p> <p>Supporting environment</p> <p>Culture of the unit</p> <p>Playful</p> <p>Connection</p> <p>Memory in itself instill joy</p> <p>Moments like this don’t happen often</p>	<p>On [Bone Marrow Transplant] our patients are on our unit for months at a time, sometimes close to a year. Because of this, discharges don’t happen as often as other units. When they are finally well enough to leave it is an exciting moment filled with a lot of emotions. Whenever we get to pull out this box, filled with pom poms, noise makers and music, it’s an amazing moment that I look forward to.</p>

Supporting Information	Photograph: Nursing Is My Superpower <i>Laiken Starreveld, RN</i>
<p>“I look forward to going into work and seeing who I am working with. Everyday is going to be a good day”</p> <p>“[Your colleagues] are your lifeline, we spend so much time there, it’s important”</p> <p>“There is always laughing or joking. We do have hard days, the patient population can be difficult, we can be light to balance it out”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 14 (Staff + Pride)
Subthemes: Staff Pride Connection Joy through hardship Balance	This magnet on our assignment board is another representation of joy to me because I love the people that I work with. Together we make a sometimes dark place, bright and enjoyable to spend time with. 8B (Bone Marrow Transplant) would never be the same without the crew of nurses working tirelessly for our patients.


<p>Supporting Information</p>	<p>Photograph: A Grand Exit <i>Laiken Starreveld, RN</i></p>
<p>“It’s such a disruptive time for them...often they won’t see their siblings for months on end...so when they are able to go outside the doors, they finally get some normalcy”</p> <p>“It’s nice to see patients walking around, and going to look outside the atrium windows”</p> <p>“I have good association to the doors. It’s a hope that they can leave and not come back, and just carry on with their lives”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 15 (patient & Family + design)</p>
<p>Subthemes Patients & Family Environmental Design Symbolism Joy through hardship Moments like this don’t happen often</p>	<p>On 8B our patients are on our unit for months at a time, sometimes close to a year. Because of this, discharges don’t happen as often as other units. When they are finally well enough to leave it is an exciting moment filled with a lot of emotions.</p>

<p>Supporting Information</p>	<p>Photograph: Mountains of Time <i>Kaitlyn Sie, RN</i></p>
<p>“Time is huge, having an organized linen closet, not spending a million minutes fishing through it, when instead you can be at the patient’s bedside”</p> <p>“Order in an unorganized place is really nice”</p> <p>“That organization is joy!”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 3 (env & design)</p>
<p>Subthemes Challenges Time Enablers of joy</p>	<p>You couldn’t imagine how much simpler my job is when the linen cart is fully stocked. Instead of wasting time walking to the other end of the hallway to access the sister unit’s linen cart (only to be met with yet another empty cart), and literally searching every other linen closet on the unit, everything is right there instead! There is no greater joy than when a room has just called out for something to find exactly what you need when you walk in and see a fully stocked linen cart.</p>

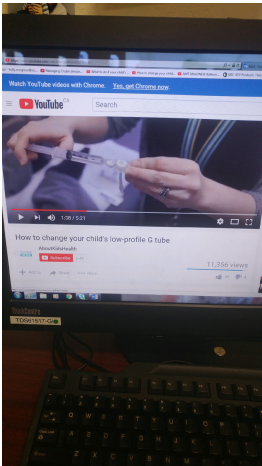
<p>Supporting Information</p>	<p>Photograph: Hush Little Baby <i>Kaitlyn Sie, RN</i></p>
<p>“It’s those moments, when we aren’t busy, to get the cuddles and the smiles. It’s the moments that you remember, it’s the ones that are meaningful. It’s worth it”</p> <p>“Having a shift slow enough, or calm enough for you to have that moment”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 15 (patient + env & design) ?also pride?</p>
<p>Subthemes Patients & Family Moments of joy can go missed Challenges Moments like this don’t happen often</p>	<p>In the world of nursing, no shift is 100% predictable. Also, in the world of nursing, there are days where you may have an assignment consisting of babies... three babies... with no parents in the room (hopefully not all hungry from being NPO - also known as nothing by mouth). If you do the math correctly, there’s one of me and three of them. On our unit, as much as every nurse here loves “ouuuing and ahhing” over the smiles and laughter of our adorable patients, a sleeping baby is the purest form of joy when there is work to do. So peeking into the room and seeing that bundle of cuteness sound asleep is joy to the eyes and ears.</p>


Supporting Information	Photograph: Let's Draw Each Other <i>Anonymous, RN</i>
<p>"I took a picture of the drawing because it was so much fun"</p> <p>"Always thinking about what we can do to help...this young girl was bored...making it a priority"</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 5 (patient + pride)
<p>Subthemes</p> <p>Patients & Family</p> <p>Fun</p> <p>Challenges</p> <p>Moments of joy can go missed</p> <p>Moments like this don't happen often</p> <p>Reflection is important</p>	<p>When a seven-year-old patient expressed that she was bored, I suggested we draw each other to help her pass the time, as earlier that shift, she informed me that drawing is one of her favourite activities. We strategically hid our pages from each other's view and giggled at the inaccuracies in our depictions of each other. We wrote a quick note on the back of our drawings, then signed and swapped them.</p> <p>While the drawing activity in itself was quite joyful, what resonated with me most was watching this little girl's personality unravel through her art. Although she always asked appropriate questions, earlier that shift, she appeared to be quite shy and reserved. As a former shy little girl myself, I was on a mission to break through to her, as I know firsthand that the quietest children can often have the busiest minds. As she drew, I watched a confident and vibrant girl emerge; from her commentary during the activity, to the vivid colours she chose, to the fine attention to detail she added to her drawing (i.e. the genius use of fluorescent yellow marker to draw my gold-rimmed glasses and also those black stilettos that I was definitely wearing during my shift!). I am appreciative of the fact that it was through creating art together that I was able to gain access to and witness this side of her. This moment brought me so much joy and I have tucked away this drawing to look at on a rainy day, so that I can be reminded of the wonderful</p>


joys of peeking into vibrant, young minds.

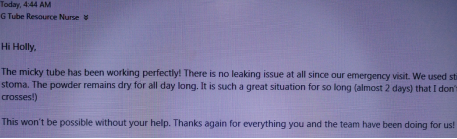
<p>Supporting Information</p>	<p>Photograph: Goodbyes <i>Anonymous, RN</i></p>
<p>“It was a very busy shift, there was a lot going on with the family”</p> <p>“It felt very tasky that day...I felt like I was doing things TO them, and not WITH them”</p> <p>“I was in a funk, trying to catch up”</p> <p>“When the uncle was leaving [he thanked me]...it gave me so much validation that I didn’t know I needed”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 5 (patient & family + pride)</p>
<p>Subthemes Patients & Families Pride Affirmation Challenges Moments of joy can go missed Reflection is important</p>	<p>Towards the end of my shift on a very busy day, while I was catching up on charting, a family approached me to say goodbye and thanked me for my help that day. I was taken aback by their words of gratitude because until that point, I was feeling quite defeated by the demands of that shift. As a new staff, I had ample support but I couldn’t help but feel very task-oriented that shift. One of my favourite things about pediatric nursing is building rapport with families but from the moment this shift started, I felt like I was running in and out of rooms just to stay on top of their routines and our unit routines. Although I checked in with the family throughout the shift I was starting to feel unsure of whether my work was really making a difference.</p> <p>Listening to this family tell me that with our help, they felt less overwhelmed and that today, their child was feeling much better gave me all the validation I needed and closure at the end of this difficult shift. This encounter reminded me that</p>


	<p>sometimes, all families need from us is to make sure that their child is not in pain and on track to go home; your genuine efforts will be recognized, even if they are not acknowledged out loud. This was a moment of joy, pride and liberation from my own self-doubts.</p>
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<p>Supporting Information</p>	<p>Photograph: Education <i>Holly Norgrove, RN</i></p>
<p>“I’m super proud of all the things that I’ve done and the contributions I’ve made”</p> <p>“I know that was only because a few leaders took a chance on me, they believed in me”</p> <p>“Moments of joy and pride are synonymous”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 5 (patients & fam + pride)</p>
<p>Subthemes Pride Patients & Family Supportive Each Other</p>	<p>When I first started in my role, there was a serious lack of education out there for families. I felt that they deserved better from us. So I set out to create videos to support them in the care of their child. I was so nervous to be in front of the camera. I was worried the procedure wouldn't go well. Mostly, I was afraid the video wouldn't actually help anyone. But I got through it, conquered my fears, and now, 3 years later, the video has been viewed 11,000 times! Families have told me that this video has helped them get through one of their scariest time - when their child’s feeding tube has fallen out. It has helped more families than I can imagine and I am so proud of that.</p>


Supporting Information	Photograph: Two White Boards <i>Holly Norgrove, RN</i>
<p>“I was given incredible opportunities by leaders who saw potential in me”</p> <p>“Every time I pass them on my travels throughout the hospital, I can't help but smile knowing I was part of something that changed the way we work and think at SickKids”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 5 (pride)
<p>Subthemes</p> <p>Pride</p> <p>Challenges</p>	<p>Even though I don't work on 7B (Paeds Med) anymore, this is where my career at Sick Kids began. I was given incredible opportunities by leaders who saw potential in me. One of the biggest opportunities for me was going to Wisconsin to learn about a program that would ultimately bring quality improvement to the forefront of our daily working life at Sick Kids. I was part of the team that adapted that program and piloted it on 7B. Those 2 white boards - they are a big part of that program, and I helped create them. I mapped out how they would look on a dry erase board in a back room on 7b. I watched them get screwed into that very wall and go from rough tape lines while we worked out the kinks, to colourful and customized displays. From the ground up, week after week, I stood in front of them, nervous about how my colleagues would receive something so new, and showed everyone how we could come together and take ownership in making our work easier and more meaningful. And now those boards are on every single floor and in every single clinic in the hospital. They provide a place to discuss challenges, solve problems and celebrate victories. Every time I pass them on my travels throughout the hospital, I can't help but smile knowing I was part of something that changed the way we work and think at Sick Kids.</p>


Supporting Information	Photograph: Not Just a Pin <i>Holly Norgrove, RN</i>
	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 9 (Patient & Family + Pride + Env & Design + Staff)
Subthemes Patients & Family Pride Environment & Design Staff Memories instills joy Supporting each other Reflection is important Ok to be vulnerable	I remember the day I started at SickKids - the day after my graduation. I remember sitting with my new colleagues, who were just as nervous to be there as I was, in our first orientation session. I remember my first code blue like it was yesterday, not 12 years ago, and the faces of my peers as we navigated through it (and I later bawled my eyes out). I remember sitting around the back table on night shifts sharing pot luck dinners and telling ghost stories. I remember feeling embarrassed when I made mistakes because all I wanted to do was impress my crew. I remember celebrating life's biggest milestones with these (mostly) women. I remember the first time I was with a family when their child passed away. I remember holding back tears as I watched a family cry with happiness as I removed their child's feeding tube for the last time. I remember seeing the smile on my partners' face when she realized she was selected for the nursing excellence award I nominated her for. I remember the hugs and pictures and high fives I got from the sweetest of little people. That 10 year pin is so much more than a piece of metal attached to my badge. It reminds me every day of the ones that hold me up and support me at my most vulnerable times. It reminds me of the ones who push me and expect the best of me, making me a better nurse and person. It reminds me of all the smiles and tears I've shared with them and the families I care for. Easy or not, I am so lucky to be going through this crazy journey with them.


Supporting Information	Photograph: Email Reminders <i>Holly Norgrove, RN</i>
<p>“I think that because I’m contacted by some families over and over, I see them in clinic, I see their progress”</p> <p>“I care about them”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 5 (patient & families + pride)
Subthemes	<p>There are days where I try to solve a problem with a family and it just doesn't seem to work out. We talk through it, we decide together that the solution makes sense and...not even close. Then I reach out to my amazing colleagues for help and still, the problem continues. A family had been dealing with a particular issue for months. I recently got back from a leave of absence and met them on the floor, thrust into their challenges and frustrations. It was my first time meeting them and I suggested some radical solutions. Dad said, "I trust your judgement". What a humbling sentence to hear. 1 week later, the child ended up in the emergency department with the same issue. I felt defeated. When I went down to see them in the emergency department, I found mom and dad on the verge of tears; but not because of the problem. It was because their child had taken a bottle in a way she never had before, and they were so excited to tell me. We then talked through our options and decided to try something we weren't sure would work. I hoped for days that I would hear some good news. And then that email came. For now, we had solved the problem! You could almost feel the dad's happiness radiating through the screen. Sometimes, in the day to day worries and hussle, it's easy to forget the impact you can make on someone's life. This email reminded me of just that, and I am grateful for that reminder.</p>


Supporting Information	Photograph: A Fairytale Ending <i>Susan Miranda, RN</i>
<p>“It was magical”</p> <p>“Part of it she understood, but in reality, it was mostly for the family. It was their last memories, their last moments”</p> <p>“In 16 years this stands out so much because it was just so out of the ordinary”</p> <p>“How often do you get to have THIS moment with a family?...It’s not something you do every day”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 15 (patient & fam + env & design)
<p>Subthemes</p> <p>Patient & Family</p> <p>Environment & Design</p> <p>Connection</p> <p>Playful</p> <p>Joy through hardship</p> <p>Memory it itself instills joy</p> <p>Moments like this don’t happen often</p>	<p>This photo of a Belle costume brings me so much joy because it takes me back to one of my happiest shifts at SickKids hospital. I had a patient that was palliative, and her family’s wish before she died was for her to have a memorable party. It was likely to be her final birthday party. Marnie’s Lounge (a space for kids, off the unit) was reserved for her celebration, food was ordered and she was to be surrounded by friends and family. Little did they know that Belle was coming too - the icing on the cake so to speak for this special occasion. She needed a nurse present as she was medically unwell and what an honour that was that I got to be that person. To be there to help facilitate such a special celebration for this family will be something I will never forget. The smiles and laughter, I will always cherish as my most joyful SickKids moment.</p>


Supporting Information	Photograph: Supporting Families <i>Jenna Smith, RN</i>
<p>“I love being there for people when they need someone the most”</p> <p>“I love to make patients smile and laugh. I try to make their day a little bit better when they are in a really tough situation”</p> <p>“I experienced being on the other side when my kid was in hospital, so I take that experience and put it into everyday practice”</p> <p>“It can be sad, but also very rewarding”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 1 (patient & fam)
<p>Subthemes</p> <p>Patients & Families</p> <p>Joy through hardship</p> <p>Connection</p> <p>Reflection is important</p>	<p>As a paediatric nurse, I find people don't realize it's not just the child that is our patient, it's their whole family. It brings me joy to be there for these families. To support them during this hardship they are going through. Whether it is a hug, reassurance, teaching them different techniques on how to care and provide comfort to their child, or passing them a tissue while they cry. Letting them know I am there for them as well as their child. It is these seemingly small moments which bring me joy as I know how much it can mean to a family.</p>

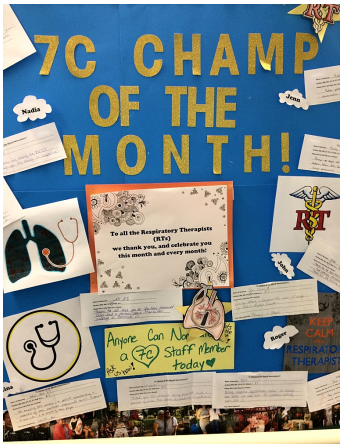
Supporting Information	Photograph: Inspiring Others <i>Jenna Smith, RN</i>
<p>“It brings me joy to provide education and pass on knowledge”</p> <p>“Watching students, and new nurses grow in their practice and learn new things”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 9 (Patient & Family + Pride + Env & Design + Staff)
<p>Subthemes</p> <ul style="list-style-type: none"> Patient & Family Pride Environment & Design Staff Connection Supporting Each Other 	<p>I was a clinical instructor for 5 years, teaching student nurses within the hospital. I was so nervous with the very first group I taught. Only 1 of the 8 wanted paed med; they all wanted mental health and were uber disappointed to get this placement. Throughout that placement it was my mission to get them to see the side of paed that I love, why I do what they do; that it's not a sad job and it's an amazing experience. Most of them had never even held a baby before. By the end of their placement, they were a different group. So excited about paed, and they loved the kids. When I was doing their final evals they all said that they never had a teacher like me, that I showed them a side of nursing they didn't know existed. One student said that I showed them that paed is not a sad place, but a place where we all come together and become a family. 3 of the 8 got jobs at SickKids. I brought me such joy to know I helped them find a place that brings them happiness in their career.</p>


<p>Supporting Information</p>	<p>Photograph: Therapy dogs, the nurses of the animal world <i>Jenna Smith, RN</i></p>
<p>“Everyone comes together”</p> <p>“Brings me happiness to see everyone else so happy”</p> <p>“Everyone takes a moment to be present”</p> <p>“My stress goes away, I just feel like I’m in the moment”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 10 (Patient & Family + Staff + Env & Design)</p>
<p>Subthemes Patient & Family Staff Environment & Design Playful Fun</p>	<p>Whenever I see these friendly pups in the hospital, there is instant happiness surrounding them. People’s faces light up, everyone comes together to pet them and share their stories of their own pets. When they enter a patient’s room it’s like the sickness just disappears for those moments. It’s no longer about the medications they have to take, the IV pump beeping, or the test results they are anxiously waiting on. It becomes a child just getting to be a regular kid, playing and bonding with a pep. These instances bring me joy. To see my patients and coworkers happy. Everytime I see one, for that moment I am stress free with a big smile on my face.</p>


Supporting Information	Photograph: My Team, My Heart, My Backbone <i>Jenna Smith, RN</i>
<p>“They are m backbone in nursing”</p> <p>“Through tough times we support each other, through many situations, loses, we grieve together...they are my friends, they have become a part of my lifeline network”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 2 (Staff)
Subthemes	<p>These are the people who get me through every shift. We support each other, through tough times and the good. They have become my lifeline network, and I’ve made some of my very best friends through nursing. Nursing can be a vulnerable job, but when you know that you have a team of people who you believe in, and they believe in you, it makes every day so much better.</p>


<p>Supporting Information</p>	<p>Photograph: The Campaign <i>Maricelle Tia, RN</i></p>
<p>“There is a perception that it is so sad here, but rewards never get talked about, because illness is a complicated word, and illness in children even more so”</p> <p>“I’m equating pride with joy”</p> <p>“I take pride working at SickKids”</p> <p>“All the stats that SickKids is one of the top hospitals in the world, the standards of care here, the way SickKids is seen in the public eye gives me joy!”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 11 (pride + env & design)</p>
<p>Subthemes Pride Environment & Design Affirmation</p>	<p>The SickKids VS campaign puts the hospital in the public eye. A great workplace and a renowned hospital, SickKids gives me a sense of pride. And I feel joyful seeing the campaign posters at work because I feel proud of where I work and what it represents. It is a place of healing, groundbreaking research, education and amazing work.</p>

Supporting Information	Photograph: Appreciation Comes in Many Forms <i>Maricelle Tia</i>
<p>“It is very meaningful...it’s a very genuine sign of appreciation”</p> <p>“What you have done has elevated them, or alleviate their suffering, or that you did your service well”</p> <p>“You get thanked every day at work, and this is in the form of food, which is joyful. To me it represents nurturing”</p> <p>“Who doesn’t love sprinkles!”</p> <p>“It’s less about ‘the donut’ and more about the act of appreciation”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 6 (Patient & Family + Pride + Staff)
<p>Subthemes</p> <p>Patient & Family</p> <p>Pride</p> <p>Staff</p> <p>Affirmation</p> <p>Playful</p>	<p>There are always treats at the nursing station. These can be donuts, chocolates, sweets, cakes, cookies or pizza. Most of these treats we receive are gifts.</p> <p>Receiving a gift is a joyful experience because it means these three things for me:</p> <p>a) it means “thank you” and an appreciation for nursing work that is physically and psychologically laborious</p> <p>b) it’s a reward that fuels the body to keep going because breaks are often delayed or missed and many meals are skipped</p> <p>c) it’s an opportunity for sharing with a team who pull together always. I find it so touching how nurses divide and cut treats to multiple pieces so everyone gets a bit of a treat. It really is heartwarming.</p>

<p>Supporting Information</p>	<p>Photograph: We are the Champions <i>Maricelle Tia, RN</i></p>
<p>“I thrive in teamwork”</p> <p>“I never come back and dread who is coming on”</p> <p>“Good teamwork makes everyone a better team player”</p> <p>“As nurse we are all in a vulnerable position and giving so much of ourselves, so you need that teamwork”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 2 (staff)</p>
<p>Subthemes Staff Connection Culture of the floor</p>	<p>This board represents the nursing team for me. I work with an incredible team and I’ve come to appreciate this more as I’ve worked in different hospitals, wards and healthcare teams. It’s such a joy to work with a fabulous team of supportive, openly helpful, and considerate group of skilled nurses. When you have a good team, it inspires everyone, especially the new nurses to do their best and learn and grow and contribute and take on the many many changes that happen in the hospital environment.</p> <p>We lean on each other, in joyful and sad moments. It’s a family!</p>

<p>Supporting Information</p>	<p>Photograph: Monkeys on the Walls <i>Maricelle Tia, RN</i></p>
<p>“I am a person who looks at my environment”</p> <p>“Sometimes you can’t go outside or see the sunshine, but this joyful work environment instantly brings a smile to my face!”</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 3 (environment & design)</p>
<p>Subthemes Environment and Design Playful Fun Culture of the organization</p>	<p>The walls of the 7BCD wards are covered with bright and colourful paintings of smiling animals and children, on trees, water, sand and sky. I am an artistic and creative person, so murals are instantly a source of joy and wonder for me. But even if I wasn’t, I can’t imagine not smiling back at a smiling monkey on a tree!</p> <p>The physical environment has a tremendous impact in any workplace, but even more so in a place where hours are long for staff, and even longer for admitted patients.</p>

Supporting Information	Photograph: Touch <i>Maricelle Tia, RN</i>
<p>“This is a privilege that not everyone has”</p> <p>“It’s very therapeutic and it goes both ways”</p> <p>“[Patients] reach out to you, and it’s so honest”</p> <p>“That’s the thing that makes new parents cry, but we get that almost daily”</p>	
Overall Synthesis (themes & subthemes)	
Theme:	Venn Diagram: 5 (patient & families + pride)
<p>Subthemes</p> <p>Patients & Families</p> <p>Pride</p> <p>Connection</p> <p>Playful</p> <p>Joy through hardship</p>	<p>Often, when I touch a patient, it is done with medical purpose. Contact is for taking vital signs, assessments, medication administration and often to carry uncomfortable or painful procedures.</p> <p>However, equally as often, I have a privileged and unique opportunity to experience joy through touch. As a nurse, I am in a position to cradle and rock an infant, or pat them to sleep. I hold soothers and bottles to beautiful baby faces. I can give tickles and hugs and high fives and hold hands.</p> <p>And what a gift, the touch of a child is. A baby’s grasp reflex is pure joy. Touch is truly therapeutic and is a source of comfort. And for me, touch is a source of joy.</p>

<p>Supporting Information</p>	<p>Photograph: Fall'ing in Love with Bedside Nursing <i>Carolyn Jeffs, RN</i></p>
<p>"[Mom] had consistently seen him grow up in a hospital setting...so when we put him in the outfit, we were so pumped and he was so cute...I remember her smile"</p> <p>"It was so simple, such a simple thing"</p> <p>"I was one of his core nurses...I always felt comfortable around her...we developed a relationship"</p> <p>"If I could go back I would try to slow down, and take more time to BE with families more, and just listen to them, and talk to them, instead of being so focused on the tasks"</p>	
<p>Overall Synthesis (themes & subthemes)</p>	
<p>Theme:</p>	<p>Venn Diagram: 1 (patient & families)</p>
<p>Subthemes Patient and Families Playful Connection Reflection is important Joy through hardship Memory in itself instills joy Moments like this don't happen often</p>	<p>I was looking after a patient who I had become a core nurse for. This was a family that I had immediately connected with - a single mom with a baby that was a couple of months old. This family had immigrated from the Caribbean where the baby had not been treated properly for a severe bacterial meningitis. As a result, this patient was quite ill only a couple of months into his life.</p> <p>There were days when I could just enjoy chatting with this Mom and caring for her baby, things were looking up. There were other days that I would be working in a task oriented manner to get all his medications and treatments administered, with things not looking so great.</p> <p>I remember working on Halloween and helping to care for my little buddy that day. The hospital had provided costumes for the kids that were in hospital and didn't have their own. Some of the other nurses and I got him into his monkey costume. It made me feel so joyful to see him</p>

	<p>looking like a 'regular' kid - the IVs, the tubes, they were all hidden. I remember seeing the smile on his Mom's face. I'm sure that she was thinking about how it was one of the first times that she could see her kid actually being a kid. My heart felt happy!</p> <p>Although this patient eventually didn't make it, I often think of him in the fall or specifically at Halloween. The cool, crisp air. The leaves falling off the trees, so colourful. Kids dressing up and pretending to be whatever they want to be. He is really one of the first patients that made me feel like I had made a difference by being a nurse, and that will forever make me feel joyful.</p>
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