

# Doctors-in-training emotional touchpoints of Quality Improvement

## Autonomy/ control

– the need to have control over our work lives, and to act consistently with our work life values.

Hopeful			CV
Making a positive difference to daily working			In control
Stone in your shoe	Rotation	Handing on/ receiving project	ARCP
Frustrating	Not enough time to be useful	Frustration	Obliged
Angry	moving hospitals		QI=audit
Frustrating	Uncertainty		Box ticking
	Where to start		Stress
			Unsatisfying

## Belonging

– the need to be connected to, cared for, and caring of others around us in the workplace and to feel valued, respected and supported.

Direction		
More supported		
Monthly QI meetings		
Supported		
Good support		
Weekly QI meeting really useful		Close the loop improve process
Having a mentor	Collaborating and team-work	Repeating work already done
Unsupported	Inefficient	
Want guidance	Not part of the team	
Confused		

## Competence

– the need to experience effectiveness and deliver valued outcomes, such as high quality care.

		Improve process	Prizes
	Move beyond audit	Useful	Satisfying
Getting started	Training	The project	Presenting
Don't know where to start	Hard finding time	Forced	Lack of opportunity to present publish
	More guidance	Audit	
	Lost	Personal interest	
	Incompetent	No gain	
	Not much knowledge	Overwhelmed	
		Tick box	
		Confused	
		Clueless	
		Need sense of direction	