



Workforce Well-being Leadership Program Informational Call

Lauren Downing, Director, Program Management
Becka DeSmidt, Project Director, Delivery

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Program Team



Lauren Downing
Director, Program
Management



Becka DeSmidt
Project Director,
Delivery



Agenda

- Overview of the Institute for Healthcare Improvement
- Program overview
- Expectations
- Questions



Imagine that you woke up and your organization had achieved a 1,000% improvement in workforce well-being.

What is the first way you would see the difference?





Improving Care Improving Lives with You

[ihi.org](https://www.ihi.org)

IHI Mission

To improve health
and health care
worldwide

IHI Vision

Everyone has
the best care and
health possible



What IHI Believes

That health and health care can and **must be better**.

There can be no quality without **equity**.

Improvement science and methods drive **results**.

Courage

Love

Values

Equity

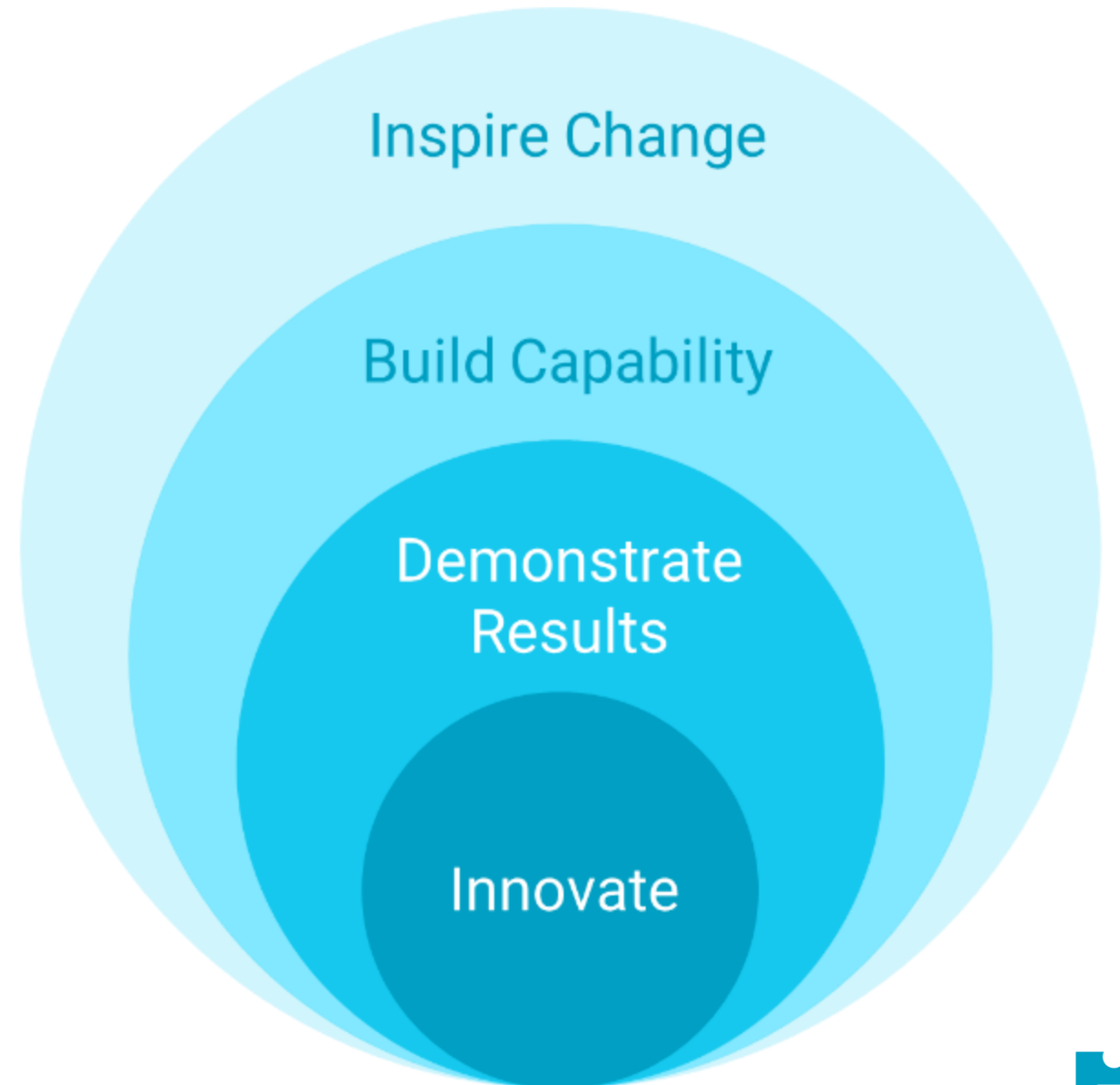
Trust

Our Approach

A Scientific Method for Improvement

IHI develops and applies practical, scientific improvement and management methods to change and sustain performance in health and health systems across the world.

We spark and harvest fresh ideas, create real person-centered results, strengthen local capabilities, and generate optimism and will for change.





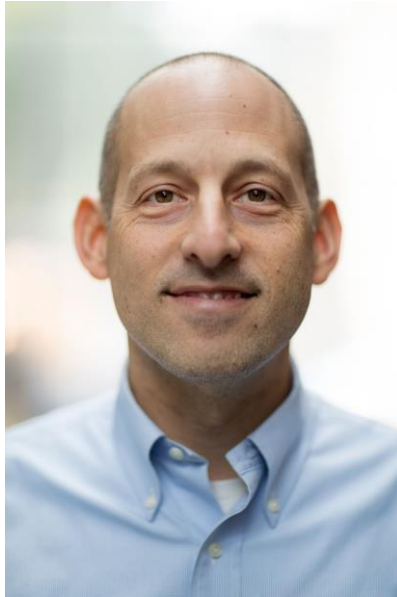
Overview of the Workforce Well-being Leadership Program

What You Will Gain from the Program

- **Project-based learning** to help you establish an effective and actionable workforce well-being management system
- Grounding in **improvement science** and the latest methodologies for **leading and measuring well-being** across an organization
- Skills to **align your values and purpose** with your organization's mission and priorities for well-being
- Measurement, assessment, case studies, and communication tools to **influence key stakeholders and implement effective well-being improvement efforts**
- Practical strategies to improve **key drivers of well-being** – including practice efficiency, autonomy and control over work, physical and psychological safety, equity and inclusion, and mental health



Our Core Faculty



Jonathan Ripp, MD, MPH
Professor of Medicine, Medical Education and Geriatrics and Palliative Medicine, Dean for Well-Being and Resilience and Chief Wellness Officer at the Icahn School of Medicine at Mount Sinai



Cynda Hylton Rushton, PhD, RN, FAAN

Anne and George L. Bunting
Professor of Clinical Ethics at the Johns Hopkins Berman Institute of Bioethics and the School of Nursing



Guest Faculty



Carol A. Bernstein, MD

Professor and Vice Chair for Faculty Development and Wellbeing, Departments of Psychiatry and Behavioral Science and Obstetrics and Gynecology and Women's Health at the Montefiore Medical Center /Albert Einstein College of Medicine



Amar Shah, MD

Consultant Forensic Psychiatrist and Chief Quality Officer, East London NHS Foundation Trust



Ann-Gel S. Palermo, DrPH, MPH

Senior Associate Dean, Diversity, Equity, and Inclusion, Icahn School of Medicine at Mount Sinai, and Chief Diversity, Equity, and Inclusion Officer, Education and Research, Mount Sinai Health System's Office for Diversity and Inclusion



Jeff Salvon-Harman, MD, CPE, CPPS

Vice President, Safety, IHI



Elizabeth Harry, MD

Chief Wellness Officer, Michigan Medicine



Sharon H. Pappas, RN, PhD, NEA-BC, FAAN

Chief Nurse Executive, Emory Healthcare



Colin West, MD, PhD

Professor of Medicine, Medical Education, and Biostatistics at Mayo and Director, Mayo Clinic Program on Physician Well-Being



Topics We'll Explore

Meaning, purpose, and trust

Equity

Quality Improvement

Change management and the human side of change

Physical and psychological safety

Autonomy and control

Efficiency

Storytelling and communications strategies



Who Should Attend

- Workforce well-being or wellness leaders (or emerging leaders) at all levels
- Current Well-Being Officer (WBO)
- Unit- or department-level wellness or well-being leader or director
- C-suite leader (CNO, CMO, CHRO, CFO) responsible for workforce engagement and well-being



Program Format & Expectations

Blended Learning

11 live virtual sessions

Self-directed support activities in between live sessions

Time Commitment

2-hour weekly live virtual sessions

15-30 minutes of article readings & videos to watch in between live virtual sessions



Program Schedule

Live Virtual Sessions
11:00 AM – 1:00 PM ET

DATE	LIVE VIRTUAL SESSION
Tuesday, March 12	Setting the Foundation: Well-Being Models and Key Terms
Tuesday, March 19	Building Trust and Aligning Values
Tuesday, March 26	Leveraging Quality Improvement and Systems Thinking for Well-Being
Tuesday, April 2	Leading by Influence and Delivering Effective Messages
Tuesday, April 9	Measuring Well-Being and Addressing Survey Fatigue
Tuesday, April 16	Making the Case for Well-Being
Tuesday, April 30	Centering Diversity, Equity & Inclusion in Well-Being Work
Tuesday, May 7	Ensuring Physical and Psychological Safety
Tuesday, May 14	Improving Practice Efficiency to Reduce Cognitive Load and Support Autonomy and Control
Tuesday, May 21	Reducing Barriers to Better Mental Health
Break	Participants advance projects
Tuesday, June 25	Presentations of Project Progress

Chat Question:

What is your biggest barrier at this time?

Office Hours with
25-minute Time Slots*

Monday, March 25	Friday, May 3
Wednesday, March 27	Thursday, May 23
Thursday, March 28	Friday, May 24
Monday, April 29	Monday, June 10
Wednesday, May 1	Tuesday, June 11

**Sign-up form forthcoming*



Continuing Education



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This program is approved to provide **19.25 continuing education credits** for physicians, nurses, and Certified Professional in Patient Safety (CPPS) recertification.



Participant Self-Assessment & Project Planning

Apply what you're learning as you learn it

Embedded improvement tools

Reflection time built into each session



Leadership for Workforce Well-Being Program Prep

Environmental Scan and Self-Evaluation

IHI's "Leadership for Workforce Well-Being" program prepares existing and aspiring leaders across disciplines to achieve measurable improvements in workforce well-being. This prep work is intended to support reflection and planning before the program.

Appendix – Table 1: Stages of Commitment to Well-Being

	Beginner	Competent	Advanced	Expert
Team/ Unit Level	<p>Workforce engagement efforts targeted at individuals are available</p> <p>"What matters to you" conversations are held to understand unique pebbles in the shoes at the unit level</p>	<p>Workforce engagement efforts beyond just individuals are available, utilized, and include diverse stakeholders</p> <p>Tests of change are planned related to staff experience and what matters to staff</p> <p>Opportunities for community building and camaraderie exist</p>	<p>Improvement efforts are underway related to staff experience and aimed at addressing systems issues</p> <p>Well-being skills, tools, and assessments are regularly integrated into team processes</p>	<p>Unit-based improvements are made to improve staff experience based on staff feedback, and continued opportunities for iterative tests of change exist</p>
Multiple Units Level	<p>Wellness committee or communities of practice are created</p>	<p>QI efforts focused on staff experience are designed, implemented, and focused on reducing inequities and discriminatory treatment</p> <p>Peer support programs are available and utilized</p>	<p>Investments are made in workforce well-being through unit-based initiatives</p> <p>Leadership training on participative mgmt., change management, relational skills, etc. is available and deployed</p> <p>Unit-based wellness committees and communities of practice are aligned and learnings are used to guide strategic initiatives</p>	<p>Improvement efforts are showing progress across multiple units</p> <p>Mechanisms are in place to learn from and spread what's working across units</p> <p>Well-being metrics and drivers are integrated into operational improvement efforts and, when possible, data is anonymously stratified to address inequities</p>

Next Steps

- Register at ihi.org/wellbeing
- Special discount for attending the informational call
- Want to talk 1:1? Email bdesmidt@ihi.org to schedule time



“The IHI Leadership for Workforce Well-being Program provided me with high-level experiential learning beginning with an in-person session with provocative international expert thought leaders and a cohort driven to enhance workforce well-being. The ongoing synchronous and asynchronous program provided compelling content to immerse and propel us into driving sustainable strategy around well-being, diversity, equity, inclusion, belonging, and justice.”

Jennifer L. Embree, DNP, RN, NE-BC, CNNS, FAAN, Chief Wellness Officer, Indiana University School of Nursing

“The Leadership for Workforce Well-being program provided me with the structure of which I have been building a robust campaign. From a writing a mission statement for this work to identifying metrics to gage progress and impact, this is a well-rounded program that impacts you both personally and professionally.”

Laurie Gerdt, LMHC, Quality and Patient Safety Advisor, Indiana Hospital Association

“IHI’s Leadership for Workforce Well-being Program afforded me the language and framework to articulate and drive the imperative actions needed to address staff well-being and safety across the care continuum. I feel inspired collaborating with equally passionate and committed individuals keen to change the narrative.”

Victoria Casa-Alcuaz, MSN, RN, CCRP, IHI Fellow, Clinical Nurse Specialist, Frail Elderly-Older Adult Network, Fraser Health

