Workforce Well-being Leadership Program Informational Call

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

January 16, 2024
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?
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**.
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

Elizabeth Harry, MD
Chief Wellness Officer, Michigan Medicine

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

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

Jeff Salvon-Harman, MD, CPE, CPPS
Vice President, Safety, IHI

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
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
<table>
<thead>
<tr>
<th>Blended Learning</th>
<th>Time Commitment</th>
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<tr>
<td>11 live virtual sessions</td>
<td>2-hour weekly live virtual sessions</td>
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<tr>
<td>Self-directed support activities in between live</td>
<td>15-30 minutes of article readings &amp; videos to watch in between live virtual sessions</td>
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<td>sessions</td>
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# Program Schedule

## Live Virtual Sessions

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

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<tr>
<td>Monday, March 25</td>
<td>Friday, May 3</td>
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<tr>
<td>Wednesday, March 27</td>
<td>Thursday, May 23</td>
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<tr>
<td>Thursday, March 28</td>
<td>Friday, May 24</td>
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<tr>
<td>Monday, April 29</td>
<td>Monday, June 10</td>
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<td>Wednesday, May 1</td>
<td>Tuesday, June 11</td>
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*Sign-up form forthcoming

Chat Question:
What is your biggest barrier at this time?
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

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

“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

“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