Finding and Creating Joy in Work

Virtual Program Informational Call
Faculty and Staff

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Welcome!

We will improve the lives of patients, the health of communities, and the joy of the health care workforce.
What we’ll cover today

• Course content and faculty
• Who should attend
• Course structure and dates
• Course assignments
• Course additions
• Course communication
• Your questions
Course objectives:

- Recognize the value of increasing joy in work at your organization
- Discuss key leadership behaviors that raise staff engagement and improve joy
- Discuss joy in work with staff using a "what matters to you" framing
- Identify how behaviors that increase joy in work improve patient safety and other outcomes
- Identify and test at least two changes in your organization that will lead to greater joy in work
- Identify at least two measures you can use to determine if joy in work is increasing at your organization
Course Content

• Why Joy?
• IHI Framework for Joy in Work
• “What Matters to You” Conversations
• Measuring Joy
• Testing
• Holding the Gains
Who Should Attend:

• Leaders at all levels
• Managers
• Administrators
• Care teams
• Anyone responsible for organizational outcomes in quality, safety, patient experience, staff satisfaction, and financial results
Who’s Attending?

422 people enrolled so far

- 21 countries, 45 US states represented
- Mix of professionals: C-suite; VPs; nurses; physicians; professors; HR reps; improvement coordinators; patient safety officers
Course Structure

- Bi-weekly video content
- Three group calls hosted by expert faculty
- Assignments to support joy in your organization
- Shared learning opportunities on social media
- Opportunity for added coaching
33% of new registered nurses seek a new job within one year.

Before you ask staff what matters to them:
1. Prepare for these “What matters to you?” conversations.
2. Ensure leader capacity at all levels of the organization.
3. Designate a senior leader champion.
Time commitment

• ~ One hour per week (including virtual lessons, calls and application)
• Lessons are made up of 5-8 videos that are ~7 minutes each.
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<th>Date</th>
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<td>September 11</td>
<td>Lesson 1: Why Joy?</td>
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<td>September 25</td>
<td>Lesson 2: IHI Framework for Joy in Work</td>
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<td>October 9</td>
<td>Lesson 3: Finding Pebbles and Getting Buy-in</td>
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<td>October 22, 11:00 AM – 12:00 PM ET</td>
<td>Call: How’s Testing Going?</td>
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<td>October 23</td>
<td>Lesson 4: How Do You Measure Joy?</td>
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<td>November 6</td>
<td>Lesson 5: Testing and Sharing Bright Spots</td>
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<td>Call: Coaching Tests of Change</td>
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<td>November 20</td>
<td>Lesson 6: Sustaining and Spreading Joy</td>
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<td>December 4, 11:00 AM – 12:00 PM ET</td>
<td>Call: What’s Next?</td>
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Questions?

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