



February 20, 2019

These presenters have nothing to disclose

Finding and Creating Joy in Work

Virtual Program Informational Call

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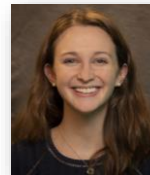
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Mo Berry
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Welcome to IHI!

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



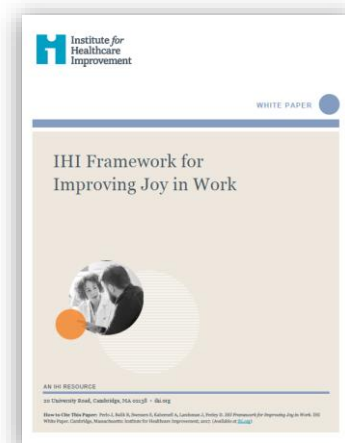
Course Objectives:

- 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 "what matters to you" framing
- Identify how behaviors that increase joy in work improve patient safety and other outcomes
- Identify 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 & Sustaining



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



Course Structure

- Bi-weekly video lessons and assignments
- Three group calls hosted by expert faculty
- Shared learning opportunities on social media
- Opportunity for added coaching



Added Coaching

- 3 forty-five-minute calls with an expert faculty member
- Develop leadership skills to remain focused and consistent when running an improvement project
- Discuss specific measurements and strategies for tracking progress
- Unite as a team with a common goal

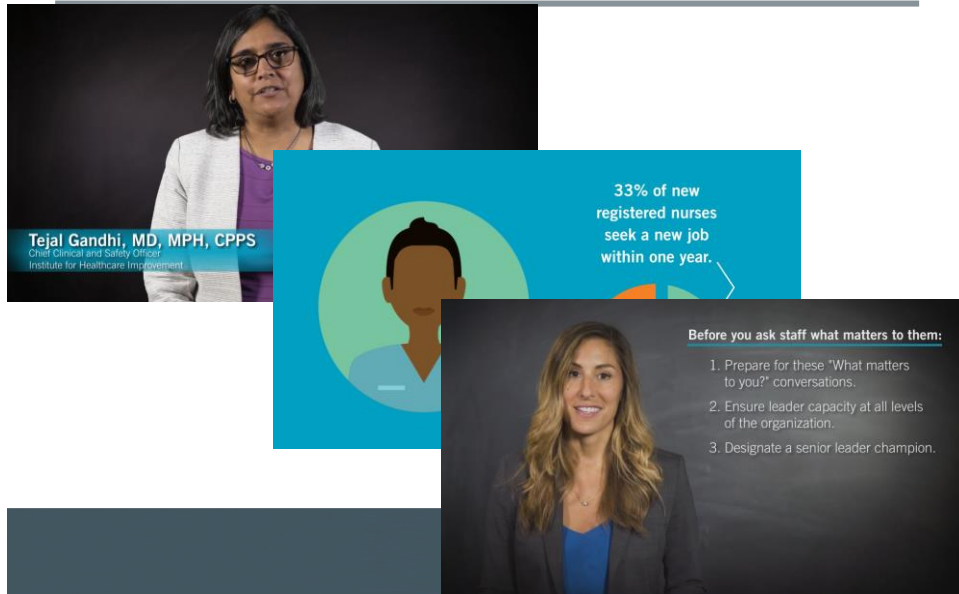


Course Dates

Date	Topic
March 5	Lesson 1: Why Joy?
March 19	Lesson 2: IHI's Framework for Joy in Work
March 19	Lesson 3: Finding Pebbles and Getting Buy-in
April 10, 11:00 AM – 12:00 PM ET	Call: How's Testing Going?
April 16	Lesson 4: How Do You Measure Joy?
April 30	Lesson 5: Testing and Sharing Bright Spots
May 9, 11:00 AM – 12:00 PM ET	Call: Coaching Tests of Change
May 14	Lesson 6: Sustaining and Spreading Joy
May 22, 11:00 AM – 12:00 PM ET	Call: What's Next?



Video Lessons



Tejal Gandhi, MD, MPH, CPPS
Chief Clinical and Safety Officer
Institute for Healthcare Improvement

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.

Commitment

- Approx. 1 hour per week
- Lessons consist of 5-8 videos, 7 minutes each



Next Steps

- Register online at ihi.org/virtualeducation
- Email Mo at joyteam@ihi.org with any questions

