

July 9, 2024



IHI Creating Workforce Joy & Well-Being OCC

Faculty:

Amar Shah, MD

Becka DeSmidt, MPH, Project Director, IHI

Donald M. Berwick, MD, MPP, FRCP, KBE

Derek Feeley, DBA

Susan Hannah, Senior Director for Europe Region and Strategic Partners, IHI

Patricia McGaffigan, Senior Advisor, IHI

Randy Peto, MD

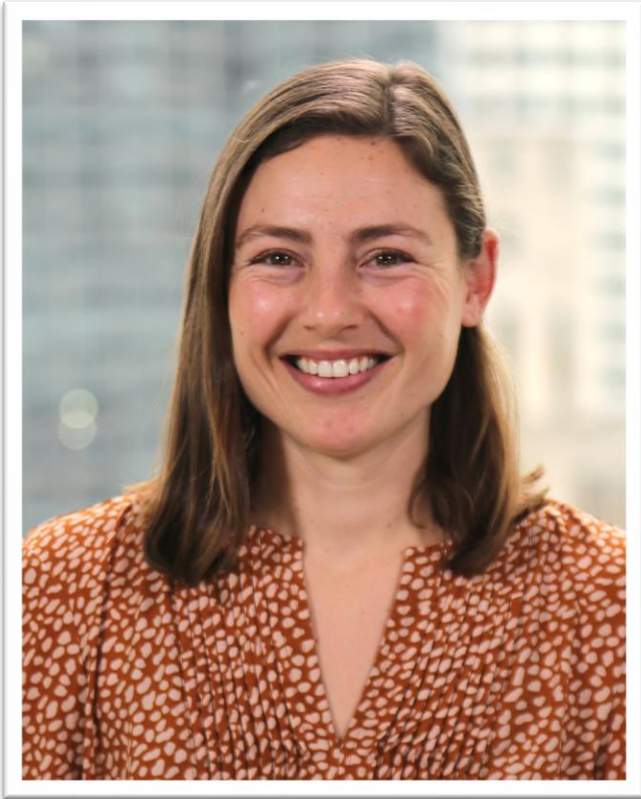
As we gather together...

We welcome folks to share a bit using the chat function.

- Your name, pronouns and organization
- What questions do you have about IHI's Creating Workforce Joy & Well-Being program that you are hoping to have answered today?



Quick Introductions: IHI Creating Workforce Joy & Well-Being OCC Info Call Hosts



Becka DeSmidt
Director



Catherine Warchal
Program Manager



Improving Care Improving Lives with You



IHI Mission

To improve health
and health care
worldwide

IHI Vision

Everyone has
the best care and
health possible



Working alongside you to improve health and health care worldwide!



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

IHI's Values

Equity

Trust

Share in the Chat:

What are your organization's values?

How do they relate to workforce well-being?



Course Objectives

By the end of this course, participants will:

- Recognize the value of increasing joy in work and well-being 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 and well-being
- Identify at least two measures you can use to determine if joy in work and well-being are increasing at your organization



IHI Creating Workforce Joy & Well-Being Faculty



Becka DeSmidt, MPH



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MD, MPP, FRCP, KBE**



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Randy Peto, MD



Amar Shah, MD



Who Attends?

This online course is open to participants in any health care discipline who are interested in using QI methods to foster joy in work and well-being

- Leaders
- Managers
- Administrators
- Clinicians and their care teams
- Anyone responsible for organizational outcomes in quality, safety, patient experience, staff satisfaction, and financial results



Why This Matters

- Up to 54% of nurses and physicians, 60% of medical students and residents, and 61-75% of pharmacists report symptoms of burnout (Jones et al, 2017; NASEM, 2019; Patel et al, 2021)
- Black, Latino/a, and AAPI health workers reported higher stress during the pandemic compared to white workers (Berg, 20221; Yi, 2020)
- High-stress work environments causing 20% of physicians and 40% of nurses to leave practice (Abbasi, 2022)
- 25% of public health employees leaving practice or considering leaving their organizations (de Beaumont, 2021)



IHI Framework for Well-being & Joy in Work



Source: Perlo J, Balik B, Swensen S, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, MA: Institute for Healthcare Improvement; 2017. <http://www.ihl.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx>



Share in the Chat:

Which “driver” of joy in work
are you most eager to
improve?



IHI Framework for Well-being & Joy in Work

Outcome:
↑ Patient experience
↑ Organizational performance
↓ Staff burnout

4. Use improvement science to test approaches to improving joy in your organization

3. Commit to making *Joy in Work* a shared responsibility at all levels

2. Identify unique impediments to *Joy in Work* in the local context

1. Ask staff “what matters to you?”



Participant Experiences

“You can’t give what you don’t have. A joyful physician makes a joyful and satisfied patient. I would greatly recommend this course.” – Tega Eyohwo, MD, Trust Registrar, North Middlesex University Hospital

“Excellent opportunity to work with IHI coach and make immediate changes that are relevant to our organization.” – Rosemary Baughn, Senior Vice President, Visiting Nurse Service of New York



Joy in Work at Ochsner Health

Maria Nix, RN Educator, SNPD, OPW



Program Design and Key Dates

Self-Paced Lessons

- Lessons are released every two weeks for you to review when it fits your schedule
- Assignments are designed to support you to practice skills in real time

All Learner Calls

- Virtual sessions are hosted on Zoom and will run for 1 hour
- Live sessions feature conversation with experts and learning from peers

Session	Date and Time
Lesson 1	Opens: September 16 Due: September 23
Lesson 2	Opens: September 23 Due: October 2
All Learner Call #1	October 2; 11:00AM – 12:00pm ET
Lesson 3	Opens: October 2 Due: October 14
Lesson 4	Opens: October 14 Due: October 23
All Learner Call #2	October 23; 10:00AM – 11:00AM ET
Lesson 5	Opens: October 23 Due: November 4
Lesson 6	Opens: November 4 Due: November 20
All Learner Call #3	November 20; 10:30AM – 11:30AM ET



Optional Coaching

- ❖ Sign up for one-on-one coaching with expert faculty to support you in leading local well-being improvement projects



Completion Requirements

- ❑ Attend all the live All Learner Calls
 - If you miss an All Learner Call, we expect you to view the recording

- ❑ Review/complete all lessons ahead of each All Learner Call
 - Lesson content will prepare participants for each All Learner Call



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 health care team.

- This program is approved to provide **9 credits** for physicians, nurses, and Certified Professional in Patient Safety (CPPS) recertification.
- To be eligible for a continuing education certificate, attendees must complete the online evaluation within **30 days** of the final program session (November 20, 2024). After this period, you will be unable to receive a certificate.



**We hope you can
join us on our
journey!**



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