

Program Agenda

All content will be available for six months following the conclusion of the program.

Session 1: Setting the Foundation: Well-Being Models and Key Terms	
Objectives	<ol style="list-style-type: none"> 1. Define terms such as wellness, well-being, resilience, moral distress, and mental health 2. Explain the nature of the problem of burnout in health care 3. Compare models of workforce well-being 4. Articulate the concept of “wellness creep”
Live Online Session	March 11; 11:00 AM – 1:00 PM ET
Session 2: Building Trust and Aligning Values	
Objectives	<ol style="list-style-type: none"> 1. Express their personal and professional values 2. Examine ways to leverage organizational values that support well-being 3. Illustrate the behaviors that build and break trust 4. Explain the consequences of broken trust
Live Online Session	March 18; 11:00 AM – 1:00 PM ET
Session 3: Leveraging Quality Improvement and Systems Thinking for Well-being	
Objectives	<ol style="list-style-type: none"> 1. Explain how addressing change at a system level is critical for workforce well-being 2. Describe how engaging members of the workforce in improvement teams can support well-being by addressing local barriers 3. Develop processes to prioritize frontline improvement projects to improve workforce well-being 4. Describe the purpose of a visual management tool for closed loop communication 5. Build a plan to engage key individuals and teams (e.g. executive, equity, HR, safety, quality/continuous improvement, IT) to align efforts
Live Online Session	March 25; 11:00 AM – 1:00 PM ET

Session 4: Leading by Influence and Delivering Effective Messages	
Objectives	<ol style="list-style-type: none"> 1. Describe the impact of leadership behaviors on staff well-being 2. Practice approaches including appreciation and coaching 3. Craft communication that conveys the message that leadership cares 4. Model communicating through words and actions 5. Draft a well-being communication strategy that delivers messages that are informative and supportive in tone
Live Online Session	April 1; 11:00 AM – 1:00 PM ET

Session 5: Measuring Well-Being and Addressing Survey Fatigue	
Objectives	<ol style="list-style-type: none"> 1. Apply validated tools to regularly assess workforce well-being 2. Identify strategies to overcome survey fatigue
Live Online Session	April 8; 11:00 AM – 1:00 PM ET

Session 6: Making the Case for Well-Being	
Objectives	<ol style="list-style-type: none"> 1. Assess your organization's level of commitment and current phase in the journey to workforce well-being 2. Evaluate which case – business case, regulatory, moral imperative -- is likely to resonate with decision-makers 3. Practice making the case for well-being work based on many rationales 4. Explore how the role of Chief Wellness Officer could advance change at your organization
Live Online Session	April 15; 11:00 AM – 1:00 PM ET

Session 7: Centering Diversity, Equity & Inclusion in Well-Being Work	
Objectives	1.
Live Online Session	April 29; 11:00 AM – 1:00 PM ET

Session 8: Ensuring Physical and Psychological Safety	
Objectives	<ol style="list-style-type: none"> 1. Practice leadership behaviors that support participative management and psychological safety 2. Create or update policies and processes to support a safe work environment—or, better, a just culture free from fear 3. Describe strategies for reducing harm and preventing violence 4. Develop an effective, equitable patient code of conduct
Live Online Session	May 6; 11:00 AM – 1:00 PM ET

Session 9: Improving Practice Efficiency to Reduce Cognitive Load and Support Autonomy and Control	
Objectives	<ol style="list-style-type: none"> 1. Examine how control and flexibility fosters or inhibits well-being 2. Create a plan to tackle EHR inefficiencies to reduce unnecessary work for the entire care team and assure adequate staffing and resourcing 3. Identify strategies to reduce cognitive workload
Live Online Session	May 13; 11:00 AM – 1:00 PM ET

Session 10: Reducing Barriers to Better Mental Health	
Objectives	<ol style="list-style-type: none"> 1. Prioritize strategies to improve access and remove barriers to mental health and wellness care for employees 2. Describe methods to destigmatize health-seeking behaviors 3. Identify next steps to revise licensure and credentialing requirements that may discourage clinicians from seeking care
Live Online Session	May 20; 11:00 AM – 1:00 PM ET

Session 11: Presentations of Project Progress	
Objectives	<ol style="list-style-type: none"> 1. Present learning from your improvement work 2. Design a plan to apply learnings and take care of yourself
Live Online Session	June 10; 11:00 AM – 1:00 PM ET