

Leadership for Workforce Well-being Informational Call

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Jessica Perlo, MPH, Senior Project Director
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Program Team



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MD, CPE, CPPS
Vice President,
Safety



Eddie Turner
Senior Project
Director



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?





Improving Care Improving Lives with You

[ihi.org](https://www.ihi.org)

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**.

Courage

Love

Values

Equity

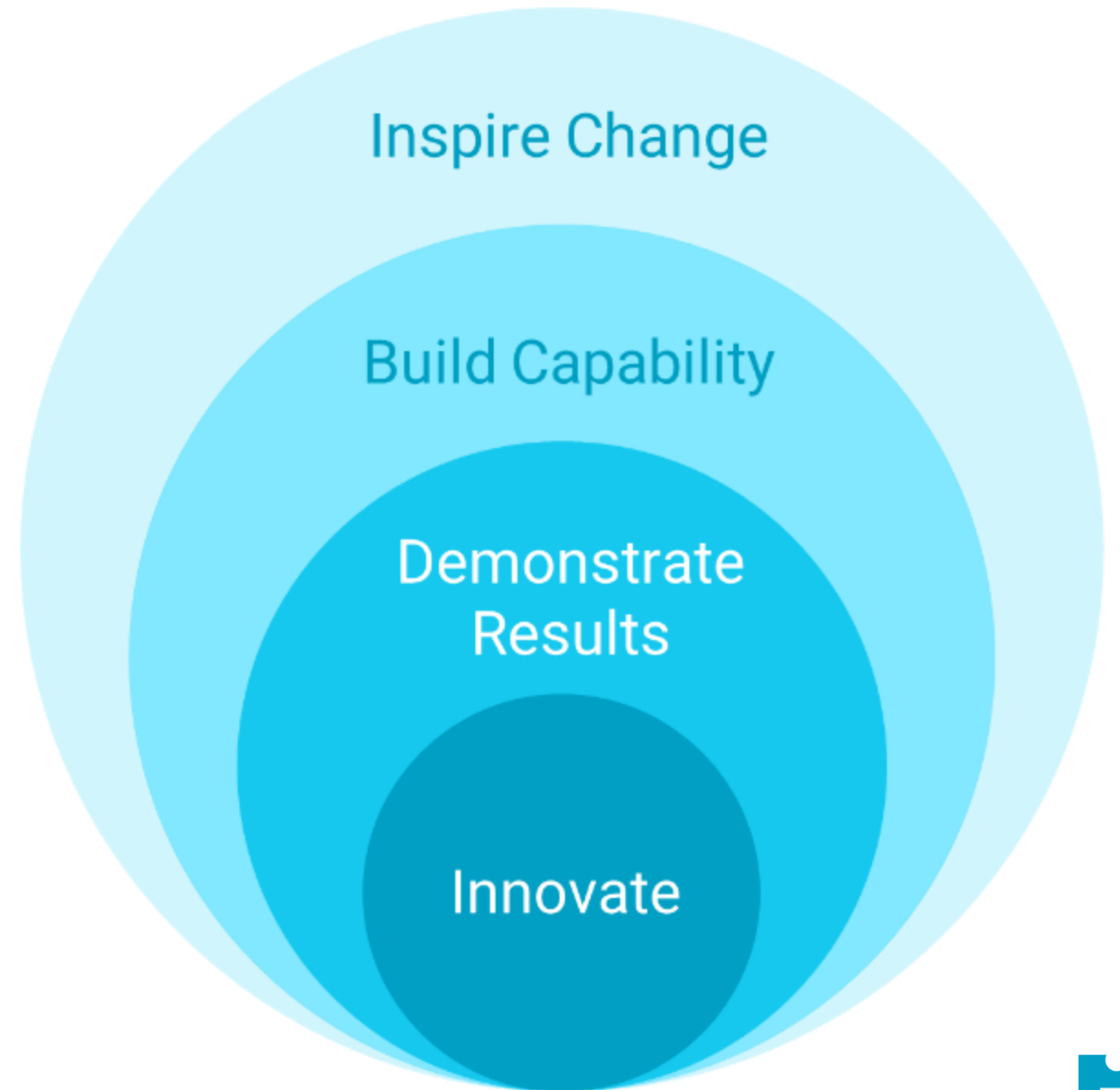
Trust

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.



IHI's Strategy is Focused on Improving:

Equity



Safety &
Effectiveness



System
Resilience



Overview of the Leadership for Workforce Well-being Program

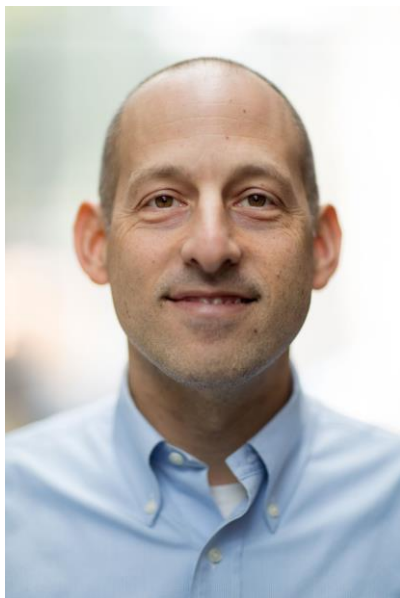
What You Will Gain from the Program



- 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
- Tools to communicate key concepts related to the prevalence, drivers, and consequences of inattention to the well-being of the health care professional workforce



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



Faculty



Eileen Barrett, MD, MPH, SFHM, MACP
Internal Medicine Hospitalist, Faculty, IHI, and Chair-Elect of the American College of Physicians Board of Regents



Katie Boston-Leary, PhD, MBA, MHA, RN, NEA-BC
Director of Nursing Programs at the American Nurses Association overseeing the Nursing Practice and Work Environment Division and Healthy Nurse Healthy Nation



Elizabeth Harry, MD
Senior Medical Director, Well-being, UCHHealth, Assistant Dean, Faculty Well-being, University of Colorado School of Medicine, and Associate Professor of Medicine, University of Colorado Hospital School of Medicine



Kate Hilton, JD, MTS
Faculty and Lead Coach, IHI Wellbeing & Joy in Work Results-Oriented Learning Network



Kedar Mate, MD
President and Chief Executive Officer, Institute for Healthcare Improvement, President, IHI Lucian Leape Institute, and faculty, Weill Cornell Medical College



Sharon H. Pappas, RN, PhD, NEA-BC, FAAN
Chief Nurse Executive, Emory Healthcare



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



Patricia A. McGaffigan, RN, MS, CPPS
Vice President, IHI and IHI's senior sponsor, National Steering Committee for Patient Safety and President, Certification Board for Professionals in Patient Safety



Jesse McCall, MBA
Senior Director and Improvement Advisor, Institute for Healthcare Improvement



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



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



Colin West, MD, PhD
Professor of Medicine, Medical Education, and Biostatistics at Mayo and Director, Mayo Clinic Program on Physician Well-Being



Topics We'll Explore

- Making the Case: Learning to Lead by Influence and Deliver an Effective Message for Prioritizing Well-Being
- Preventing “wellness creep” and the tendency to want to “boil the ocean”
- Moving to action through project work - leveraging improvement science and change management methods and tools to active and engage people
- How to think about measurement that balances accountability, outcomes and data for learning
- Resourcing your team and connecting to “What Matters to You”
- Linking well-being with other priorities:
 - Patient Safety
 - Equity, diversity & inclusion
 - Autonomy & control
 - Efficiency of practice
 - Physical safety
 - Mental health



Who Should Attend

This blended-learning program is geared towards anyone who has the responsibility for workforce well-being within a health care organization or system:

- Workforce well-being or wellness leaders (or emerging leaders) at all levels
- Current Well-Being Officer (WBO) who is looking for an improvement approach and best practices around leading change
- Unit- or department-level wellness or well-being leader or director who has responsibilities in this area
- C-suite leader who is responsible for workforce satisfaction, well-being or wellness (e.g., CNOs, CMOs, CHROs, CFOs)



Blended learning:

- 9 live virtual sessions
- In-person convening
for 2 days in Boston, MA
- Videos and readings to access
at your convenience

At-a-Glance Agenda

Overview

When and where do you need to be to make the most of this IHI program? Use this schedule to plan your time. Please see the detailed program agenda for more information, including content, speakers, and objectives.

As a reminder, you must complete all sessions to receive a certificate of completion.

Live-Virtual	Self-Directed	In-Person	Office Hours
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Dates(s)	Format	Time	Session & Topic
Before Tuesday, April 25	Self-Directed	30 minutes	Pre-program Preparations
Tuesday, April 25	In-Person	8:30am – 5:00pm ET	Session 1 Models & Semantics Connecting to our Why Improvement Science Culture of Well-being Trust
Wednesday, April 26	In-Person	8:30am – 2:45pm ET	Session 2 Narrative

Program Schedule

Virtual Sessions

Date	Format	Time
Monday, May 8	Live Virtual	1pm-3pm ET
Monday, May 15	Live Virtual	1pm-3pm ET
Monday, June 5	Live Virtual	11am-1pm ET*
Tuesday, June 20	Live Virtual	1pm-3pm ET
Monday, July 24	Live Virtual	1pm-3pm ET
Monday, August 7	Live Virtual	1pm-3pm ET
Monday, September 11	Live Virtual	1pm-3pm ET
Monday, September 25	Live Virtual	1pm-3pm ET

In-Person Sessions - TBD

Date	Format	Time
Tuesday, April 25	In-Person	8:30am – 5:00pm ET
Wednesday, April 26		8:30am – 2:45pm ET

Office Hours

Date	Format	Time
Monday, July 10	Live Virtual	1 – 2pm ET

Chat Questions:

Is the in-person prohibitive for you?

What is your biggest barrier at this time?



Continuing Education



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL 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 **30 continuing education credits** for physicians, nurses, and Certified Professional in Patient Safety (CPPS) recertification.



Project Planning Worksheet

- Apply what you're learning, as you learn it
- Embedded improvement tools
- Reflection time built into each session

Project Planning Worksheet

Course Background:

This course will prepare existing and aspiring leaders, across disciplines, to achieve measurable improvements to workforce well-being at their organizations/institutions. To do this, our faculty team will bring tools, case studies, and promising methods to an inclusive space created for discovering, listening, and learning. Participants will leave the course empowered with new narratives, a refreshed commitment to lead, and a community of like-minded peers.

Purpose of this Document:

This document is intended to support reflection, planning and action around workforce well-being before, during and after the course. It is intended to support the application of principles learned in this course, completion of a project related to workforce well-being, and the production of a clear coherent message around one's work as a well-being leader.

Pre-Work (to be completed by April 26th)

Environmental Scan

Reflect: Regarding workforce well-being, which stage at each level best describes the extent to which your organization/system is committed to well-being? Consider Table below.

		Stage			
		Beginner	Competent	Advanced	Expert
	Team/Unit	Trainings targeted at individuals are available.	Trainings targeted beyond just individuals are available, utilized, and inclusive of diverse stakeholders	Improvement efforts are underway related to staff experience and aimed at addressing systems issues	Unit based improvements are made to improve staff experience based on staff feedback and continued opportunities for iterative tests of change exist
		What matters to you conversations are held to understand unique pebbles in the shoes at the unit level	Tests of change are planned related to staff experience and what matters to staff Opportunities for community building and	Well-being skills, tools and assessments are regularly integrated into team processes	

Your Time Commitment

- Two days in Boston in April
- Nine virtual sessions, two hours each, that conclude in September
- 30-60 minutes between each session to apply learning and reflect on your organization



Next Steps

- Register at ihi.org/wellbeing
- Special offer for this info call: \$6,800 program fee
- Want to talk 1:1? Email eturner@ihi.org to schedule time



"The time is now to design systems that amplify the wellbeing and resilience that is already there with skill and confidence. Learn with us to leverage our core values and proven improvement tools and skills to shift patterns and produce sustainable results. You are the ones we have been waiting for!"

*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*

"Participants in this program will explore a 'full thickness' approach to addressing health care professional well-being on a system level. Additionally, they will come away translating what they've learned into actionable next steps that they can bring home to continue driving change beyond program completion."

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 (ISMMS)

