Finding & Creating Joy in Work
Online Course Informational Call

February 13, 2020
These presenters have nothing to disclose

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Welcome to IHI

Vision
Everyone has the best care and health possible

Mission
Improve health and health care worldwide

Joy in Work
Harnessing the power of improvement science, IHI ignites action to connect today’s health care workforce to the values of health care in a way that brings greater joy and sense of purpose.

What We’ll Cover Today

- Why Joy
- Who Should Attend
- Layout and Important Dates
- Course Assignments & Additions
- How We’ll Stay in Touch
- Q&A
Course Objectives:

- Recognize the value of increasing joy in work at your organization
- Discuss key leadership behaviors that raise staff engagement and improve joy
- Build 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

Key content areas:

Importance of Joy in Work

Four steps to improving Joy

IHI Framework for Improving Joy in Work

Measuring and assessing Joy
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

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
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<tbody>
<tr>
<td>March 11</td>
<td>Lesson 1: Why Joy?</td>
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<td>March 25</td>
<td>Lesson 2: IHI's Framework for Joy in Work</td>
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<td>April 8</td>
<td>Lesson 3: Finding Pebbles and Getting Buy-in</td>
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<td>April 16, 11:00 AM – 12:00 PM ET</td>
<td>Call: How’s Testing Going?</td>
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<td>April 22</td>
<td>Lesson 4: How Do You Measure Joy?</td>
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<tr>
<td>May 5, 12:00 PM – 1:00 PM ET</td>
<td>Call: Coaching Tests of Change</td>
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<tr>
<td>May 6, 11:00 AM – 12:00 PM ET</td>
<td>Lesson 5: Testing and Sharing Bright Spots</td>
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<td>May 20</td>
<td>Lesson 6: Sustaining and Spreading Joy</td>
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<tr>
<td>May 27, 11:00 AM – 12:00 PM ET</td>
<td>Call: What's Next?</td>
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Video Lessons

Commitment

• Lessons
  – Consist of 5-8 videos, approx. 7 min each

• All-Learner Calls
  – 1 hour per call

• Assignments
  – Lessons 3, 5, & 6
  – 1 – 2 hours per assignment
Next Steps

Register on ihi.org/virtualeducation
If you're registering a group, consider joining the IHI Membership for greater discounts.

Connect with us at joyteam@ihi.org
Email Mo with any questions

Read the IHI White Paper
The IHI Framework for Improving Joy in Work

Get started at ihi.org/joyinwork