

Finding & Creating Joy in Work

Online Course Informational Call



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Faculty and Staff



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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.

IHI
Values

L
COURAGE
V
EQUITY
R
U
S
T



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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



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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



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Key content areas:

Importance of Joy in Work

Four steps to improving Joy

IHI Framework for Improving Joy in Work

Measuring and assessing Joy



WHITE PAPER

IHI Framework for Improving Joy in Work



AN IHI RESOURCE

20 University Road, Cambridge, MA 02138 • ihi.org

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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



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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



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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



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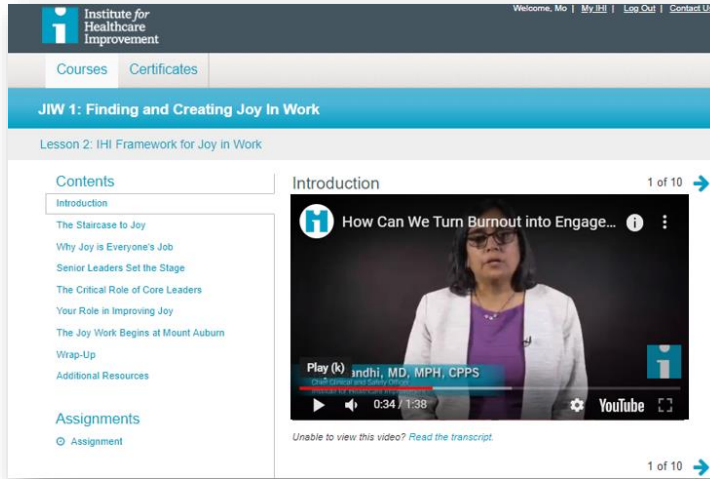
Course Dates

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



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Video Lessons



The screenshot displays the IHI course interface. At the top, it says 'Institute for Healthcare Improvement' and 'Welcome, Mo | My IHI | Log Out | Contact Us'. Below that are tabs for 'Courses' and 'Certificates'. The main heading is 'JIW 1: Finding and Creating Joy In Work', followed by 'Lesson 2: IHI Framework for Joy in Work'. A 'Contents' sidebar lists various topics like 'The Staircase to Joy' and 'Senior Leaders Set the Stage'. The main area features a video player for the 'Introduction' video, which is 1 of 10 videos in the lesson. The video player shows a woman speaking, and the video title is 'How Can We Turn Burnout into Engage...'. The video player also shows a play button, a progress bar at 0:34 / 1:38, and a 'YouTube' logo. Below the video player, there is a message: 'Unable to view this video? Read the transcript.' and a '1 of 10' indicator.



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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



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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

