

February 12, 2020

These presenters have
nothing to disclose

Psychology of Change

Online Course Informational Call



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Faculty and Staff



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Faculty



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Faculty



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Faculty



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Program Coordinator



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Where are you joining us from today?



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What do you hope to learn today?

- Please chat in your questions concerning IHI's Psychology of Change online course with coaching.
- If we already plan on covering any answers during the course of the call, we will be sure to highlight them.
- Please continue chatting in any questions that arise throughout our conversation!



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Welcome to IHI

Vision

Everyone has the best care and health possible

Mission

Improve health and health care worldwide

Strategic Approach

IHI applies practical improvement science and methods to improve and sustain performance in health and health systems across the world.

We generate optimism, spark and harvest fresh ideas, and strengthen local capabilities.



Our work is driven by

- Improvement Science
- Health Equity
- Joy in Work



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What We'll Cover Today

- Who Should Attend
- Preview of *The Psychology of Change*
- Structure of Lessons and Important Dates
- Course Assignments & Additions
- How We'll Stay in Touch
- Q&A



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Who Should Attend:

- Senior Leaders
- Chief Quality Officers
- Point-of-care staff
- Nurses
- Pharmacists
- Managers
- Improvement Team Leaders
- Patients, Family Members & Carers

Working on an
improvement project!



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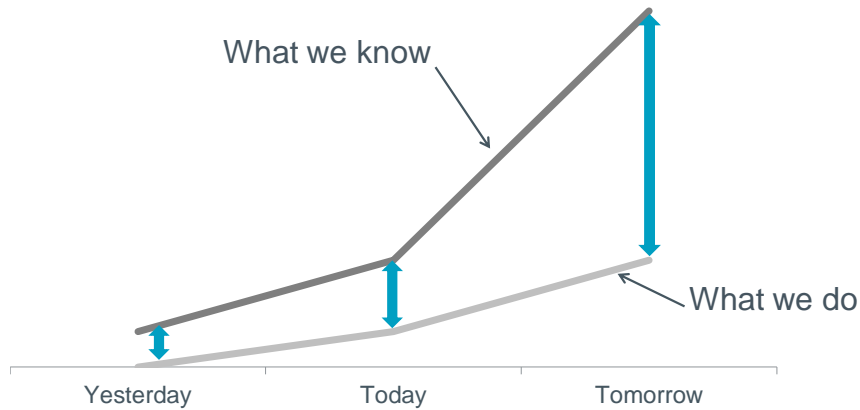
Common Barriers to Change

- | | |
|---|-----------------------------|
| • Power struggles | • Confusing strategies |
| • Lack of buy-in | • Lack of leadership |
| • Few or no results early on | • One-way communication |
| • Need to adapt to different contexts | • Poor workforce planning |
| • Too much change at once | • Stifling innovation |
| • Maintaining motivation | • Playing it safe |
| • Competing demands on people's time | • Poor project management |
| • Opposition within ourselves to change | • Undervaluing staff |
| • Misaligned incentives | • Inhibiting environment |
| • Fear of failure, rejection, job loss | • Extrinsic motivation only |



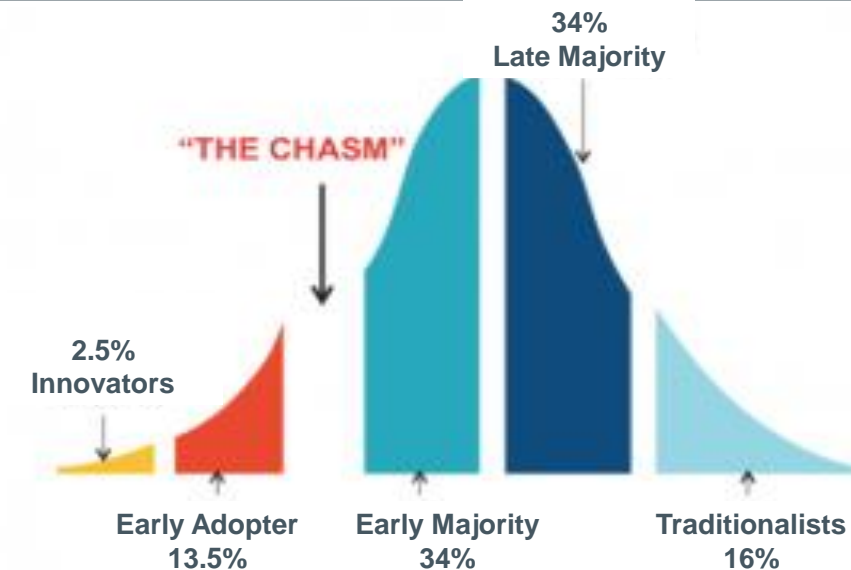
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The “Know-Do” Gap



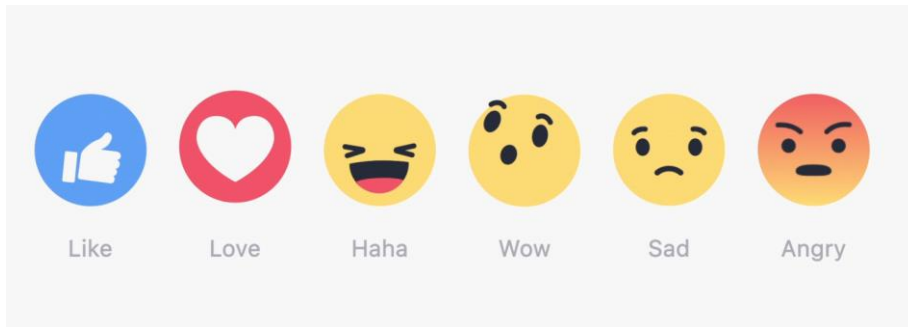
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Rate at Which Change Spreads: People



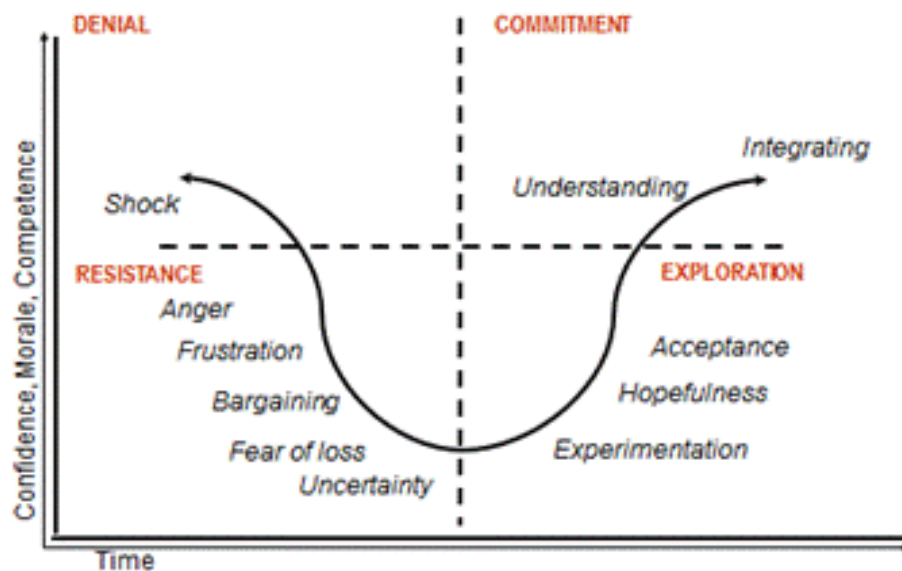
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Rate at Which Change Spreads: People



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Transition and Emotions

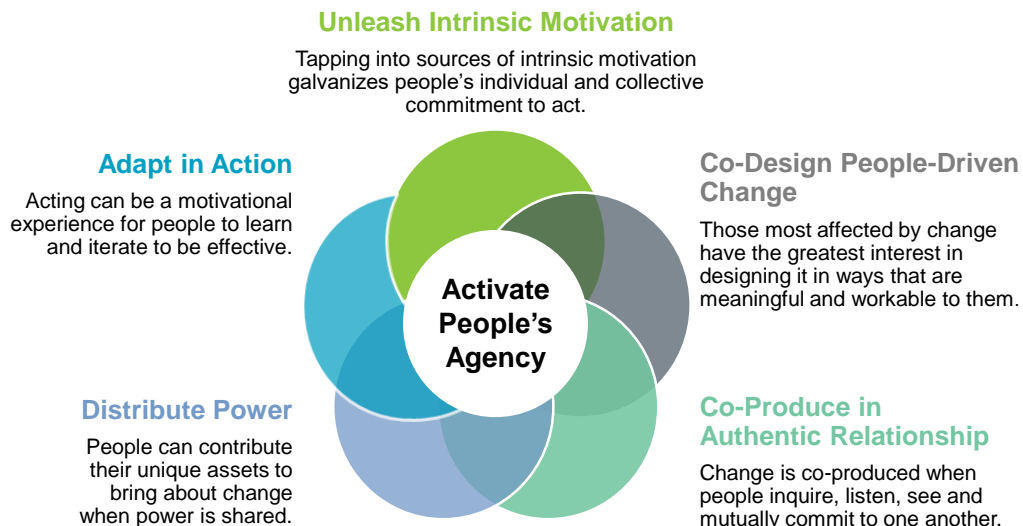


Source: Bridges, *Managing Transitions*



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IHI Psychology of Change Framework



Source: Hilton K, Anderson A. *IHI Psychology of Change Framework to Advance and Sustain Improvement*. Boston, MA: Institute for Healthcare Improvement; 2018. ihi.org/psychology



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Course Objectives:

- Activate people's agency to commit to improvement
- Co-design with the people affected by improvement in ways that are meaningful and workable to them
- Co-produce change by inquiring, listening, seeing and committing to others in authentic relationships
- Distribute power so people can contribute their unique assets to bring about change
- Tap into sources of intrinsic motivation to galvanize individual and collective commitment
- Adapt as you and your improvement team learn and iterate to be effective



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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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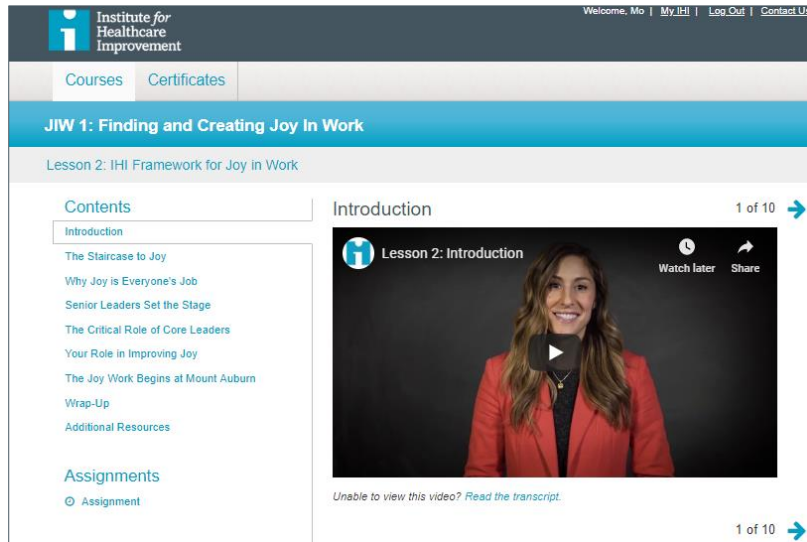
Course Dates

Date	Topic
March 25	Lesson 1: Introduction to the IHI Psych of Change Framework
April 8	Lesson 2: Co-Design People-Driven Change
April 8, 1:00-2:00 PM ET	All-Learner Call 1
April 22	Lesson 3: Co-Produce in Authentic Relationships
May 6	Lesson 4: Distribute Power
May 13, 1:00-2:00 PM ET	All-Learner Call 2
May 20	Lesson 5: Unleash Intrinsic Motivation
June 3	Lesson 6: Adapt in Action
June 10, 1:00-2:00 PM ET	All-Learner Call 3



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Video Lessons



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Commitment

- Lessons
 - Consist of 5-8 videos, 5-7 min each
- All-Learner Calls
 - 1 hour per call
- Assignments
 - Optional and accepted on a rolling basis
 - 1 – 2 hours per assignment



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All-Learner Calls

- Europe / Africa / Asia / Pacific time zones: 1-2 pm **GMT**
 - Featuring: Dr. Anna Burhouse of NHS, Dr. Bob Klaber of Imperial College, Suzie Bailey of The King's Fund, Dr. Helen Bevan & Kathryn Perera of NHS Horizons
- North / South America time zones: 1-2 pm **EST**
 - Featuring: Dr. Michael Rose of McLeod Health, Dr. Hope Rhodes of Children's National Health System, Dr. Cole Zanetti of Rocky Vista University



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Course Registration

- Individual Rate: \$549
- 15% discount for groups of 10+
- Membership discounts:
 - 25% discount for Premium Members
 - 50% discount for Premium+ Members



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Added Coaching

- Small-Group Coaching Calls
 - For an additional \$400 per person, three 60-minute calls offer personalized coaching from expert faculty and shared learning with peers



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Next Steps

Register on ihi.org/psychofchange

Review the F&Q, Course Schedule, and CEs

Connect with us at psychofchange@ihi.org

Email Mo with any questions

Read the IHI White Paper

The IHI Psychology of Change Framework



Get started at ihi.org/psychology



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