Finding & Creating Joy in Work
Online Course Informational Call

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

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.

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
• Discuss 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:

• The importance of joy
• 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>September 10</td>
<td>Lesson 1: Why Joy?</td>
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<td>September 24</td>
<td>Lesson 2: IHI’s Framework for Joy in Work</td>
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<td>October 8</td>
<td>Lesson 3: Finding Pebbles and Getting Buy-in</td>
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<td>Oct 16, 11:00 AM – 12:00 PM ET</td>
<td>Call: How’s Testing Going?</td>
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<td>October 22</td>
<td>Lesson 4: How Do You Measure Joy?</td>
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<td>November 5</td>
<td>Lesson 5: Testing and Sharing Bright Spots</td>
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<td>Nov 13, 11:00 AM – 12:00 PM ET</td>
<td>Call: Coaching Tests of Change</td>
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<td>November 19</td>
<td>Lesson 6: Sustaining and Spreading Joy</td>
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<tr>
<td>Nov 26, 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
Review the F&Q, Course Schedule, and CEs

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

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

Get started at ihi.org/joyinwork