

# Duke Center *for* Healthcare Safety and Quality



## Monthly Webinar Series *for* Year 1 + Year 2

Below is a list of the webinars covered during the Year 1+Year 2 webinar series. Webinars are offered once per month. **Individuals can join in any month and be able to view all 24 webinars.** For instance, if someone joins in September 2020, that person will be a part of the series through August 2022.

(months 1-12)

### January | Prevalence & Severity of Burnout: Workforce Resilience as Care Quality

*Presented by Dr. J. Bryan Sexton*

Burnout is increasingly common, compromises clinical and operational outcomes, and is treatable. In this session we will demonstrate what happens in our heads when we get burned out.

### February | Enhancing Resilience: The Science and Practice of Gratitude

*Presented by Dr. J. Bryan Sexton*

This session demonstrates a simple, enjoyable and effective tool for improving well-being by cultivating gratitude. We see improvements in resilience, sleep quality and depression.

### March | Measuring and Understanding Health Care Worker Resilience, Work Life Integration, and Burnout

*Presented by Dr. J. Bryan Sexton*

The absence of something bad (burnout) is not the same as the presence of something good (resilience). Here we will demonstrate the links between well-being metrics and show how they vary at the individual and the work setting level. Your burnout may have more to do with your colleagues than you thought...

### April | Enhancing Resilience: Three Good Things

*Presented by Dr. J. Bryan Sexton*

The most popular of our resilience tools is back this month. This simple, enjoyable and remarkably effective tool can be used for 10-15 days, with measurable improvements across a variety of resilience metrics that endure for over a year.

### May | Enhancing Resilience: Practicing Safe Stress and the Science of Sleep

*Presented by Dr. J. Bryan Sexton*

What should you eat on a stressful day? How long is a good nap? The answers might surprise you. Here we recognize, anticipate and respond to human limitations associated with sleep deprivation.

### June | Psychological Safety: The Predictive Power of Feeling Supported When Things Go Wrong

*Presented by Dr. J. Bryan Sexton*

“Better to say nothing and be thought the fool, than to open your mouth and remove all doubt.” This session demonstrates the concept of psychological safety, cultivating voice, and understanding what we can do to make it easier for others to speak up with concerns.

## July | Being Present: The Science of Mindfulness

*Presented by Dr. Carrie Adair*

The data are clear: Mindfulness matters. We demonstrate what it means to be in the “present moment” or mindful, review the research on mindfulness for well-being, and how mindfulness can help communication and relationships. An opportunity to practice mindfulness is offered, as well as strategies to boost everyday mindfulness.

## August | Relationship Resilience: The Science of How Other People Matter

*Presented by Dr. Carrie Adair*

This session describes how cultivating meaningful relationships is a health behavior, and how loneliness puts us at risk for lower satisfaction at work and in life, poorer immune system functioning, and even reduced longevity. Importantly, it is the quality, not the quantity, of our relationships that appears to matter most.

## September | Collaboration vs. Dealing with Difficult Colleagues: Assessing, Understanding and Improving Teamwork in a Work Setting Near You

*Presented by Dr. Kyle Rehder & Dr. J. Bryan Sexton*

This session guides you through the prevalence and severity of disruptive behavior, as well as its correlates and consequences. Institutional and individual strategies for dealing with difficult colleagues are discussed.

## October | Science of Wow: Cultivating Awe and Wonder as a Resilience Strategy

*Presented by Dr. J. Bryan Sexton*

A feast for the eyes, this highly visual and image-driven webinar summarizes and demonstrates the benefits of the emotion of awe, including increased life satisfaction, greater sense of meaning, and a desire to connect with others.

## November | Positive WalkRounds: Leader Rounding to Identify What is Going Well – Links to Quality, Culture and Workforce Resilience

*Presented by Dr. J. Bryan Sexton*

Here we discuss an institutional intervention to enhance workforce resilience. We will demonstrate traditional WalkRounds to identify deficits, vs positive WalkRounds to identify bright spots, and how each contribute uniquely to quality and safety – but also to workforce resilience.

## December | Enhancing Resilience: Survival of the Kindest

*Presented by Dr. J. Bryan Sexton*

We summarize the research to explain that there are demonstrably powerful benefits to being altruistic, and provide a framework for how to use Random Acts of Kindness at the individual and work setting levels.

## Year 2 (months 13-24)

### January | If Culture Eats Strategy for Lunch, Burnout Eats Culture for Breakfast: New Evidence About the Contagion Effect of Burnout and Impact on Safety Culture

Safety Culture is the context of care delivery in every work setting, and is linked to a wide array of clinical and operational outcomes. In today’s healthcare environment however, burnout does a significantly better job of predicting those same (and more) outcomes. Moreover, burnout varies significantly at the group level – a contagion effect that we will demonstrate during this session.

*Presented by Dr. J. Bryan Sexton*

## February | The Funny Thing about Resilience: Evidence for Humor

Humor works – it's good for our marriages, our physiologies and our ability to bounce back with enhanced perspective. In this session we will share recent evidence and a popular tool for cultivating the ability to find more things funny.

***Presented by Dr. J. Bryan Sexton***

## March | Institutional Resources vs. Individual Resources as Solutions for Healthcare Worker Well-Being

As active consumers and producers of well-being interventions, we would like to demonstrate some of the striking commonalities among successful evidence-based resources that target groups vs individuals.

***Presented by Dr. J. Bryan Sexton***

## April | Coping with Change and the Neuroscience of Hope

This session demonstrates the evidence behind optimism as a muscle that can be strengthened, and provides a surprisingly simple intervention for cultivating hope.

***Presented by Dr. J. Bryan Sexton***

## May | Signature Strengths at Work

A deep dive into a part of our identities that we often overlook because we are so good at it. Interestingly, focusing more on what we do well (e.g., gratitude, creativity, love of learning, etc.) helps in a variety of ways across our relationships, career and well-being.

***Presented by Dr. J. Bryan Sexton***

## June | Second Victim of Harm: Coping After Things Go Wrong

If you work in healthcare long enough, you are going to witness harm to patients. How your colleagues and your institution support you on one of the worst days of your career turns out to be one of the best predictors of safety culture and well-being we have ever seen.

***Presented by Dr. J. Bryan Sexton***

## July | The Surprisingly Robust Science of Self Compassion

One of the cruelest voices we hear can be the one that is in our own heads. Despite often hearing that we should be hard on ourselves to succeed, research shows that self-criticism prevents us from overcoming setbacks and achieving our goals. This session will demonstrate robust evidence for, and opportunities to practice, a different internal voice – one of self-compassion.

***Presented by Dr. Carrie Adair***

## August | Improvement Readiness in Healthcare: Introducing a Metric that assesses the capacity within a work setting to start and sustain quality improvement efforts

10 years ago, we looked at the *best way* to conduct quality improvement projects. Today, a better question appears to be: "Does this work setting have the *bandwidth* to start a project." We will cover a new metric and the research on how to assess a group's capacity for quality improvement.

***Presented by Dr. Carrie Adair***

## September | Overview of Team Training, Tools, Techniques and Integration into Existing Infrastructure

This session is presented by our Master Trainer and medical director, Dr. Kyle Rehder. He provides an overview of the most popular and practical tools and techniques from Duke's highly acclaimed team training program.

***Presented by Dr. Kyle Rehder & Dr. J. Bryan Sexton***

## October | Absence of Burnout is not the same as Thriving: Moving from Deficit Metrics to Flourishing Metrics for Healthcare Workers

Is it burnout or moral injury? Is it resilience or is it well-being? We'll take a tour through the evidence and find that the absence of something bad is not the same as the presence of something good.

*Presented by Dr. J. Bryan Sexton*

## November | Patient Safety Leadership WalkRounds: Links Safety Culture, Burnout and Workforce Well-Being

Good visits from senior leaders can be remarkably potent for safety culture, engagement and workforce well-being. Doing it wrong, however, can have the opposite effect – and really upset the apple-cart. Here we walk through the evidence and the conduct of these rounds.

*Presented by Dr. J. Bryan Sexton*

## December | The Pursuit of Happiness: Methods vs. Mythology

Does winning the lottery make you happier? How about trying to get happier – does that work? In this session we will discuss some common misconceptions and redirect through replicable and evidence-based approaches to improving well-being.

*Presented by Dr. J. Bryan Sexton*