

# Duke Center *for* Healthcare Safety and Quality



## Monthly Webinar Series *for* Year 1 (months 1-12)

Below is a list of the webinars covered during the Year 1 series. Webinars are offered once per month. **Individuals can join in any month and be able to view all 12 webinars.** For instance, if someone joins in September, that person will be a part of the series through August of the following year.

### 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.