FY2021 WELLNESS CHAMPIONS RETREAT

PRESENTED BY THE RESILIENCY CENTER
Welcome

By Wayne Imbrescia
Community Phases of Disasters

DeWolfe, D. J. (2000). SAMHSA.
Normal reactions to abnormal events
Current state of affairs

Photo by Aarón Blanco Tejedor on Unsplash downloaded 9/17/2020
OVERVIEW OF THE RETREAT

- Introduction
- Check in
- Emotion Coaching
- Recognizing those at risk
- Break out session: Getting started
- Barriers and moving forward
Both nationally and in Utah, 3 in 10 described themselves as burned out, 5 in 10 see themselves as under stress, while about 2 in 10 say they have no symptoms of burnout.

**Burnout Level**

- **Mean = 3.77**
  - **UTAH**
  - 21% Burnout
  - **29%**

- **Mean = 3.81**
  - **BENCHMARK**
  - 22% Burnout
  - 52%
  - 18%

Using your own definition of burnout, please select which of the following statements best describes you:

1. I enjoy my work. I have no symptoms of burnout.
2. The symptoms of burnout that I’m experiencing won’t go away. I think about work frustrations a lot.
3. I am definitely burning out and have one or more symptoms of burnout.
4. I am under stress and don’t always have as much energy as I did, but I don’t feel burned out.
5. I feel completely burned out. I am at the point where I may need to seek help.

Base: Total Sample = Benchmark (N=1000); Utah (N=608)
Ambulatory clinical teams Fall 2020

Staff (69):
- Burnout = 47%
- 9% 3% 35% 45% 9%

Providers (47):
- Burnout = 55%
- 2% 15% 38% 40% 4%
KEY DRIVERS OF BURNOUT & ENGAGEMENT

Burnout
- Exhaustion

Engagement
- Vigor
- Dedication

Efficiency & Resources

Control & Flexibility

Workload & Job Demands

Meaning in Work

Culture & Values

Work-life Integration

Social Support & Community
WHERE ARE YOU & YOUR GROUP AT ON THIS WELLBEING HIERARCHY?

Health Professional Wellbeing Hierarchy

Adapted from Shapiro et al. Am J of Medicine 2019

1. I’m hydrated, have access to food, & time to eat. I’ve had enough sleep. I have access to bathrooms. I have no/limited depression or anxiety. I am free of substance use. I have time & space to breast feed.

2. I’m physically safe. My patients are safe. My job is secure & future predictable.

3. There is a basic level of mutual respect & inclusion. My family time is respected. I am not hassled by IT, EHR, or bureaucracy. Objects & processes work. Cultural violations are addressed.


5. I have time, autonomy & resources to heal patients. I have time to think & contribute.

Start here
Core components of Wellbeing

purpose

patients

peers

RELATIONSHIPS & CONNECTION
Positive emotions protect mental health

Bryan Sexton, April 2020 Webinar, Three Good Things
Traits associated with resilience

• Acceptance and realism
• Self awareness/monitoring
• Appreciating the good things
• Taking breaks
• Strong support
• Setting boundaries around work
• Recognizing when change is necessary

Zwack and Schweitzer, Academic Medicine 2013
Wellbeing at U of U Health

Wellness & Integrative Health
Value Engineering
UME/GME
Spiritual Care
Risk Management
Service Lines
Medical Group
HR – Hospitals & Clinics and Campus

Academic Affairs
Quality & Patient Safety
Accelerate
Chief Value Officers
Schools and Colleges
EAP
Business Operations
Faculty Development
Health Equity & Inclusion
Workforce Planning Alliance
RESILIENCY CENTER PURPOSE

Support professional wellbeing through advocacy, programs, and collaboration

Foster an environment where people:
- courageously meet challenges
- connect with themselves and others
- feel fulfilled by their work
WHERE TO START

• Consider your own needs

• Share how you manage

PUT YOUR OWN OXYGEN MASK ON FIRST
SUPPORTING OTHERS: RECOGNIZING STRESS

- Racism
  - Recognize micro-agressions and speak up
- Childcare
  - Be flexible in schedules and expectations
- Fear
  - Acknowledge and validate
- Loneliness
  - Reach out to connect
PLANNING COMMITTEE

Kim Mahoney, Accelerate
Andrew Siddoway, UUHC Organizational Development
Whitney Werner, Resiliency Center
Megan Call, Resiliency Center
Trinh Mai, Resiliency Center
Jean Whitlock, Resiliency Center
Amy Locke, Resiliency Center
Karla Motta, Resiliency Center
Alan Davis, Resiliency Center
GOALS OF WELLNESS CHAMPIONS PROGRAM

• Facilitate local change agents
  – Build and maintain resilience
  – Optimize environment and structure of workplace

• Improve wellbeing of teams
  – Structured curriculum
  – Facilitated process improvement
  – Ground up approach
WELLNESS CHAMPIONS

- Supported and coached by RC
  - Quarterly meetings with RC team
  - Fall and Winter Retreat (January 28th 8-12pm)
- Learn from Champions and experts
  - Work on most significant needs of group
  - Determine resources needed
  - Measure success
  - High impact project
PROJECTS 2020

• Clinic Pilot
  - Implement 4-6 positive psychology tools over FY21

• Thrive Groups
  - Centralized coordination of multiple groups in a department
  - Modeled off the Thrive in Pediatrics group

• Returning/new groups
  - Design your own project
  - Use the positive psychology toolkit
PAST WELLNESS CHAMPIONS PROJECTS

- OR ergonomics
- Gym access
- Critical results reporting
- Billing & coding
- Clinical efficiency analysis
- Inbox management
- Adverse event protocol
- Standardize inpt consults
- Meeting redesign
- Mindfulness sessions
- Bike awareness
- Redesign break space
- Address email culture
- Faculty feedback tool
- Wellness challenges
- APC promotion ladder
Addressing Team Well-being
TEAMS ADDRESSING WELL-BEING

- Look at the data
- Assess strengths
- What would have the biggest impact?
- What is your bandwidth?
- Consider the basics
- Who is already working in this space?
- Get help
AVAILABLE DATA

- Clinical pilot groups
  - Professional fulfillment
  - Burnout
  - Peer support
  - Psychological safety
  - Stress
  - Patient safety event

- Waggl 2020
- Press Ganey 2019
- OD Survey 2020
- Group discussion
- Personalized survey
- Thriving assessment tool
BEING THE CHANGE

• Very small actions can take on a life of their own
• To make a big change you have to start small
• Notice the patterns you are making
• How are you contributing to the pattern?
RESOURCES

Accelerate Wellness Champions Play List

COVID Wellbeing Pulse page

Organizational Development COVID Resources
UPCOMING PROGRAMING

• Mindfulness
  – Everyday Mindfulness
    • 11/12/20-12/10/20 at 5:00-7:00 PM
  – Mindfulness in Medicine
    • 11/12/20 at 8:00 AM – 12:00 PM
  – Mindfulness Based Stress Reduction
    • 01/19/21-03/16/21 at 5:30 – 8:00 PM

• Self-Compassion for BIPOC
  – 11/10/21-11/17/21 at 12:00 – 1:30 PM; and 12/15 8:30-12:00 PM

• Utah Advanced Communication Training
  – January 2021

• Drop in Sessions
  – BIPOC Check-in & Support via Zoom – Thursdays at 12:00 PM
  – Mindfulness Breaks via Zoom – Wednesdays at 1:00 PM