

WELLNESS CHAMPIONS: PRE-SURVEY

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LEARNING FROM EXPERIENCE

FOUR UTAH HEALTH PROJECTS



BEST PRACTICES

BRENT PRICE, MORAN EYE CENTER; DR JAKE VAN EPPS, RESILIENCY CENTER; AND MICHAEL DANIELSON,
ORGANIZATIONAL DEVELOPMENT

WHAT IS WELLCHECK?

- Survey designed to assess our culture
- Quarterly with 10 Questions
- Designed to look at our WECARE areas
- Major organizational focus on Wellbeing

A DIFFERENT APPROACH

- Needed to address a growing trend that Burnout was an issue at Moran
- Working as partners OD, Resiliency Center, Moran, faculty and staff created a committee.
- Committee's focus started from the ground-up and involved staff and leaders from every level of Moran

What Did We Do?



RESILIENCY COMMITTEE PROCESS

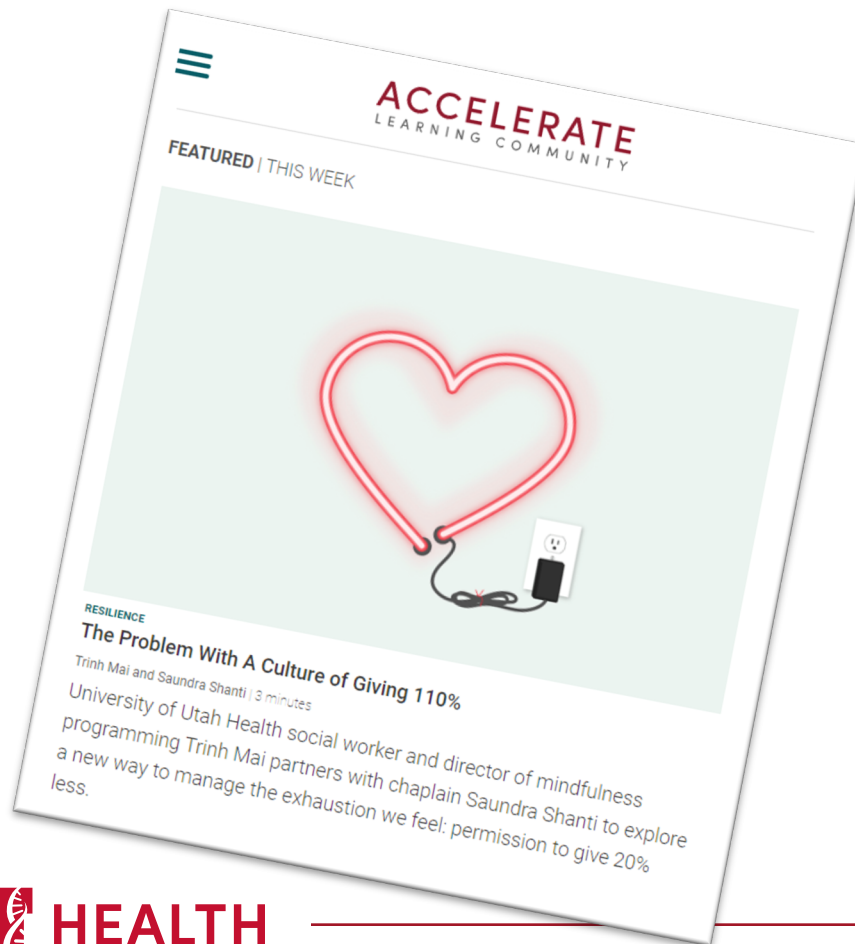
- Working group focused on gathering information and giving feedback
- Short, 30-minute meetings every other week
- Idea was to allow employees and faculty to share ideas with actions taken with leaders
- Information was taken and shared with Faculty and leadership at Moran

RESILIENCY COMMITTEE GOALS

- Communication of a need for gratitude and respect from leaders and faculty
- Commitment to work/life balance of staff
- Building of “Resiliency Moments” around existing resources
- Continuing to build a Culture of Wellness

Continuing the Conversation

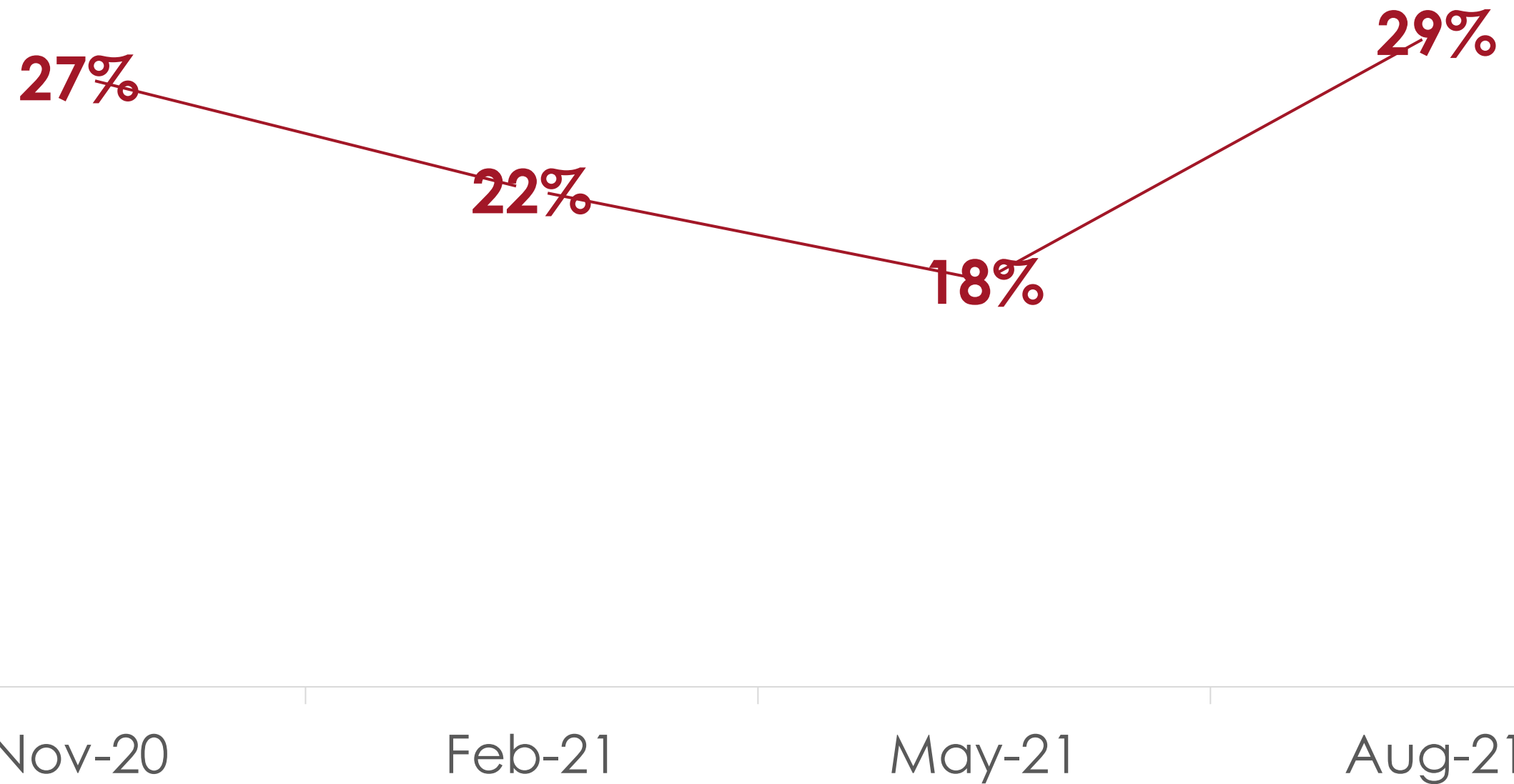
Provide easy access to information and support



"Resiliency Moments" Topic Ideas and Monthly Focus:

1. Assess your stress (September 2021)
2. 3 R's of the Pandemic Recovery: Recognize, Recover, Rebuild (October 2021)
3. Emotion caching to build a positive peer support culture (November 2021)
4. Team check-ins (December 2021)
5. Responding to high emotions (January 2022)
6. Practicing Self-compassion (February 2022)
7. S.T.O.P. Mindfulness Quick Break (March 2022)
8. Mindfulness Breaks (March 2022)
9. Why you need to take a break (March 2022)
10. 3 Good Things (April 2022)
11. Storytelling Meetings (May 2022)
12. Transitioning to home (June 2022)
13. Finding Inspiration (July 2022)
14. Beyond Burned Out: Understand the drivers of burnout (August 2022)
15. 3 Questions to address burnout (August 2022)

MORAN CENTER WELL-BEING



RECOMMENDATIONS

- Get support from leadership
- If possible, have all entities and levels of your organization involved in work.
- Focus less on the perfect solution for burnout
- Ensure that clear communication and resources are available to all
- Recognize that building resiliency is an ongoing process and commitment

RESOURCES

- Brent Price
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- Dr. Jake Van Epps
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- Michael Danielson
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WECARE Well-being Class – Leadership oriented 4-hour workshop completed quarterly

Accelerate Article: Brent Price and Norm Zabriskie “**Know My Name**” – The Power of Small Gestures Sept 13, 2021

PA DIVISION WELLNESS CHECKS

History: Wellness Champions in PA Division since 2017

PA Division

- PA Program Faculty and Staff
- South Main Clinic
- Research

TEAM CHECK INS

March 2020- Division meetings moved to Zoom

- Pandemic wellness attempts?
 - Buddy System
 - Social unstructured zoom times.
 - Small group breakout sessions during bimonthly division meetings.

CHECK IN STRUCTURE

- Twice a month
- Mid-way through Division meeting
- Breakout into groups of 4-5
- Initially used prompts from Wellness Champion Toolbox
- After one year, moved to monthly
- No assigned leader per group

DATA/RESULTS

28 total check ins to date

Statement	November 2020- N (18) Mean score (SD)	June 2021 Mean score (SD)
Listen empathetically when I talk about work-related stress	3.52 (1.25)	3.56 (10.7)
Lift me up when I'm having a difficult day	3.35 (1.17)	3.33 (1.25)
Help me find solutions to work problems	3.45 (1.20)	3.53 (1.09)
Pitch in when I need help with my work	3.41 (1.15)	3.56 (1.26)

QUALITATIVE COMMENTS

1-2 things helpful or positive about check-ins?

- *I just like them. It helps us feel like a community rather than just a cold, impersonal zoom meeting*
- *Good to know what other people are doing to maintain wellness, and good to have a positive interaction with coworkers*
- *It's nice a lot of times, to check in and just know that you aren't alone in feeling XYZ way*
- *More personal connection with colleagues and staff*
- *Good to connect with work colleagues about things besides business*
- *It's been nice to get to know coworkers a little more/I enjoy getting to know other team members*
- *It's a nice way to actually talk to our colleagues as people, not just work colleagues*
- *I enjoy chatting with the people I get grouped with. I like hearing input from others on the thoughtful prompts/I appreciate the thoughtful prompts*
- *Just asking about it and saying the word as a verb puts it into more of an important category in my mind*

QUALITATIVE COMMENTS

1-2 ways we could improve check-ins?

- *Nothing I can think of. We should keep it up/love the way we do it, random assignment is great*
- *I definitely enjoy having prompts*
- *I like the spontaneity and surprise factor with each session. No Change.*
- *Ask about service people are giving, how they're trying to have a better life-work balance*
- *I know it's randomized rooms but I always seem to get the same people in almost every breakout*
- *Give out the topic in advance- maybe just the morning of so we can be prepared to answer*
- *Be mindful of culture and how it could impact a check-in question – a recent check-in was themed on humor, one of my colleagues with a diverse background seemed to not connect in the same way, because humor is cultural*
- *I don't always feel safe sharing things with the people that I am in breakout sessions with. The prompts are great, but there are some interpersonal issues that make it difficult to really have wellness*
- *More interesting topics but honestly not sure what*

QUALITATIVE COMMENTS

Other things to add?

- *Wellness check ins are a good idea and I hope they continue*
- *I like them, they are a nice way to stay engaged with the group*
- *Make sure to make is safe and ok to speak up*
- *These are great*
- *Overall these are great, and you are doing a great job!*
- *Thanks for your efforts*
- *Really appreciate you do it*
- *More directed action. I need to work on several things and would love a wellness “buddy” or a coach who could check in directly with me. Like, hey I’m your wellness coach, how are you doing on x?*

FUTURE CHANGES?

- Create more options for not answering or modification of prompt
- Re-emphasis on culture of safety
- Have division members submit topics?
- Other suggestions?

CONCLUSIONS AND NEXT STEPS

- Check-ins
 - High value subjectively
 - Able to be facilitated by wellness champions with low bandwidth!
 - Variety has kept people interested
 - Stress Continuum activity was quite well received
 - More advanced topics with group?



MADSEN FAMILY CORE VALUES

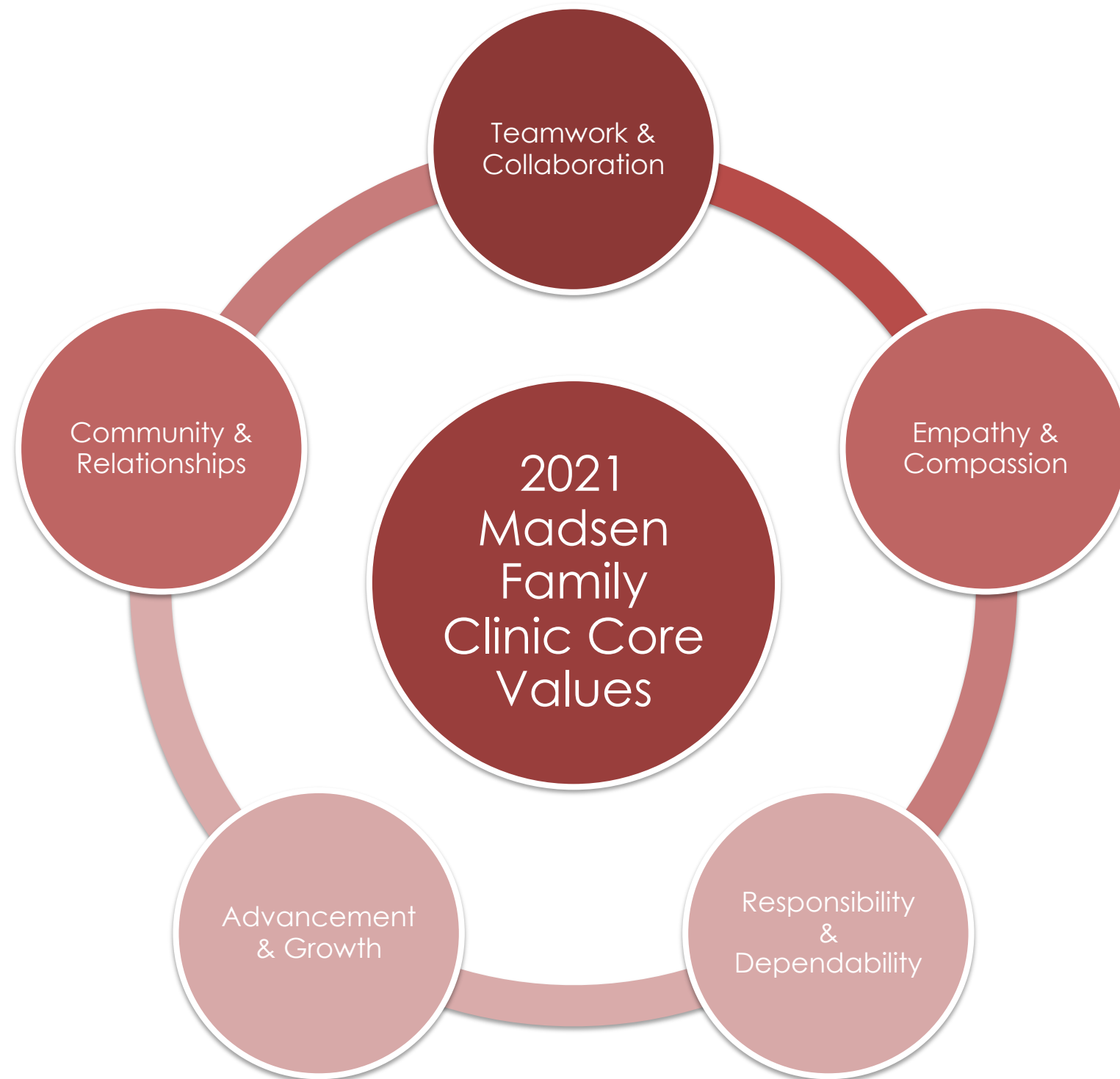
FRANCES JOHNSON, FNP-C

MADSEN FAMILY CLINIC

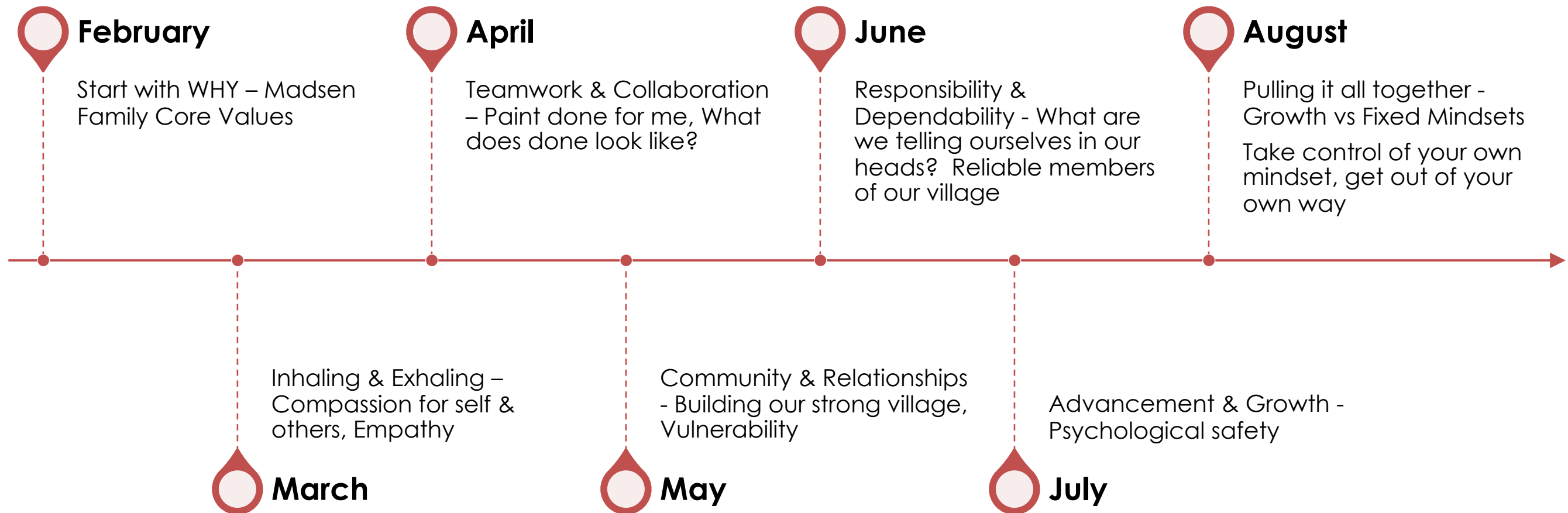
WELLNESS CHAMPIONS RETREAT

10.5.21





MONTHLY MEETINGS RECAP – ACTION ITEMS





GME PROJECT: SYDNEY RYAN, MD

