Health Outreach Partners

WWW.OUTREACH-PARTNERS.ORG

WE SUPPORT HEALTH OUTREACH PROGRAMS by providing training, consultation, and timely resources.

OUR MISSION IS TO BUILD STRONG, EFFECTIVE, AND SUSTAINABLE HEALTH OUTREACH MODELS by partnering with local community-based organizations across the country in order to improve the quality of life of low-income, vulnerable and underserved populations.

WE SERVE Community Health Centers, Primary Care Associations, and Safety-net Health Organization

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Health Outreach Partners Staff

Cynthia Selmi
Executive Director

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Senior Project Manager

Agenda

- Welcome & introductions

- Stress, burnout and compassion fatigue

- Building a culture of self-care

- Frameworks to guide an inclusive self-care culture
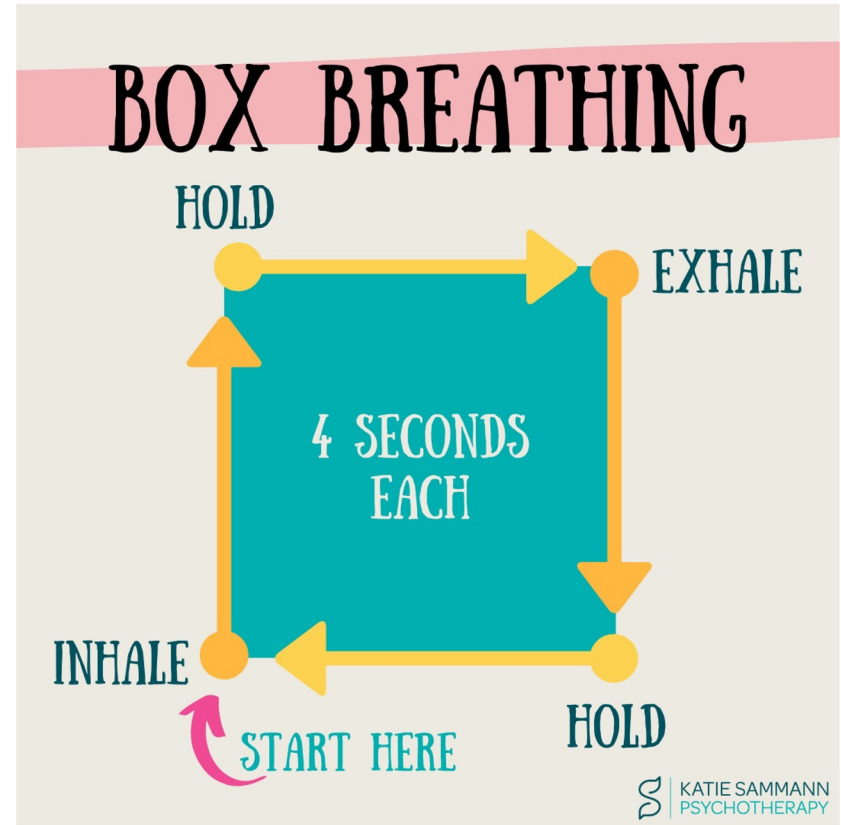
- Self-care resources

- Closing and Q&A

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Who is in the room?

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Self-Check In Exercise

Box Breathing

○ Aim is to return breathing back to its normal rhythm

○ Improves focus and helps relax the mind and body

○ The body hold wisdom and it's important to connect to how our body is feeling

○ Helps connect us to our unconscious mind

Learning Objectives

At the end of this webinar, participants will be able to:

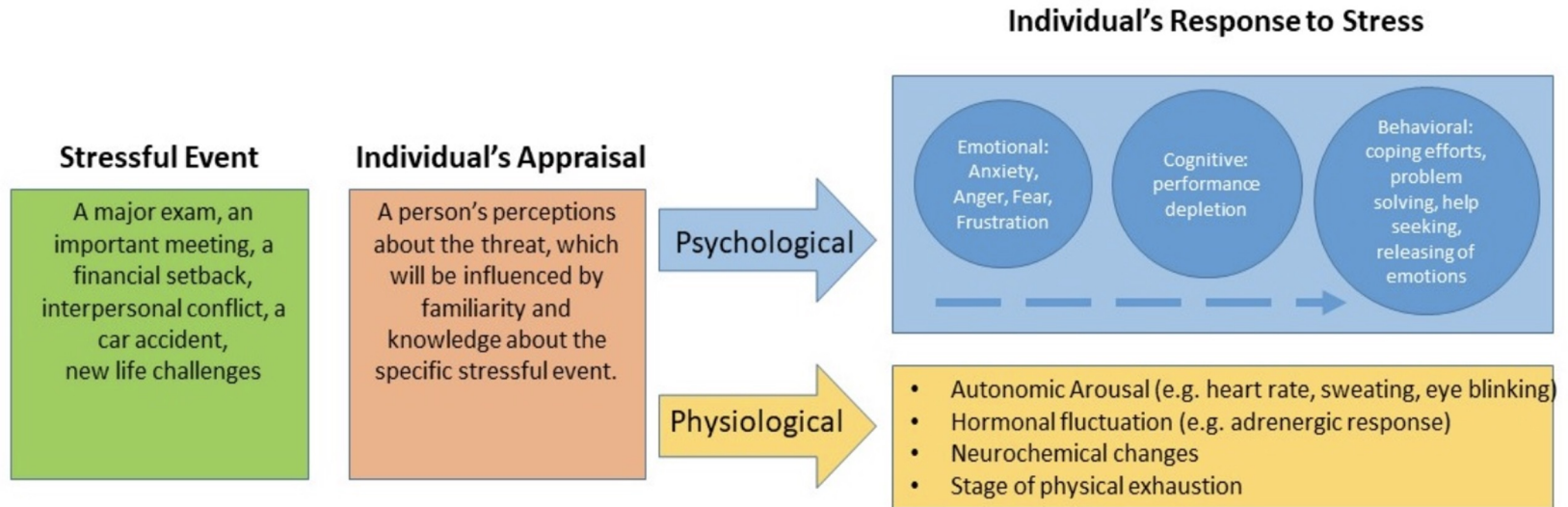○ Describe the principles of self-care and how it can foster a work environment that supports staff satisfaction and retention.

○ Identify one individual or organizational self-care practice that organizations can implement to ensure a healthy work environment.

○ Learn how organizations can identify staff needs in order to prevent the incidence of compassion fatigue and burnout.

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What is stress?

What does it mean to cope with stress?

Individual's Response to Stress

Stressful Event

A major exam, an important meeting, a financial setback, interpersonal conflict, a car accident, new life challenges

Individual's Appraisal

A person's perceptions about the threat, which will be influenced by familiarity and knowledge about the specific stressful event.

Psychological

Emotional: Anxiety, Anger, Fear, Frustration

Cognitive: performance depletion

Behavioral: coping efforts, problem solving, help seeking, releasing of emotions

Physiological

- Autonomic Arousal (e.g. heart rate, sweating, eye blinking)
- Hormonal fluctuation (e.g. adrenergic response)
- Neurochemical changes
- Stage of physical exhaustion

Source: Rebus Community. Intro to Community Psychology. Retrieved from https://press.rebus.community/introductiontocommunitypsychology/chapter/stress-and-coping/

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Chronic Stress

- Chronic stress can exacerbate current health issues, lead to the development of new ailments, and complicate effects of acute stress

- Types of chronic stress:

  - Emotional Stress

  - Environmental Stress

  - Health-Based Stress

  - Financial Stress

  - Race-Based Stress

GEORGE FLOYD... ...LIVES

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Photo Source: Pendarvis Harshaw, KQED

What is Burnout?

A state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress.

Source: Helpguide.org. Burnout Prevention and Recovery. Retrieved from
https://www.helpguide.org/articles/stress/burnout-prevention-and-recovery.htm

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Signs & Symptoms of Burnout

3 Dimensions

- Feeling exhausted and/or low energy levels
- High levels of feeling negative or cynical about one's job
- Not feeling able to be professional at work

What it can look like

- Work does not bring joy or satisfaction
- It is hard to feel like you can focus at work
- Feeling sick or having unexplained physical ailments
- Feeling critical or disillusioned at work

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What is Compassion Fatigue?

A condition characterized by the gradual lessening of compassion over time due to the ongoing stress of care and giving from work performed on a regular basis.

Source: Compassion Fatigue Awareness Project. What is Compassion Fatigue? Retrieved from
http://www.compassionfatigue.org/pages/compassionfatigue.html

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Signs & Symptoms of Compassion Fatigue

Impacts on work performance

- ❏ Voices excessive complaints about work functions
- ❏ Reduced ability to feel sympathy and empathy
- ❏ Poor job satisfaction
- ❏ Difficulty concentrating
- ❏ Preoccupied
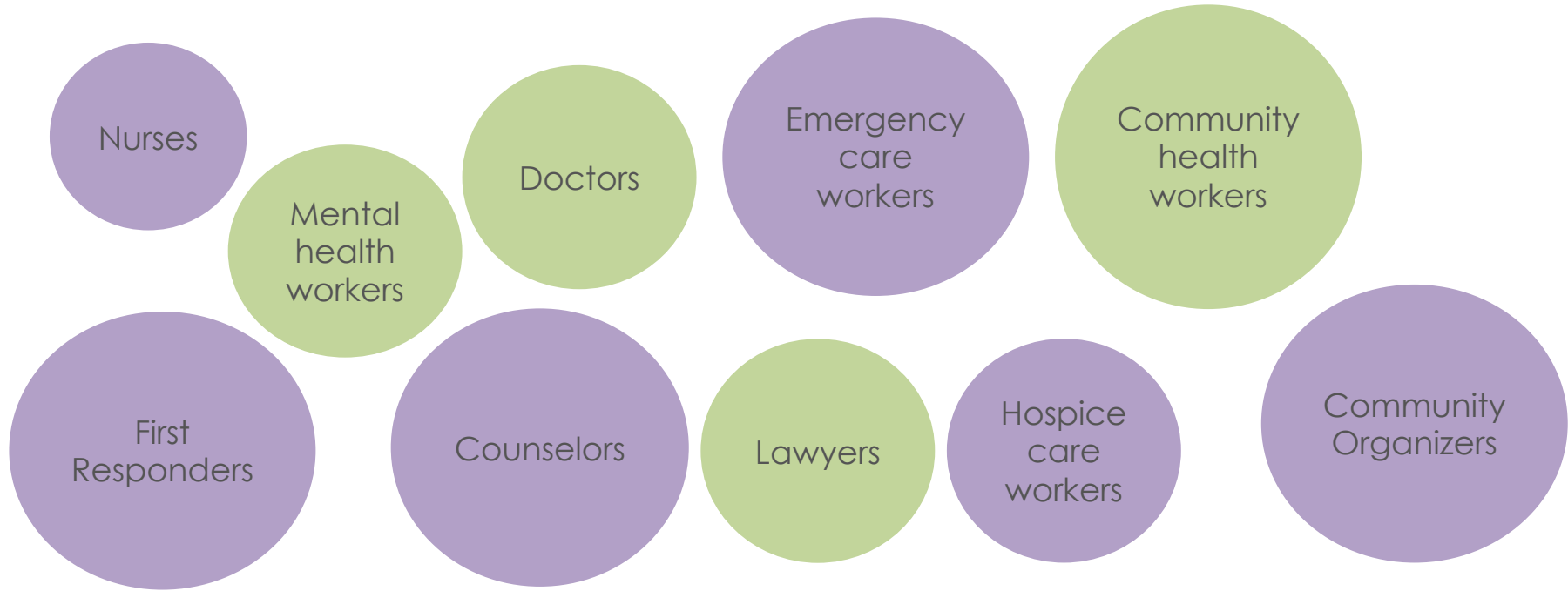- ❏ In denial about problems

Impacts on relationships

- ❏ Excessive blaming
- ❏ Irritability
- ❏ Receives unusual amount of complaints from others
- ❏ Legal problems
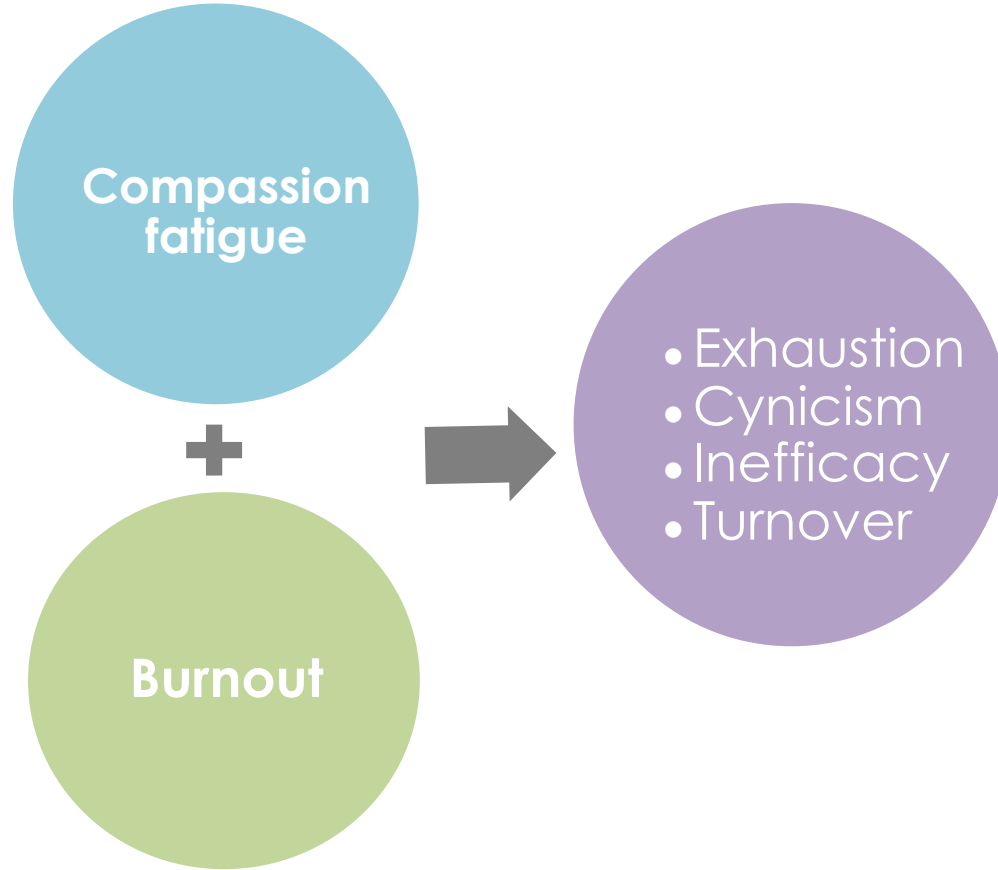- ❏ Isolation from others

Impacts on mental and physical health

- ❏ Bottled up emotions
- ❏ Sadness
- ❏ Harmful compulsive behaviors
- ❏ Nightmares and flashbacks to traumatic event
- ❏ Chronic physical ailments
- ❏ Mentally and physically tired
- ❏ Substance abuse to masks feelings

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Who can experience compassion fatigue?

Nurses

Mental health workers

Doctors

Emergency care workers

Community health workers

First Responders

Counselors

Lawyers

Hospice care workers

Community Organizers

- Anyone in a caring or helping role
- Anyone exposed to human suffering or disaster

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"We cannot develop and implement visionary strategies for change in the long term if we are exhausted and burned out in the short term."

-Move to End Violence Initiative

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What is Self-care?

Any activity done voluntarily to help maintain **physical**, **mental**, or **emotional** health.

Practicing self-care can be simple and over time have significant impact on one's overall health and wellbeing.

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Why Self-Care Matters for CHC Staff

- Imperative in the fight for healthy equity by the provision of quality and comprehensive care to underserved communities.

- Satisfaction and wellbeing of CHC employees is critical for delivering quality care.

- The many roles that health center staff take on can be stressful, consist of long work hours, and encourage prioritizing community needs over their own, resulting in a high risk of "burnout" and "compassion fatigue."

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American Medical Association (AMA) Identifies Factors Negatively Affecting Provider Satisfaction[1]

The perception of not providing high quality care

Administrative burden of data entry and quality reporting

Limited collaboration with other providers

Externally imposed rules and regulations

Uncertainty with the shift to value-based payment

Poor EHR usability interference and cost

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My Health Center Story: Improving Staff Satisfaction

- Huddles
- Team trainings
- Transparency
- Time for communication

Encourage breaks
Build in time to chart and enter data

Prioritize self care and employee wellness.

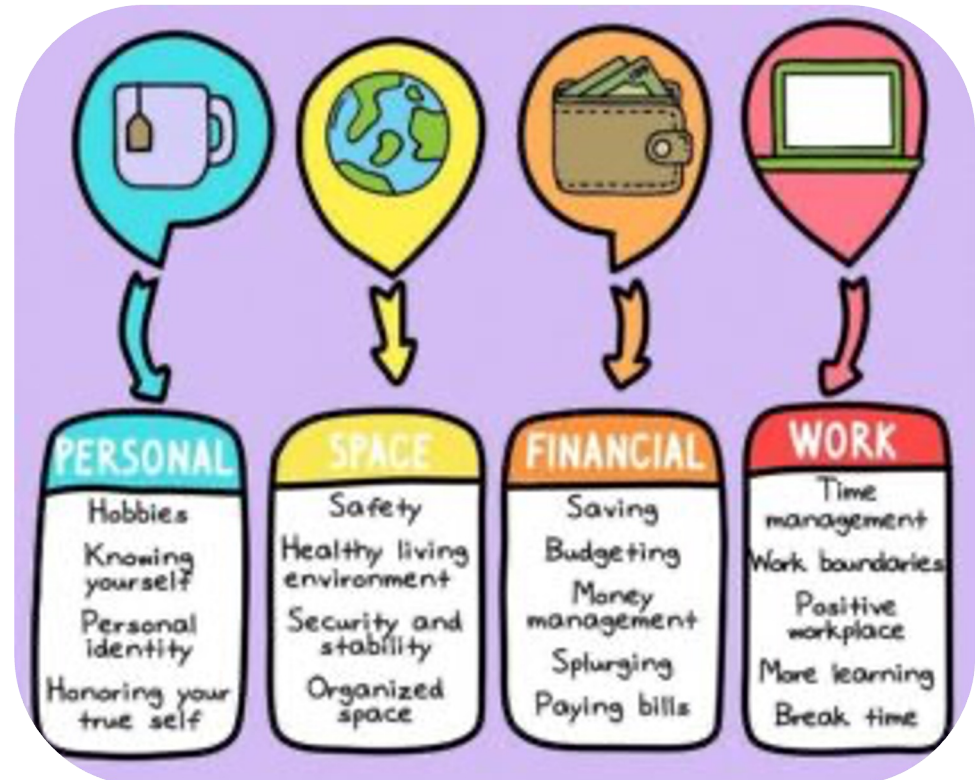Health Outreach Partners

How do you practice self-care?

Self-care Practices

"I take breaks periodically, from the computer and I walk around the center making sure my co-workers are alright. I greet our patients with my best smile because I know everyone has a battle to fight."

- Read a good book
- Exercise
- Meditate or pray
- Play with your pets
- Learn breathing techniques
- Talk to and visit family and friends
- Play games
- Go hiking

- Take a social media break
- Grow a garden
- Build something
- Take a 10 min walk
- Turn off computer/cellphone
- Eat fruits and veggies
- Keep up with annual health exams

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Forms of Self-Care

Source: https://www.blessingmanifesting.com/2017/07/what-is-self-care.html

What is Organizational Self-Care?

A broad organizational approach to foster a healthy and supportive work culture and environment for all employees that aims to:

✓ Reduce burnout and compassion fatigue

✓ Improve job satisfaction

✓ Encourage the growth of staff and the organization

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Building a Culture of Organizational of Self-care

- Conduct inventory of organization's existing cultural practices

- Gather input from staff on what self-care means and what is needed to create a supportive work environment

- Develop a collective vision and definition of self-care for your organization
    - What would be different?
    - What would you be doing more of or less of?
    - How would you respond to one another's requests differently?
    - How might you make requests differently?
    - How would you make reflection, resilience, and renewal a priority?

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Examples of Organizational Self-Care Practices

- Post the health center's self care statement in visible areas

- Integrate questions about self-care as part of regular staff meetings

- Set self-care norms and encourage healthy practices

- Implement group wellness breaks

- Time to access self-care appointments

- Create self-care pledges

- Avoid back-to-back meetings- create a policy/procedure for "no meeting days"

- Training for management and staff on assessing/addressing burnout and stress

- Seeking organizational discount for gyms, wellness centers

- Wellness stipend

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What type of self-care does your organization currently practice?

Mental Health

- Using paid mental health days
- Yoga/Meditation
- Taking breaks

Work Culture

- Employee wellness newsletter
- No expectation to work weekends
- Transparency with employees
- Employees attend self-care webinars

Policies

- Hybrid work environment
- Wellness program
- Scheduled "No meeting" times

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Benefits of Organizational Self-Care

Employee Wellbeing

- Prevent or ameliorate work stresses

- Reduce burnout and compassion fatigue

- Promote job satisfaction and work-life balance

- Improve employee morale

Organizational Efficiency

- Decrease impacts of vacancies

- Increase retention of staff

- Improve employees' productivity

- Create a culture of quality performance and team collaboration

Quality of Care

- High-quality provision of services
- Reduced mistakes
- Increase in patient satisfaction
- Decrease costs associated with turnover
- Maintain or increase revenue from services

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Organizational Self-Care Survey

- **Timeframe:** January 2021

- **Goal:** To better understand how health centers participate in organizational self-care and identify approaches to fostering a health and supportive work culture and environment for all employees.
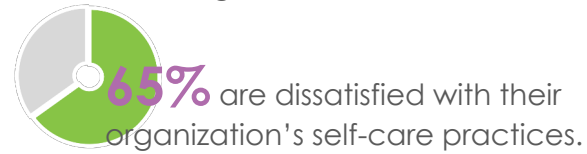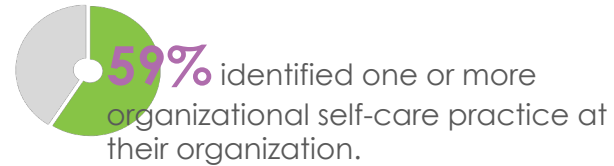
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Survey Results

In the past 12 months:

73% of employees experienced one or more symptoms of compassion fatigue.

100% of managers reported that their employees experienced compassion fatigue at least sometimes.

76% of employees experienced one or more symptoms of burnout.

91% of managers reported that their employees experienced burnout at least sometimes.

59% identified one or more organizational self-care practice at their organization.

65% are dissatisfied with their organization's self-care practices.

1 in 3 reported having left or thinking about leaving their organization because of compassion fatigue or burnout.

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Practices employees would like to see implemented in their organization to create a more supportive and healthier work environment:

- "More reasonable workload."

- "More paid mental health days."

- "Set aside time for relaxing /fun together."

- "More transparency about supports available for burnout, compensation, and upward mobility within the organization. More wellness activities and access to them would be appreciated."

- "More wellness breaks, self-care groups."

- "Training for management."

- "More time off, checking in on workers' health and wellness, addressing the state of the world and its impact on our ability to be productive."

- "I believe the existing practices are great, I would like for them to be more uniformly implemented across the different departments."

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Frameworks To Guide An *Inclusive* Self-Care Culture

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HEALTHY PEOPLE. EQUITABLE COMMUNITIES.

Healing Centered Engagement

The Future of Healing: Shifting From Trauma Informed Care to Healing Centered Engagement

Image Retrieved from: https://ginwright.medium.com/the-future-of-healing-shifting-from-trauma-informed-care-to-healing-centered-engagement-634f557ce69c

Term coined by Dr. Shawn Ginwright

- Expansion of trauma informed care
- Acknowledges that everyone has experienced some form of trauma
- Supports providers in their own healing
- Strengths based approach to addressing trauma

Intersectionality

Term coined by Kimberlé Williams Crenshaw

"Holds that the classical conceptualizations of **oppression within society**—such as racism, sexism, classism, ableism, homophobia, transphobia, xenophobia and belief-based bigotry—**do not act independently of each other**. Instead, these forms of oppression interrelate, creating a system of oppression that reflects the **'intersection'** of multiple forms of discrimination."

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Having an Intersectional Lens

- What are the ways in which your own identities intersect?

- How might those identities allow for you to have privilege or feel oppressed?

- What are some strategies to have an intersectional approach in your work environment?

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Stress Management Techniques

Tools for reducing stress:
- DIY Stress Balls
- Finger Labyrinth
- Meditation / Breathing Techniques
- Doodling / Coloring / Painting

Rice   Flour   Beans

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Image retrieved from:
https://www.uua.org/re/tapestry/children/home/session1/6
0549.shtml

Self-care Pledge

Given everything we've learned today take a moment to reflect and create a pledge to yourself on how you can increase your own self-care.

Self-care Plan

_____'s Self Care Plan!

Mind

Body

Supportive People In My Life:

I want to accomplish:

Spirit

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_____IGNACIO_____'s Self Care Plan!

Mind
MEDITATE
TAKE LOTS OF BREAKS
MUSIC
FUN!
LIFE-LONG LEARNING

Body
TEA
NOURISHING FOOD
EXERCISE
SLEEP EIGHT HOURS
EVERYTHING IN MODERATION

Supportive People In My Life:
GRETCHEN
MOM
MI VIEJO
ALBERTO
LYNNE
CAROLINE
REED
DEBORAH

Spirit
MEDITATE
HUMAN CONNECTIONS
SELF-REFLECTION
FULFILLMENT THOUGH USING MY AWESOME SKILLS

I want to accomplish:
PEACE
SERENITY
CONTROL
HAPPINESS
GOOD WORK
BE A GOOD PERSON

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HOP Resources

Self-Care
Taking Care of Ourselves So We Can Take Care of Others

Outreach programs support health centers to provide quality and responsive services to underserved communities by connecting to individuals where they live, work, and spend time. Outreach workers play many roles—from advocate, educator, and coordinator to service provider—which can be challenging and overwhelming. In HOP's 2015 National Needs Assessment, health centers across the country reported staff burnout and frequent turnover as key challenges in their outreach programs. HOP supports practicing self-care as an effective way for individuals and health centers to foster a healthy work-life balance. With input solicited from outreach workers across the country, HOP developed this resource to share self-care practices, its benefits, and strategies to build a culture of self-care so that health centers can recruit, motivate, support, and retain staff.

What is self-care?

Self-care is any activity done voluntarily to help maintain physical, mental or emotional health. Practicing self-care can be simple and over time have significant impact on one's overall health and wellbeing.

Benefits of Self-Care

* Increases energy
* Improves concentration
* Enhances quality of life
* Maintains motivation
* Builds self-knowledge
* Increases compassion and empathy
* Increases productivity
* Improves mental and physical health

"We cannot develop and implement visionary strategies for change in the long term if we are exhausted and burned out in the short term."
- Move to End Violence Initiative

Organizational Self-Care:

Addressing the Collective Responsibility for Your Employees' Wellbeing

"Success is liking yourself, liking what you do, and liking how you do it."
- Maya Angelou

Health Centers have a crucial role in the provision of high-quality, comprehensive healthcare and in advancing health equity in medically underserved communities.

In order to continue delivering quality services that meet the needs of communities, it is critical that Health Centers invest in the satisfaction and wellbeing of their staff. In 2017, HOP created a self-care resource titled "Self-Care: Taking Care of Ourselves So We Can Take Care of Others," to share self-care practices, benefits, and strategies to build a culture of self-care so that Health Centers can recruit, motivate, support, and retain staff. This resource builds on those strategies and focuses on how Health Center organizations can build organizational practices that can foster a work environment that supports staff satisfaction and retention.

Challenges facing Health Center staff

Health Center staff play many roles —from advocate, educator, and coordinator to service provider—which can be challenging and overwhelming.

People in these roles may experience compassion fatigue and/or burnout as a result of the responsibilities and emotional demands of the job. Compassion fatigue is a condition characterized by the gradual lessening of compassion over time due to the ongoing stress of care and giving from work performed on a regular basis, whereas burnout can be characterized as a state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress.[2] Compassion fatigue and burnout are widespread among people who work in helping professions, including Health Centers.[3] The prevalence of burnout among physicians, nurses, and Health Center workers has been well documented.[4-6]
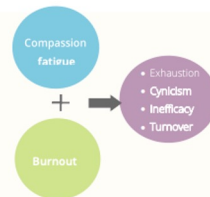
Compassion fatigue and burnout are two distinct things but they can happen at the same time. Compassion fatigue and burnout can have a serious impact on the individual including depression and anxiety,[7] physical health problems,[8,9] and on the organization including staff retention and performance, reduced job satisfaction[10] and morale of employees.[11]

Given potential impacts of compassion fatigue and burnout on staff, it is important for Health Center organizations to foster a culture of self-care through organizational practices and policies that will support their staff and empower them to do their best work in the community.

Compassion fatigue + Burnout → Exhaustion • Cynicism • Inefficacy • Turnover

https://outreach-partners.org/2017/04/03/self-care-taking-resource/

https://outreach-partners.org/2021/06/25/organizational-self-care/

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ACTIVITY:

Self-Care Pledge

Self-care: A Pledge to Myself

"Caring for myself is not self-indulgence, it is self-preservation…"- Audre Lorde

I, _____, pledge to try my best to dedicate ____ minutes every

____ day(s) to practicing self-care by_____

_____.

Self-care: A Pledge to my Organization

""We cannot develop and implement visionary strategies for change in the long term is we are exhausted and burned out in the short term." – Move to End Violence Initiative

I, _____, pledge to try my best to inspire self-care at my

organization by_____

_____.

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Q&A

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