



Health Center Leadership's Role in Team Building and Stress Management for a Resilient Workforce

Wednesday, April 27 | 3pm EST

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$825,000 with 0 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov)





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- This session is being recorded and the **recording** will be shared via email.
- Use the **Chat** box to ask questions, share comments, and thoughts
- Send a message to **Mariah Blake**, if you are experiencing technical difficulties
- Please complete the **evaluation** at the end of the session



Core Components

Data-Informed
Workforce Plan

Equitable &
Effective
Compensation
Structure

Positive Culture
Focused on
Engagement

Tested Recruitment
& Retention
Strategies

Health Professions
Training Program

Chief Workforce
Officer

High-Functioning
Managers

Policies that
Support Diversity &
Cultural Respect

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YOUR PRESENTERS

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LEARNING OBJECTIVES



- Identify the impact of stress and trauma in the workplace and create ways to minimize those stressors.
- Identify methods for resiliency at the organizational level
- Develop a plan to respond and recover from high levels of workplace stress



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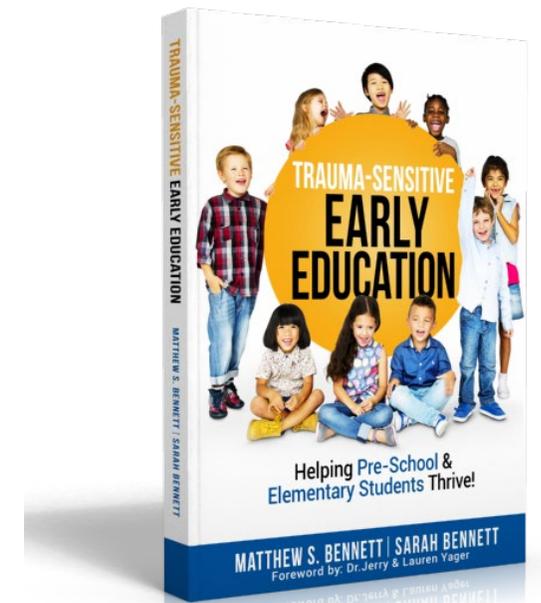
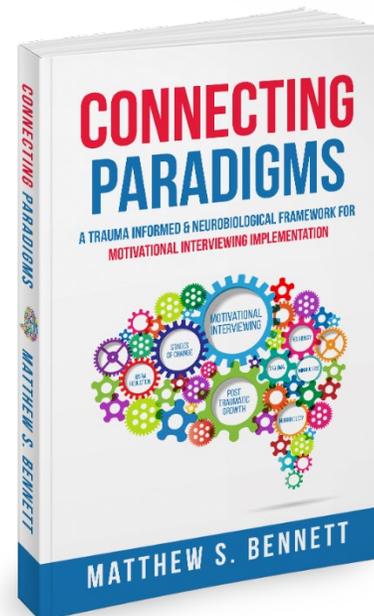
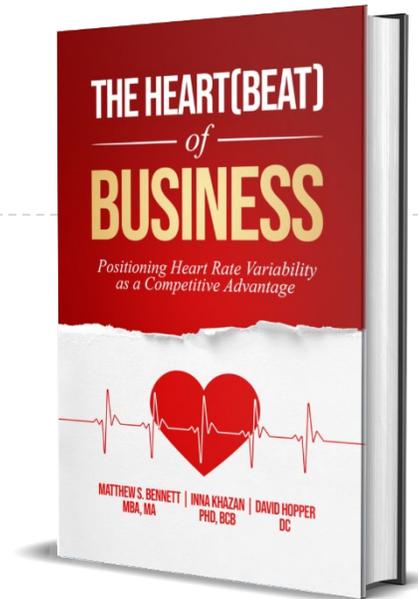
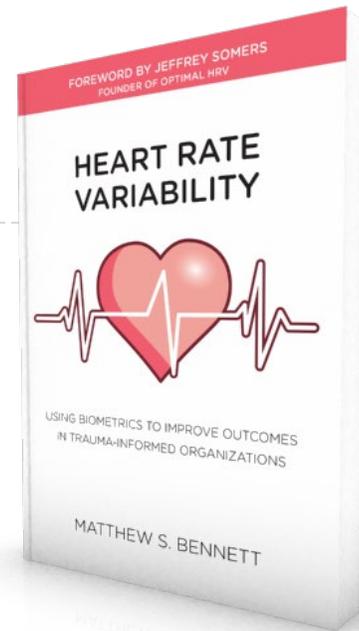
Before we start

Leadership is a journey

Acknowledging our current traumas

Mindset of Recovery

Format



Connecting Stress to Outcomes

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JOB DEMANDS

Physical, social, emotional, or organizational aspects of a job that require sustained effort and are associated with certain physiological and psychological costs



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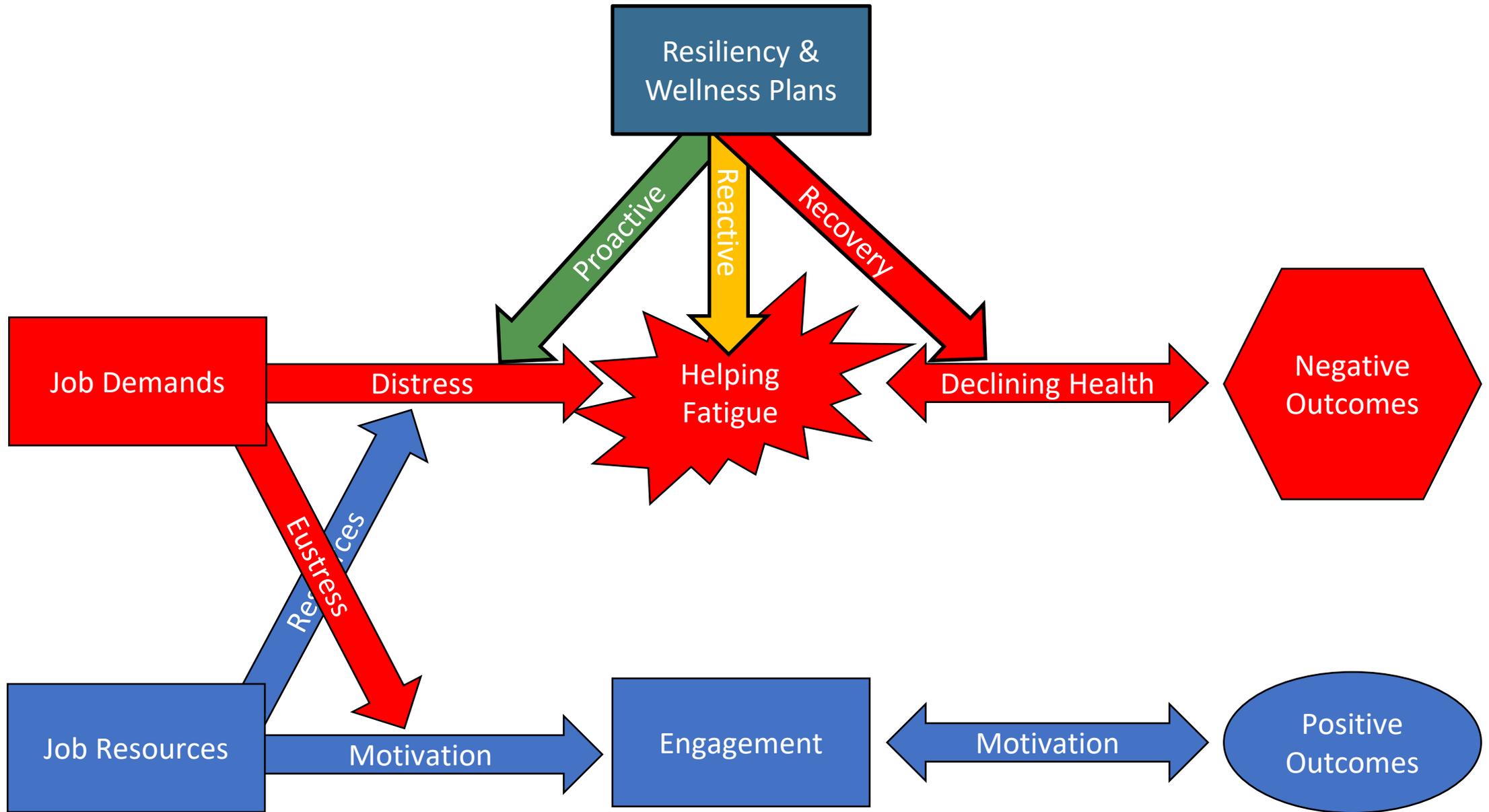
- Personal stress and trauma
- Helping Fatigue
 - Workload Distress – Burnout
 - Empathetic Intensity - Secondary/Vicarious Trauma and Compassion Fatigue
 - Moral Distress – Moral Injury
- Stress intensifiers - Uncertainty, Importance, Duration
 - Traumatic Event - Events involving intense stress that overwhelms the nervous systems capacity to cope. Results in an existence dominated by the trauma for a period of time.
 - Chronic Trauma - Living in high stress environment and in the shadow of the threat of traumatic events occurring at any time.



Expectations During Recovery

- Changing priorities
- Transitioning to a “new normal”
- Help reestablish work/life balance
- Redefining “self-care”
- Focus on the Shared in Shared Expectations!





Using Resources to Promote Engagement

Whether or not staff feel that leaders care about their well-being is the #1 predictor of organizational engagement

- Only 38% of workers feel this is true of their leaders
- 50% felt their well-being didn't matter at all to their leaders
- Only 10% felt like they were a vital asset to the organization



Proactive Plan

Reactive Plan

Recovery Plan

Healthy,
Motivated,
& Engaged

Exhaustion

Shame,
Doubt, &
Guilt

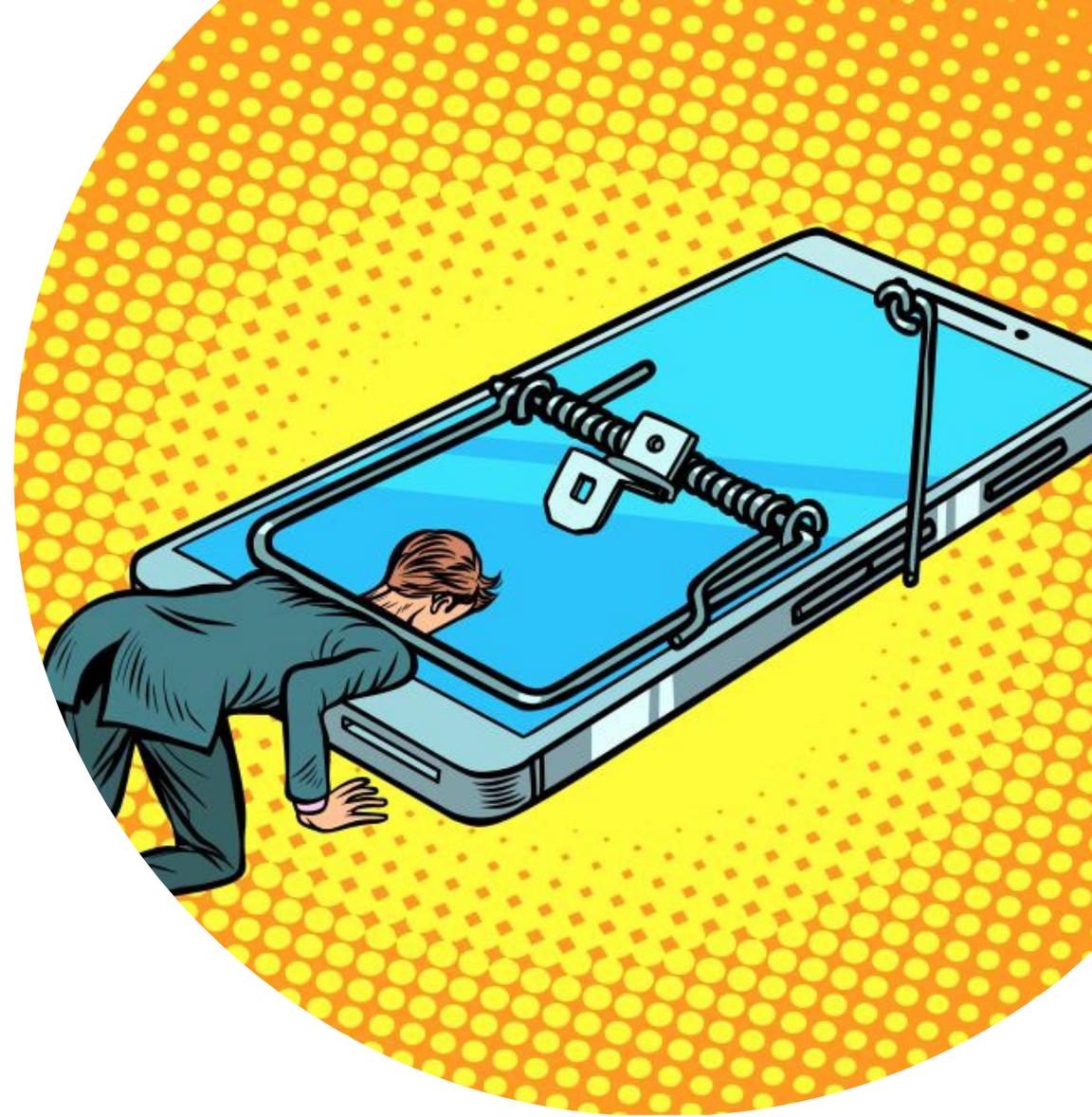
Cynicism &
Callousness

Crisis

Stages of Helping Fatigue

Time Off

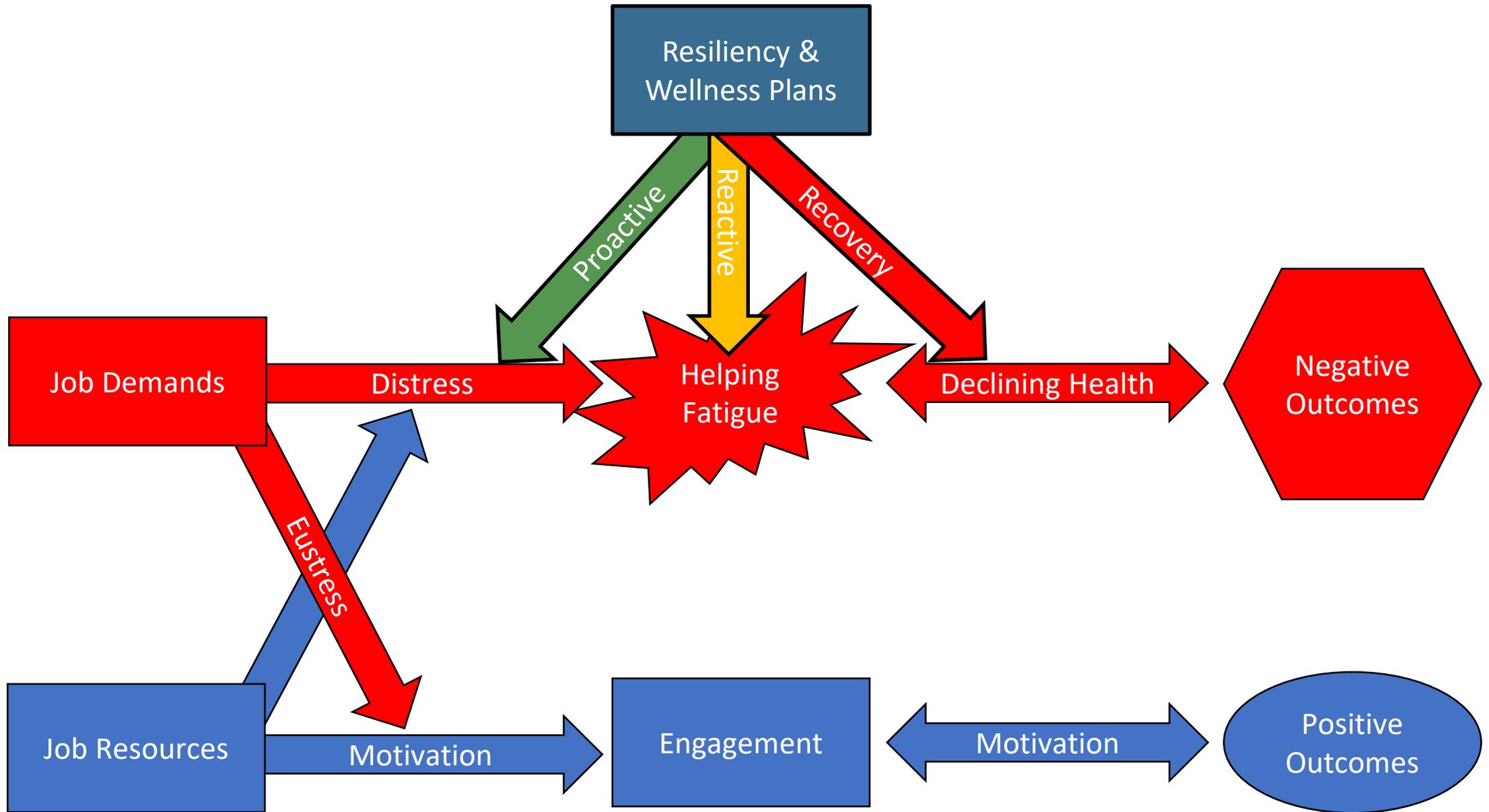
- Disconnecting - Recovery
- Celebrate those who use their paid time off – be the role model
- Maximizing PTO investments
- Power of 2-week vacations



Therapy



- Trauma, recovery, post-traumatic growth
- Leadership needs to role model the use of therapy for self-care and be able to discuss the process





How can leadership take a more strategic approach to Team Building and Stress Management?



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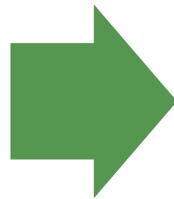


Aim



Plan

Engaged and
more resilient
team



What steps will
we take to
achieve the
aim?



Engaged and
more resilient
team

What does engagement and resiliency look like for your organization?

How will you measure your success?
e.g., retention %, satisfaction surveys

What is the reward for achieving success?



Plan

Assess current level of engagement

Analyze the findings and discuss goals with leadership *then* team. Get feedback and buy-in!

Create specific action items to align with goals



Action Items

Create outlets for team members to discuss workplace stressors e.g., *anonymous survey, focus groups, comment/suggestion box, Town Halls*

Update policies and procedures for consistency across departments and sites

Create “Wellness Ambassadors” to check on the team and report back to leadership



Action Items

(con't)

Leverage technology to minimize repeat and duplicatable processes

Offer on-going skillset and mindset training

Monitor and measure workflows and processes regularly. Think LEAN!



Engaged and resilient workforce

PEOPLE

PROCESSES

OUTCOMES



Aim

- Clarify and **communicate** your vision

Assess

- Gather and **present** objective data

Action

- Create and **present** a responsive action plan to support and engaged and resilient team

New Resource Forthcoming!

Fall 2022

**“Organizational and
Leadership Resiliency
Toolkit”**



QUESTIONS



UPCOMING EVENTS: REGISTER NOW!



STAR² Center Workforce Symposium

May 2-3, 2022, Nashville, TN

chcworkforce.org/web_links/workforce-symposium-2022

STAR² Center Retention & Recruitment Workshop

May 4-5, 2022, Nashville, TN

chcworkforce.org/web_links/rrplan-workshop-spring2022

