



# Creating and Sustaining an Organizational Culture of Wellness – Part 1

*September 27, 2023*

Suzanne Speer  
Senior Director of Workforce Development

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 \$550,000 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)

# YOUR SPEAKER



**SUZANNE SPEER**

*(she/her)*

**Senior Director, Workforce  
Development**

[sspeer@clinicians.org](mailto:sspeer@clinicians.org)

# ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED



Access to Care & Clinician Support

Recruitment & Retention

National  
Health  
Service Corps

Resources

Training

Networking

- National Cooperative Agreement awarded in 2014
- Funded by the Bureau of Primary Healthcare
- One of 21 National Training and Technical Assistance Partners (NTTAPs)
- Produces **FREE** Resources, Training, and Technical Assistance

[www.chcworkforce.org](http://www.chcworkforce.org)

Contact us: [info@chcworkforce.org](mailto:info@chcworkforce.org)

# WORKFORCE IS THE FUEL

---



A health center with a **full tank** identifies workforce as an essential organizational issue, invests in appropriate operational and staffing resources, and has some key features...



# 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

menti.com  
5640 6734





# Does your organization have a staff wellness program?

- Yes
- No
- Unsure
- Sort of





# Where would you place your health center's progress in diversity, equity, and inclusion?

- A: We haven't started at all
- B: We have just begun
- C: We are well on our way
- D: We are exemplary





**A CULTURE OF WELLNESS**

# WHAT IS A CULTURE OF WELLNESS?



- Physical
- Emotional
- Financial
- Communication



Sources: [Open Source Workplace](#) & [Forbes](#)

# WHAT IS A CULTURE OF WELLNESS?



WELLNESS



HEALTHISM





**JUSTICE, EQUITY, DIVERSITY, & INCLUSION**

# WHY JEDI MATTERS

## The Wellness Case



- Improved wellbeing and productivity
- Addressing systemic injustices exacerbated by the COVID-19 pandemic
- Enhance feelings of inclusion and belonging
- Increase staff longevity, mental health, and engagement



# A CULTURE OF WELLNESS

The JEDI Lens



Inclusive and diverse recruiting, hiring, training, engagement, and promotion

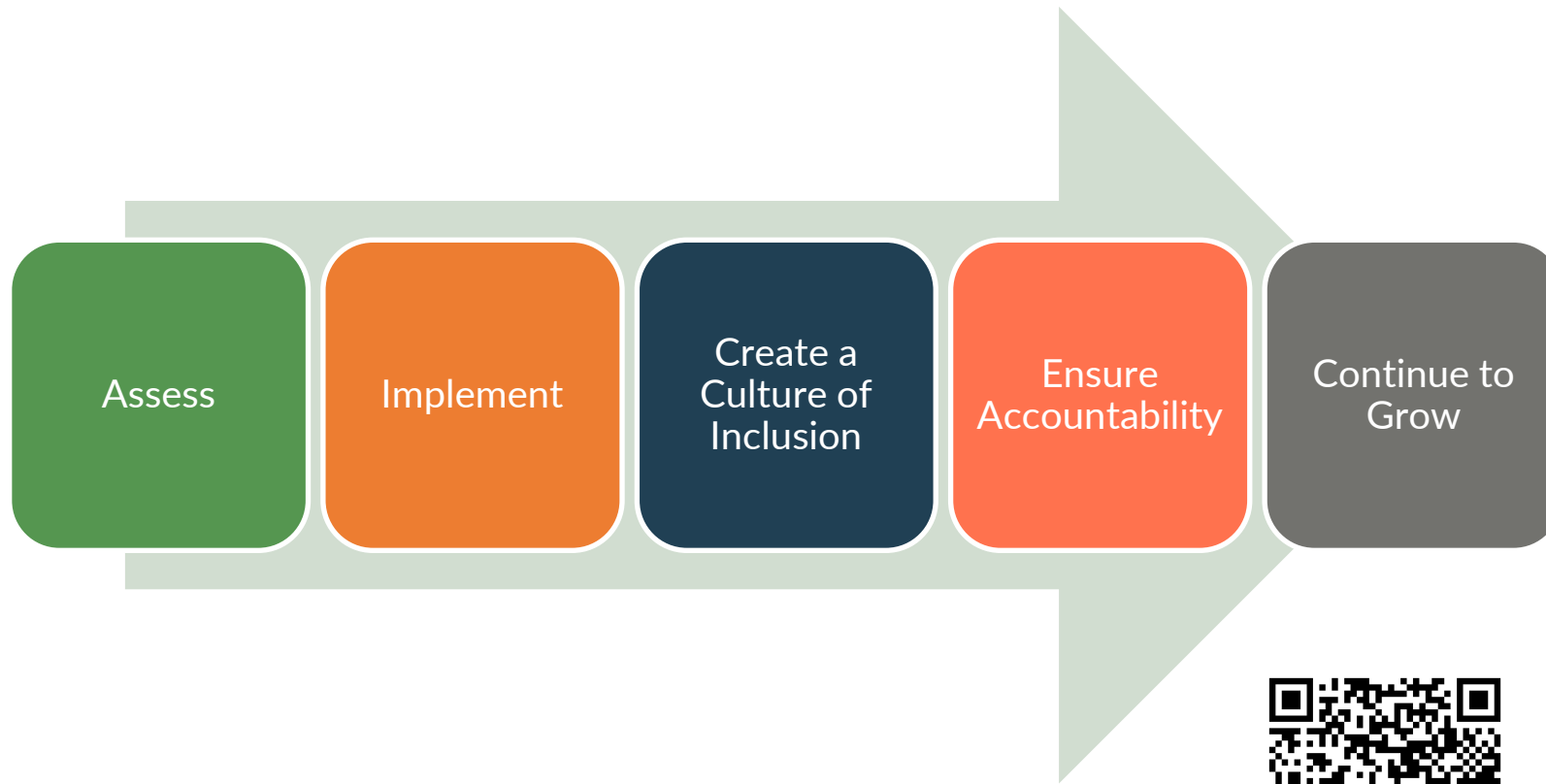
Move beyond a one-size-fits-all solution

Consider the impacts of microaggressions and homogenous internal work culture

Talk to your staff!



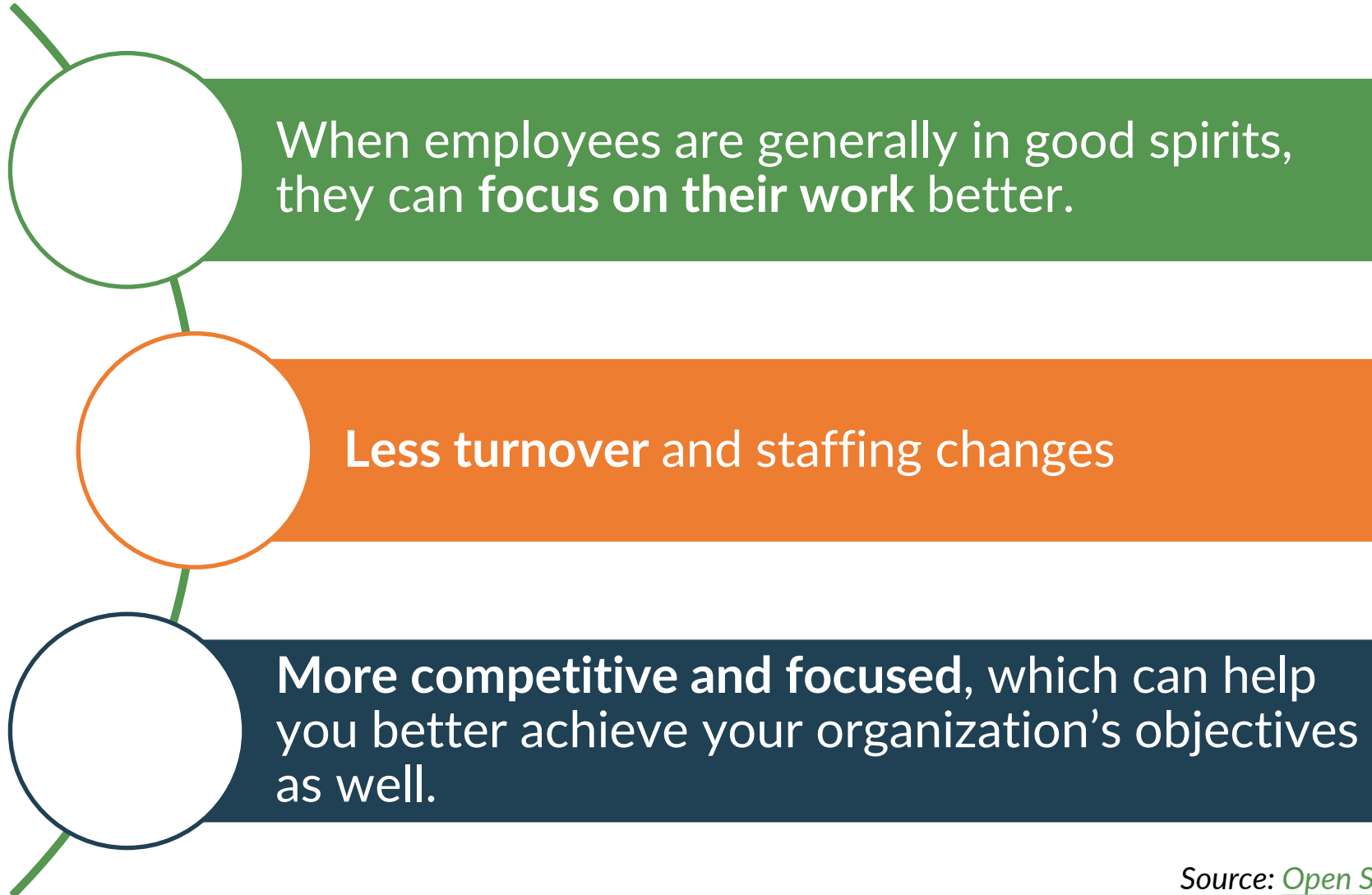
# THE PROCESS & FEATURED RESOURCE



Access this resource:



# WHY WORK TO CREATE A CULTURE OF WELLNESS?



Source: [Open Source Workplace](#)

# WHO IS RESPONSIBLE FOR WELLNESS?



- Organization
- Leadership
- Departments/Teams
- Managers/Supervisors/Team Leads
- Individuals





## FEATURED RESOURCE:

---

# ORGANIZATIONAL LEADERSHIP & RESILIENCY TOOLKIT

Strategies for leadership to support the health and wellbeing of their workforce.

*Access the resource:*



# HOW TO CREATE A CULTURE OF WELLNESS

## Physical

---



- Having a wide variety of offerings that benefit physical wellness is a great start.
- Potentially offerings:
  - Free wellness screenings and health risk assessments;
  - Hosting speakers onsite or via video call – utilize your own staff if they are interested!
  - Host a learning session with your health insurance provider (especially around open enrollment);
  - Having flyers, posters, TV monitor announcements, intranet articles about seasonal wellness topics can inspire and remind your team to stay active and safe;
  - Onsite gym or discount to local fitness centers;
  - Schedule walking meetings when possible or just offer space/time to get the blood moving a bit.



# HOW TO CREATE A CULTURE OF WELLNESS

## Emotional



- Put **work-life integration** programs into place.
- Offer flexible work schedules and hybrid work when possible;
- Consider inclusive, creative benefits and leave packages;
- Provide an Employee Assistance Program (EAP);
- Work to **end mental health stigma** and offer emotional wellness tips and strategies visibly;
- Create a **culture that doesn't demand overtime work** in a high-pressure environment.

Source: [Open Source Workplace](#)



## FEATURED RESOURCE:

---

# SELF-CARE CHECKLIST

A guide to help organizations and individuals build a practice and culture of self-care.

*Access the resource :*





# CREATING A CULTURE OF WELLNESS:

## How organizations can support self-care



- Adopt robust anti-discrimination policies
- Not asking about mental health on applications
- Reduce administrative burden!
- Acknowledge feelings of grief and loss
- Share resources to support mental health
- Nurture a supportive work environment



# CREATING A CULTURE OF WELLNESS:

What can employees do to practice self-care?



- Sleep!!
- Stop doomscrolling
- Set boundaries and take breaks
- Add something you love to do every day
- Acknowledge feelings of grief and loss
- Nurture gratitude





## FEATURED RESOURCE:

---

# SELF-CARE REPOSITORY

Various resources to support employee self-care in a variety of media.

*Access the resource:*





A CULTURE OF...

# RETENTION

- Engaged
- Consistent
- Positive
- Transparent



# EMPLOYEE SATISFACTION

## Issues to Address



- Staffing
- Work load
- Management
- Financial considerations
- Scheduling/vacation



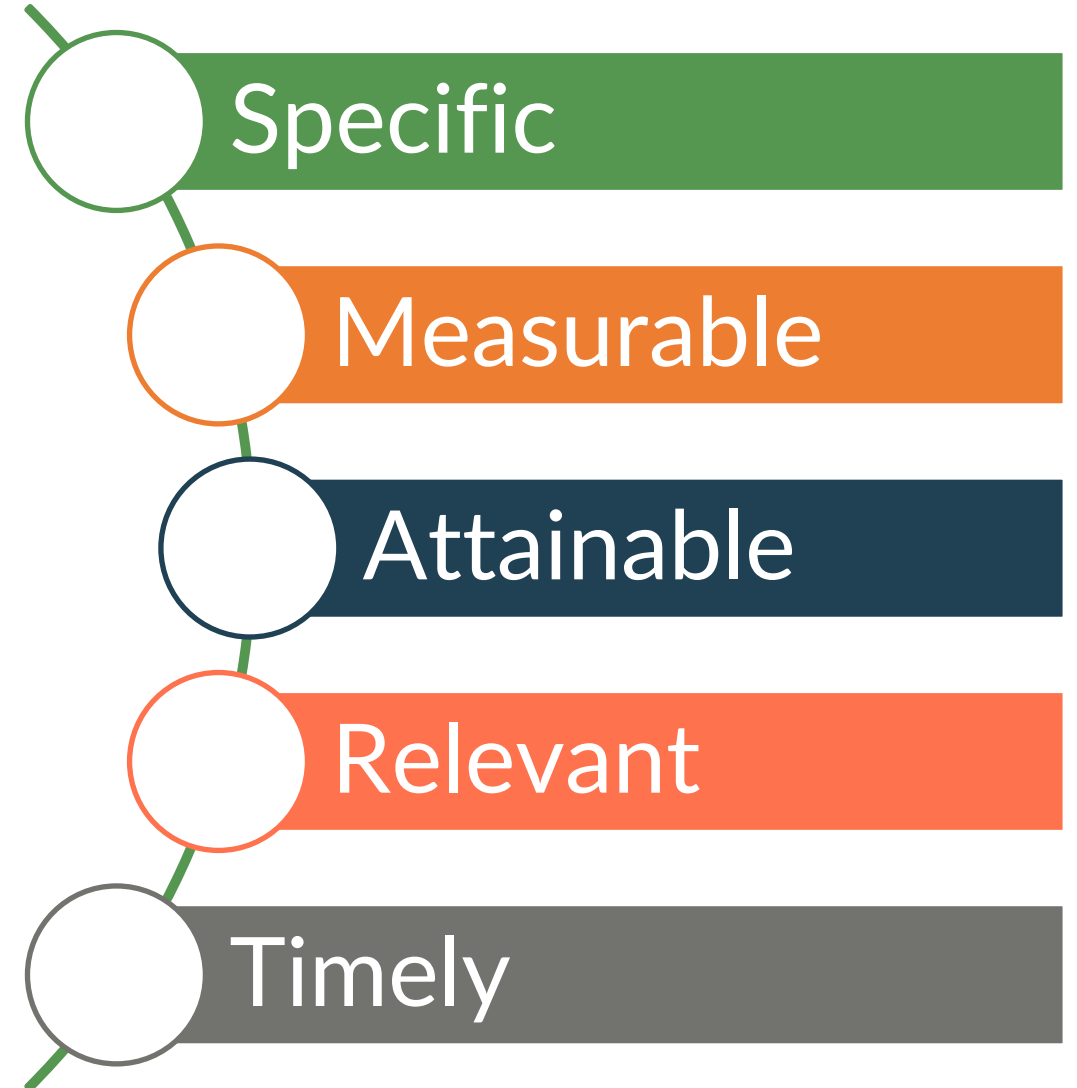
# MEASUREMENT & IMPROVEMENT



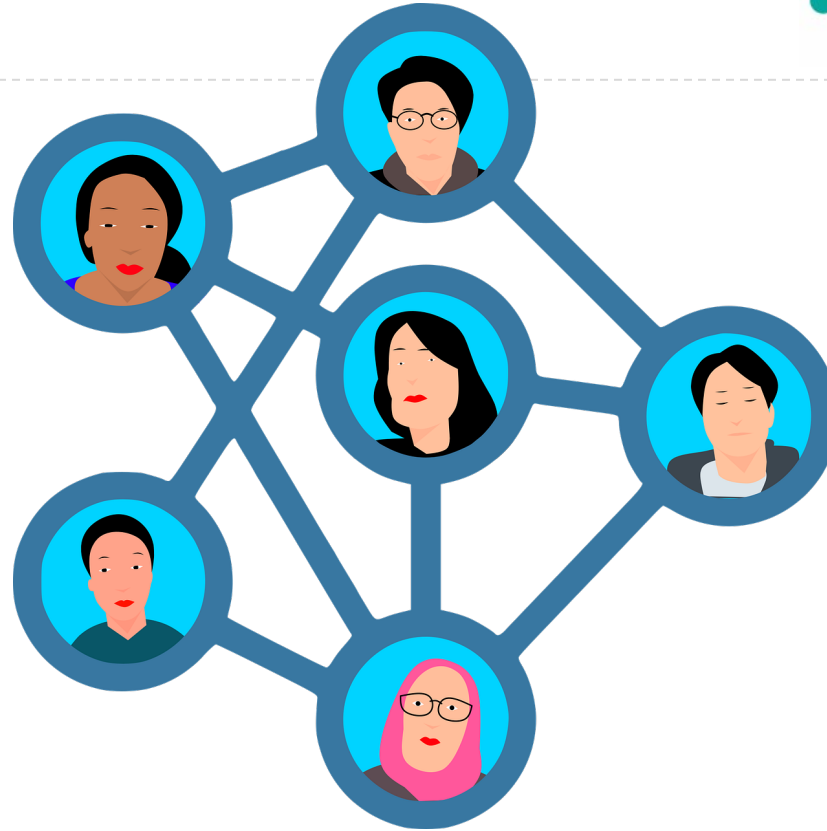
Whatever steps you take, make sure you are measuring their effect.

Look for ways to continue building and growing:

***Sustain / Improve***  
***Add / Remove***



# THE FUTURE OF WORKFORCE



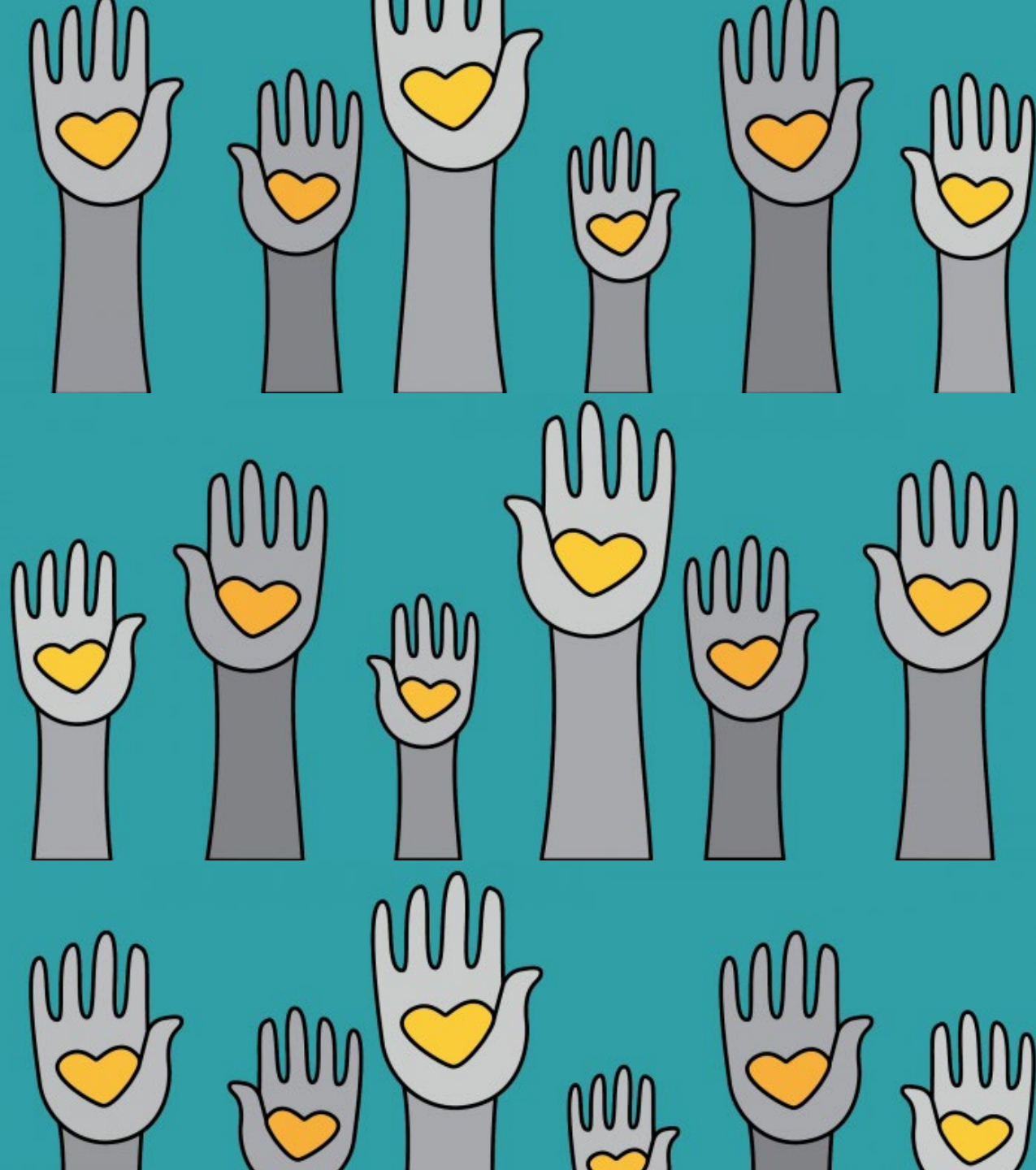
We hold a lot of power and potential to shape the workplace and to empower all staff to build a healthy, resilient culture that serves our clients, supports our teams, and cares for ourselves.



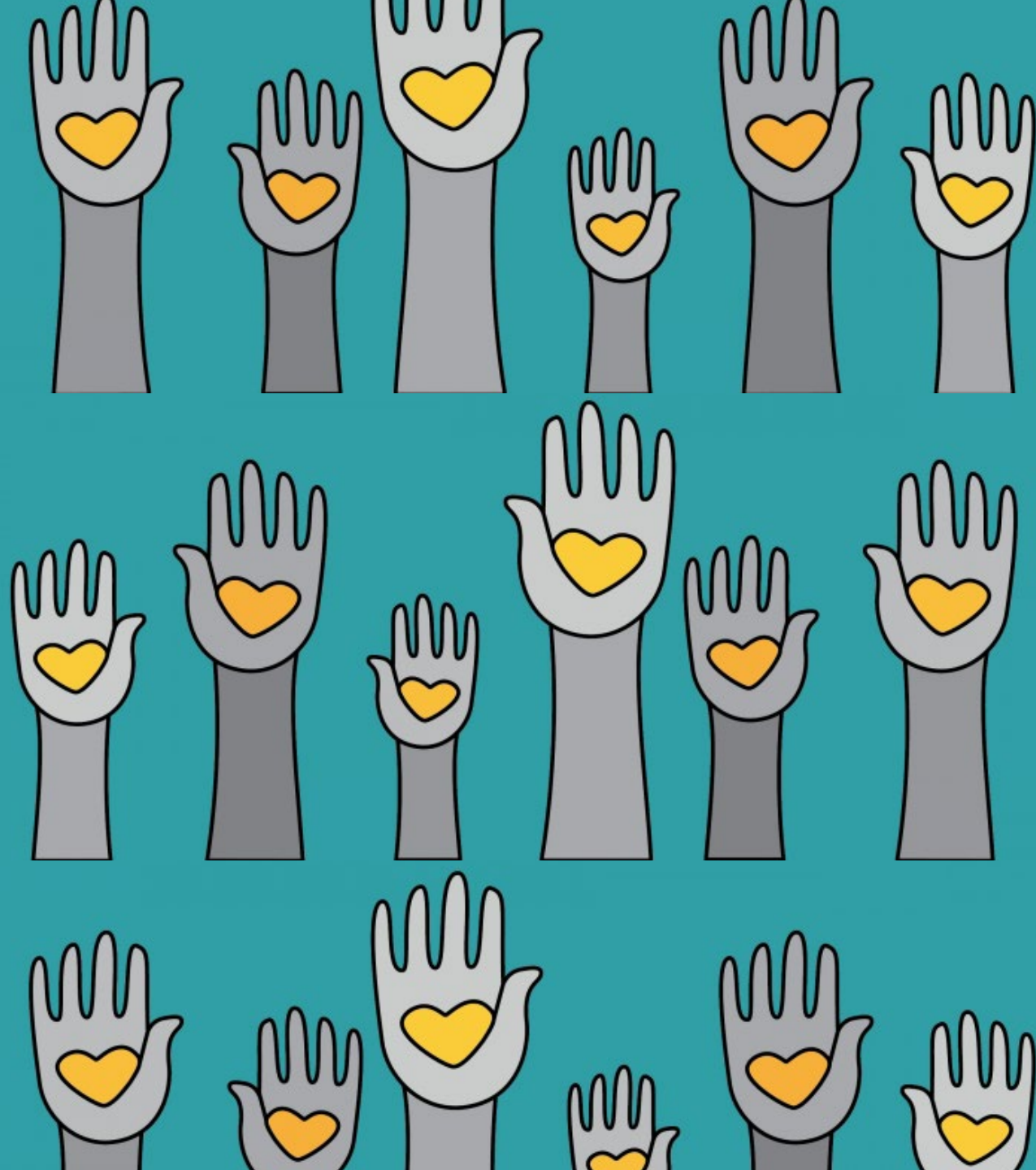
menti.com  
5640 6734



How are you modeling and fostering a *culture of physical and emotional wellness* at your organization?



**What is your next  
step toward a more  
robust, inclusive form  
of workplace  
wellness at your  
organization?**



# QUESTIONS





## Coming up – Part TWO: Financial and Communication Wellness





# STAR<sup>2</sup> CENTER RESOURCES

- [Recruitment & Retention Self-Assessment Tool](#)
- [Recruitment & Retention Plan](#)
- [Pay Equity Checklist](#)
- [MA/DA Retention Paper](#)
- [Financial Assessment Tool](#)
- [Building an Inclusive Organization Toolkit](#)

[Sign up for our newsletter here for new resources, trainings, and updates](#)

SIGN UP FOR OUR NEWSLETTER!



[tinyurl.com/3jttdtvv](https://tinyurl.com/3jttdtvv)





READY TO LEARN MORE?

Check out the  
[STAR<sup>2</sup> Center Self-Paced Courses](#)

And the STAR<sup>2</sup> Center's  
Podcast Series, [STAR<sup>2</sup> Center Talks](#)  
[Workforce Success](#)



## STAY IN TOUCH!

 [Chcworkforce.org](https://Chcworkforce.org)

 [Clinicians.org](https://Clinicians.org)

 [info@clinicians.org](mailto:info@clinicians.org)

 844-ACU-HIRE

