



NATIONAL ASSOCIATION OF
Community Health Centers®

ACU STAR² Center & NACHC Workforce Wellness Webinar Series

June 25, 2025

1:00 – 2:00 PM ET



ACU
ASSOCIATION OF CLINICIANS
FOR THE UNDERSERVED



STAR²CENTER
SOLUTIONS TRAINING AND ASSISTANCE
FOR RECRUITMENT & RETENTION



HOUSEKEEPING

- This session is being recorded. The **recording and slides** will be provided to all registrants.
- 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.



Sea Mar Community Health Centers

Tyler Lawrence, PhD, Patricia Cleveland, ARNP,
& Phil Reilly, MD

Overview

- Sea Mar's Background
- Wellness Program Components
- Is it working?
- What did it take to successfully implement a wellness program?
- Lessons learned
- Advice for other health centers

Sea Mar's background

- Founded in 1978
- Western Washington
- Care for more than 300,000 clients at 35 medical clinics, 27 dental clinics, 37 behavioral health clinics, and more across 13 counties in the state
- Extensive variety of services- we have two radio stations!



Commitment to promoting wellness

- Wellness Program catalyst
 - 2019 All Provider Meeting
- Purpose
- Commitment



Assessment

- Annual “Burnout and Professional Fulfillment Survey”
 - Borrowed survey questions from others, tailored to our needs
 - Great response rate!
- Disseminate results at all levels
 - Providers, Medical Directors, Senior Medical Directors, C-suite, Board

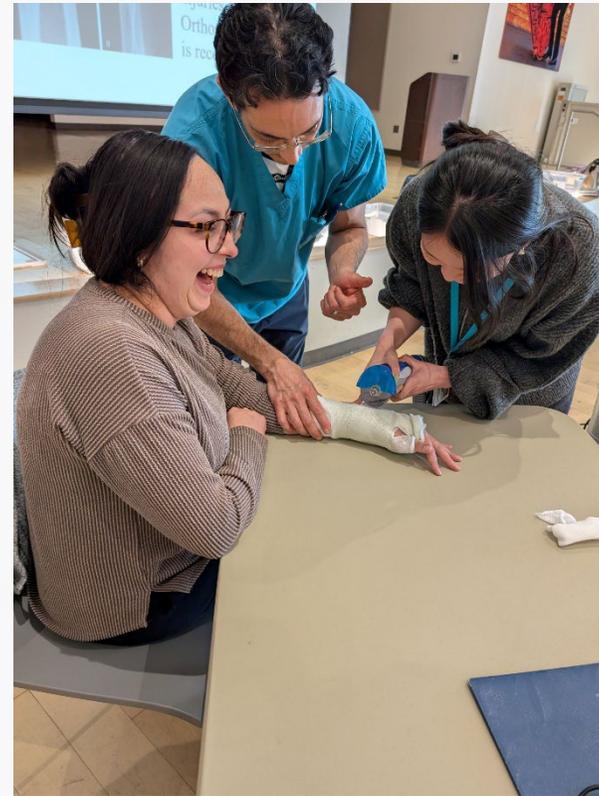
EHR optimization

- Dedicated physician leader
- EHR efficiency audits
- EHR trainers
- EHR Optimization



Role variety

- Precepting and teaching
- Procedures
- QI
- Clinical champion
- Medical/Clinical Director of a clinic



Leadership development



- Washington State Medical Association
- Applying Best Practices for Medical Directors
- Mayo Clinic Leadership Index
- Faculty positions
- Faculty development series

Provider support

- Wellness Newsletters
- Associate Support
- Mentor Program
- Free mental health services through our organization
- All Provider Meetings
- CME offerings

September 2024

The Wellness Gazette

For all your Sea Mar wellness news



Inside this issue:

- DAX CoPilot Trial
- THRIVEcast
- Crisis Hotline

DAX CoPilot Trial

Sea Mar is currently trialing DAX Copilot with a small number of providers. What is DAX Copilot? It's a program that changes how providers manage encounters by using AI, making charting faster and more efficient. This cutting-edge tool listens to encounters, summarizes information, and drafts comprehensive clinical notes. By automating administrative tasks, it allows providers to spend more meaningful time with patients. With its potential to significantly reduce burnout, DAX Copilot is a promising advancement in supporting provider wellness and improving patient care.

Our Peer Support Team is here for you.
[Email us](#) to get connected.



Is it working?

- While not our priority, significant drop in turnover
- EHR satisfaction had a significant increase
- In 2021 & 2022, national burnout was extremely high, our burnout rate was notably lower
- Increase in satisfaction with clinic leadership and organizational leadership
- Repeated provider feedback citing various interventions as helpful
- Survey identifies, measures strengths and weaknesses

What did it take to successfully implement a wellness program?

- Involvement of health center leadership
- Reviewing relevant data
- Getting input/buy-in from staff, recruiting a staff “champion” with project management skills
- Monthly meetings dedicated to program development
- Resident wellness program
- External partnerships
- Developing new systems and policies

Lessons learned

- Some interventions weren't universally adopted or didn't stick due to a variety of reasons
- Take what works from one clinic and disseminate it, if possible
- Look for low hanging fruit
- Keep key stakeholders engaged
- Don't promise things that can't be delivered!

Any advice for other health centers?

- Learn from other organizations' wellness programs and tailor it to your own setting
- Trial and error
- Patience!
- Focus on trying to engage providers
- Mindset change, prioritizing wellness, is just as valuable as other potential changes

QUESTIONS?



THANK YOU!

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