



Workforce Wellness Webinar Series

ACU STAR² Center & NACHC

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HOUSEKEEPING



- This session is being recorded. The **recording and slides** will be provided the 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.



PILLARS OF WELLNESS



Physical

Emotional

Financial

Communication

Workforce Well-Being: Innovation in Physical Space to Support Clinical Team Cohesion



Yakima Valley Farm Workers Clinic

Mission:

"Together we transform our communities through compassionate, individualized care, eliminating barriers to health and well-being."

Vision:

The health of each person is the health of humanity.

Values:

- Service
- Passion
- Innovation
- Commitment
- Empathy



Communities Served

- 26 Medical Locations
- 15 Dental Locations
- 12 Pharmacy Locations
- 23 Behavioral Health Locations
- 41 Program Service Locations

49 unique service locations
throughout Washington and
Oregon



In 2024 we served...

202,773
people

799,829
patient encounters

86,291
children (42.6% of our patient population)



In 2024 we served **people in poverty...**

112,733
patients

are living below
the poverty line

**Over half (55.3%) of our patients are living
on \$280 per week or less**

\$15,060 annually for a 1 person household

\$20,440 annually for a 2 person household

\$25,820 annually for a 3 person household

\$31,200 annually for a 4 person household

[HHS Poverty Guidelines and Federal Register References - 2024](#)



Drivers Addressed

1. Adequate Resources
2. My Work Team
3. Supportive Health Center Processes



Challenges

- **Provider Burnout**
- **Administrative Burden:**
 - Documentation
 - Scheduling
- **Coordination of Referrals**
- **Gaps and Barriers in Team Communication**
- **Development of an Interactive Care Team Model**
 - Moving away from siloed operations



Promising Practices: Key Features

- 1. Care Pods:** All care team members together in a central space surrounded by exam rooms.
 - Team Collaboration
- 2. Different Versions in Different Clinics:** Informed by building constraints and staff input.
 - Clinic Versions
- 3. Quiet Spaces for Breaks:** Both indoor and outdoor.
 - Quiet Spaces
- 4. Improved Break Area Comforts and Features:**
 - Break Area
- 5. Specialized Space in OB Clinic for Lactation Support:**
 - Lactation Support
- 6. Separate Entrance for Patients with Infectious Conditions:**
 - Infection Prevention



Planning and Implementation



Ongoing Meetings and Forums: Regular sessions with providers and staff for input.



Cardboard Walls for Modeling: Using cardboard walls to model space and gather feedback before construction.



Leadership by VP of Facilities: Managed by the VP of facilities, who is trained as an architect.



Outcomes and Impacts



High Satisfaction Among Providers:

Providers are highly satisfied with the new model.



Improved Communication and Cohesion:

Enhanced communication and teamwork among clinical and support staff.



Increased Provider Engagement and Support:

Providers feel more engaged and supported in their roles.



Quicker Follow-Up on Referrals:

Faster follow-up on referrals and easier warm handoffs.



Positive Patient Feedback:

Patients have provided positive feedback on the new model.

Patient Quote: "I feel like you did this for me."



By the Numbers

Patient Satisfaction scores

	Before	After
Overall Satisfaction	90.8	91.8
Cleanliness & Appearance	90.0	94.4
Provider Wait	85.5	88.9

Clinic Employee Satisfaction

	Clinic	YVFWC
Overall Score	4.1	4.0
My immediate supervisor communicates effectively with our team	4.1	4.0



Before and After- Waiting Area



Before and After –Care Areas



Lessons Learned



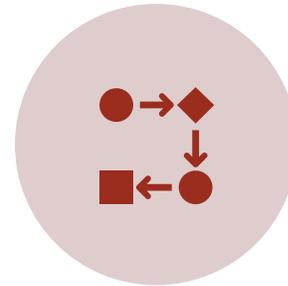
Noise level issues and volume control in common spaces.



Optimal team size for care pods: 18 or fewer.



Importance of small details like more fridges and phone chargers.



Ongoing feedback and input from staff with clear parameters.



Conclusion

Final Thoughts

- **Continuous Improvement and Feedback:** Essential for success.
- **Effective Communication:** Key to successful implementation of new practices.
- **Engaging Staff in Planning:** Ensures their needs are met.
- **Flexibility in Design:** Allows adaptation to different clinic environments.

Future Directions

- **Investment in Physical Space:** Continued improvements to support staff well-being.
- **Exploration of New Technologies:** To further enhance team cohesion and patient care.

Unexpected Benefits

- **Improved space for pilots**
 - Same day/Ortho



Questions/Feedback

QUESTIONS



Thank you!
Please fill out the evaluation!



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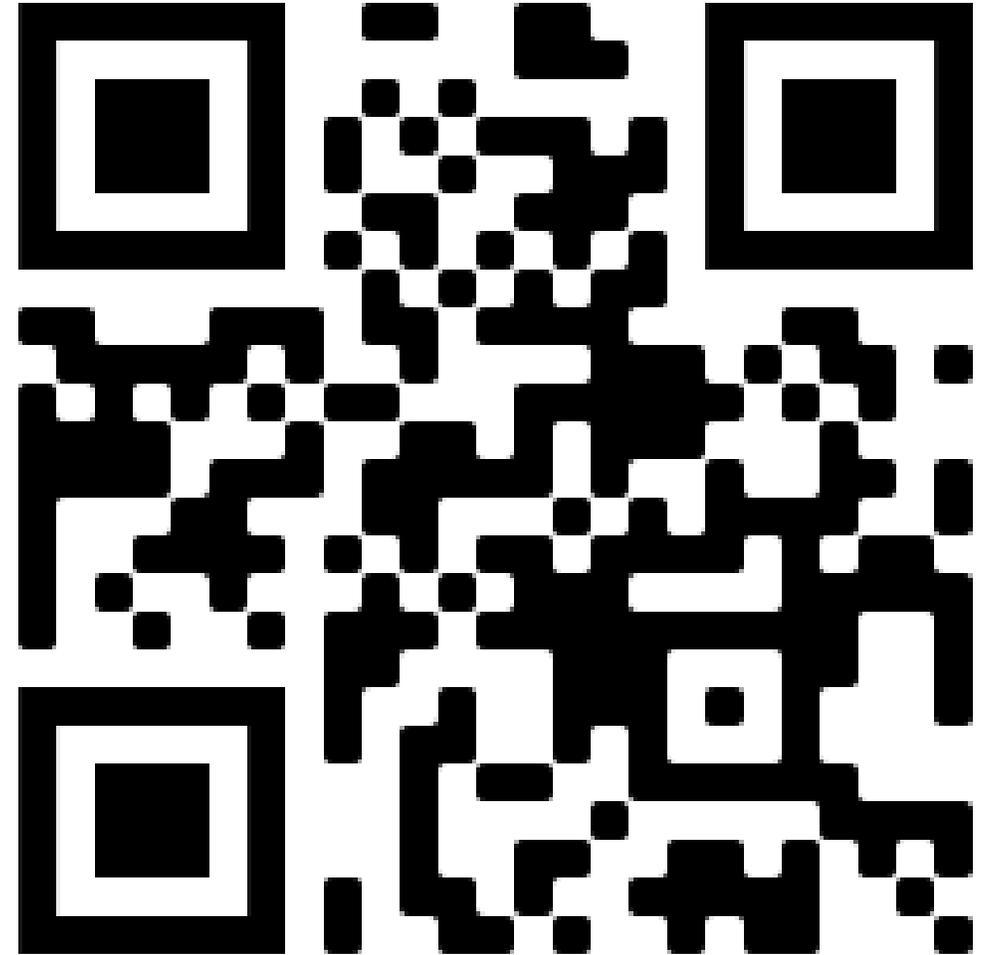


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