A photograph of four healthcare professionals (three men and one woman) in a hospital hallway, looking at a document together. They are wearing white lab coats and blue scrubs. The hallway has glass walls and a green exit sign.

Taking Care: Employee Well-being as an Organizational Strategy

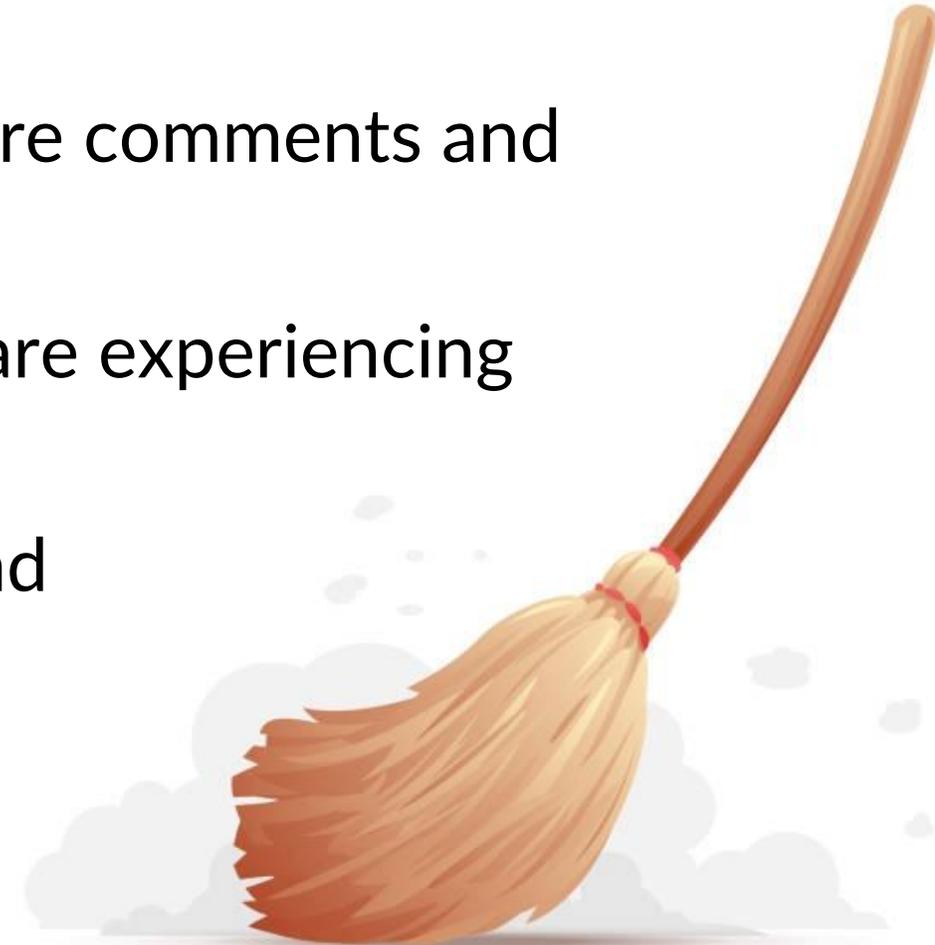
Workforce Professional Development Series: Session 2
Thursday | November 6, 2025 | 3:00 – 4:00 PM ET

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HOUSEKEEPING



- This session is being recorded. The **recording and slides** will be provided to all registrants.
- Use the **chat box** to ask questions or 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.



ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED



Access to Care & Clinician Support

Recruitment & Retention

National
Health
Service Corps

Resources

Training

Networking

www.clinicians.org

- National Cooperative Agreement awarded in 2014
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- One of 22 National Training and Technical Assistance Partners (NTTAPs)
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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

Effective
Compensation
Structure

Organizational
Norms Focused
on Engagement

Tested
Recruitment &
Retention
Strategies

Health
Professions
Training Program

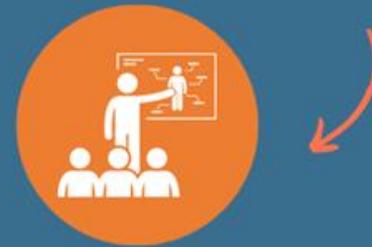
Chief Workforce
Officer

High-Functioning
Managers

Policies &
Procedures that
Support HC
Mission & Values



Components of a Comprehensive Workforce Plan



HP-ET Plan

Leadership needs to
reflect the
organization's values in
its day-to-day actions

Alignment of a health
center's mission with
the beliefs and values
of its workforce is
critical



EMPLOYEE WELL-BEING

Why Does It Matter?



SCOPE OF THE PROBLEM



A 2020 survey conducted by Mental Health America (MHA) found the following about healthcare workers:

- 75% felt overwhelmed
- 76% reported exhaustion and burnout
- 82% reported feeling emotionally exhausted
- 86% experienced anxiety
- 93% experienced stress



UNDERSTANDING BURNOUT



Occupational phenomenon, not a medical condition



Chronic workplace stress that is not well-managed



Fatigue, exhaustion



Negative feelings towards job, cynicism, mental distance from work



Reduced professional efficacy, feeling a lack of accomplishment

CAUSES OF BURNOUT

- Chronic Stress
- Excessive Workload
- Lack of Autonomy
- Insufficient Recognition
- Inadequate Support



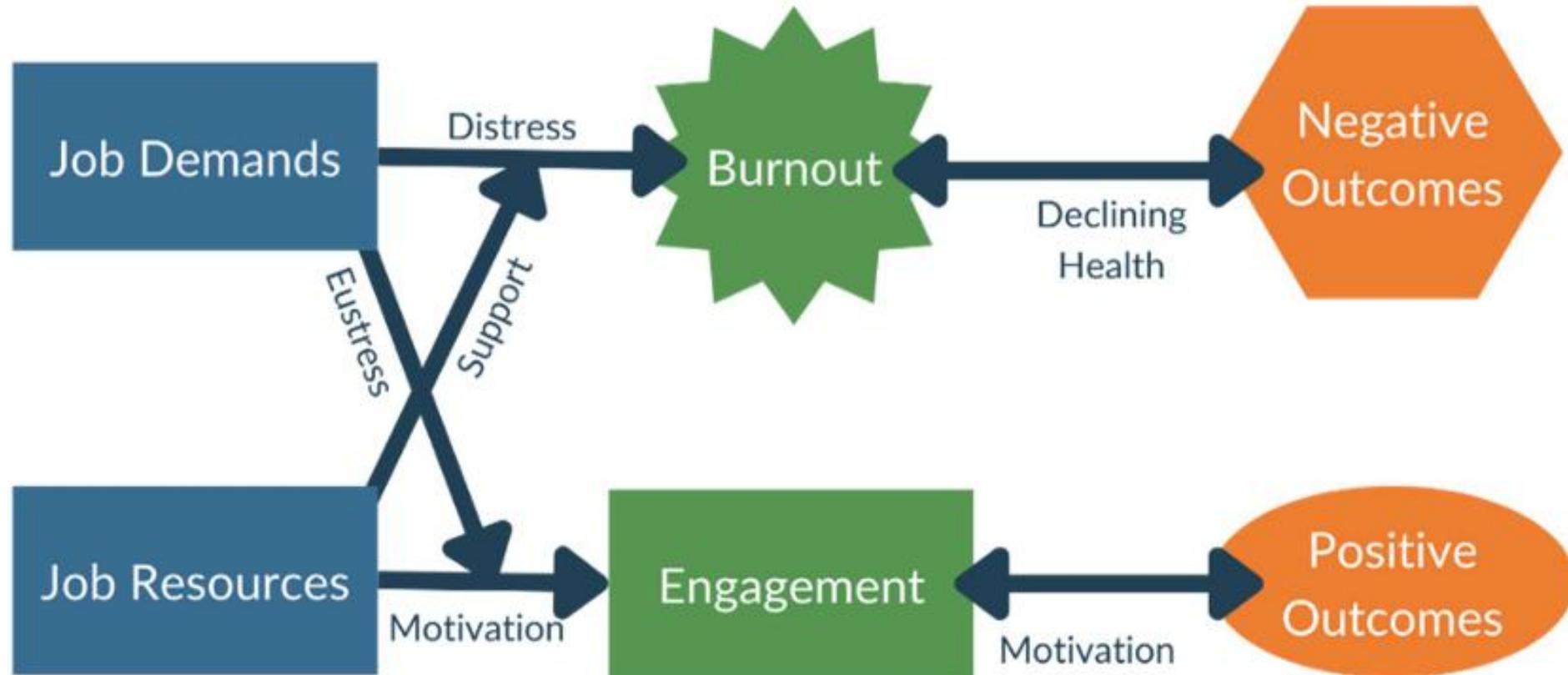
*Burnout is a workplace and systems phenomenon.
Organizational change is needed to combat burnout.*

STAGES OF BURNOUT

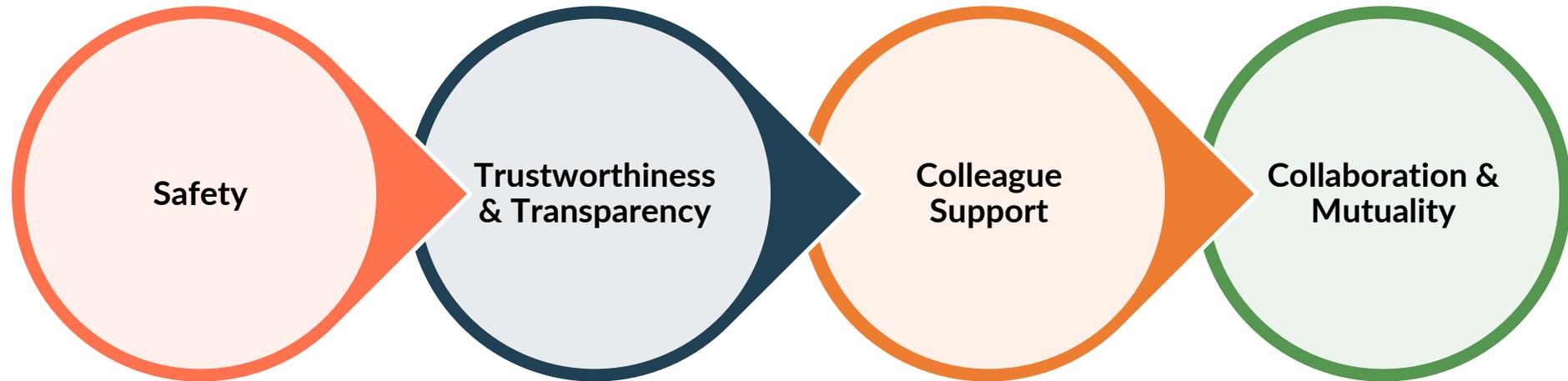


ADDRESSING BURNOUT

Job Demand & Resource Model



GUIDING PRINCIPLES TO SUPPORT WELL-BEING



WORKFORCE WELL-BEING

Pillars of Wellness



Physical

Emotional

Financial

Communication

ORGANIZATIONAL WELL-BEING PLAN



It is critical for organizations to develop a **well-being plan** that addresses the needs of **ALL** staff. The plan should focus on organizational change that mitigates workplace stressors and promotes employee wellness.



DESIGNING A WELL-BEING PROGRAM

The Value of Human-Centered Design



Inspiration

How to better understand people and engage them in the process



Ideation

Generate ideas, test, identify opportunities, and refine solutions



Implementation

Make the design available and maximize its impact



ORGANIZATIONAL WELL-BEING PLAN



INVEST IN THE WORKFORCE



Turnover is **EXPENSIVE!**

*Calculate your health center's turnover costs by using the [STAR² Center Financial Assessment for Provider Turnover Tool](#)

As leaders, ask yourselves:

- What's the actual cost of turnover?
- What's the cost of a provider vacancy?
- How much does it cost to recruit?
- How much money is your organization losing to these workforce issues?
- How can you better invest money to retain staff and minimize losses?

QUESTIONS



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