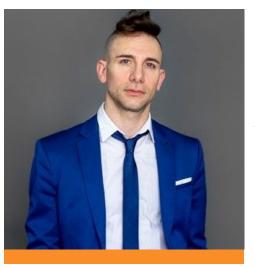


# WORKFORCE WELLNESS UPDATE HELPING HEALERS HEAL PROGRAMMING



Jeremy Segall, MA, RDT, LCAT Assistant Vice President System Chief Wellness Officer Office of Quality & Safety NYC Health + Hospitals | Central Office FEBRUARY 3, 2021
WEDNESDAY



To Yourself & Others

# N ORDER TO BE YOUR BEST SELF...

# THANK YOU FOR BRINGING THE BEST OF YOURSELF TO WORK EACH DAY

...YOU MUST BE BETTER TO YOURSELF



# WHAT IS WORKFORCE WELLNESS

MULTIDIMENSIONAL, HOLISTIC, & ENCOMPASSING LIFESTYLE

## NYC HEALTH + HOSPITALS SUPPORTS WELLNESS

"Wellness is an active process through which people become aware of, and make choices toward, a more successful existence."

~ National Wellness Institute



# SIX DIMENSIONS OF WELLNESS

#### H3 HELPING WITH HOLISTIC HEALING



Source: Six Dimensions of Wellness Model ©1976 by Bill Hettler, MD





Personal satisfaction and enrichment in one's life through work

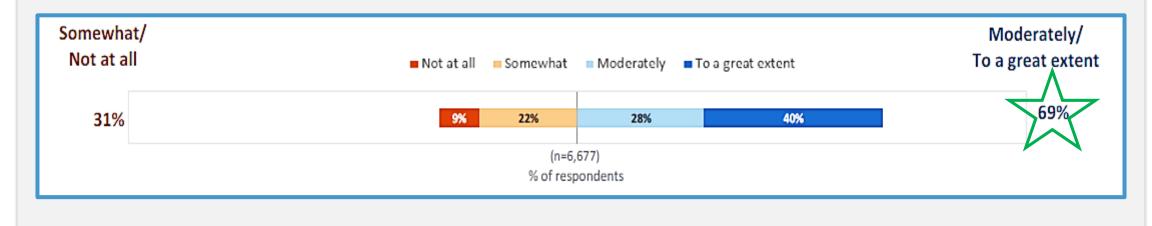


# Purpose & Meaning

#### OCCUPATIONAL ENRICHMENT AND SATISFACTION

# **Approximately 6,700 employees took the NYC Health + Hospitals Staff Wellness Survey**

When asked: "Has being part of the COVID-19 response increased your sense of meaning and purpose?"





# RESILIENCE IS WELLNESS

**BUILDING UPON YOUR MISSION** 

# We Value YOU YOU Value Yourself Reflect Back Value of Others

Purpose + Positivity + People = Resilience













Contributing to one's environment and community



# CHECK ON U



CHECK ON 2

# SOCIAL TIME OUT

CONNECTION TO NEED IS CARING

# **Self-actualization**

desire to become the most that one can be

## **Esteem**

respect, self-esteem, status, recognition, strength, freedom

# Love and belonging

friendship, intimacy, family, sense of connection

# Safety needs

personal security, employment, resources, health, property

# Physiological needs

air, water, food, shelter, sleep, clothing, reproduction

Source: Maslow's Hierarchy of Needs



# BATTLE BUDDY SUPPORT PROGRAM

**SOCIALLY STRONG TOGETHER** 

HEALTH HOSPITALS

# BATTLE BUDDY SUPPORT PROGRAM

SIGN UP HERE: https://battlebuddy.nychhc.org

ONGOING MATCHING TAKES PLACE THE FIRST WEEK
OF EVERY MONTH!



Largely developed by the US Armed Forces Can positively affect personal coping, morale, and workplace engagement



#### A peer at work

Can provide informal emotional and psychological support by acting as an outlet for a staff member to discuss their experiences and stressors

What is a Battle Buddy (BB)?



Ideally will be matched based on Individual preferences such as work setting, discipline, and demographics to help the BBs relate to each other Who can join the program?

**ALL EMPLOYEES!** 

#### **How It Works**

Once matched, BBs **connect to check-in** with each other quickly and informally, as convenient for them.

BBs **support and validate** without judgement or criticism during check-ins.

BBs **help each other to** build resilience and collaborate to work through similar challenges together.

BBs **help identify** anxiety, stress responses, and can **build connections** for additional support if requested.

BBs provide camaraderie to help with coping.

If you have any questions about the program contact: BattleBuddy@nychhc.org





Wellness through the combination of exercise, connection, and nurturance of body



# Nurturing your Body

FOOD TO HEAL THE SOUL

#### **Philanthropic Support**

"As we experience a surge in cases, our frontline healthcare providers and first responders are working around the clock. They are tirelessly treating COVID-19, other patients with medical emergencies and keeping New York safe, and we want securing food to be the least of their worries. We are so thankful to those who have supported our hospitals, long term care facilities and health clinics to make this possible for our heroic workforce."

~ Dr. Eric Wei, Sr. VP, Chief Quality Officer & Emergency Medicine Physician

Network for Good Fundraising Campaign











## All service lines supported

In-kind donations being sent to:
Acute, Ambulatory Care, Central Office, CHS
Community Care, Gotham, & Post-Acute



# **NURTURING YOUR BODY**

#### **MOVING TOWARDS WELLBEING**



**Anyone can receive program schedules** directly in their inbox by visiting: on.nyc.gov/mailinglist



95% of programming can be found at https://vimeo.com/workwellnyc for anytime viewing post-event



50+ fitness classes scheduled weekly Classes can be found at: on.nyc.gov/wellnesscalendar

# FEBRUARY PROGRAMS

HEART HEALTH MONTH

#### VIRTUAL WELLNESS SESSIONS



Nourishing a Healthy Heart: Live Cooking Demo!

February 5th | 12:00 PM | on.nyc.gov/nourishing



A Year of COVID: Working Through Collective Trauma

February 10th | 12:00 PM | on.nyc.gov/collectivetrauma



Race, Health and You: Separating Facts From Fiction February 17th | 12:30 PM | on.nyc.gov/racehealthandyou



**Male-Only Diabetes Prevention Program** Register at on.nyc.gov/maledpp



Wellness pro tip: Register to attend even if you can't make it to get the recording!



#### MAKE FITNESS FUN IN 2021!!

Kick off the new year by joining a digital class. With over 30 class options, at all times of the day and evening, you are sure to find something to boost your physical and mental wellness journey where ever you are!

Check out the new schedule at on.nyc.gov/wellnesscalendar.



#### FREE KIT FOR NEW WW MEMBERS

WorkWell NYC has teamed up with WW (Weight Watchers® Reimagined) to help you and your family reach your health goals whether you want to lose weight, eat healthier, sleep better, or move more. Register for WW between January 1 and February 28 and you'll be eligible to receive a FREE WW Unstoppable Kit to jumpstart your wellness journey.

Learn more at WW.com/us/NYC.







Awareness and acceptance of a wide range of feelings within yourself and others



# H3 = HOLISTIC WELLNESS

RESOURCES IMMEDIATELY AVAILABLE



http://hhcinsider.nychhc.org/sites/helping healers heal/Pages/index.aspx



# SYSTEM MILESTONES

**2020 REFLECTION** 















# PROMOTING WELLNESS

#### HELPING HEALERS HEAL (H3)

#### INFORMATION LINKS

2018 Calendar Clinical Schedules

Community Exchange

Conference Room Schedule

Connecting to Guest WiFi (click for list)

Digital Radiology Images

**Ebola Information Center** 

GO EMR Downtime

Healthmatics Advantage RCA (Allscripts)

Helping Healers Heal

House Staff Assignment

I-STOP (NYSDOH-HCS Health Commerce System)

Managed Print Services Medical Record Index NORTHWELL Laboratory Notary Public List

Nursing TOP LINKS

NYC Health + Hospitals | Elmhurst

NYC Health + Hospitals Compliance

NYC Health + Hospitals Directory NYC Health + Hospitals Diversity and Inclusion

(CLAS/LEP)

NYC Health + Hospitals Human Resources

NYC Health + Hospitals Insider

NYC Health + Hospitals SharePoint Site

NYC Health + Hospitals Translated Consent Forms

Online Medical Library

Oral & Enteral Nutrition Formulary

Patient Education

People Soft Pharmacy TOP LINKS

Provider Privileges

Request Intranet Updates

Security Archive Shuttle Schedule

Special Pathogens Program

Survey Preparedness

TIGR - QHC

**Unrestricted Sites** Work Order Request

#### APP LINKS

AIM - Application & Imaging Manager Allscripts Care Management

ARMS-Advanced Remote Monitoring System

Ellucid Policy Manager

**Financial Audits** Forms Database **GHX Procurement** Healthmatics

Hyperion Budget and Planning (EPM)

Jellyfish Health Access Management System

Mosby

Near Miss Reporting/CSI

NYC Health + Hospitals | Enterprise Service Desk

Paging Sytem (SPOK) Patient Relations System

People Soft - HELP PeopleSoft ELM PeopleSoft HR **Phone Directory** 

PTRAC - Surgical Procedure Tracking System

Q - Path Radiology Sign In RADTRAC

Secure File Transfer Sign-Out

Soarian Enterprise Document Management

The Watercooler(now Community Exchange)

Transfer DB Vanguard Easy Order WebView

#### **EXTERNAL LINKS**

AND Nutrition Care Manual

Electronic Death Registration Online Course

GME Surveys - HHC Physician Time Allocation Log

ISMP Do Not Crush List

LACTMED

Micromedex Milliman Guidelines

**New Innovations** Safety Data Sheets

Virtual Radiologic Consultants (VRC)



#### 8 Ways That Project Evolve Will Improve

IYC Health + Hospitals' Project Evolve will move multiple payroll, HR, and timekeeping systems systems to one integrated digital system. Here are some of the ways it expected to simplify your work life. FULL STORY >

IT Security Savvy

Read more

Info Sec (information security) is the key

to online safety for organizations as well as



#### Helping Healers Heal Program

Please join NYC Health + Hospitals/Queens in officially kicking-off our Helping Healers Heal program, FULL STORY



#### INFORMATION SECURITY SAVVY -

"Scamming has been around forever and some online















#### INFORMATION LINKS

Clinical Schedules

Community Exchange Conference Room Schedule

Connecting to Guest WiFi (click for list)

#### APP LINKS

AIM - Application & Imaging Manager Allscripts Care Management

ARMS-Advanced Remote Monitoring System

#### TERNAL LINKS

NYC Health + Hospitals | Queens Named

The Joint Commission

Offering the highest levels of breastfeeding education and

support and for having environments that foster and encourage maternal-infant bonding.

**Baby Friendly** 

GME Surveys - HHC Physician Time Allocation Log

Helping

ISMP Do Not Crush List



## PROMOTING WELLNESS

#### HELPING NYC HEALTH+ **HEALERS HEAL** Search this site... HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES FORMS SERVICE DESK CONTACT Helping Healers Heal Facility Resources H3 Documents Promotional and **Helping Healers** Heal Training Content Helping Healers Heal is a comprehensive program that supports NYC Health + Hospitals staff affected by second victimization. Second victims are health care providers who are involved in H3 TEAM LEADS an unanticipated adverse event, in a medical error and/or a patient-related injury, and become (Click here for a list of Facility Team Leads victimized in the sense that the provider is traumatized by the event. at least once in their career. Second victimization is common in circumstances such as medical errors, failure to rescue, first death experience, pediatric cases, and unexpected patient demise SUBMIT A REQUEST FOR Traumatized staff who do not receive adequate support are at a higher risk of experiencing emotional suffering and burnout. H3 TEAM PEER SUPPORT Helping Healers Heal consists of three tiers of support for second victims: 1) local Peer Support Champion: (unit/department) support, 2) trained peer supporters, and 3) an expedited referral network. The program turns our healing powers toward each other to break the cycle of burnout so that we may continue giving our whole selves to our patients. Together, we can ensure that we do not SUBMIT H3 INTERACTIONS lose one more friend or colleague to second victimization. **ENCOUNTER FORM** Stay tuned to this page for additional information about Helping Healers Heal and the latest program developments. H3 FEEDBACK WELCOMED Peer Support Graphic We welcome your thoughts, comments EXPEDITED REFERRAL NETWORK and suggestions Submit > Employee Assistance Program · Chaplain, Social Work · Clinical Psychiatry, Psychology Domestic Violence Support The Wollness Center TRAINED PEER SUPPORTERS Provide 1:1 crisis intervention, group debriefing, support, and referral to Tier 3 as needed. LOCAL (UNIT/DEPARTMENT) SUPPORT Everyone having knowledge of second victimization, normalization of discussing difficult cases, and supporting each other

HELPING HEALERS HEAL (H3)

# H3 Resources

- List of facility H3 Leads
  - Request for support forms

#### H3 Resources

- Facilityspecific pages
- Handouts
- Videos & training content



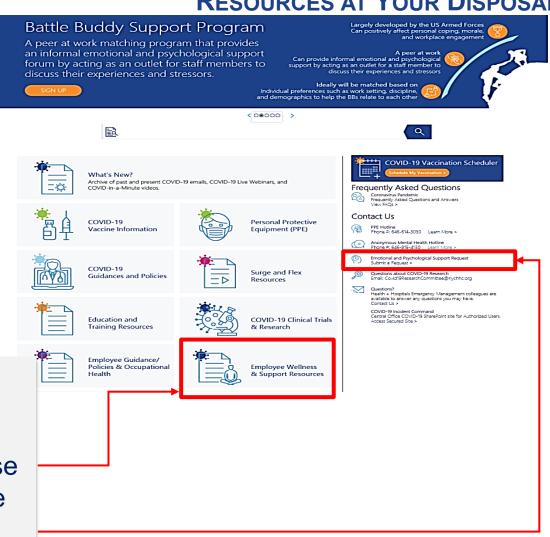


# Centralized COVID-19 Wellness Information

- Trigger emotional / psychological support response
- Find training calendars, presentations, and hotline information

# PROMOTING WELLNESS

#### **RESOURCES AT YOUR DISPOSAL**





# PROMOTING WELLNESS

#### **RESOURCES AT YOUR DISPOSAL**

#### COVID-19

This Site: COVID-19 Res ∨

0

HOME CENTRAL OFFICE

**EMPLOYEE RESOURCES CENTER** 

FACILITIES

POLICIES & PROCEDURES

FORMS

SERVICE DESK

COVID-19 Resource Hub > Employee Wellness Support Resources

#### Home

Personal Protective Equipment (PPE)

COVID-19 Guidances and **Policies** 

Education and Training Resources

COVID-19 Clinical Trials & Research

Employee Guidance/Policies & Occupational Health

Employee Wellness & Support Resources

Signage/Public **Education Materials** 

Social Services and Patient Resources

What's New?

Surge and Flex Resources

Test & Trace Corps

#### COVID-19

**Employee Wellness** & Support Resources





Emotional and Psychological Support Resources

#### **Battle Buddy Support Program**

The goal of the Battle Buddy Support Program is to provide peer support. The Battle Buddy Support Program is a peer-to-peer emotional and psychological support network developed for NYC Health + Hospitals staff. This voluntary and confidential program matches up NYC Health + Hospitals workforce members across specialties, roles, and locations so that clinical and non-clinical staff can discuss their common experiences, their worries, and their stressors. The Battle Buddy Support Program was created by and evaluated by the US Armed Forces and has shown to have a positive impact on confidence, morale, commitment, and has been successful in healthcare settings across the nation.

Learn More >

#### System-wide Emotional Staff Support

Anonymous Support Hotline For All NYC Health + Hospitals Employees. 646-815-

#### Crisis Response Trainings

Upcoming training schedules and previous recordings View List >

View More >

#### Frequently Asked Questions



Coronavirus Pandemic

Frequently Asked Questions and Answers View FAQs >

#### Contact Us



Phone #: 646-614-3030 Learn More >



Anonymous Mental Health Hotline

Phone #: 646-815-4150 Learn More >



Emotional and Psychological Support Request

Submit a Request >



Questions about COVID-19 Research

Email: Covid19ResearchCommittee@nychhc.org



Health + Hospitals Emergency Management colleagues are available to answer any questions you may have.

Contact Us >

#### COVID-19 Incident Command

Central Office COVID-19 SharePoint site for Authorized Users. Access Secured Site >



# SUPPORTS AVAILABLE

#### WHEREVER YOU ARE THERE IS ASSISTANCE

# NYC Health + Hospitals Anonymous Support Hotline

Monday – Friday 9:00am – 5:00pm

Licensed mental health clinicians will be available for emotional and psychological support.

Referral opportunities for other services if needed.

Telephone: 646-815-4150
Website: Click here for more information

# NYC Employee Assistance Program (EAP)

Provides services to select NYC employees and their family members. Generally, an EAP provides education, information, counseling and individualized referrals to assist with a wide range of personal and social factors.

Telephone: 212-306-7660
Website: Click here for more information

# NYC WELL Telephonic Support Services

Free, confidential mental health support for NYC residents to get access to mental health and substance use services, in more than 200 languages, **24/7/365**.

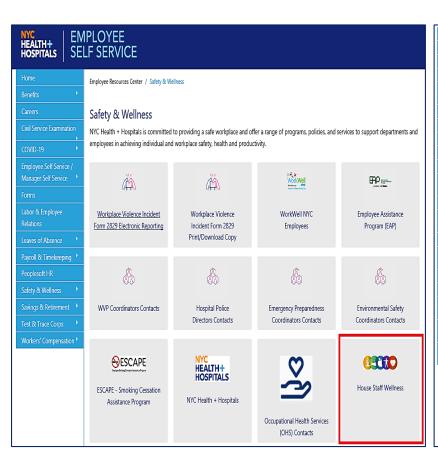
Telephone: 888-692-9355
Website: Click here for more

<u>information</u>



# RESIDENT WELLNESS

#### **HELPING OUR HOUSE STAFF**







#### **External link:**

http://ess.nychhc.org/staff-wellness.html

#### **Internal link:**

http://hhcinsider.nychhc.org/corpoffices/erc/hssw/Pages/default.aspx





Expanding knowledge and skills while realizing potential for sharing gifts with others



# JUST-IN-TIME TRAININGS

#### **EDUCATION TO HELP MANAGE**

**Continuous Exposure to Trauma & Impact on** 

**COVID-19 on Frontline Workers** 

Tuesday, February 2nd

12:00PM-1:00PM

Access code: 180 915 4955

Meeting password: k7EhxPMy?22

Join meeting here

Join by Phone: 1-844-621-3956

The Science and Art of Team Building During Unpredictable Times

**Tuesday, February 4th** 

12:00PM-1:00PM

Access code: 180 269 3508

Meeting password: teGMkBn?437

Join meeting here

Join by Phone: <u>1-844-621-3956</u>

Crisis Response Trainings <u>Effectiveness of Group Therapy for Healthcare</u>
Workers Coping with Secondary Traumatic Stress

Friday, February 5th

12:00PM-1:00PM

Access code: 180 197 3837

Meeting password: XDfUGRk3\*56

Join meeting here

Join by Phone: 1-844-621-3956

**Let's Talk Self-Care** 

Tuesday, February 9th

12:00PM-1:00PM

Access code: 180 597 0033

Meeting password: McJKkZZ?386

Join meeting here

Join by Phone: <u>1-844-621-3956</u>



# JUST-IN-TIME TRAININGS

#### **EDUCATION TO HELP MANAGE**

Medical Eracism – Abolishing Race Based Medicine at NYC H+H

Tuesday, February 16th

11:00AM-12:00PM

Access code: 180 258 0501

Meeting password: ME2021!

Join meeting here

Join by Phone: 1-844-621-3956

Crisis Response Trainings 5 Things to Try When You Feel You Are at the

**End of Your Rope** 

**Tuesday, February 23th** 

11:00AM-12:00PM

**Access code:** 180 742 1433

Meeting password: 5AFqWbJM@24

Join meeting here

Join by Phone: <u>1-844-621-3956</u>

5 Things to Try When You Feel You Are at

the End of Your Rope

Friday, February 25th

1:00PM-2:00PM

Access code: 180 454 6543

Meeting password: fuJHTam\*499

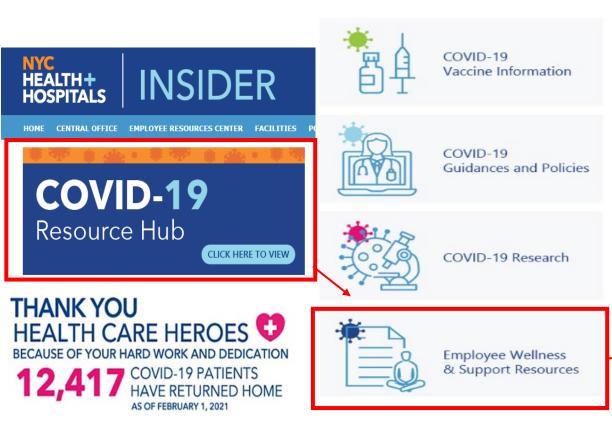
Join meeting here

Join by Phone: 1-844-621-3956



# Knowledge is Power

#### INFORMATION IS HEALING





Emotional and Psychological Support Resources

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Learn More >

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#### Crisis Response Trainings

Upcoming training schedules and previous recordings View List >

View More >

http://hhcinsider.nychhc.org/sites/COVID-19/Pages/EPSR.aspx



# TRAININGS AVAILABLE

#### **ANYTIME, ANYWHERE**

Scroll towards the bottom of the page to find Recorded Crisis Response Trainings

#### Recorded Crisis Response Trainings

7 Apps That Can Be Used for Physical Emotional and Financial Well-Being

+ video

+ PDF

Anxiety About Return to School - Child Mind Institute

+ video

+ PDF

Be Kind - Habits of Kindness

+ video

+ PDF

Behavior Management Strategies for Parents

+ video

+ PDF

Children's Mental Health 101 - Child Mind Institute

+ video

+ PDF

Combating Vicarious Trauma through Mindfulness Breathing and Chair Yoga

+ video

+ PDF

Compassion Fatigue Training

+ video

+ PDF

**Conflict Resolution Training** 

+ video

+ PDF

Coping with COVID-19 for Trauma Survivors

+ video

+ PDF

Coping with Workplace Grief Loss

+ video

+ PDF

Grieving the Loss of a Loved One

+ video

+ PDF

Helping Children and Adolescents Cope During COVID-19

+ video

+ PDF

How to Ground Someone Having a Panic Attack

+ video

+ PDF

How to Manage Stress as a Parent - Child Mind Institute

+ video

+ PDF

Identifying Secondary Traumatic Stress in the Workforce - BHBA

+ video

+ PDF

Live Yoga with a Licensed Therapist - BHBA

+ video

+ PDF

Neurobiology and Trauma

+ video

+ PDF

Pandemic Pulse Check

+ video

+ PDF

Performance Optimization - Improve Attention and Focus, Energy Levels and Time Management

+ video

+ PDF

Personal Resilience Training

+ video

+ PDF

Click "Video" under the Training title you want to view.

The video recording will automatically download.

Once download is complete, click the file and it will open for viewing



# TRAININGS AVAILABLE

#### **During Crisis**

- How to Support a Colleague in Crisis
- The Value of Providing Empathy During Crisis
- Emotional Intelligence in Times of Stress and Anxiety
- Team Building: How to Not Let Crisis Derail Your Team
- Communicating with Your Team Using TeamSTEPPS
- How to Have a Difficult Conversation
- Unconscious Bias Training
- Coping with Workplace Grief & Loss
- Grieving the Loss of Loved Ones
- Gratitude in the Midst of Crisis
- Compassion Fatigue & Personal Resilience
- Discovering Joy in Work Series

#### **After Crisis**

- Emotional Justice: Recognizing Emotional Trauma After Crisis Event
- Identifying Secondary Traumatic Stress (Vicarious Trauma) in the Workforce
- Combating Vicarious Trauma Through Mindful Breathing & Chair Yoga Practice
- Neurobiology & Trauma: Correlation of Traumatic Physiological Response and the Brain
- Stigma of Individual Treatment Amongst Healthcare Workers
- Utilizing Evidence-Based Treatment to Target Trauma Responses
- Live Yoga with Licensed Therapist:
   Trauma-Informed Evidence-Based
   Treatment with Eastern Practice

#### **Parenting & Family Management**

- Helping Children & Adolescents Cope During COVID-19
- How to Manage Stress as a Parent
- Anxiety About Return to School
- Behavior Management Strategies for Parents
- How to Practice Mindful Parenting
- Parenting During Ongoing Trauma Exposure
- When to Worry About Your Child's Worries
- Raising Self-Sufficient Children



#### **During Crisis**

- 7 Apps That Can Be Used for Physical, Emotional, and Financial Well-Being
- Be Kind Habits of Kindness
- Conflict Resolution
- Crisis Intervention Tools and tips in the Workplace
- Cultural Sensitivity
- Empathy Training
- How to Ground Someone Having a Panic Attack
- Pandemic Pulse Check
- Performance Optimization Improve Attention and Focus, Energy Levels and Time Management
- Positive Self Talk in the Workplace
- Staying Focused During an Upheaval
- Easy Breathing Techniques to Restore Mind & Body

## TRAININGS AVAILABLE

#### **After Crisis**

- Coping with COVID-19 for Trauma Survivors
- Personal Resilience Training
- Short-Term Stress Relief Strategies You Can Do Anywhere
- Talk It Out Tips for Effective Communication
- Grit, Passion, and Pandemics: Emerging from COVID-19 Stronger and Better





Appreciation for the depth of life and natural forces that exist in the universe



# THIS TOO SHALL PASS

MINDFULNESS OF THOUGHTS AND BELIEFS

## **Moral Injury**

The distressing psychological, behavioral, social, and sometimes spiritual aftermath of exposure to events that may lead to behaviors or the witnessing of behaviors that go against values or beliefs

Guilt	"I did something bad" "I should have done more"
Shame	"I am bad because of what I did (or didn't do)"
Betrayal	"How did they allow that to happen?"



# KEEP THE FAITH

#### TOMORROW IS ANOTHER DAY

Retain faith that Confront the most And you will prevail in brutal facts of your at the current reality, whatever the end, regardless same they might be of the difficulties. time

Stockdale Paradox



# LIFT THE SPIRIT

#### NORMALIZE YOUR REACTION AND RECONNECT

### The experience of responding to trauma can alter religious and spiritual beliefs

Change in relationship with or belief about God/Higher Power

Abandonment of spiritual practice

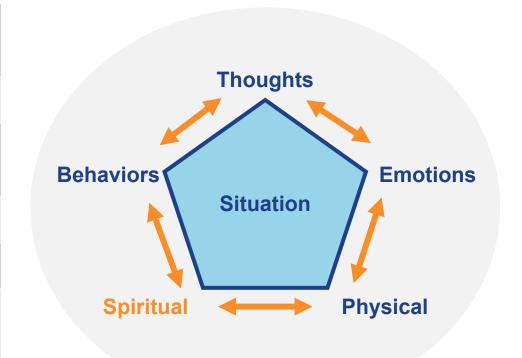
Inability to practice due to workload issues or social distancing

Questioning beliefs or loss of faith

Rejection of spiritual care providers

Struggle with questions about the meaning of life, justice, fairness, afterlife

Loss of familiar spiritual supports



Sources: Disaster Mental Health Standards and Procedures, The National American Red Cross, December, 2016



# FIGHT THE STIGMA

STOP IT AND START HEALING





