

Improvement Palooza 2023 Conversation Circle #1

Self Restoration, Revelation, and Relationships

June 6, 2023

Welcome & Goals

Ashwini Lakshmanan, MD, MS, MPH, FAAP

CPQCC

Agenda

Time	Topic	Speaker/Facilitator
12:00-12:05p	Welcome and Goals of the Webinar	Ashwini Lakshmanan, MD, MS, MPH, FAAP
12:05-1:00p	<p>Sharp HealthCare Stress First Aid Navigator role and resources</p> <p>UCSF Intermediate Care Nursery CARE Committee focused on keeping staff morale high</p> <p>CHLA Chief Wellness Officer creating a culture of wellness and inclusion</p>	<p>Lindsay Damoose, LMFT Stress First Aid Navigator Sharp HealthCare</p> <p>Crystal Keeling, BSN, RN, PHN & Daphanie Campbell, BSN, RN Clinical Nurses & CARE Committee Members UCSF Benioff Children's Hospital</p> <p>Ilanit Brook, MD, MSHS Chief Wellness Officer and Attending Physician, Children's Hospital Los Angeles Associate Professor of Clinical Anesthesiology and Pediatrics, Keck School of Medicine of USC</p>
1:05-1:25p	Q&A Panel Discussion	Moderated by Valencia P. Walker, MD, MPH, Vice Dean of Health Equity and Inclusion, Geisinger Commonwealth School of Medicine
1:25-1:30p	Next Steps	Janine Bohnert, BS

Continuing Education (CE) Credit for RNs



Perinatal Advisory Council:
Leadership, Advocacy and Consultation

- CE credits have been approved for the **live attendance of today's session for RNs**
- The Perinatal Advisory Council: Leadership, Advocacy and Consultation (PAC/LAC) is an approved provider by the California Board of Registered Nursing Provider CEP 5862
- Please contact Janine Bohnert (janine@cpqcc.org) regarding any questions related to the RN-CE credits, grievances, or in order to request accommodations for disabilities

As part of this session, we will emphasize the need for culturally and linguistically appropriate care of neonates and their families.

**STEP
ONE**

SIGN IN

Please chat in your name to sign into today's session

**STEP
TWO**

EVALUATION

The QR code and link will be provided at the end of the live session

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IP2023 Conversation Circle Padlet

Please share on our IP2023
Conversation Circle Padlet:

<https://padlet.com/CPQCC/IP2023CC1>

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Improvement Palooza ("IP2023") June Conversation Circle

Use this Padlet to continue conversations around self restoration, revelation, and relationships. This is an opportunity to connect with the CPQCC IP2023 community.

CPQCC 1m

Welcome to the IP2023 Conversation Circle #1 Padlet! Happy to have you here. Feel free to say hello in the comments.

♥ 1

Add comment

CPQCC 1m

Thank you for sharing some info with us when you registered for today's session! Here is a roundup of where we are.

- 78 registrants
- Representing 8 states and 14+ roles
- Current well-being score of 7 (on scale from 1 to 10)
- Ideal well-being score of 9.5 (on scale from 1 to 10)

♥ 1

Add comment

CPQCC 1m

Top areas that have the most impact on improving or maintaining your sense of well-being.

Top three areas:

- Physical Movement/Exercise
- Family Health
- Eating/Nutrition

♥ 0

Add comment

CPQCC 1m

Top two most common areas you find challenging.

Top two areas (both tied for 1st and 2nd):

- Your motivation levels are dropping
- Becoming increasingly cynical and negative
- Feeling irritable and as though you're on a short fuse
- Feeling less engaged than normal

♥ 0

Add comment

CPQCC 1m

Opening: What does your self-care practice currently look like?

♥ 0

Add comment

CPQCC 1m

Closing: What do you plan to add to your self-care practice after attending today's session?

♥ 0

Add comment

Goals

- To discover **specific strategies** for moving into a state of flourishing
- To learn **innovative approaches** to increase staff morale
- To identify **key components** around a culture of wellness at work with a focus on inclusion
- To provide **opportunities** for interaction and sharing of wellness experiences

Lindsay Damoose, LMFT

CPQCC

Restoring Your Professional Purpose and Wellbeing: Skills for Flourishing in Your Professional Role

Lindsay Damoose, LMFT
Stress First Aid Navigator
Sharp HealthCare

 CPQCC
california perinatal
quality care collaborative

Course Objectives



- 1.) Identify your current experience with the journey of stress within your professional state
- 2.) Define "languishing" and its impact on our personal and professional lives
- 3.) Discover strategies to enhance a state of flourishing

Stress First Aid Navigator role at Sharp Chula Vista Medical Center

- Pilot role developed in partnership between Sharp entities in response to COVID impact on frontline staff
- On-site support for stress management needs of Sharp Chula Vista employees through use of Stress First Aid model
- Connect with employees through daily rounding, code and other stress responses, education of Stress First Aid components to all units, coordinate connection to Sharp wellness resources, provide PRN support to individuals/teams, etc.
- Work in close partnership with Sharp's Employee Wellness resources such as EAP, Peer Supporters, AL's, Sharp Best Health, etc.
- Immersed in community as a family member, not a consultant



Employee Wellness Support at Sharp



Let's check in about your journey...

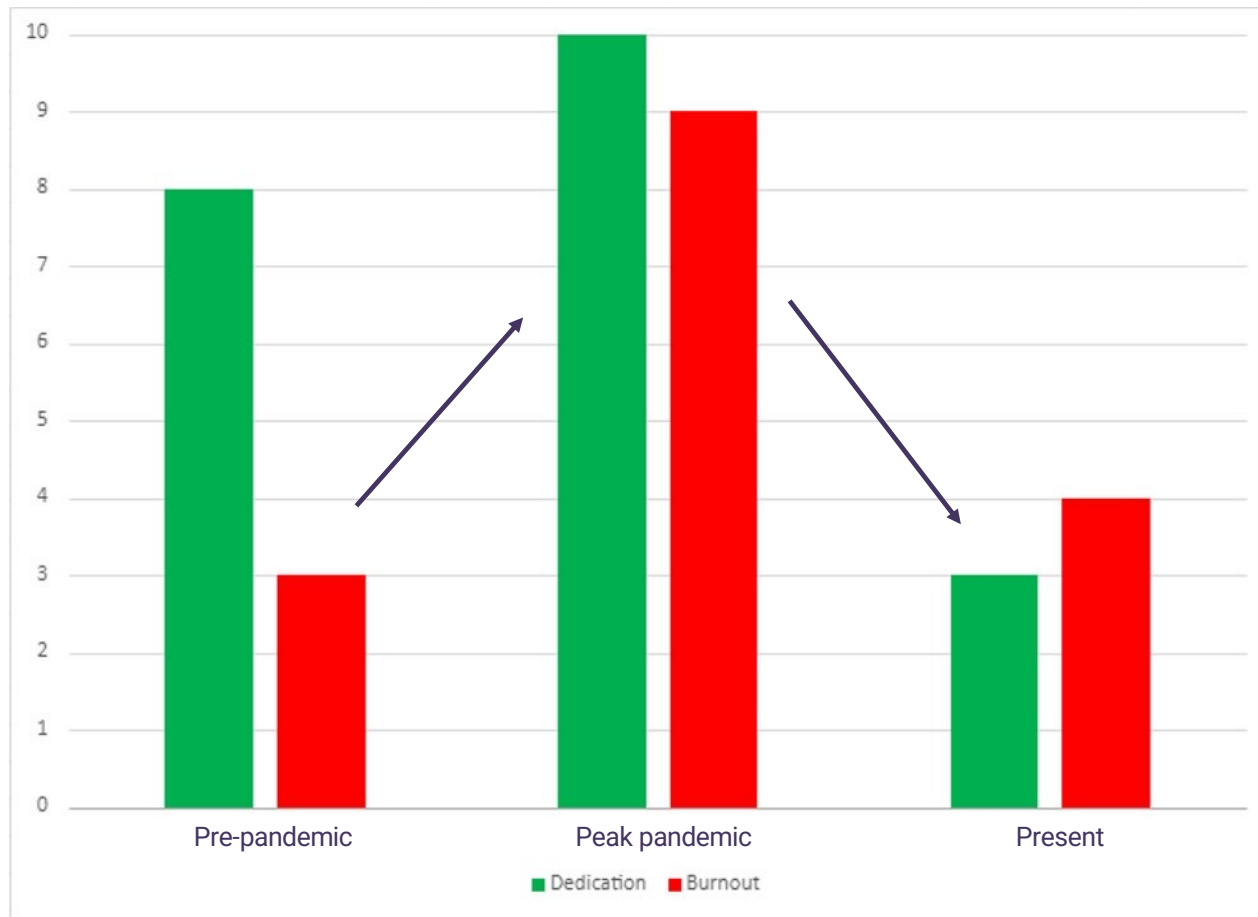
Think about three times in your career:

- 1.) Pre-pandemic (just before 2020)
- 2.) Peak pandemic (worst part of the experience)
- 3.) Present

Furthermore, think about how each period of time has affected your:

- Dedication to the work
- Experience of burnout

Is it just me, or...?



Languishing

Languishing is a sense of stagnation and emptiness, characterized by dissatisfaction, lack of engagement, and apathy.

It's the void between depression and flourishing – the absence of well-being.

Languishing risks: it can put you on a future road to experience major depression, anxiety disorders and PTSD.



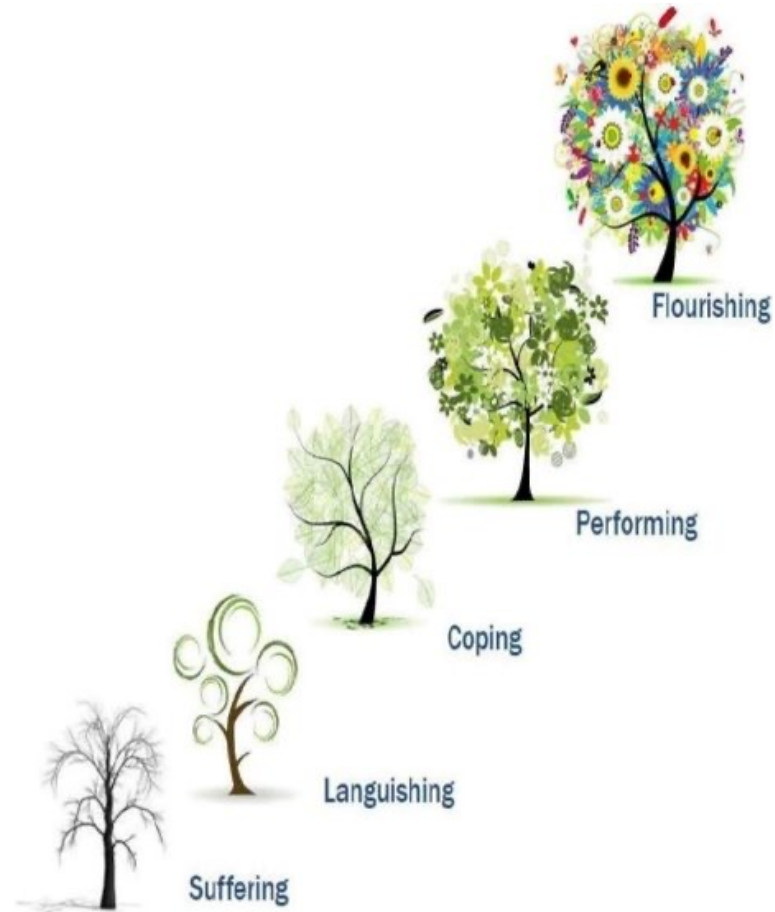
Languishing thoughts, behaviors, & feelings at work



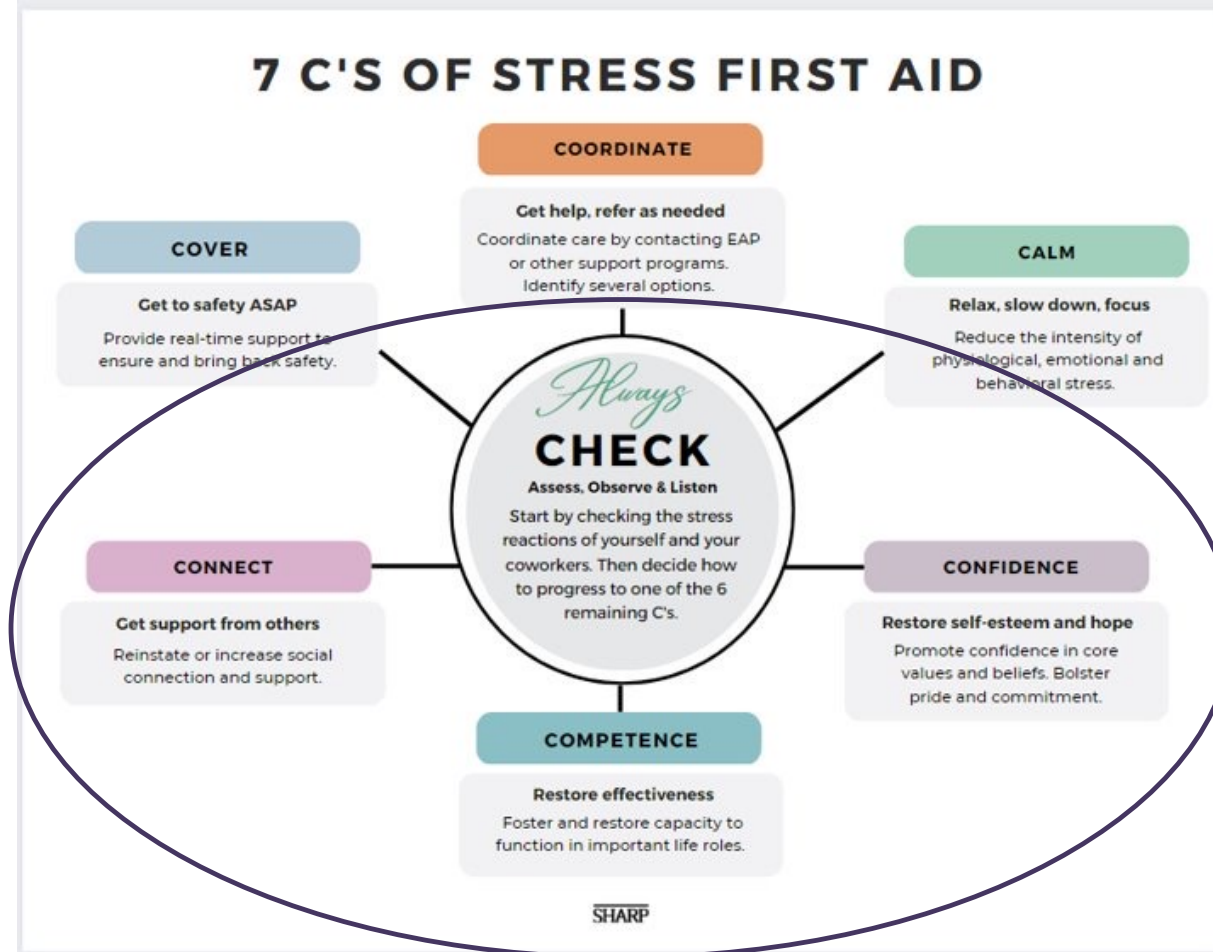
MEH

- Not as engaged or participative in meetings, huddles, daily exchanges
- Trouble focusing on workplace tasks
- Difficulty finding your motivation at work
- Less interested or tolerant of colleagues and/or patients
- Absent more than usual or increasing presenteeism behaviors
- "Why can't I motivate myself to do more when I want more?"
- "I don't love my job but I don't hate it; I just..."
- Overall feeling disconnected and unfulfilled at work: "meh"

So...how do I get from languishing to flourishing?



The road resides in the Stress First Aid model

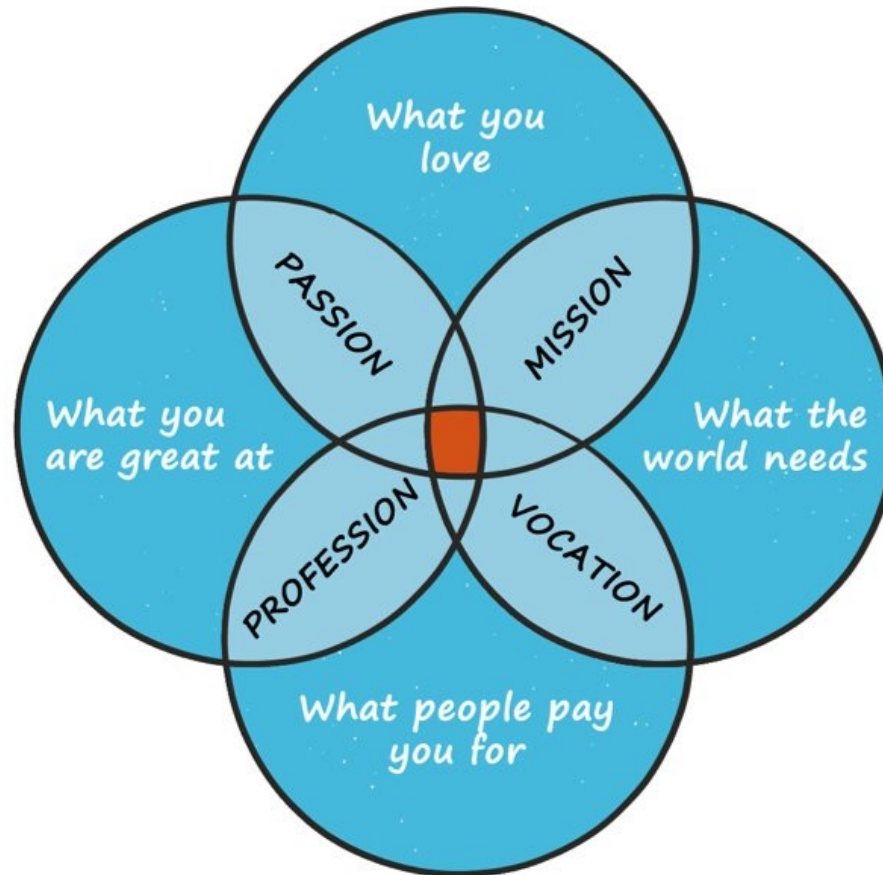


I.) Check in with yourself

- Acknowledge the "meh" -- don't minimize it or sweep it under the rug.
- Write about it, talk about it, sing about it, paint about it.
- Notice your thoughts, feelings, and behaviors around the "meh".
- We can't start the process of restoration unless we know what needs to be revitalized.



2.) Find your Why



Why did you get into this profession?



Restoring Connection to your Professional Values



1 Identify your top three to five professional values:

(from this list or other values):

Accountability	Cultural Competence	Compassion	Professionalism
Safety	Inclusion	Respect	Reward and Recognition
Attention to detail	Punctuality	Achievement	Work-life balance
Reliability	Teamwork	Increasing Competency	Making a difference
Positivity	Honesty	Loyalty	Autonomy

2 Rate your current experience in living out each value:

(1 = I'm acting very inconsistently with my values,
10 = I am living fully by my values)

3 Identify your ideal state of living out each value:

(increased rating and what this looks like)

4 Identify one action step to move closer to living out each value:

Value	Current Rating 1-10	Ideal state (number and snapshot)	Planned action step

3.) Build Competence



The need to focus on Competence arises when we start to doubt or question our previous occupational, personal or even social capabilities due to the impact of the road we've been on.

Individuals may start to doubt their abilities to learn and cultivate new skills.

Questioning your competence – your ability to do the job you've been doing for 30 years or the job you just got after countless hours of schooling and hard work – leads people to question their professional identity and purpose.

Restoring Competence helps the journey to restore (or rediscover) purpose.

Strategies for Building Competence



4.) Build Confidence

When faced with stress and overwhelm our confidence in ourselves and others may suffer.

Confidence is closely linked with competence but think of it in phrases like, "I've lost confidence in my profession, in myself, in my leadership..."

Here confidence is often synonymous with hope.



Strategies for Building Confidence

Break it down

- Identify specific areas where you have lost hope or confidence.

Bring balance to your thoughts

- Cut the negative self-talk.

Build on your strengths

- Focus on the strengths instead of areas of improvement.

Take pride in your new skills

- How do you feel about yourself after having mastered new skills?

Have confidence in the Why

- Remind yourself of your team's Why, of the department's Why, of the organization's Why.

Connecting it all

**What are you doing
to move yourself
from languishing to
flourishing?**



**What will you do to
help others move
from languishing to
flourishing?**

Thank you for having me!

Don't hesitate to reach out for more questions/guidance:
lindsay.damoose@sharp.com



Crystal Keeling, BSN, RN, PHN
& Daphanie Campbell, BSN, RN

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UCSF Benioff Children's Hospital



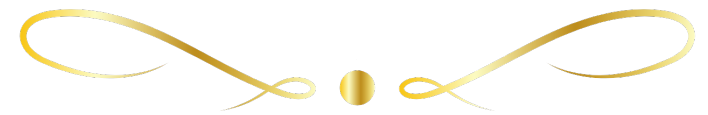
UCSF Benioff Children's Hospital Intensive Care Nursery (ICN) is located in San Francisco, California. Here are a few facts about our unit:

- New building created in 2015
- Accolades include Best in California and No. 5 in the nation for neonatology
- Approximately 60 beds
- ICN staffs approximately 250 nurses
- Affiliated with UCSF School of Medicine
- Receives patients from throughout Northern California and beyond

CARE Committee



*Welcome to the
CARE
Committee!*



CPACC

CARE Committee

Who we are:

- The CARE committee supports a culture of inclusivity, appreciation, resiliency, and excellence.
- We bring management, interdisciplinary staff, and families together to create and implement initiatives to improve culture and build relationships.
- All staff are encouraged to join and be active, with committee co-chairs chosen annually. Current co-chairs of the CARE Committee are Elissa Rodriguez, BSN, RN and Jeahn Paulasa, BSN, RN.

Our mission is to:

- Establish a culture in which staff from all disciplines feel valued, supported, included, and engaged
- Create a workplace of lived collaboration and appreciation transcending disciplines and hierarchies
- Provide integrative educational and support services for staff well-being and wholesome self-care
- Strengthen all efforts to ensure outstanding quality of care and excellence patient experience.



CARE Committee

We Care about our people, how they are feeling, what they are thinking and support them in being well

How do we do this?

- Providing a fresh orchid when we hear about a hardship a coworker is experiencing
- CARE Card box – providing an assortment of cards to give praise, provide sympathy, give support, etc.
- Return from maternity leave gifts that include lactation cookie & tea, snack cart coupon and words of encouragement
- Planning and executing the annual ICN Holiday Party to boost unit morale



CARE Committee

Just a few ways we show Appreciation for each individual team member...



Nurses' Appreciation Week



Tea for the Soul

As well as seasonal raffles for multidisciplinary staff, discounted tickets to local and professional sporting events, and other planned events!

CARE Committee

How we form relationships:

- ICN Annual Holiday Party
- Meet and Greets for newly onboarded staff
- Personal check-ins among staff
- Monthly paid CARE Committee meetings

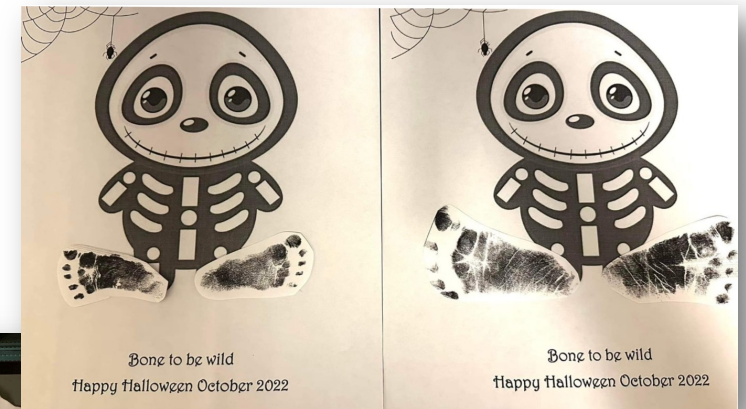


CARE Committee

Fostering Excellence

How do we do this?

- Create seasonal and holiday mementos for families
- Help build relationships between nurses and families through arts and crafts activities



CARE Committee

Challenges

- Fundraising and profits
- Active membership
- Innovative projects



Wins

- Event Outcomes
- Increased moral
- Collaboration among leadership



CARE Committee

How CARE Committee is funded:

Snack Cart



Snack Cart storage



Raffle Drawings



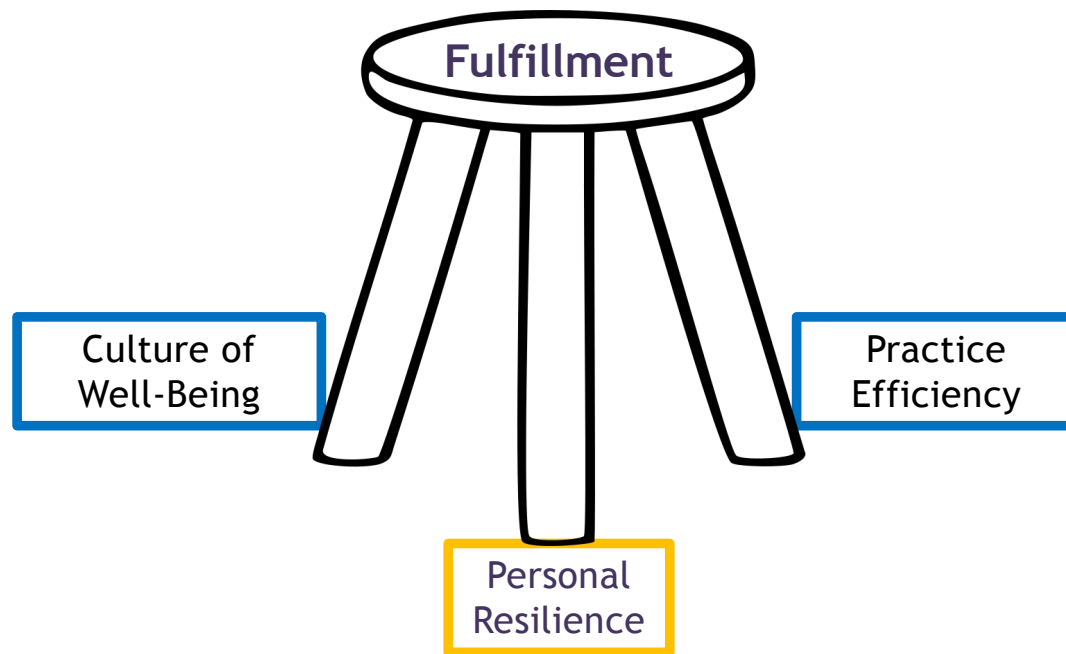
Most importantly...we have a dedicated group of bedside nurses helping support our fellow nurses!

CARE Committee



Ilanit Brook, MD, MSHS

CPQCC



i.Brook Model Based on Stanford WellMD

CHLA Well-Being Council



Rebecca Margolis DO
Director of Well-being
ACCM



Amit Sura MD, MBA
Director of
Wellbeing and DEI,
Radiology



Jesse Berry MD
Vice Chair
Academic Affairs,
Surgery



Jennifer Dien Bard PhD
Chief Faculty and Academic
Development, Pathology
and Laboratory Medicine



Kamala Gipson-McElroy DNP
CS Manager Advance Practice



Margaret Mou DO MEd
Co-Director GME Well-
Being



Shafali Jeste MD
Chief Division
Neurology



Liza Mackintosh MD
Site Lead Medical
Director, CHLA/AltaMed



CHLA Emotional Support Services Program



Karen Rogers PhD
Co Chair WIN



Jamie Stokke MD
CBDI
Director Medical Education



Matthew Smith MD
HeaRT Core Team
Co-Lead Schwartz
Rounds



Stephanie Marcy PhD
Psychology,
GPS/UCEDD

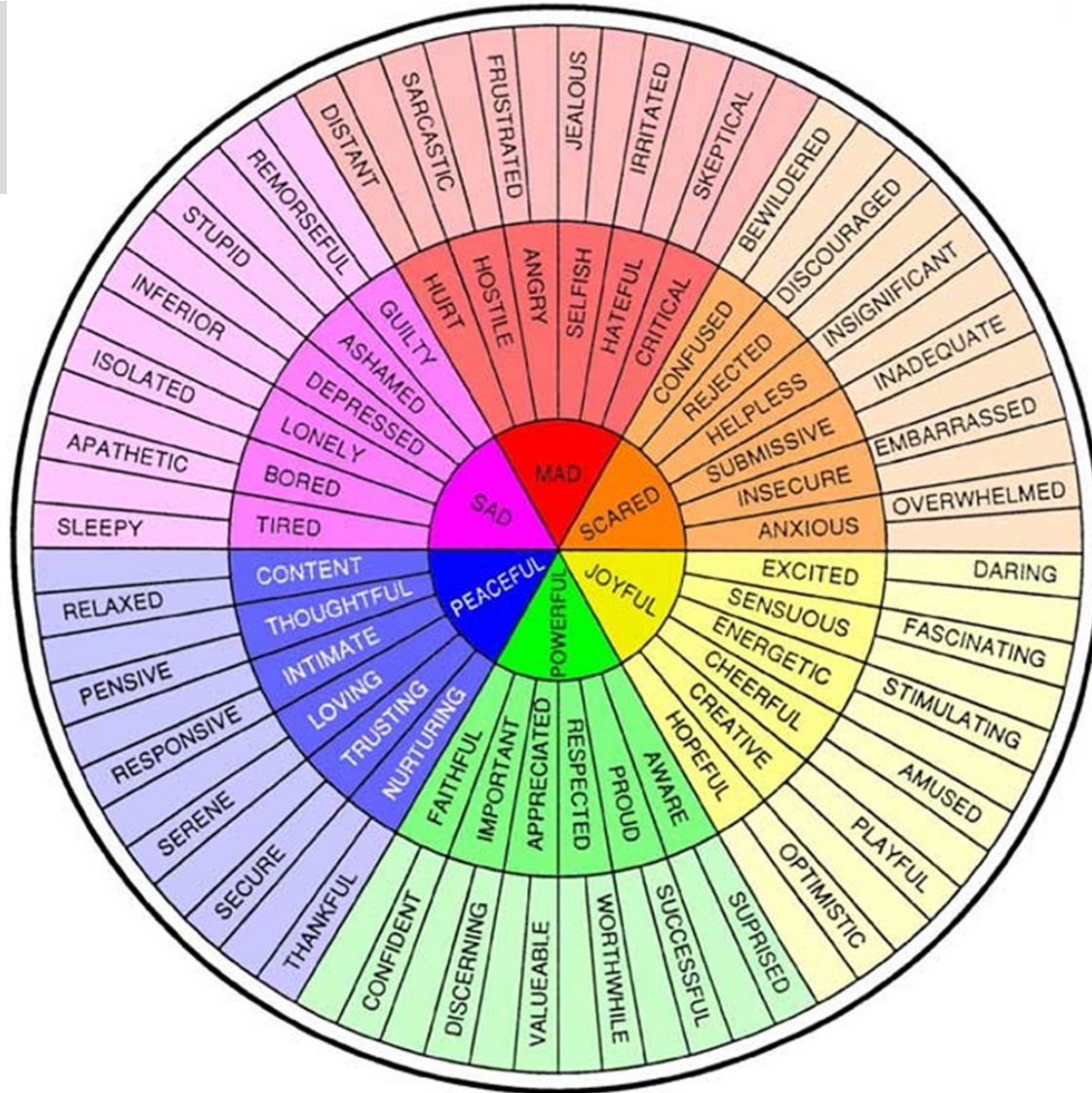


Nisreen Soufi MD
Gastroenterology



Danielle Levitt MD
Director Wellness,
PEM





Simplified Stress Continuum

READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
Ready to Help Others	Responding to demands	Feeling the drain	Need Help

Empathy

We have a close, visceral understanding of the other person's experience. We feel *with* the person. We literally take on the emotions of the other person and make those feelings our own.

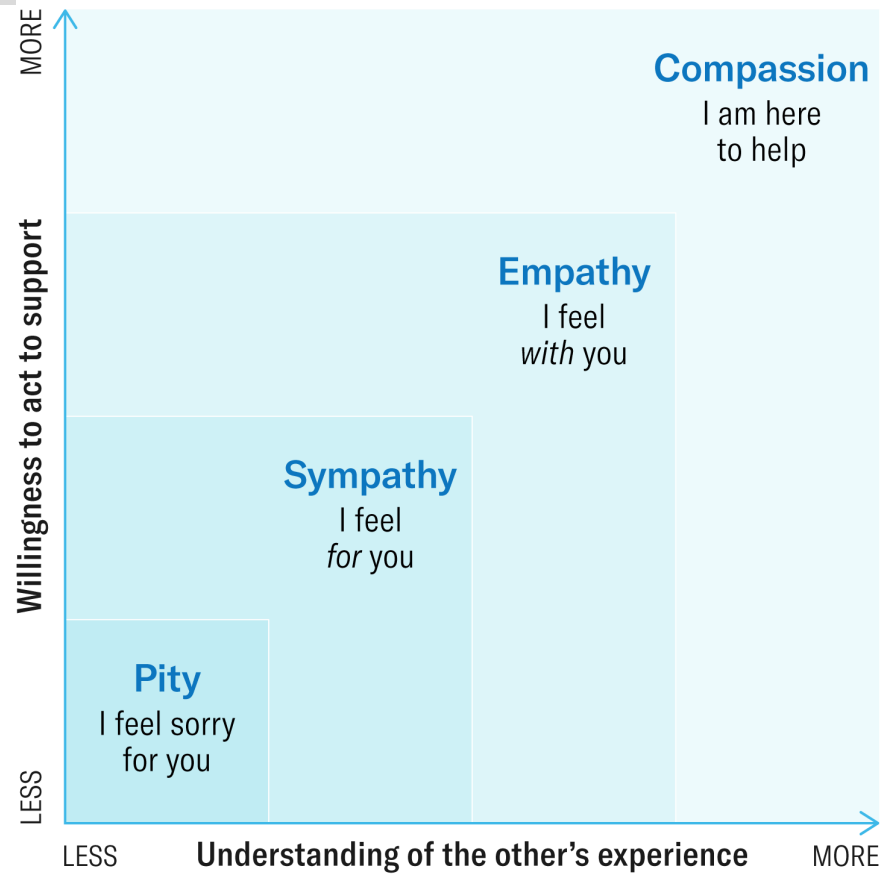




Compassion

Compassion occurs when we take a step away from empathy and ask ourselves what we can do to support the person who is suffering. In this way, compassion is an intention versus an emotion.

Compassion Goes Beyond Sympathy and Empathy



Source: Potential Project

HBR

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Tools for your kit

1

Make Social Connections- Create/Join Community

2

Stay Active. Complete the Stress Cycle

3

Talk to someone- connecting 1:1 with someone who cares can decrease stress and anxiety

4

Take up a mindfulness practice: Yoga, meditation, deep breathing, grounding

5

Hunt for the good stuff. Gratitude, Celebrate Success, hold onto the positives

6

Don't Skimp on Sleep

Tools for your kit

1

Eat a healthy diet- but still eat yummy things!

2

Find Meaning and Purpose

3

Use your senses- take in a beautiful view, squeeze a stress ball, smell flowers or other scents, listen to music

4

Take your vacations!!

5

Take time to laugh

6

Get Help if you need it- coaching, therapy, counseling

Q&A Panel Discussion

Moderated by Valencia P. Walker, MD, MPH

CPQCC

Next Steps

Janine Bohnert, BS

CPQCC

IP2023 Conversation Circle Padlet

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The Padlet board contains six cards:

- Card 1:** "Welcome to the IP2023 Conversation Circle #1 Padlet! Happy to have you here. Feel free to say hello in the comments." (1 heart, 0 comments)
- Card 2:** "Thank you for sharing some info with us when you registered for today's session! Here is a roundup of where we are." (1 heart, 0 comments)
 - 78 registrants
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 - Current well-being score of 7 (on scale from 1 to 10)
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- Card 3:** "Top areas that have the most impact on improving or maintaining your sense of well-being." (0 hearts, 0 comments)

Top three areas:

 - Physical Movement/Exercise
 - Family Health
 - Eating/Nutrition
- Card 4:** "Top two most common areas you find challenging." (0 hearts, 0 comments)

Top two areas (both tied for 1st and 2nd):

 - Your motivation levels are dropping
 - Becoming increasingly cynical and negative
 - Feeling irritable and as though you're on a short fuse
 - Feeling less engaged than normal
- Card 5:** "Opening: What does your self-care practice currently look like?" (0 hearts, 0 comments)
- Card 6:** "Closing: What do you plan to add to your self-care practice after attending today's session?" (0 hearts, 0 comments)

Evaluation of Today's Session

- Please fill out an evaluation of today's session
- We'd like to hear from all of you
- **For those requesting RN-CE credit, an evaluation is due by June 21**
- The Perinatal Advisory Council: Leadership, Advocacy and Consultation (PAC/LAC) is an approved provider by the California Board of Registered Nursing Provider CEP 5862
- Please contact Janine Bohnert (janine@cpqcc.org) regarding any questions related to the RN-CE credits, grievances, or in order to request accommodations for disabilities



Scan the QR code or click on the link provided in the chat to submit an evaluation of today's session. *Required for RN-CE credit.*

Continue the Conversation

Continue the conversation around this topic using Padlet. No account or sign in needed. Just go to the link, like or post a question, or read comments from others.

<https://padlet.com/CPQCC/IP2023CC1>

Improvement Palooza 2023

Restoration & Teamwork March 3, 2023

Future Conversation Circles
planned, with a focus on team
& community



Scan the QR code or visit
www.cpqcc.org/IP2023

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