

# Leading with Optimism In Challenging Times

March 24, 2022



# THE NACHC MISSION

## **America's Voice for Community Health Care**

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.



# Housekeeping

- Today's session is being recorded and will be made available to registrants in approximately one week.
- This webinar will be 90 minutes in length including Q&A.
- All lines have been muted upon entry. Please use the chat features and the Q&A box to communicate with your peers and presenters.



Layout

Q&A

All

My Q&A

Layout

# Leading with Optimism In Challenging Times

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No questions have been asked yet.

Raise Hand  
Emojis &  
Reactions

Select a question and then type your answer here. There's a 512-character limit.

Send

Send privately

Participants – Chat – Q&A

Participants – Chat – Q&A

# Welcome

Cindy Thomas, Director  
Leadership Development & Training

# Learning Objectives

Participants in today's webinar will be able to:

- Embed positivity interventions into their organization's daily operations.
- Build a collective confidence so that staff teams take ownership over new mindsets, routines, and ways of working.
- Mobilize optimism and joy in work through supportive networks and team-based learning to help staff regain balance.

# Today's Experts



**Shawn Achor**

*Harvard Professor*

*Researcher*

*NYTimes Best Selling Author*

*Positive Psychology Expert*



**Joey Marie Horton**

*Chief Executive Officer*

*North Country Family Health Center (NY)*

*Happiness Advantage Certified Trainer*

Implementation and Impact of

# The Happiness Advantage

NORTH COUNTRY FAMILY HEALTH CENTER

**JOEY MARIE HORTON, MBA**  
**CHIEF EXECUTIVE OFFICER**

MARCH 2022







# NORTH COUNTRY FAMILY HEALTH CENTER

MEDICAL



BEHAVIORAL  
HEALTH



DENTAL



WIC



INSURANCE  
ASSISTANCE



ENABLING  
SERVICES



45,500  
FQHC  
VISITS

11,500  
COVID-19  
VISITS

12,700  
PATIENTS

4,000  
WIC  
PARTICIPANTS

4  
COMMUNITY  
BASED  
SITES

14  
SCHOOL -  
BASED  
SITES

# Our Happiness Journey



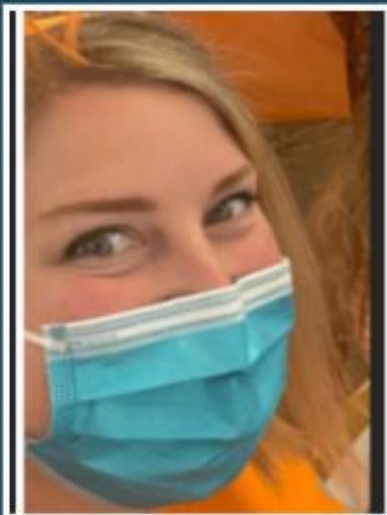


# HAPPINESS ADVANTAGE IN ACTION



- 21 Day Challenges
- Brilliantly Orange Sparks Committee
- Weekly Good Thing Email
- Changing Social Scripts
- Celebration Boards
- Employee Recognition
- Joy Bombs





### **ELIZABETH**

"I would say my favorite part is actually the BOS committee. I am already a very doting person at heart and like to do things to make my coworkers feel happy and appreciated and with the committee we can reach out to other parts of the organization and spread our happiness."



### **ROBERT**

"I have always been a very positive person and was always the guy told to "take it down a notch" when saying good morning to co-workers at other places of employment. The Orange Frog training helped remind me of my positive self and has given me a boost of energy. Its ok to be that guy. I even have a new orange color themed kitchen and just ordered an orange couch for my new apartment to match."



### **HOLLY**

"Going through the happiness training helps me to realize that my happiness that I carry with me all the time is not just something that I think is a gift, but also something that I can share with my colleagues and our patients. Helping my staff to feel happy each day helps them feel invigorated and enthusiastic about the work that they do."





**BARB**

"Before the introduction of the Happiness Advantage, I was so burnt out I couldn't find the good in anything I did throughout the day. Journaling 3 gratitudes has changed my whole perspective on how I look at things. It is amazing how I can find joy in the day by focusing on the positive, no matter how small it may seem. I find myself much more productive, creative, and energized throughout my day."



**HEATHER**

"This initiative has changed my thought process when it comes to both my professional and personal life. It has taught me to focus on the positive first. My team is now sending good things each week before I ask for them and we celebrate the small things by sending thank you cards and doing small celebrations. The teams are excited to do their monthly celebration boards at their clinics. This has had a great impact on the school-based health team!"



**ANGEL**

"Being an introvert by nature, Orange Frog has helped improve my comfort zone when it comes to connecting or reaching out to staff I don't work with every day. The steps the BOS committee has taken has allowed us to get to know our coworkers in a different light that we would have never known otherwise. It has really brought a significant bonus to my work life."

# Clari<sup>3</sup>ty Intelligence Results – Summary

## TIMING



Overall, the entire organization experienced improved results across every Clari<sup>3</sup>ty measurement.

- **Ability to embrace change** – improved by 20.7%
- Burnout – dropped by 7.6%
- Optimism – improved by 11.3%
- Overall, I feel things at work are great. I am happy – improved by 14%

Response  
Rate:  
**77.3%**

A particular bright spot shone through with the Executive and Management teams.

- Ability to embrace change – improved by 26.5%
- Burnout – dropped by 23.5%
- **Optimism** – improved by 28.9%



# SUSTAINMENT OF THE HAPPINESS ADVANTAGE



- Board & Leadership Commitment
  - Incorporation into Strategic Plan
  - Performance Evaluations
- Visual Reminders
- Continuous New Staff Training
- Engagement with the Community





# THANK YOU



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*Questions, Comments, Discussion*

# NACHC's Workforce Resiliency Learning Opportunities with *The Happiness Advantage*



## Virtual Workshops: *Leading Positive Team Performance Through Resilience and Happiness*

**3-part learning series** based upon Achor's Happiness Advantage | Orange Frog (HAOF) curriculum

### OFFER #1

Session 1: **April 27, 2022**: 11:00am – 5:15pm ET

Session 2: **May 17, 2022**: 12:00pm – 2:00pm ET

Session 3: **June 1, 2022**: 12:00pm – 2:00pm ET

### Offer #2

Session 1: **May 12, 2022**: 11:00am – 5:15pm ET

Session 2: **June 1, 2022**: 3:00pm – 5:00pm ET

Session 3: **June 16, 2022**: 12:00pm – 2:00pm ET

## Virtual Train the Trainer (TTT): *The Happiness Advantage | Orange Frog* *Train the Trainer (TTT) Program*

**2-day virtual classroom learning**; a required component/prerequisite to the certification practicum

Date: **June 7 & 8, 2022**; 11:00am – 5:15pm ET

<https://www.nachc.org/nachcs-workforce-resiliency-learning-opportunities-with-the-happiness-advantage/>

# Health Center Resources

ARE YOU LOOKING FOR RESOURCES?

Please visit our website [www.healthcenterinfo.org](http://www.healthcenterinfo.org)



HEALTH CENTER  
RESOURCE  
CLEARINGHOUSE

# Thank you

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