



Caring for the Health Center Workforce During COVID-19: Learning from Each Other (PTuA2)

February 15, 2022
3:30 PM – 4:45 PM Eastern

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Audience Participation

Chat
(use to talk with peers)



The screenshot displays a virtual meeting interface. On the left, there are two windows: a 'Chat' window and a 'Polling' window. The 'Chat' window shows messages from participants like Brian Long, James Hensel, and Laura Wiggins. The 'Polling' window shows a poll question: '#1.) What is your biggest business writing challenge? (NO RIGHT ANSWER - OPEN QUESTION)'. The poll results are: Condition (45%), Grammar and/or Types (20%), Content Structure (10%), Tone (16%), and Other (0%). The main area shows a video feed of a man in a suit and a presentation slide titled 'UDS Reporting: Preparing, Doing, and Utilizing' with the subtitle 'Cultivating Health Center Operations'. The slide features the CURIS logo and SkillPath branding. At the bottom, there is a navigation bar with 'Request Support' and '12:09pm Eastern'.

Polling/Q&A
(participate in polls, ask questions to faculty)

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.



Faculty



Moderator

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Jane Powers, LICSW

*Chief of Staff, Executive VP
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Fenway Health



Steven Sera, AAMS

*Board President
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**Eboni Winford, Ph.D.,
MPH**

*Director of Research and
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Cherokee Health Systems

Learning Objectives

Upon completion of this session, you will be able to:

- Explain the importance of addressing recovery and healing as a systems issue.
- Share the elements of successful models, including lessons learned.
- Implement three or more actions that you can implement at your health center to address recovery and healing.

Sustainability & Longevity

1. “Surround yourself with people whose eyes light up when they see you coming.”
2. “Slowly is the fastest way to get to where you want to be.”
3. “The top of one mountain is the bottom of the next, so keep climbing.”

Andre De Shields

Born in 1946, Mr. DeShields won the 2019 Tony Award for Best Featured Actor in a Musical at age 73.



Live Content Slide

When playing as a slideshow, this slide will display live content

**Poll: Please share a quote or phrase that helps
and/or inspires you.**

Panel Conversation

- What specific efforts/initiatives have occurred at your health center to promote healing and recovery among health center staff during the time of COVID?
- What is your advice for how to start this process?

Essential Elements of Team- Based Joy

Physical and Psychological Safety

- **Security** in respectful interactions that support free interchange of ideas and problem-solving without fear of humiliation or retribution
- **Freedom** from fear of physical harm during work
- Full **support** for staff in response to adverse event – just culture

Recognition and Rewards

Leaders provide **meaningful** and ongoing **recognition** of contributions to the mission of the organization

Validate and **celebrate** team accomplishments



Together...
ENHANCING LIFE

Camaraderie and Teamwork

Individuals feel **connected** and working together for **shared purpose**



The Right Agenda



The Right Agenda



More About TEAMS

When you consider your role as a BHC working in primary care, what TEAMS arise for you?

Thoughts

Emotions

Associations

Memories

Sensations

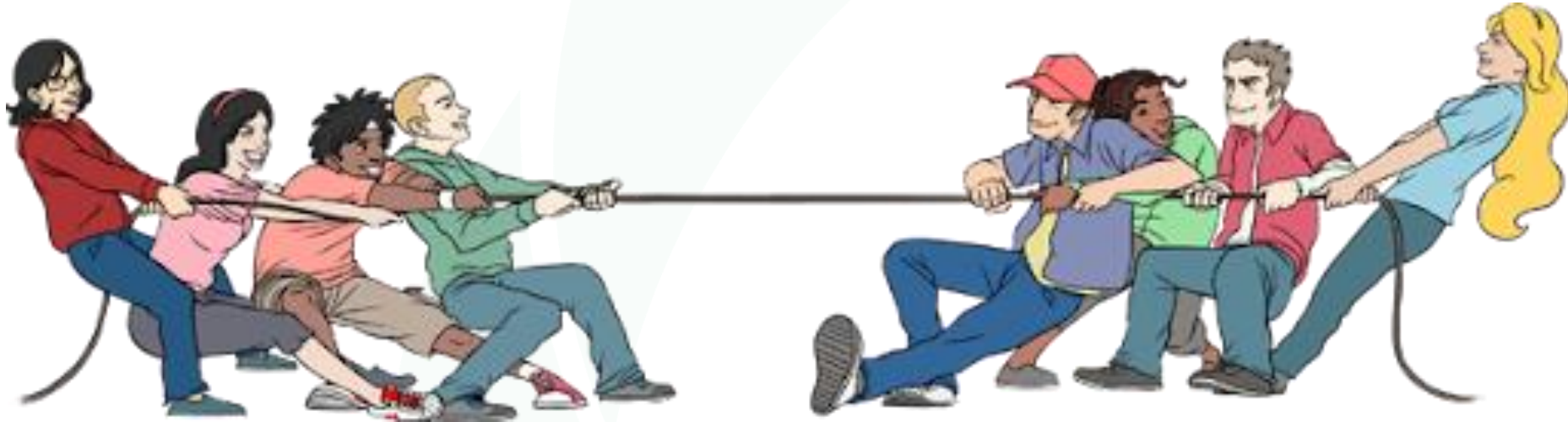
Tool for Assessing Your Vulnerability & Resilience

Core Processes Assessment Tool (CPAT):

A Tool for Assessing Patient Vulnerability / Resilience and Planning Interventions

BURNOUT / ILLNESS (1)	Rating	Flexibility / Resilient Lifestyle (10)
Avoid TEAMS		Acceptance (Accept TEAMS)
Stuck TEAM/Rules		Defuse (Step Back)
In past or future		Be Present
Stuck / self story		Changing Self (Observer sees)
Values disconnect		Connect with Values
Impulsive, passive, self-defeating		Act on Values
		Total Score (0-60)

Sometimes it feels like this:



We want life to be like this:



But the reality is like this!





Q&A

Live Content Slide

When playing as a slideshow, this slide will display live content

Poll: Please share 1-2 things you plan to do after attending this session.

Live Content Slide

When playing as a slideshow, this slide will display live content

Poll: How can NACHC help you care for the health center workforce during COVID-19?

Jane Powers, LICSW

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