theolsongroup Benefits Team

WELCOME TO OUR:



- Part I: Employee Relations and Working from Home Challenges
- Part 2: Improving and Maintaining Employee
 Performance
- Part 3: Continuous and Effective Employee
 Development
- For more information and content please visit: https://theolsongroup.com/advocat/

ENGAGING, UPLIFTING, AND CONNECTING EMPLOYEES IN A REMOTE WORLD







- Craig Spilker from AMPT
 - Head of Product + Engagement

UPCOMING CONTENT







- Shake It Up!: The Human Connection
 - When: March 25th @ 2pm CST
 - Deadline to Register is March 12th
 - Where: Virtual EVENT Hosted with TRUE Network
 - Who: Keynote Speaker Riaz Meghji
 - What: Join TRUE Network and author, speaker, media personality Riaz Meghji as we make a "Castle Coffee" and learn real techniques on how to build virtual and in-person connections.

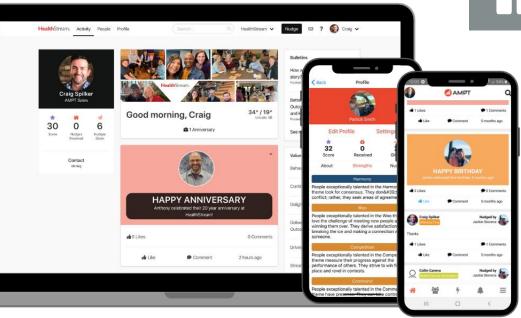


Thank you.





To make sure everyone is recognized in their moments of greatness.



A Social Recognition
Platform that drives
effective and meaningful
recognition and
communication across
organizations.









Our Community



World Class **Partnerships**

























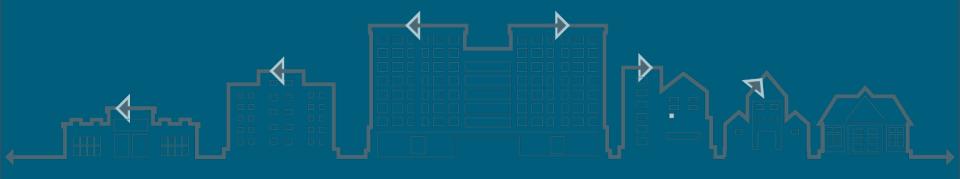






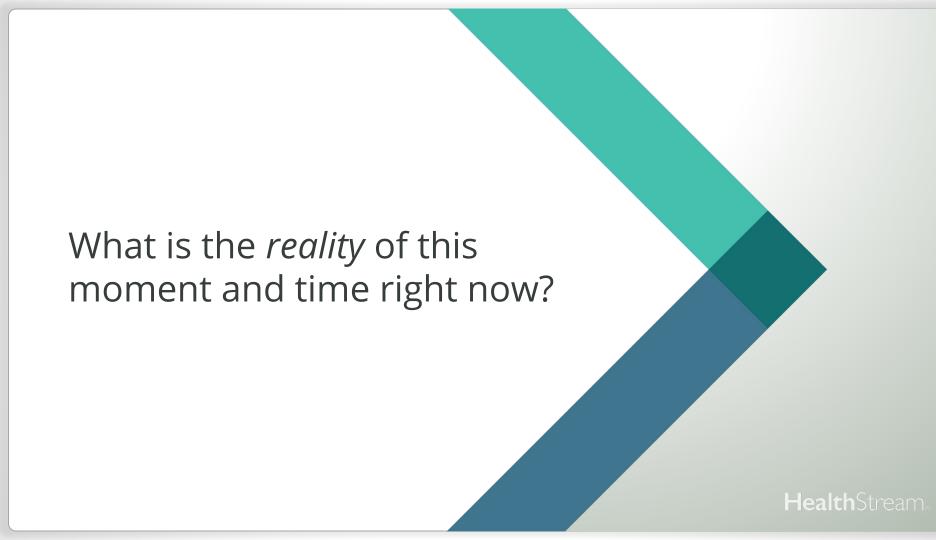
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Across the Continuum of Care



PHYSICAN OFFICES | CLINICS | EMS | AMSURG | ACUTE | COMMUNITY HEALTH | BEHAVIORAL HEALTH REHAB | SKILLED NURSING | LTC | ASSISTED LIVING | SENIOR CARE | HOME HEATLH | HOSPICE





EDITORS' PICK | 15.952 views | Aug 6, 2020, 02:01pm EDT

Popsugar > Fitness > Coronavirus > Healthcare Workers Talk About Mental Health During COVID-19

The Covid-19 Pandemic Is **Causing More Severe** Mental Health Issues—And

More Burnout **Psychologists Psychiatrists**



ER doctor's day-in-the-life story shows reality for healthcare workers 6 months

Coronavirus Has Shined a Light on Healthcare Workers' Mental Health, but Their Struggles Aren't New













EMOTIONAL INTELLIGENCE

How Health Care Workers Can Take Care of Themselves









08.12.20

Combatting Clinician Burnout Through Wellness Practices

July 27, 2020





ence, Psych Congress Steering Committee clinician burnout and using wellness practices es the topic.

Healthcare Professionals Suffer Risk Of COVID-19 Burnout



HealthStream.

Three Themes for Today's Discussion

- 1. Acknowledge
- 2. Engage
- 3. Recognize + Reinforce

Acknowledge

What is going on as INDIVIDUALS?

- What is it like to be them right now?
- Inside work & outside work

What is going on as PROFESSIONALS?

- What are they missing?
- What can you control?

What is going on as members of

A LARGER ORGANIZATION?

Dealing as an Individual

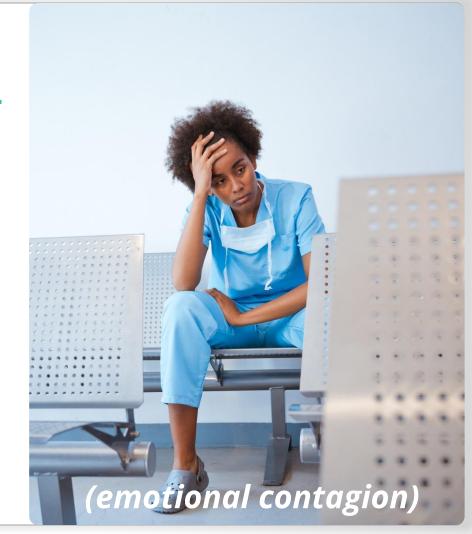
What is it like to be them right now?

Inside work & Outside work

51%
REPORT
DEPRESSION

45% ANXIETY

71% DISTRESS 34% INSOMNIA*



The Lingering Impact of the Disease

- * 1 in 5 essential workers reported having seriously considered suicide in the 30 days before completing the survey.
- * Unpaid adult caregivers were also found to report disproportionately worse mental health outcomes and increased substance use.



^{*} Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic Centers for Disease Control and Prevention Morbidity and Mortality Report, August 14, 2020

Dealing as a Professional

- This is what they want to do and where they want to be (purpose, passion)
- Acknowledge that their lack of time and increased stress level will make it that much harder to slow down and do this on their own: YOU must take the time FOR them



Dealing as a Members of a Team

What is going on to them as members of a team/organization?

Remember "EMOTIONAL CONTAGION?"

- Acknowledge there will be pockets of negativity and that this is to be expected
- Individual needs + goals will supersede "org" needs + goals



Acknowledge - Action Items

What is going on as INDIVIDUALS

- It's OKAY to take care of yourself first (Airplane oxygen mask procedure!)
- Acknowledge that your own emotional well-being is the priority above all

What is going on as

PROFESSIONALS?

- INVEST IN YOURSELF (if you have time) what do you want to be better at?
- Continue building their "SOFT" skills: Emotional Intelligence, Resilience, leadership, etc.
- Continue building their "HARD" skills: how can you make them that much better?

What is going on as members of

A LARGER ORGANIZATION?

 Weekly communications aimed at bringing awareness to these key issues (burnout, fatigue etc.) Zoom or In-person (where possible) Town Hall sessions which include Q&A

HealthStream.

How do we stay engaged as individuals and teams to manage this crisis?

Engage

IN PERSON:

- Make caring for yourself a top priority.
- Guard against compassion fatigue.
- Invest in real-time coaching & learning.

AS A TEAM:

- Give more autonomy to build trust.
- Understand the importance of relationships.
- Communicate, communicate, communicate!

Engage – Action Items

IN PERSON:

- Schedule more frequent COACHING or MENTORING sessions using tools to help inform their conversations.
- Take time to LISTEN to what your people are CONCERNED about and take action on micro- and macro-levels.

AS A TEAM:

- Give WEEKLY UPDATES via communication channels that can be evaluated for their effectiveness (open rates, click rates, awareness rates).
- Use micro or "pulse" surveys to CHECK
 IN and find pockets of frustration.
- Communicate WINS to everyone as frequently as possible.

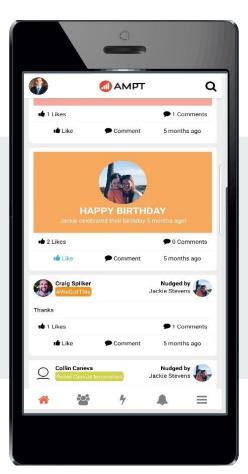
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Recognize

- Celebrate the wins early and often.
- Celebrating wins leads to staff bonding and people learning how to enjoy their job.
- Re-evaluate core values, surveys, etc.



Recognize – It works

Stats on Usage (Since March 2020 on AMPT):

- § Overall Recognition is up 20%
- § 30% decrease in First-to-Recognize time.
- § Internal Comms are up 75%.
- § Mobile usage is up 613% compared to same period last year
- § Average time individuals feel the positive
 "impact" from recognition: 6.75hours
- When leaders recognize their team: recognition/usage goes up 53% on AMPT!

"Thank you SO much for being such a positive person and always being so great with patients. Also thanks for always helping when we have Spanish speaking patients, you always help translate without any hesitation. That is going the extra mile and I know our team appreciates it! You are very sweet with the patients and they always enjoy you as well. You care for them and that is noticeable!"

Clinical Manager recognizing a CNA

Thank you to all our clinic staff. This week has definitely been challenging, but together we have continued to take excellent care of our patients. We couldn't do it without you all!!! Yippee, we made it to Friday.

PA recognizing clinic staff



Recognize - Action Items

Reinforce with recognition:

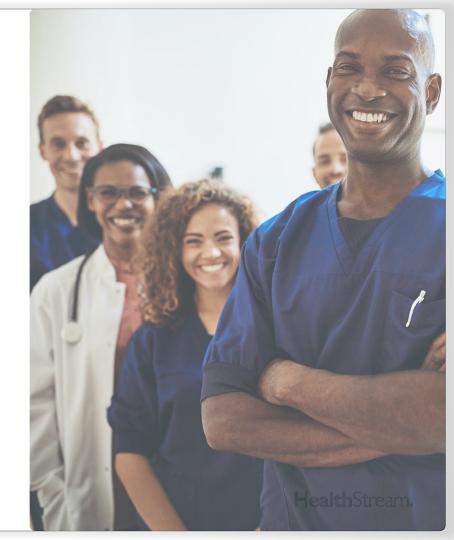
- See the good, recognize the good, get more good.
- Be vulnerable and gain sovereignty over fear.
- Normalcy parties, team recognition awards for fun reasons



Recognize - Action items

The Rules of Recognition

- MAKE IT TIMELY
 - In the moment (this is critical to reinforce behaviors)
- MAKE IT AUTHENTIC
 - Use core values, personal strengths, be vulnerable
- MAKE IT SOCIAL
 - Small groups or big groups = multiplying effect



What types of resources are available to help with these tactics?

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Resources to Try

FREE HealthStream Resources:

- Free COVID-19 Support Course Bundle for Healthcare Professionals
- HealthStream COVID-19 Video Channel

Other Recommended Resources:

- Meditation apps HeadSpace, Calm, Aura
- Learning apps Duolingo, Streaks
- Exercise apps Nike, Peloton, Daily Burn

HealthStream and AMPT Subscription Resources:

- AMPT's Social Recognition application, exclusively integrated with the HealthStream platform
- Skillsoft's business skills library
- CredibleMind curated wellness platform

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Q & A







CERTIFICATE OF COMPLETION

Activity/Program ID: 21-FW95V

Title: Engaging, Uplifting, and Connecting

Employees in a Remote World

Start Date: 3/08/2021 End Date: 3/08/2021

Credit Hours Awarded: 1.00

Credit Type: HR (General)





NAHRA is approved by SHRM to offer Professional Development Credits (PDCs) for the SHRM Certification Program (SHRM-CP® or SHRM-SCP®). For more information about SHRM certification or recertification, please visit www.shrmcerification.org.





Thank You For Joining!

Our References (others)

https://omaha.com/livewellnebraska/we-love-to-serve-others-but-omaha-health-care-workers-also-focus-on-self-care/article 6e2e8368-5faa-51b4-b494-92988f716c12.html

https://www.psychiatry.org/news-room/apa-blogs/apa-blog/2020/02/coronavirus-and-ment_al-health-taking-care-of-ourselves-during-infectious-disease-outbreaks

NE Healthcare Resources:

https://www.nebmed.org/resources/physician-wellness

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