

# PROMOTING WELLBEING

*"Rest and self-care are so important. When you take time to replenish your spirit, it allows you to serve others from the overflow. You cannot serve from an empty vessel."*

--Eleanor Brown

## What is wellbeing in the workplace?

"Wellbeing in the workplace is a general term that encompasses all aspects of staying well at work. It refers to the state of employees' mental and physical health, resulting from dynamics within and outside of the workplace." --*Wellbeing People*

### Another Viewpoint (The Capstone View)

We ask our employees to bring their **whole self** to work. We expect that of ourselves as well.

Our whole self . . . how we care for ourselves at home impacts our work and vice versa. If we don't care for ourselves while at work, our family gets what's left of us when we get home; not the best of us. This works both ways- we cannot be our very best at work if we are not intentional about self-care at home.

This talk is not about re-making you. It is more about realizing how you care for yourself matters, and you need to start from where you are. There is no wrong or right when it comes to self-care.

## Why Promoting Wellbeing is a part of the 9 Core Leadership Practices

In October 2003, 108 intensive care units in 77 hospitals, the Michigan Health and Hospital Association, and the Quality and Safety Research Group at The Johns Hopkins University School of Medicine embarked on a collaborative journey with bold but focused goals. Our purpose was to improve intensive care in Michigan by creating a culture of safety, reducing central line-associated bloodstream infections (CLABSI) and ventilator-associated pneumonia (VAP), and improving compliance with evidence-based ventilator care.

The result was Keystone ICU. What these leaders discovered was a direct correlation between patient safety and quality with healthcare provider well-being.

**When we take care of ourselves our patients and their families get the very best of us.**

**Job burnout** has been described as being caused by “overwhelming demands and insufficient resources”.

- Have you ever felt overwhelmed by the demands of both your work and life demands?
- Have you ever believed that your personal resources were not enough, much less the precious resource of time?

Your role as a leader in healthcare is a very demanding one. It takes enormous physical, emotional, and mental energy.

*Manage your energy, not your time.  
Time is limited, energy is renewable.  
-Tony Schwartz*

You will learn about Vital Time to proactively schedule work time for your goals and strategies, and for moving your department forward.

**Wellbeing** is a part of the Leadership Bundle that is every bit as vital to your leadership role as goal-setting, relationship-building, leading change and providing feedback.

Indeed, if you do not make yourself a priority amid your work, it will be impossible to adopt the rest of the Leadership Bundle effectively.

The success of your department and the people that you lead hinges on your ability to effectively role model self-care, and coach/mentor others in their own plan for self-care.

Consider that vital time for well-being provides the personal energy you need for not only managing your work strategies but also your personal and home life responsibilities.

**Replenishing your energy on a daily/weekly/monthly basis can fall into the following categories:**

- Stress Management
- Neuroplasticity
- Nourishment
- Movement
- Rest

## Stress Management

- **Relationships, Relationships, Relationships:** Connection is a basic human need—we were designed to be in a relationship with others. Focus on your relationships and put effort into them. They are key to sustaining your well-being.

*"When the "I" is replaced with "we", even illness becomes wellness."*

--Unknown

- **Bucket-filling activities daily:** Recognize what you love and what brings you joy, (or rest) and go there daily. While it's true we all need vacations for days or weeks during the year, try each day to take a "mini-vacation".

## Neuroplasticity

- "Hardwiring Happiness" by Rick Hanson, describes that our brains act like Velcro for negative experiences and like Teflon for positive ones. This leads to anxiety and irritability when we do not realize how much good happens in our lives every day. We are simply not processing the good things as they slip away like a fried egg on Teflon.
- It is possible to change your brain and "see" with positivity and optimism
- An Attitude of Gratitude included in each day (3 Good Things, The Yellow Car rule, Opening your day with a thank you note)
- Give and you shall receive twice the benefit (volunteerism, random acts of kindness)
- Celebrate yourself

## Nourishment

- Grace over Guilt (the 80/20 rule)
- Food is Medicine; Heal Thyself
- Hydration provides energy and healing

## Movement

- Break free of an “all or nothing” mentality. Every little bit of movement counts, and small changes add up
- Do what you love, and love what you do.
- Movement with a friend or in community/class is a “two-fer” (Twice the benefit = Relationships + Movement)
- Outside is TWICE the benefit (Physical Body + Sleep Improvements)
- Consistency over Intensity

*“Almost everything will work again if you unplug it for a few minutes, including you.”*

--Anne Lamott

## Rest (your SELF, your BRAIN, your BODY)

- Consider a Technology Break daily/weekly. Cell phone use has been connected to the following side effects:
  - a decrease in attention span
  - an increase in anxiety and depression
  - sleep disturbances
  - heightened stress response and stress hormones
  - reduced brain function
  - neck and back pain
  - increased risk of traffic accidents.

**For some of you a “digital detox” is the most important beginning for your self-care plan.**

*\* See additional resources at the end of this topic*

- Study/Improve Your Sleep and know your circadian rhythm
- Take your Vacation/PTO time.

**When do you incorporate these?**

*"You'll never change your life until you change something you do daily.  
The secret of your success is found in your daily routine."*

--John C. Maxwell

**Ready** – Before Work

**Refresh** – During Work

**Recover** –After Work

**Recharge** – Non-Work Hours/Days

## Resiliency Rituals & Routines - PERSONAL

ACTIVITY:

Place your self-care small steps in the following places throughout your work and home life.

<b>READY</b>	<b>REFRESH</b>	<b>RECOVER</b>	<b>RESTORE</b>
Preparing to Work	During Work	Right After Work	Non-Work Hours/Days

## Departmental Level Considerations & Application

**A leadership consideration-** *your employees may adopt a wellbeing tactic for themselves at work, and in a team/workplace setting before they will adopt the same tactic for themselves in their personal lives.*

Gallup tells us that 63% of female employees won't leave their employer if they have a best friend at work.

How could you elevate the well-being of your team, and create opportunities for work relationships, movement, hydration, rest, and a break from technology throughout the workday?

### **Ready – Before Work**

How does your team check in with each other prior to the start of a workday? We do a safety huddle to make sure the patients are safe, but does your team do a safety check-in with *each other*?

### **Refresh – During Work**

Does your team break and reset intentionally throughout the workday? Are breaks honored among team members?

### **Recover –After Work**

Consider sending your employees home to loved ones and families. Is work spilling over into homes?

### **Restore – Non-Work Hours/Days**

Is your organization calling employees every day on their time away?

## Wellbeing Organizational Considerations

It's crucial for leaders to instill in their employees' minds — through simple words and actions — that they are not alone and that they [have their backs](#)\* because failing to do so can lead to a culture where people are more focused on self-preservation instead of engaged to want to consider the greater good.

(link to article <https://www.entrepreneur.com/leadership/how-to-have-your-employees-back-when-they-are-working/374440>)

### **SURVEYING/ASSESSING – EMPLOYEE EXPERIENCE, CULTURE OF SAFETY, WELLNESS**

#### **EAP PROGRAM**

#### **FOOD/HYDRATION OPTIONS**

#### **TEAM CELEBRATIONS**

#### **EMPLOYEE-DRIVEN TEAMS**

- Employee Training Events
- Challenges/Friendly Competitions

Accepting yourself, and what season of life you are in is key to your wellbeing journey. Just know that you know what is best for you. Start small and notice the big changes that happen.

*Flight attendants give us our best advice on every flight: "Please put on your own oxygen mask first before assisting others." Indeed, we cannot care for and lead others if we do not care for ourselves. Putting our own oxygen mask on first is a function of survival, not luxury.*

*Balance and Control over our personal life, our work life, and ourselves is key to reducing feelings of burnout. We cannot always control our personal and work lives - we can control ourselves.*

## Call to Action

Create or update your **Wellbeing Self-Care plan**.

### QR CODES/LINKS FOR RESOURCES:



[eLearning Course: CapstoneEDU - Promoting Wellbeing](#)

Leaders in Partner Organizations – contact your Initiative Champion

Leaders in Non-Partner Organizations – access more information on course details and pricing via the QR Code/Link



[Promoting Wellbeing Resources](#)

### Reflection/Notes:

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