PARTICIPANT HANDOUTS
“Lunchtime Learning” Professional Skill Development
Distance Learning Series Event #4:
Creating A Productive Healthcare Environment:
Establishing Boundaries

Presented by:
Presented by Edward Leigh, MA, Founder & Director of the Center for Healthcare Communication

Live Broadcast Date/Time:
Wednesday, July 20, 2016
12:00–1:00pm Mountain Time / 1:00–2:00pm Central Time

Series Overview:
Join Community Health Association of Mountain/Plains States (CHAMPS) and Colorado Community Health Network (CCHN) for the “Lunchtime Learning” Professional Skill Development Distance Learning Series! These six one-hour webcasts will take place between April and September of 2016. Participants may attend any selection of events; all are designed to provide professional development and skills improvement as a component of a continuous process of advanced practice transformation, with the goal of positively impacting retention rates at Region VIII health centers. The events are primarily targeted at health center administrative and clinical support staff, although staff members from all levels of the health center are welcome.

Event Overview:
Boundaries are the limitations we establish for ourselves and others. These boundaries can be both physical and emotional. In this content-rich session, you will learn powerful boundary setting tools to create healthy workplace relationships. The session will focus on three key points: types of behaviors that “cross the line” of what is considered acceptable; preventing maladaptive boundary issues from occurring; and how to effectively establish boundaries once an incident occurs. People sometimes mistakenly feel that if they set boundaries, they will be seen as difficult. The session focuses on methods of assertively setting boundaries without creating negative perceptions. The more effectively you communicate your boundaries, the less stressed you’ll feel in the workplace. Don’t be in a quandary – learn how to set up a boundary!

Learning Objectives:
Upon completion of this session, participants should be able to:
1. Analyze the behaviors that violate appropriate boundaries.
2. List the steps in setting boundaries to prevent problematic activities.
3. Describe strategies to establish boundaries after inappropriate behaviors have occurred.
SERIES TIMELINE
Event #1: Utilizing Mindfulness to Reduce Stress and Prevent Burnout (Archive Available)
Event #2: Creating a Productive Work Environment: Enhancing Teambuilding (Archive Available)
Event #3: Creating a Productive Work Environment: Decreasing Negative Attitudes (Archive Available)
Event #4: Creating a Productive Work Environment: Establishing Boundaries; 7/20/16
Event #5: Caring for Difficult Patients in a Complex Healthcare System; 8/17/16
Event #6: Interpersonal Considerations for Care of Elderly Persons; 9/21/16
Visit http://champsonline.org/events-trainings/distance-learning for complete details, including registration for individual events.

CHAMPS ARCHIVES
This event will be archived online and on CD-ROM. The online version will be available within two weeks of the live event, and the CD will be available within two months. CHAMPS will email all identified participants when these resources are ready for distribution. For information about all CHAMPS archives, please visit http://champsonline.org/events-trainings/distance-learning.

DESCRIPTION OF CCHN
Colorado Community Health Network (CCHN) is a non-profit organization representing the 20 Colorado Community Health Centers (CHCs) that together are the backbone of the primary health care safety-net in Colorado. CCHN is committed to educating policy makers and stakeholders about the unique needs of CHCs and their partners, providing resources to ensure that CHCs are strong organizations, and supporting CHCs in maintaining the highest quality care. For more information about CCHN, please visit www.cchn.org.

DESCRIPTION OF CHAMPS
Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers so they can better serve their patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, please visit www.CHAMPSonline.org.
SPEAKER BIOGRAPHY
Edward Leigh focuses on creating high-performing healthcare environments, primarily focusing on effective communication between professionals and with patients. He travels throughout the US presenting high-energy and informative programs for hospitals, healthcare associations, universities, medical practices, long-term care facilities and government organizations. He is the Founder & Director of the Center for Healthcare Communication. He has a master’s degree in health education from Kent State University and this year will begin his doctoral studies in the area of patient engagement. He recently completed the soon-to-be-published book, *Engaging Your Patients*. His expertise put him in the national spotlight through interviews on The Today Show, MSNBC News, The Discovery Health Channel and can currently be seen on The Oprah Winfrey Network. Montel Williams and Katie Couric have interviewed him.
Creating a Productive Healthcare Environment

Part III - Establishing Boundaries

Presented by: Edward Leigh, MA

Wednesday, July 20, 12-1PM Mountain Time
Lunchtime Learning: Professional Skill Development Distance Learning Series, Part 4 of 6

Hosted by: www.cchn.org www.champsonline.org
CCHN & CHAMPS 7/20/16

Interactive Poll

How often do you experience behaviors in your Community Health Center that could use some “boundary adjustment?”

• Regularly
• Occasionally
• Rarely
• Never

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Interactive Question

How many total people are watching this event at your computer (yourself included)?

Program Objectives

1. Analyze the causes of behaviors leading to boundary violations.
2. List the steps in setting boundaries to prevent problematic activities.
3. Describe strategies to establish boundaries after inappropriate behaviors have occurred.
**What is a Boundary?**

A boundary is a limit defining you in relationship to someone or to something.

Boundaries can be:
- physical and tangible
- or
- emotional and intangible

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**What is a Boundary Violation?**

A boundary violation is “crossing the line”
Having effective boundaries will **not** distance you from others.

The boundaries actually prevent conflict and bring people together.

**Causes of Boundary Violations**

**Emotional Baggage**

Everyone enters the workplace with some baggage. The baggage that is brought in effects the interaction with co-workers potentially leading to significant issues with boundaries.
Causes of Boundary Violations

**Presenteeism**

occurs when employees are physically present, but due to physical or emotional issues, are distracted to the point of reduced productivity.

“"The ratio of presenteeism to absenteeism can range from 2.5 to 8.6 times. The top three medical causes of presenteeism are depression, fatigue and insomnia.”

Joseph Ricciuti

Client Solutions Leader

Watson Wyatt Canada

Presenteeism leads to weak interpersonal relationships resulting in boundary violations.
Causes of Boundary Violations

Combining emotional baggage and presenteeism can lead to workplace toxicity and the ensuing boundary violations.

Interactive Question

What are the top three causes of presenteeism?

- Heart disease, fatigue and insomnia
- Heart disease, arthritis and insomnia
- Depression, fatigue and insomnia
- Depression, fatigue and GI issues
Types of Boundaries

**Job Responsibility Boundaries**
Individual job responsibilities and duties.

**Interpersonal Boundaries**
Interaction with co-workers and managers in the work place.

**Patient Boundaries**
Interaction with patients

Setting Boundaries

**ABC Rule of Boundary Setting**
Always Be Courteous
Setting Boundaries

Identify Your Limits

• The first step in setting boundaries is determining your limits -- emotional, mental, physical, spiritual, etc.
• You set limits by noticing what you can tolerate and accept as well as what makes you feel uncomfortable and stressed. These feelings will help you clarify your limits.
• Your limits are personal and are likely to be different than the limits that others have.

Setting Boundaries

Think about Your Feelings

• There are certain feelings that often signal boundary violations, including feelings of discomfort, resentment, or guilt. These feelings are symptoms of boundary issue violations.
• For example, resentment often develops from feelings of being taken advantage of through people constantly asking you to take on additional responsibilities.
Setting Boundaries

Boundaries Clearly Defined

• Workplace boundaries must be clearly defined so a group can function effectively. Each team member understands what to do, how to do it, and when to do it. This creates a productive workplace environment.

• Managers must define and enforce the boundaries.

Passive-Assertive-Aggressive Continuum

Your Needs

 Assertive

 Others’ Needs

 Aggressive

Passive

Courtesy of Outstand.org
Boundary Violation

**Use “I” Language - Avoid “You” Language**

For example, you feel that you have been asked to do excessive work and you are feeling overwhelmed. These are two possible responses:

- “You” version: “You are giving me too much work. This is just way too much!”
- “I” version: “I’m feeling overwhelmed now. Let’s talk about solutions to manage the work flow.”
Boundary Violation

Avoid “Why” Language
For example, a co-worker has not been completing assigned tasks. You have been forced to cover for this person and you are feeling very frustrated. You have reached a point where you have to say something. These are two possible responses:

• “Why” version: “Why aren’t you getting your work done?”
• “What” version: “What’s the reason your assignments are not being completed? I notice this has been happening with increased frequency. Let’s talk about the situation.”

Boundary Violation

Get it in writing!
There are clearly-written guidelines for employee job-related tasks. There needs to be guideless for interpersonal behavior to avoid boundary violations. Having clearly-written guidelines moves the conversation from subjective to objective.
Boundary Violation

It’s a two-way street
If you want people to respect your boundaries then you must respect their boundaries. Be conscious of what you are asking of others.
Is it reasonable?

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Boundary Violation

Be firm, but not rigid
We want clearly defined boundaries, but we must also allow for some flexibility. Our boundaries may need to vary based on the situation.

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Boundary Violation

Get people back on track
People get distracted and go on tangents and need help getting back to the task at hand. The details of your co-worker’s cruise sounded fun, but excessive discussions are taking away from job responsibilities.

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Boundaries with Patients

A Continuum of Professional Behaviour

Every nurse-patient relationship can be plotted on the continuum of professional behaviour illustrated above.

Please note: The graphic mentions “nurses,” however the concepts apply to anyone working with patients.

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Interactive Question
You’re in the middle of working on a large project with a tight deadline. A co-worker approaches you and asks for your help. You:
A. Stop what you’re doing to help your co-worker.
B. Tell your co-worker that you can’t help him.
C. Tell your co-worker to ask someone else for help.
D. Tell your co-worker that you’ll be available to help him tomorrow or the following day and ask which he would prefer. If he needs help immediately, you advise him of the best person to ask for assistance.

Developed by Melinda Condray, Strategic Perceptions
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Putting it all Together

• Boundary issues will always be a part of the workplace due to a variety of factors, such as the communication skills people bring into the workplace.
• Through the strategies discussed in this webinar we can minimize boundary issues.

When equipped with the right set of skills, you can set boundaries while simultaneously have great relationships!
Happy Healthcare Team!

Questions

1-800-677-3256 • www.CommunicatingWithPatients.com

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Please join us for the next Lunchtime Learning Professional Skill Development webinar Caring for Difficult Patients on August 17th!

Thank You For Joining Us!

Your opinions are very important to us.

Please complete the Evaluation for this event. Those attending the entire event and completing the Evaluation questions will receive a Certificate of Participation.

Each person should fill out their own Evaluation Survey.

Please refer to the SurveyMonkey link provided under the “Handouts” tab of the online event. The same link was provided in the reminder email sent out in advance of the event, and will be included in a follow-up email to those logging onto the live event. Please pass the link along to others viewing the event around a shared computer.

To learn more about trainings offered by CHAMPS and CCHN, please visit:

- [www.CHAMPSonline.org/Events/](http://www.CHAMPSonline.org/Events/)
- [www.CCHN.org/training-and-events](http://www.CCHN.org/training-and-events)
Have a PUGtastic Day!