



PARTICIPANT HANDOUTS

Self-Care: Resiliency & Burnout Prevention

Thank you for attending today's training. By doing so you are strengthening the ability of your community-based and patient-directed health center to deliver comprehensive, culturally competent, high-quality primary health care services.

Presented by:

Sonia Lee, Senior Manager, Client Services and Communications and
Kristina Wharton, Project Manager, Health Outreach Partners (HOP).

Live Broadcast Date/Time:

Thursday, September 19, 2019

11:00AM–12:00PM Mountain Time / 12:00–1:00PM Central Time

Event Overview:

Outreach workers build and maintain trust in their communities by providing crucial outreach and enabling services where individuals live, work, and spend time. As a result, outreach workers take on many roles, which can leave them susceptible to burnout. Also, being witness to the struggles of their communities can take its toll. It is important to promote and implement self-care practices within the workplace in order to recruit and retain staff, as well as foster a safe and healthy work environment that prioritizes the well-being of employees. In this webinar, HOP will provide an overview of self-care and explore effective self-care strategies for outreach and enrollment staff.

Learning Objectives:

Through this session, participants should be able to:

1. Describe how self-care and organizational self-care can help to address burnout, compassion fatigue, and secondary trauma.
2. Define the four principles of self-care.
3. Identify at least 3 strategies to practice self-care in their own work and create a self-care pledge.

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CHAMPS ARCHIVES

This event will be archived online. This online version will be posted within two weeks of the live event and will be available for at least one year from the live presentation date. For information about all CHAMPS archives, please visit www.CHAMPSonline.org/events-trainings/distance-learning.

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 our 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, and the benefits of CHAMPS Organizational Membership, please visit www.CHAMPSonline.org.

DESCRIPTION OF CCHN

The Colorado Community Health Network (CCHN) represents the 20 Colorado Community Health Centers that together are the backbone of the primary health care safety-net in Colorado. For more information about CCHN, please visit www.CCHN.org.

SPEAKER BIOGRAPHIES



Sonia Lee joined Health Outreach Partners in March 2012. As the Senior Manager, Client Services and Communications, Sonia provides trainings and consultations to health centers and other community-based organizations around the country. She also coordinates HOP's client services and communications efforts. Prior to joining HOP, Sonia was a 2010 Leland International Hunger Fellow at the Congressional Hunger Center. Through the two-year fellowship, she spent a field year in Uganda working with a local human rights group and a policy year in Washington, DC as a technical advisor in health and human development for a Haitian NGO. From 1997-2004, Sonia served as the Director of Programs for Fonkoze, a grassroots microfinance institution in Haiti, where she was responsible for implementing various social and economic initiatives for rural women and their families. Previously, Sonia was a Program Coordinator for violence prevention at Prevention Institute and a Reality Tours Coordinator at Global Exchange. Born and raised in San Francisco, Sonia holds an MPH in Global Health from Yale University and a BA in Politics from Mount Holyoke College. Sonia is fluent in Haitian Creole.



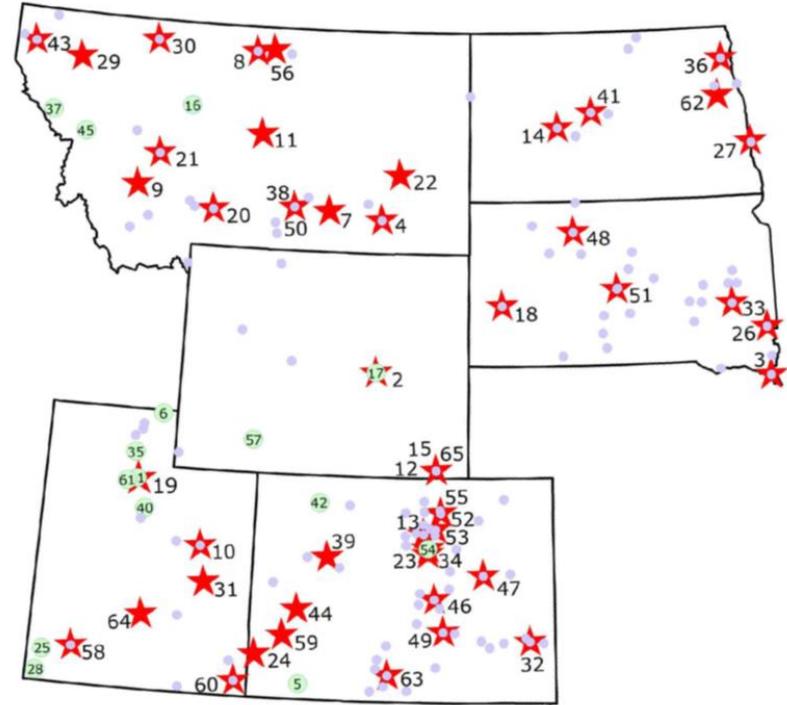
Kristina Wharton joined Health Outreach Partners in 2018, bringing with her eight years of experience working in or with Federally Qualified Health Centers in North Carolina and Louisiana on projects ranging from NCQA Patient-Centered Medical Home transformation, to the Advanced Primary Care Practice Demonstration, Outreach and Enrollment, voter registration, and collaborative multi-institutional community health needs assessments. She has managed federal funding and coordinated research across community-based, health system, and academic partners. Kristina is currently a PhD student at Tulane University where her research focuses on domestic health policy related to the Affordable Care Act such as Outreach and Enrollment, Medicaid expansion, ACOs, PCMHs, patient centered outcomes research, population health models, health disparities, and issues of access primarily in safety net settings such as FQHCs. She holds an MPH from the University of North Carolina, MPA from North Carolina State University, and BA in economics from Smith College. In her free time, Kristina enjoys being outside with her rescue dog, Nugget.

O&E DISTANCE LEARNING SERIES PART 3
**SELF-CARE: RESILIENCY AND
BURNOUT PREVENTION**



Thursday, September 19, 2019

11:00AM – 12:00PM MT / 12:00 – 1:00PM CT

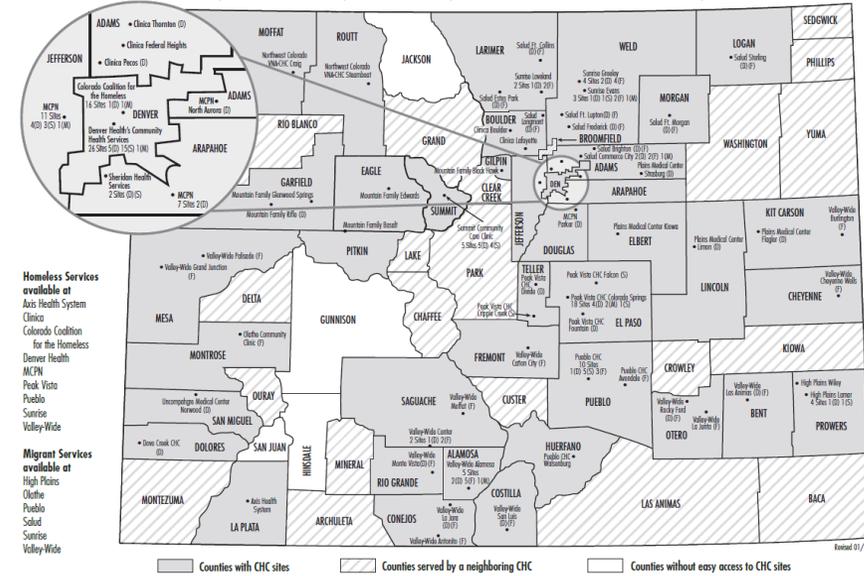


COMMUNITY HEALTH ASSOCIATION OF MOUNTAIN/PLAINS STATES (CHAMPS)

www.CHAMPSonline.org



COLORADO'S COMMUNITY, MIGRANT, SCHOOL BASED & HOMELESS HEALTH CENTERS
 (D) = Dental Services Available (S) = School-Based Health Center, limited services (F) = Farmworker Site, limited services (M) = Mobile Health Care Unit
 Thirty-nine counties have Community Health Center sites, and patients from a total of 60 counties are cared for at Community Health Centers.



COLORADO COMMUNITY HEALTH NETWORK (CCHN)

www.CCHN.org

HOW MANY PEOPLE ARE WATCHING THE
EVENT AT YOUR COMPUTER, INCLUDING
YOURSELF?

Submit your answers using the Questions Box.

Self-care:

Building Resiliency and Burnout Prevention

Health Outreach Partners

Community Health Association of Mountain/Plains States (CHAMPS)

September 19, 2019, 11:00am-12:00pm MDT



HEALTHY PEOPLE. EQUITABLE COMMUNITIES.

Facilitators



Sonia Lee, MPH
Senior Manager,
Client Services and
Communications



Kristina Wharton, MPA, MPH
Project Manager

Health Outreach Partners

WWW.OUTREACH-PARTNERS.ORG

WE SUPPORT HEALTH OUTREACH PROGRAMS by providing training, consultation, and timely resources.

OUR MISSION IS TO BUILD STRONG, EFFECTIVE, AND SUSTAINABLE HEALTH OUTREACH MODELS by partnering with local community-based organizations across the country in order to improve the quality of life of low-income, vulnerable and underserved populations.

WE SERVE Community Health Centers, Primary Care Associations, and Safety-net Health Organization



Learning Objectives

At the end of the webinar, participants will be able:

- Define the four principles of self-care.
- Describe how self-care and organizational self-care can help to address burnout, compassion fatigue, and secondary trauma.
- Identify at least 3 strategies to cultivate a self-care practice and create a self-care pledge.

ICEBREAKER



HEALTHY PEOPLE. EQUITABLE COMMUNITIES.



Kitten



Puppy



Bunny



Baby Pig





RJ



Tata



Chimmy

Donkeys



Otters



What is self-care?



HEALTHY PEOPLE. EQUITABLE COMMUNITIES.

"We cannot develop and implement visionary strategies for change in the long term if we are exhausted and burned out in the short term."

-Move to End Violence Initiative

#selfcare



**TREAT
YO SELF**



What does self-care mean to you?

- Taking care of your whole person
- Being aware of and knowing your emotional, mental, physical, social and spiritual needs
- Showing up for yourself
- Maintaining healthy boundaries in your life, relationships, and work
- Engaging in activities that can relieve stress and bring joy
- Trying your best to take care of yourself
- Be kind and empathetic to yourself

Showing Up for Yourself*

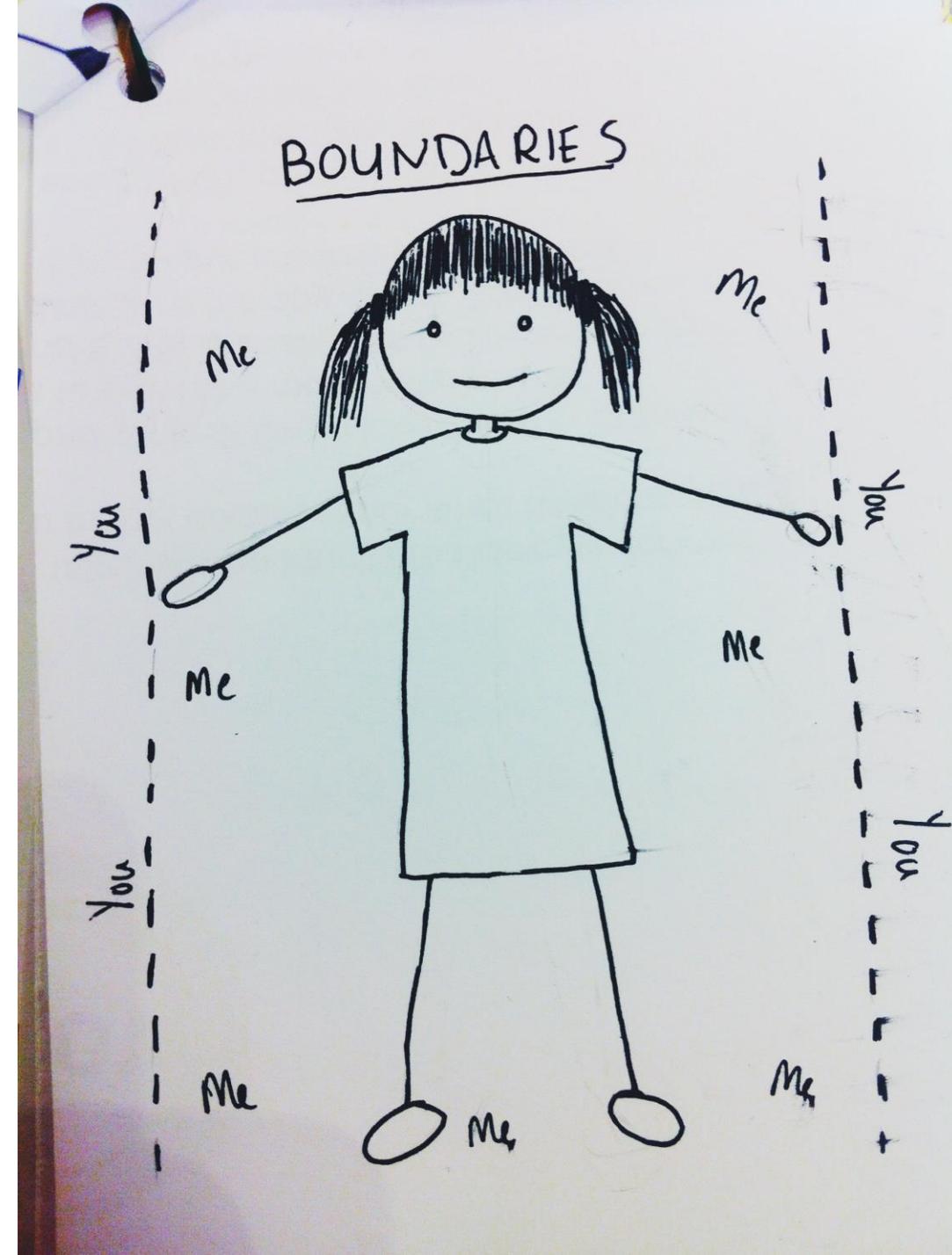
- Paying attention to how you are feeling
- Understand what is causing these feelings
- Respond to those feelings by taking actual steps to address the issue

Source: Wilkerson Miller, Rachel. (Guest). (June 17, 2019). "How to Show Up." The Nod Podcast. Retrieved from <https://gimletmedia.com/shows/the-nod/mehr9a/how-to-show-up>



Boundaries

- Requires self-reflection and understanding yourself
- Provides guidance
- Builds belief in being safe and deserving of kindness and respect
- Life and experience teaches us what our boundaries are



Self-Care Principles

- Practice mindfulness and look inwards
- Be able to say “no” and maintain your boundaries
- Maintain supportive relationships
- Ask for help



Practicing Self-Care

Any activity done voluntarily to help maintain **physical**, **mental**, or **emotional** health.

Practicing self-care can be simple and over time have significant impact on one's overall health and wellbeing.



Self-Care Practices

“I take breaks periodically, from the computer and I walk around the center making sure my co-workers are alright. I greet our patients with my best smile because I know everyone has a battle to fight.”

- Take regular breaks
- Read a good book
- Exercise
- Mediate or pray
- Play with your pets
- Talk and visit with family & friends
- Play games
- Go outdoors/hiking
- Eat fruits and veggies
- Grow a garden
- Take a 10-min walk
- Work with your hands, build something
- Learn breathing techniques
- Turn off computer/cellphone
- Take a social media break
- Listen or dance to music; make a playlist
- Keep up with annual health exams
- Practice gratitude
- Maintain a sleep routine
- See a therapist/mental health professional

IT'S TIME TO HIT THE DANCE FLOOR



Aug 29, 2019
Episode 6.



“What I Do
When I Feel
Like SH*T”

Listen:



blobyblo

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How Far I'll Go
Auli'i Cravalho • 2:43



Reflection
Lea Salonga • 2:27



Coco Lee - Reflection (English)
CoolMapleStore • 3:35



Reflection
Coco Lee • 3:34



Part of Your World
Jodi Benson • 3:15



Let It Go (From "Frozen"/
Soundtrack Version)
Idina Menzel • 3:44



Healing Incantation (From "Tangled"/
Soundtrack Version)
Mandy Moore • 0:54



A Whole New World
Lea Salonga • 2:40



Go the Distance
Roger Bart • 3:14



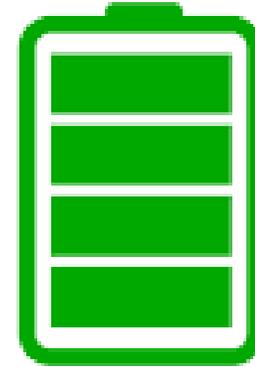
When You Believe (From "The Prince
of Egypt" Soundtrack)
Whitney Houston • 4:32



Chillin' Like a Villain
Sofia Carson • 3:13

Benefits of Self-care

- Builds self-knowledge
- Enhances quality of life
- Maintains motivation
- Increases energy
- Improves concentration
- Increases compassion and empathy
- Increases productivity
- Improves mental and physical health



Why do health center staff need a self-care practice?



'A few more years in this job and you'll learn how to delegate stress.'

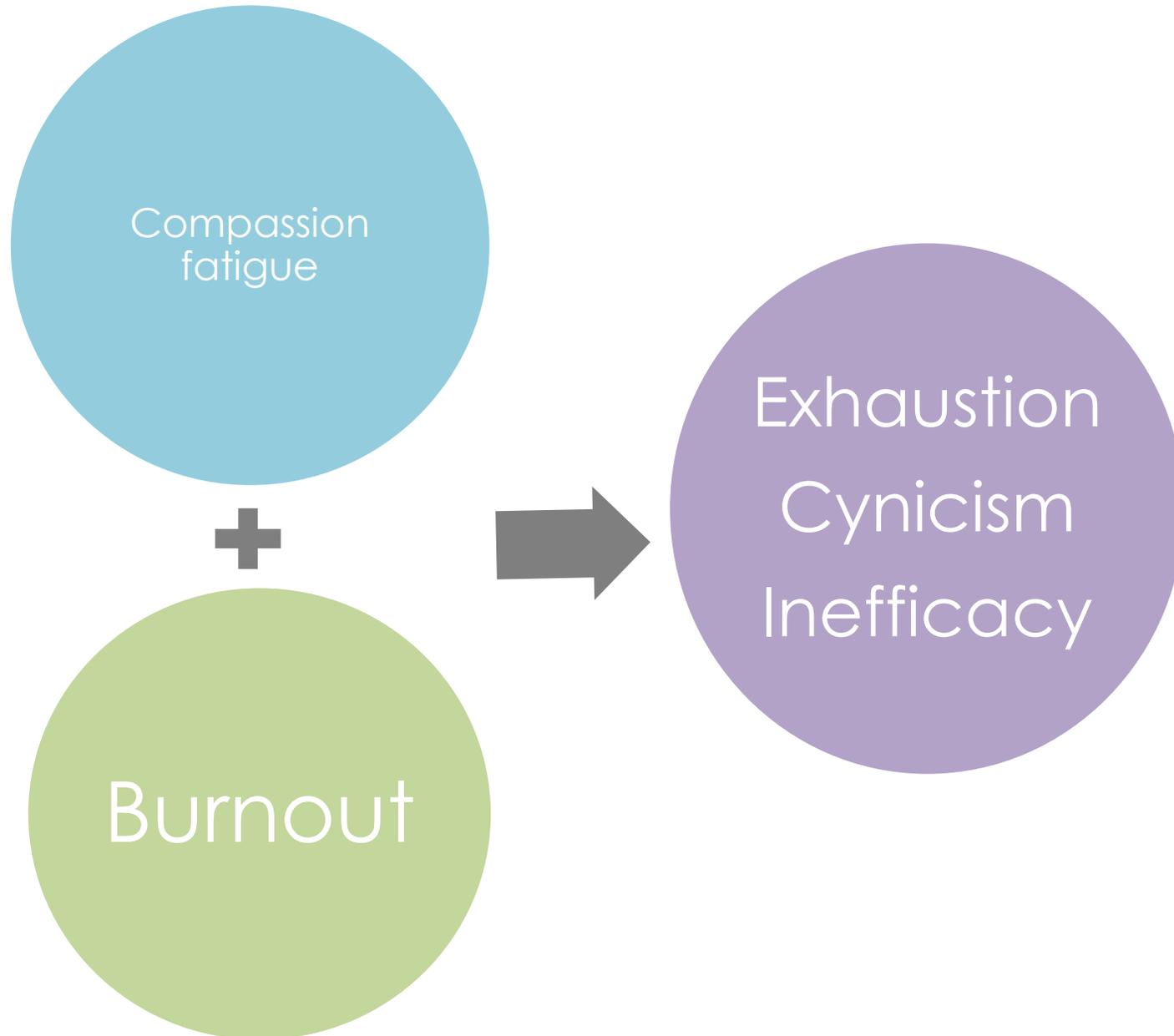


What is burnout?

A state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress.

What is compassion fatigue?

A condition characterized by the gradual lessening of compassion over time due to the ongoing stress of care and giving from work performed on a regular basis.



What is secondary & vicarious trauma?

Secondary trauma is referred to as "the stress resulting from helping or wanting to help a traumatized or suffering person."*

Vicarious trauma is the term used to describe the "cumulative transformative effect of working with survivors of traumatic life events."**

Source:

*Figley, C.R. (Ed.) (1995). *Compassion Fatigue: Secondary Traumatic Stress Disorders from Treating the Traumatized*. New York: Brunner/Mazel, p.7.

***Transforming the Pain: A Workbook on Vicarious Trauma*, Saakvitne, Pearlman and Staff of TSI/CAAP (Norton, 1996)

Organizational Self-Care



HEALTHY PEOPLE. EQUITABLE COMMUNITIES.

What is Organizational Self-care?

A broad organizational approach to foster a healthy and supportive work culture and environment for all employees that aims to:

1. Reduce burnout and compassion fatigue
2. Improve job satisfaction
3. Encourage the growth of staff and the organization

Benefits of Organizational Self-care

- Create a culture of quality performance and team collaboration
- Improve employees' productivity
- Retain staff and decrease turnover
- Prevent or ameliorate work stresses
- Reduce burnout and compassion fatigue
- Promote job satisfaction and work-life

Building an Organizational Culture of Self-care

- Conduct an inventory of your organization's existing cultural practices.³
- Gather input from staff on what self-care means and what is needed to create a supportive work environment.
- Develop a collective vision and definition of self-care for your organization.



Organizational Self-care Practices

- Post the health center's self care statement in visible areas
- Integrate questions about self-care as part of regular staff meetings
- Set self-care norms and encourage healthy practices
- Implement group wellness breaks
- Create self-care pledges
- Avoid back-to-back meetings
- Training for management and staff on assessing/addressing burnout and stress
- Seeking organizational discount for gyms, wellness centers

THEORY *of* CHANGE



We believe that...

- ▶ Health is a human right.
- ▶ Health care is not a commodity
- ▶ Fighting for health equity means standing up for equal access for people to lead healthy and dignified lives.
- ▶ Outreach is key to creating trusting relationships and ensuring access to quality care for marginalized and vulnerable communities.



Problem Statement

- ▶ Failure to recognize health as a fundamental right denies marginalized and vulnerable communities access to health care and the opportunity to live healthy, thriving lives.



We partner with...

- ▶ Community health workforce, especially frontline staff
- ▶ Health center leadership
- ▶ Organizations ready to start or redesign their health outreach programs
- ▶ Advocates addressing the social determinants of health impacting marginalized and vulnerable communities



Strategies

- ▶ We demonstrate that organizations investing in outreach programs achieve greater impact (through financial benefits, the generation of critical data, and strengthened relationships).
- ▶ We use methodologies that facilitate change at the individual, institutional, and community levels.
- ▶ We create learning environments based on adult learning principles that uncover solutions through peer-to-peer exchange.
- ▶ We draw on the expertise of frontline staff to inform our work.
- ▶ We design our services with the client at the center.



Anticipated Changes

- ▶ Marginalized and vulnerable communities are accessing health care.
- ▶ Marginalized and vulnerable communities are represented within leadership positions, decision making, service provision, and capacity building
- ▶ Community health organizations provide care that recognizes the whole person and use specific strategies to address multiple determinants of health.
- ▶ Community health organizations have customized outreach programs that address the unique needs of their communities and prioritize the most vulnerable.

Values

Dignity - We believe in people's intrinsic worth and uphold their right to be treated with respect and fairness.

Compassion - We do our work in the spirit of service and empathy.

Empowerment - Solutions to challenges stem from the community, and our work is to support the community to create the solutions they need.

Collaboration - We believe that the greatest impact is achieved by building trusting relationships and by recognizing and leveraging each other's strengths.

Creativity - We discover new approaches to address persisting challenges in the delivery of health care.

Commitment to Learning - We use evidence-based learning and continuous reflection to respond to the changing needs of those we serve.

Work-Life Balance - Maintaining healthy boundaries in our work and practicing self-care allows us to be present, optimistic, and sustainable.

**How does your
organization currently
support employees to
practice self-care?**



HEALTHY PEOPLE. EQUITABLE COMMUNITIES.

Light Desk Stretches





Source: The Stretch Deck

Seated Gluteus Stretch

- Sit comfortably in a straight-backed chair.
- Bend your left knee so that your foot rests on the seat of the floor.
- Using your hands, pull your ankle back toward your buttocks.
- Hold for 15 to 30 seconds.
- Release and repeat with your other leg.
- Alternate 3 to 5 times on each side.



Source: The Stretch Deck

Seated Side-Bend Stretch

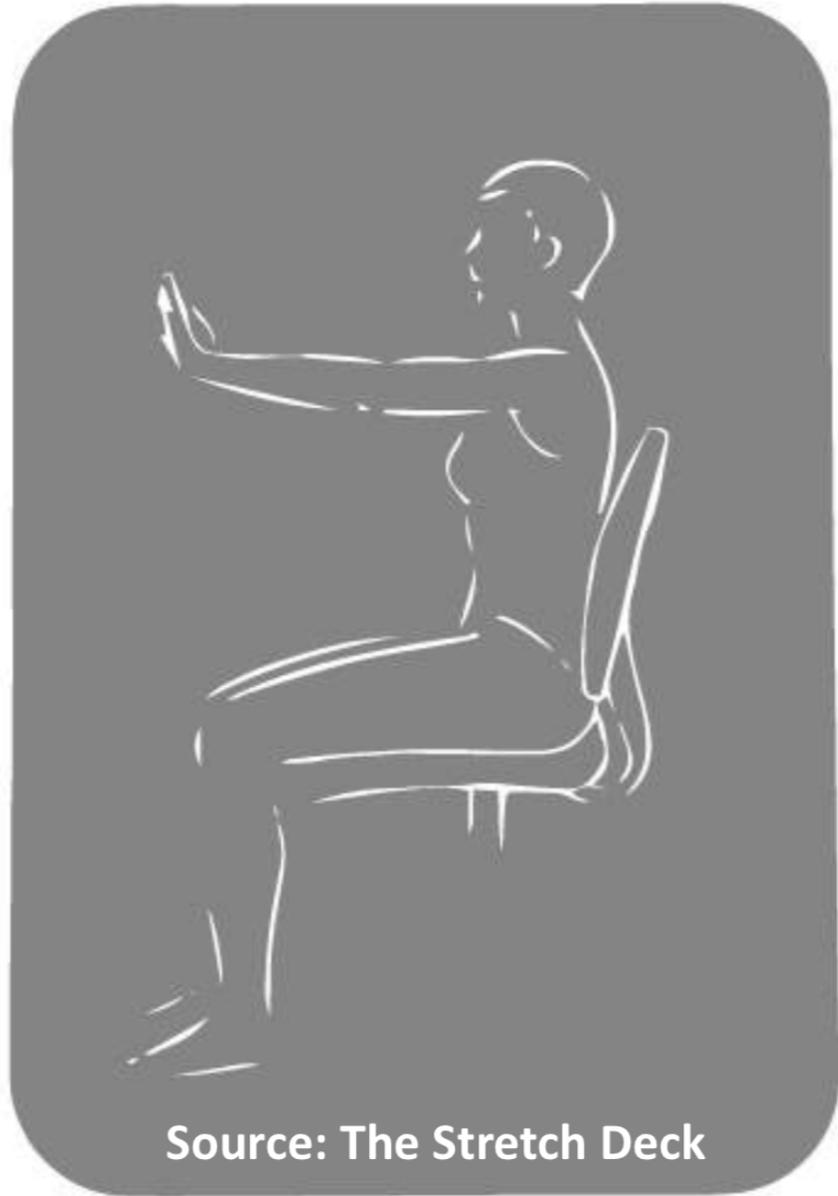
- Sit comfortably in a straight-backed chair.
- Extend your arms overhead. Gently grasp hands, palms together, with right palm toward ceiling.
- Bend your upper body to the right as you gently pull your left arm towards the right.
- Straighten your arms as much as possible. Hold for 15-20 seconds. Breathe.
- Drop your arms and return your body to a straight position.
- Repeat on the other side.
- Do 3 to 5 repetitions on each side.



Source: The Stretch Deck

Wrist Flexion Stretch

- Sit comfortably in a straight-backed chair.
- Extend your left arm in front of you with fingers pointed down and palm facing your body.
- With your right hand, grasp your fingers on the back of the left hand at the knuckles.
- Use your right hand to gently pull your left hand down toward your body.
- Hold for 20 to 30 seconds as you slowly inhale and exhale.
- Repeat on the other side.
- Do 3 to 5 repetitions on each side.



Wrist Extension Stretch

- Sit comfortably in a straight-backed chair.
- Extend your left arm in front of you with the palm facing away from you.
- With your right hand, grasp the fingers of your left hand on the palm side.
- Using your right hand, gently extend (pull) your left hand back toward your body, keeping left arm straight.
- Hold for 20 to 30 seconds as you slowly inhale and exhale.
- Repeat on the other side.
- Do 3 to 5 repetitions on each side.

Building your self-care practice



HEALTHY PEOPLE. EQUITABLE COMMUNITIES.

IGNACIO 's Self Care Plan!

MEDITATE
TAKE LOTS OF BREAKS
MUSIC
Mind
FUN!
LIFE-LONG LEARNING

TEA
NOURISHING FOOD
EXERCISE
Body
SLEEP EIGHT HOURS
EVERYTHING IN MODERATION

Supportive People In My Life:
GRETCHEN
MOM
MI VIEJO
ALBERTO
LYNNE
CAROLINE
REED
DEBORAH

MEDITATE
HUMAN CONNECTIONS
SELF-REFLECTION
Spirit
FULFILLMENT
THOUGH USING MY AWESOME SKILLS

I want to accomplish:
PEACE
SERENITY
CONTROL
HAPPINESS
GOOD WORK
BE A GOOD PERSON



Sonia 's Self-Care Pledge



*"Caring for myself is
not self-indulgence,
it is self-preservation..."*
- Audre Lorde

I will try my best to practice self-care by doing these 3 things:

1. 10-min. meditation daily
2. Hikes (nature); walks
3. Dance



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CONTACT

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THANK
YOU!

Please fill out the event evaluation here:

<https://www.surveymonkey.com/r/2019OEDLS3-Self-Care>

**DID YOU MISS THE REST OF THE SERIES?
NOT TO WORRY!**

ARCHIVE AVAILABLE FOR:

Social Determinants of Health 101 for Community-Facing Staff

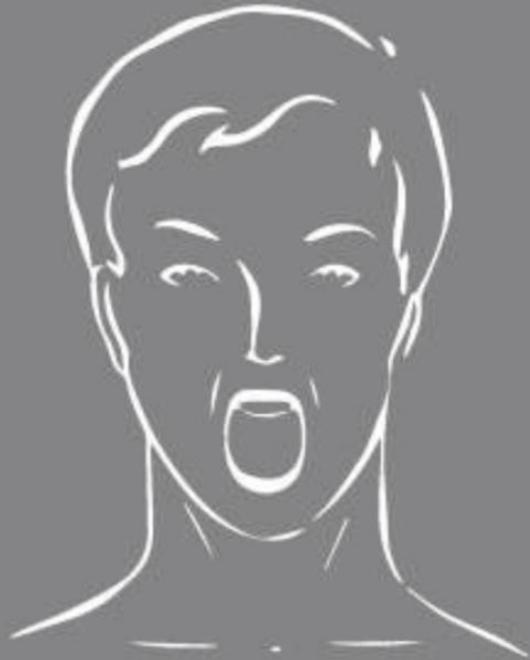
Click [here](#) to access the archived recording.

Preparing for Open Enrollment 7: Outreach to Specific Populations

Click [here](#) to access the archived recording.

Desk Stretches

Self-Care: Building Resiliency and Burnout Prevention



Source: The Stretch Deck

Jaw Warm-Up

- Sit comfortably in a straight-backed chair with feet flat on the floor.
- Keeping your lips together, place the tip of your tongue on the roof of your mouth.
- With the tip of your tongue against the roof of your mouth, slowly open your mouth to a comfortable point without overextending.
- Open and close your mouth slowly 5 to 10 times.



Source: The Stretch Deck

Eyebrow Raise

- Sit comfortably in a straight-backed chair with feet flat on the floor.
- Simultaneously open your mouth, stick out your tongue, raise your eyebrows, and gaze up toward the ceiling.
- Hold for up to 10 seconds.
- Repeat 3 to 5 times.



Source: The Stretch Deck

Seated Gluteus Stretch

- Sit comfortably in a straight-backed chair.
- Bend your left knee so that your foot rests on the seat of the floor.
- Using your hands, pull your ankle back toward your buttocks.
- Hold for 15 to 30 seconds.
- Release and repeat with your other leg.
- Alternate 3 to 5 times on each side.



Source: The Stretch Deck

Seated Side-Bend Stretch

- Sit comfortably in a straight-backed chair.
- Extend your arms overhead. Gently grasp hands, palms together, with right palm toward ceiling.
- Bend your upper body to the right as you gently pull your left arm towards the right.
- Straighten your arms as much as possible. Hold for 15-20 seconds. Breathe.
- Drop your arms and return your body to a straight position.
- Repeat on the other side.
- Do 3 to 5 repetitions on each side.



Source: The Stretch Deck

Forward Rotation Neck Stretch

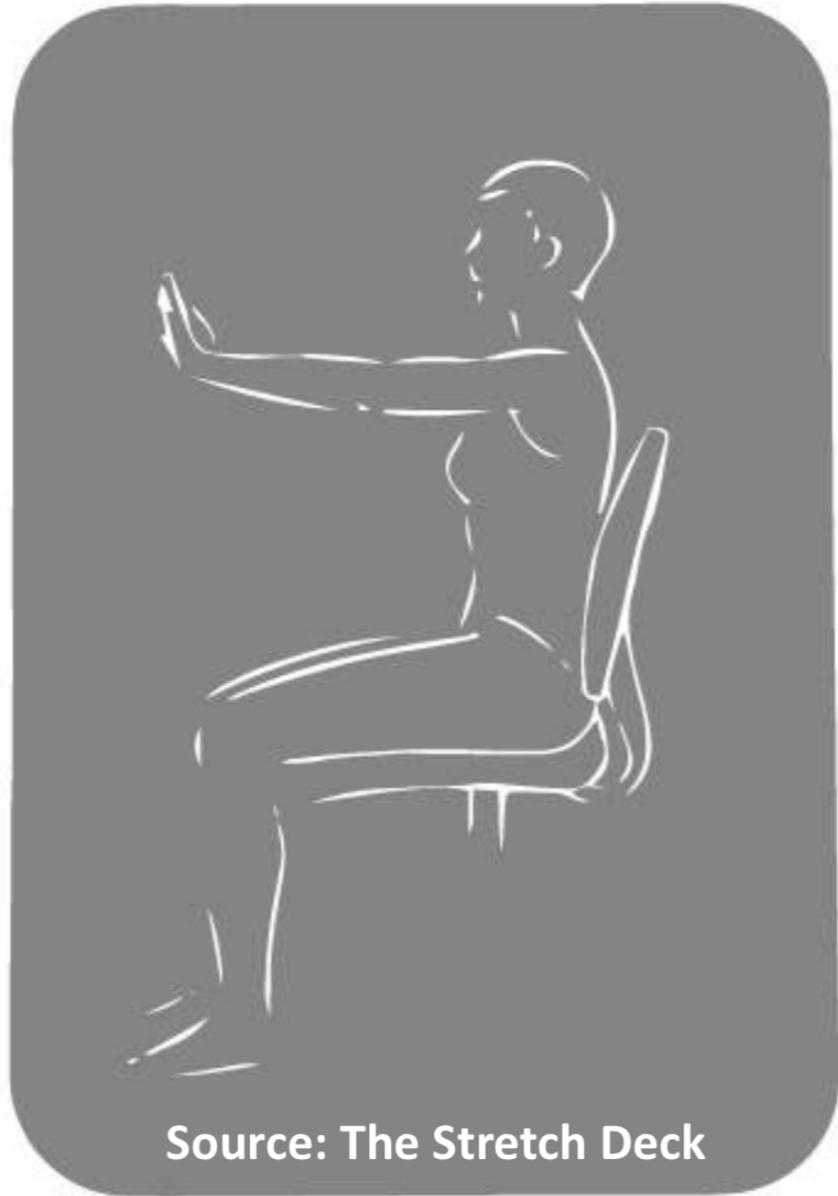
- Sit comfortably in a straight-backed chair with feet flat on the floor.
- With arms bent, place your left hand behind your neck.
- Keep shoulders down and relaxed.
- Turn your head 45 degrees to the right until a slight stretch is felt.
- Tip your head forward and slightly down towards the right hip.
- Hold comfortably for 15-30 seconds.
- Return your head to center and repeat on the other side, with your right hand behind your neck.
- Repeat twice on each side.



Source: The Stretch Deck

Wrist Flexion Stretch

- Sit comfortably in a straight-backed chair.
- Extend your left arm in front of you with fingers pointed down and palm facing your body.
- With your right hand, grasp your fingers on the back of the left hand at the knuckles.
- Use your right hand to gently pull your left hand down toward your body.
- Hold for 20 to 30 seconds as you slowly inhale and exhale.
- Repeat on the other side.
- Do 3 to 5 repetitions on each side.



Wrist Extension Stretch

- Sit comfortably in a straight-backed chair.
- Extend your left arm in front of you with the palm facing away from you.
- With your right hand, grasp the fingers of your left hand on the palm side.
- Using your right hand, gently extend (pull) your left hand back toward your body, keeping left arm straight.
- Hold for 20 to 30 seconds as you slowly inhale and exhale.
- Repeat on the other side.
- Do 3 to 5 repetitions on each side.

_____’s Self-Care Pledge



*“Caring for myself is
not self-indulgence,
it is self-preservation...”*
- Audre Lorde

I will try my best to practice self-care by doing
these 3 things:

1. _____
2. _____
3. _____