



Caring on Wheels: Staff Wellness and Motivation

May 4, 2023

Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

PX Continuing Education Credits

- This program is approved for 1 PXE.
- In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
- No off-label use of products will be addressed during this educational activity.
- No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As an on demand webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speakers



Tracey Deaner, MSN, RN, NEA-BC, CPXP
Director, Patient/Resident Experience
CentraState Healthcare System



Lorraine Cullen MS, RRT, RRT-ACCS
Senior Director, Clinical Services
Gaylord Specialty Healthcare



Lynda McDonald
Supervisor, Patient Experience
CentraState Healthcare System



Dorothy Orlowski, BGS, CPXP, COTA/L
*Manager, Patient Relations and
Volunteer Services*
Gaylord Specialty Healthcare

Caring on Wheels: Staff Motivation and Wellness

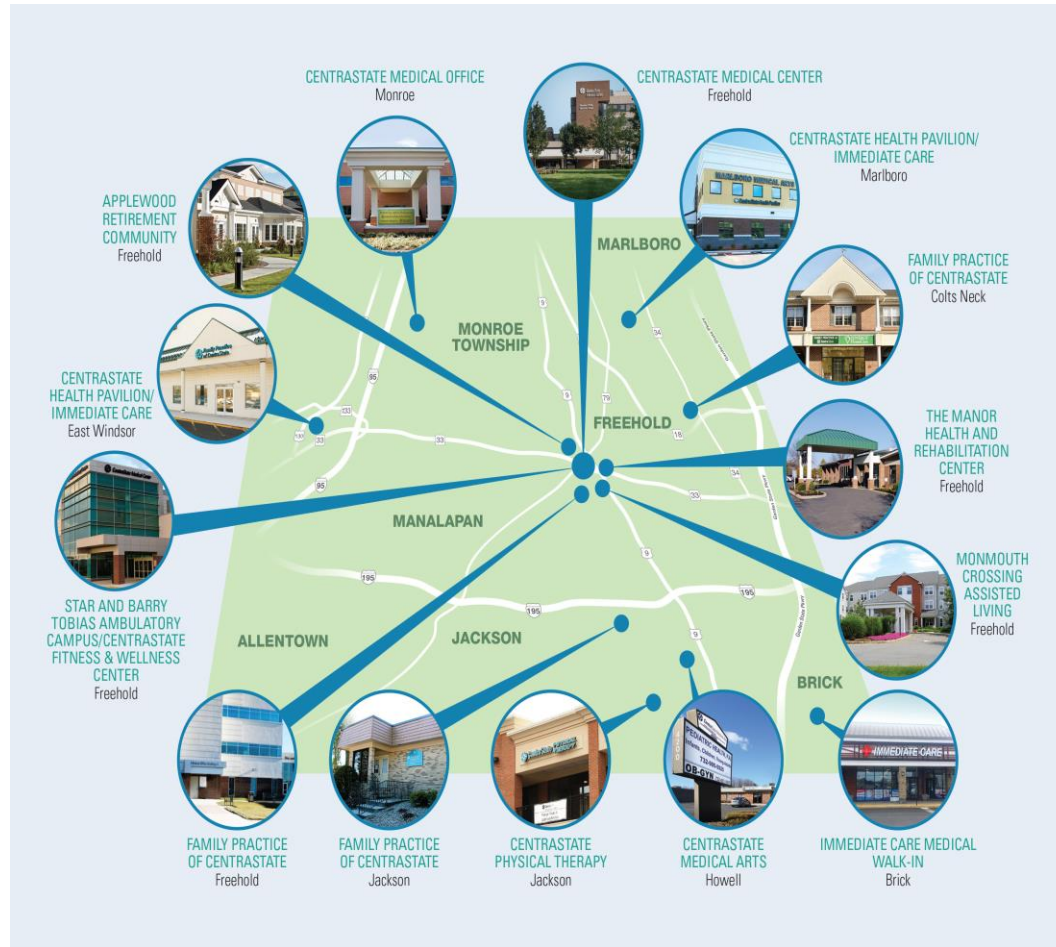
May 4, 2023

Lynda McDonald Supervisor, Patient and Resident Experience

Tracey Deaner, MSN, RN, NEA-BC, CPXP

Director, Patient and Resident Experience

CentraState Healthcare System



- Private, not-for-profit health organization located in Freehold, New Jersey (Monmouth County) Established in 1971
- 284 Bed Acute Care Hospital
- As of January 2022, CentraState is now a partner of Atlantic Health System (AHS)
- The system includes an acute hospital, an ambulatory campus, three senior living facilities and a charitable foundation

Mission and Vision



Mission

- To enhance the health and well-being of our communities through the compassionate delivery of quality healthcare.

Vision

- An organization of caring professionals trusted as our community's health care system of choice for clinical excellence.

CentraState Healthcare System Accreditations



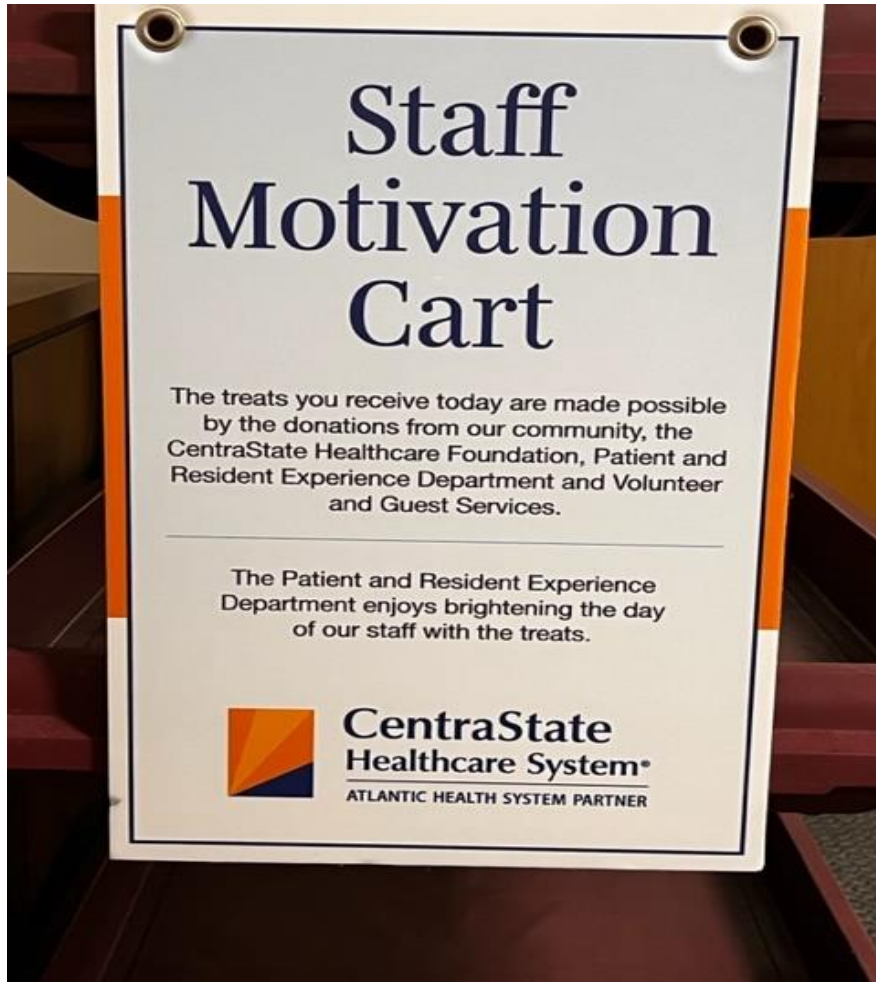
WELCOA
WELL WORKPLACE PLATINUM



CHiME
Digital Health
most wired.
Survey
Acute 2021



Staff Motivation Cart: Background



- March 13, 2020 COVID hit CentraState
- One of the first hospitals in NJ to receive COVID patients
- Team members anxious and scared of the unknown
- World shuts down, no one has access to basic needs
- Patient Experience morphed into Employee Experience

Staff Motivation Cart: Background

- Local community wanted to help in any way possible
- Multiple donations came in daily: snacks, toiletries, canned goods
- Local restaurants sent in gift cards
- Food supplied to discharged COVID patients



Staff Motivation Cart: Implementation



- Grocery store set up in employee cafeteria
- We felt that we needed to do more
- The thought was “let’s go to them”
- The staff motivation cart was used to connect with our team, to supply them with snacks, drinks as well as a time to talk with them
- The group pictured here helped to stock the cart with various items

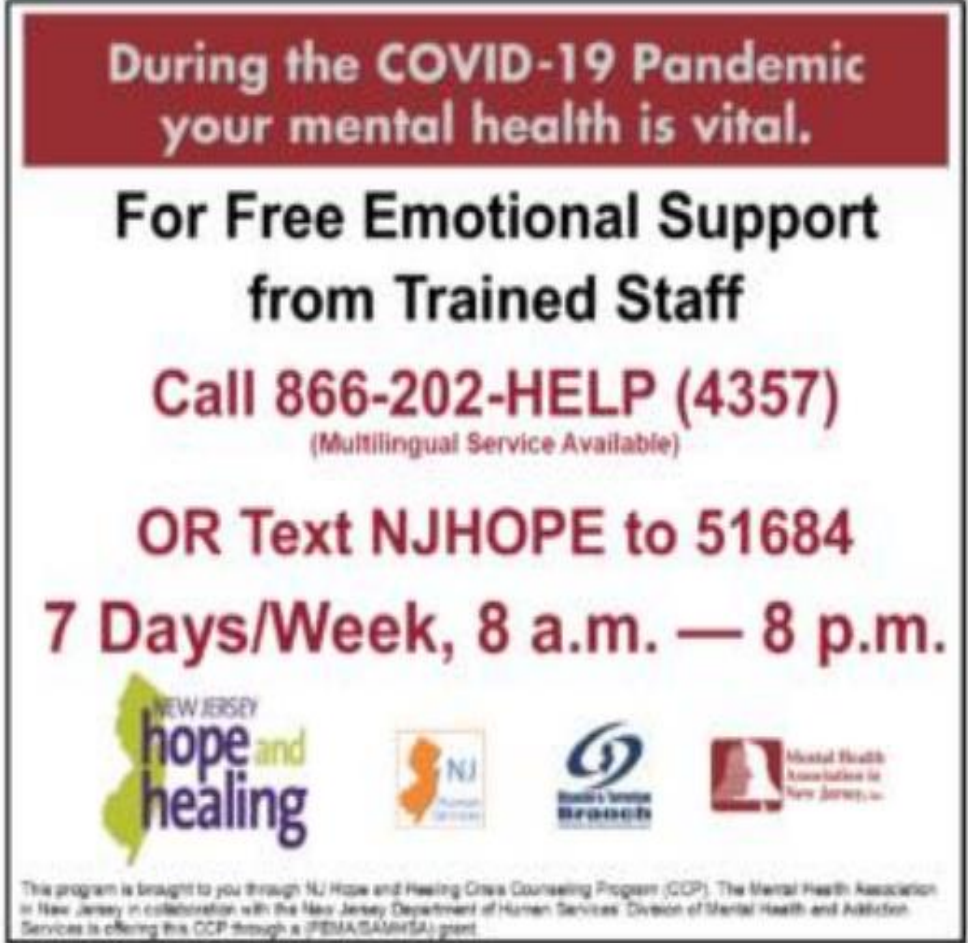
Staff Motivation Cart: Implementation



- Through COVID the cart was brought to all inpatient units daily
- A small bell was used to announce to the presence of the cart
- The cart allowed the staff to have a moment to take a deep breath
- The cart included positive affirmations, flyers from EAP, cards from the community, lotions, fresh fruit, girl scout cookies, etc.

Staff Motivation Cart: Implementation

- Cart rounding allowed for teams to verbalize the emotional difficulties they were dealing with
- Chaplain and local clergy utilized cart rounding to connect with teams and provide spiritual support
- FEMA Collaboration with NJ Mental Health: Grant received from FEMA during COVID to help support our teams emotionally and mentally
 - Over 250 team members utilized the resources from the FEMA grant
 - Collaboration provided webinars, crisis counseling




**During the COVID-19 Pandemic
your mental health is vital.**

**For Free Emotional Support
from Trained Staff**

Call 866-202-HELP (4357)
(Multilingual Service Available)

OR Text NJHOPE to 51684

7 Days/Week, 8 a.m. — 8 p.m.



This program is brought to you through NJ Hope and Healing Crisis Counseling Program (CCP). The Mental Health Association in New Jersey in collaboration with the New Jersey Department of Human Services' Division of Mental Health and Addiction Services is offering this CCP through a (FEMA/SAMHSA) grant.

Staff Motivation Cart: Implementation

- Article written in the Asbury Park Press
- National COVID Committee for Patient Experience asked about how to implement our program to other facilities



Staff Motivation Cart: Outcome



- Cart is twice a month or more if needed
- January 2023 IT incident - cart was brought around 3 times that week
- Cart utilized for educational purposes as well as employee engagement activities:
Compassionate Connected Care
- Allow for leadership to connect with team members

Staff Motivation Cart: Outcome



- “Paws for Phoebe” staff therapy dog rounding with the staff motivation cart : Furry Friends Friday!
- Holiday themed carts utilized to increase morale, (valentines created by local children and put on 2023’s Valentine’s Day Cart)

Staff Motivation Cart: Outcome



- Staff Motivation Cart ignited the awareness of the need for more employee engagement activities
- Employee Engagement Committee developed and implemented in January 2022
 - Multidisciplinary Committee: Nursing, PX, HR, Food and Nutrition, Resident Facilities, Volunteer Services and Marketing
- 2022 events included: Resilience Activities, Employee Appreciation Day, Gas Card Giveaway, Pumpkin Decorating, Gingerbread Decorating, Holiday Concert and more!

Staff Motivation Cart: Future

- Continue to utilize the cart to celebrate (Nurses Week, etc.)
- Utilize the cart for continued education
- Utilizing the cart on June 3, 2023, for Hospital Against Violence Day to create awareness about incivility amongst one another



Thank You!



Tracey Deaner, MSN, RN, NEA-BC,
CPXP

tdeaner@centrastate.com

Lynda McDonald:

lmcdonal@centrastate.com

Wellness Cart and Patient / Employee Wellness Initiatives

Gaylord Specialty Healthcare
Office of Integrative Medicine
Wallingford, CT



Presenters



Lorraine Cullen MS, RRT, RRT-ACCS
Senior Director, Clinical Services



Dorothy Orlowski, BGS, CPXP, COTA/L
Manager, Patient Relations and Volunteer
Services

Gaylord Specialty Healthcare

- Main Campus

- Inpatient LTACH (Long-Term Acute Care Hospital)
- Private / Not-for Profit / 120 year history
- 136 bed licensed
- PM & R Residency Program
- Specialties include: Rehabilitation from Stroke, Acquired Brain Injury, Spinal Cord Injury, Pulmonary, Medically Complex/Multi-System Involvement; Ventilator Weaning

- Outpatient Services

- 5 Outpatient Therapy Clinics
- Specialties include:
- 2-Neuro-Rehab. Clinics, 3-Physical Therapy, Sports Medicine, Orthopedic Clinics, Aquatic Center,
- Other Services:
- OP Medical Services, Wheelchair Assessment Services, Prosthetics & Orthotics Clinic
- OP Psychology / Center for Concussion Care

Gaylord Specialty Healthcare Facility Accolades



The Office of Integrative Medicine (OIM)

OIM Steering Committee

- Lorraine Cullen-Steering Committee Chair
- Christine Babina-Committee Member and MBSR Facilitator
- Leigh Golembiewski-Committee Member
- Dorothy Orłowski-Committee Member and MBSR Facilitator
- Rosalyn Gilhuly-Committee Member

Additional MBSR Facilitators

- Laura Liistro
- Katherine Prevost
- Rev. Joy Chrisiti Przystwor
- Kim Tetreault

Our Wellness Journey

March 2019

- Initial inquiry for wellness opportunity
- Inventory taken of services already offered

April 2019

- Patient Survey initiated

May 2019

- Survey continues
- Survey Data Findings Presented to Leadership

August 2019

- Ad hoc Wellness Committee developed

January 2020

- IP Speech Therapy develops an informal Meditation Group for Stroke/TBI/ABI patients

Established Services / Programs Offered

- Chaplaincy
- Limited Reiki
- Limited Music Therapy
- Seated Yoga
- Therapy-Based Zumba and Yoga Groups led by clinicians
- C.A.R.E. Channel

Survey Results Indicated

- Of the 110 patients surveyed, 82 interested in services, 75% responded interest in some form of wellness practice
- Top interests: Music Therapy, Acupressure, Reiki, Aromatherapy, Chaplaincy, Meditation/Guided Imagery, Yoga
- Top reasons: Pain reduction, relaxation, improved mood & sleep, spirituality

Our Wellness Journey continued

March 2020

- COVID derails everything

Fall of 2020

- Lorraine Cullen appointed to develop a Wellness Program
- The Office of Integrated Medicine (IOM) is formed
- IOM Steering Committee established
- Donor & Grant Funding secured to develop a Wellness Program

Winter 2021

- The Copper Beech Institute meets with Gaylord Leadership to discuss partnership (Jan./Feb.)
- Copper Beech initiates onsite patient/staff mindfulness sessions (Mar.)
- Copper Beech initiates training of (6) staff members in Mindfulness Based Stress Reduction (MBSR) Facilitation (Apr.)

Wellness Initiatives

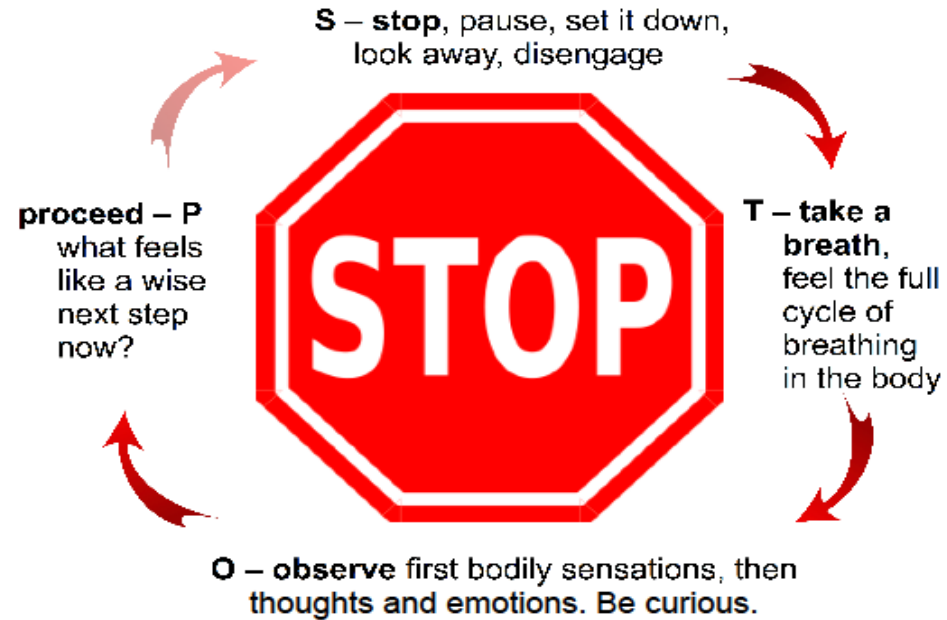
- Wellness Cart (Fall, Spring, Summer, Winter)
- Leadership Cart supplemented Wellness Cart
- Increased Established Program Offerings
- Yoga / Pilates / Chair Massage Staff Services
- Therapeutic drumming for staff
- Mindfulness Meditation for Patients & Staff
- Mindfulness on Demand Program
- Expanded Music Therapy Program
- Introduced Aromatherapy for Patients & Staff
- Mindful Mondays & Wellness Wednesdays
- Staff Surveys
- Transition Staff Wellness to Human Resources
- OIM focuses on increasing Patient Wellness Programming

Our Wellness Journey

- Wellness carts
 - Offered on all 3 shifts
 - Varied offerings by season (cider in fall, cocoa in winter)
 - Engaged staff and took opportunity to inform regarding all initiatives available for both patients and staff
 - Developed a 'menu' of offerings to share
 - Incorporated mindfulness message cards
 - Offered a brief STOP exercise to introduce mindfulness practice
 - Feedback was overwhelmingly positive, especially on off shifts

The STOP practice

*Feeling alarmed?
Stressed? Reactive?
Stop!*



Wellness Cart



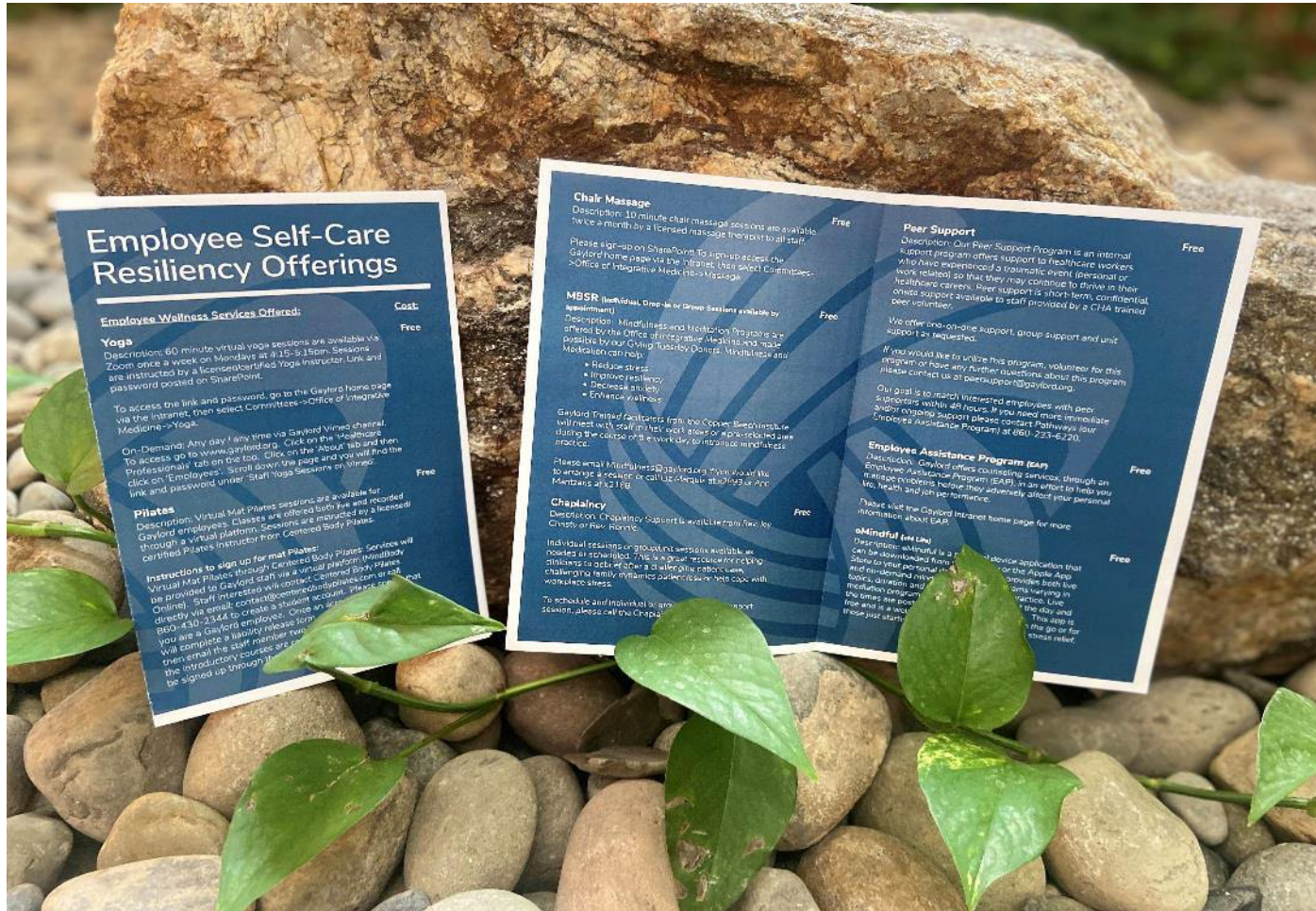
Mindfulness session: Department By Request



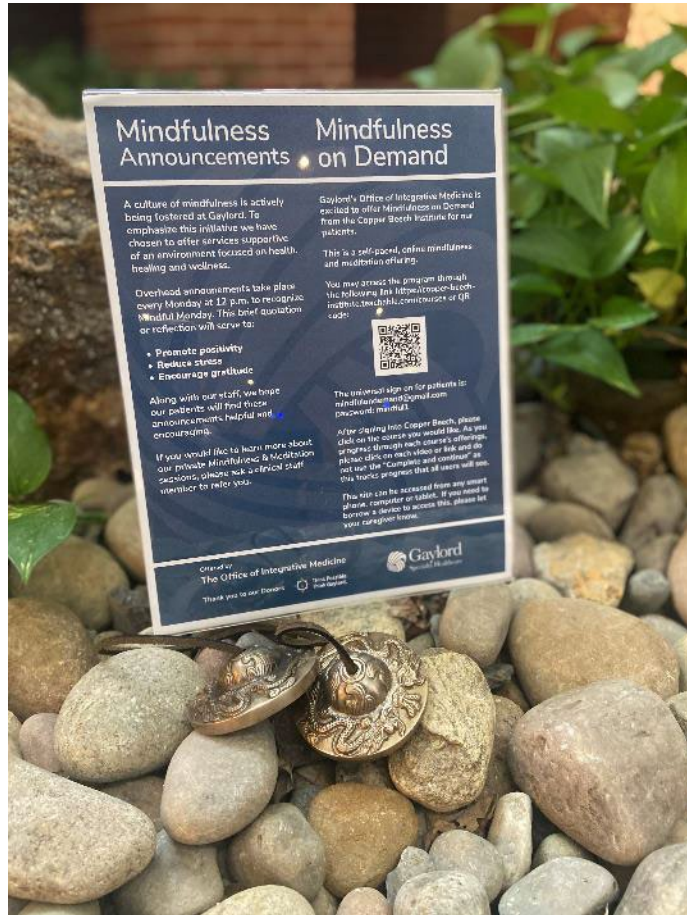
Mindfulness Session: Staff or Patient Drop-In



Wellness Menu and Staff Motivations



Mindfulness on Demand, Aromatherapy, CARE Ch.



Challenges Faced

- Clinical staff buy in with both staff and patient focused initiatives
- Full leadership support
- Cancellation of staff offerings after transition to Human Resources
- Slow pace of moving forward initiatives due to steering committee members all having existing FT roles

The Future of Wellness at Gaylord

- Hired an OIM Coordinator
 - Part-time / 20hrs
- Expanding our Reiki Program
 - For inpatients
 - For Reiki Volunteer training
- Expanding the C.A.R.E. Channel to include Guided Imagery
- Introducing Massage Therapy for patients (Inpatients)
- Introducing Therapeutic Touch (Inpatients)
- Introducing Acupuncture

Questions? Contact us at Gaylord Specialty Hospital



Lorraine Cullen MS, RRT, RRT-ACCS
Senior Director, Clinical Services
Lcullen@gaylord.org



Dorothy Orlowski, BGS, CPXP, COTA/L
Manager, Patient Relations & Volunteer Services
Dorlowski@gaylord.org



QUESTIONS?

PX Continuing Education Credits

- This program is approved for 1 PXE
- In order to obtain PXE, participants must attend the program in its entirety and complete evaluation within 30 days.
- Use the PXE link at the end of the evaluation to claim PXE credit at the Patient Experience Institute's PXE Portal.

Upcoming Events & Programs

WEBINARS

May 11 | Lonely No More: Bedside Visit Programs

May 16 | Purposeful Leadership Rounding

May 23 | Ensuring Volunteer Programs Support Patient Experience Initiatives

June 6 | Dismantling Systemic Racism: Countering the Narrative of Non-Compliance

CONNECTION CALLS/PX CHATS

May 12 | PX Chat: Patient, Family & Community Engagement

May 17 | Lost Belonging Workgroup

PROGRAMS

July 13- August 3, 2023 | Foundations of Volunteer Management



Access our vast library
of on demand patient
experience webinars.

Scan to learn more:



*Webinars are included in membership
with the Institute.*



Thank you!