

# Welcome!

**We're glad that you're here.**





Mid-America (HHS Region 7)

**MHTTC**

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

# Coming Home to Primary Care: Organizational Well-being

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At the time of this presentation, Tom Coderre served as Acting Assistant Secretary for Mental Health and Substance Use at the Substance Abuse and Mental Health Services Administration (SAMHSA). The opinions expressed herein are the views of the speakers and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

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The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED  
AND HOPEFUL

INCLUSIVE AND  
ACCEPTING OF  
DIVERSE CULTURES,  
GENDERS,  
PERSPECTIVES,  
AND EXPERIENCES

HEALING-CENTERED/  
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS  
PARTICIPATING IN THEIR  
OWN JOURNEYS

PERSON-FIRST AND  
FREE OF LABELS

NON-JUDGMENTAL AND  
AVOIDING ASSUMPTIONS

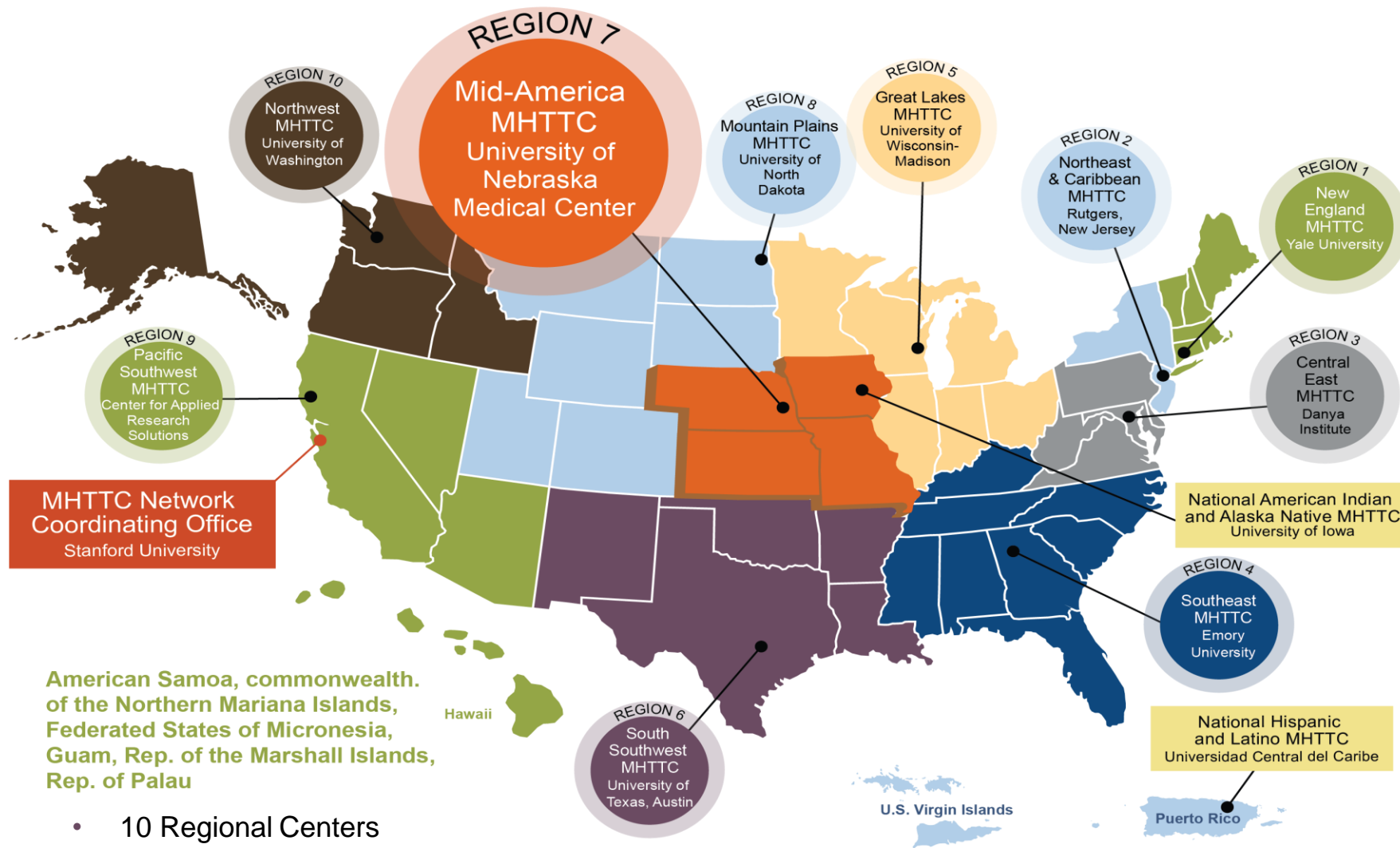
RESPECTFUL, CLEAR  
AND UNDERSTANDABLE

CONSISTENT WITH  
OUR ACTIONS,  
POLICIES, AND PRODUCTS

# What is the Mid-America MHTTC?



- Funded by the Substance Abuse and Mental Health Services Administration
- 5-year grant awarded to Dr. Joseph Evans at the University of Nebraska Medical Center
- Aligns mental health systems and professional competencies with evidence-based practices
- Primary target states: Iowa, Kansas, Missouri, and Nebraska - but available to any provider(s)
- Provides free/low-cost training and technical assistance on topics leading to effective behavioral health practice



- 10 Regional Centers
- National Hispanic & Latino Center
- National American Indian and Alaska Native Center
- Network Coordinating Office

# Specialized Training Topics



**Integrated behavioral health in primary care**



School mental health



Serious mental illness



Behavioral health workforce development

# Integrated Behavioral Health in Primary Care



Our MHTTC staff have 20+ years of experience integrating behavioral health into primary care in 40+ rural, suburban, and urban sites



# MHTTC: Providing Training and TA in Integrated Care



QUALITY INDICATORS OF  
INTEGRATED BEHAVIORAL  
HEALTH IN PRIMARY CARE



EVIDENCE-BASED  
BEHAVIORAL HEALTH  
INTERVENTIONS FOR  
CHILDREN AND ADULTS  
APPLIED IN INTEGRATED  
CARE SETTINGS



TECHNICAL ASSISTANCE ON  
IMPLEMENTATION OF  
INTEGRATED CARE



ONLINE AND IN-PERSON  
COURSES FOCUSED ON  
INTEGRATED CARE AND  
SPECIAL TOPICS IN  
PEDIATRIC AND ADULT  
SERVICES (IN  
DEVELOPMENT)

# Who We Are

## **Dr. Christian Klepper**

Licensed Psychologist  
Faculty Trainer  
Assistant Professor, MMI



## **Dr. Britt Liebsack**

Licensed Psychologist  
Faculty Trainer  
Assistant Professor, MMI





# Objectives

Describe organizational well-being, including how it is different from and related to professional well-being

Explain the main characteristics/factors/qualities of organizational well-being


Our Hopes  
for Today

Discuss exemplar implementation strategies that could be applied to the integrated primary care setting

**Flight safety  
instructions...**

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How do we  
best support  
our patients?

By supporting the professionals that work with them.

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A photograph of a protest. In the foreground, a person holds a large black sign with white chalk writing that reads "NO JUSTICE NO PEACE". The background shows a large crowd of people, some wearing backpacks, and a city street with buildings, including a prominent white building with a dome and columns. The sky is overcast.

NO JUSTICE  
NO PEACE

It's crucial that when addressing the social-emotional competence of patients *and* professionals, we do so not in a vacuum, but in the larger socio-political context.

# The What

**What is  
well-being?**





**Wellness is a holistic integration of physical, mental, and spiritual well-being, fueling the body, engaging the mind, and nurturing the spirit.**

(Stoewen, 2017)



# More Definitions

Burnout

Secondary Traumatic Stress

Vicarious Trauma

Compassion Fatigue

Compassion Satisfaction



### A PUBLIC HEALTH CRISIS

Stress and burnout are common, and reactive approaches are insufficient



### AFFECTS SYSTEMS & WORKPLACE CULTURE

Healthcare professionals are a critical factor in creating healthy systems and environments for patients



### AN ETHICAL RESPONSIBILITY

We have a duty to help promote healthy workplaces and healthcare environments



### RETURN ON INVESTMENT

Healthcare professional burnout leads to costly absenteeism, attrition, and hiring concerns



### IMPACTS PATIENT CARE

Healthcare professional stress impacts delivery of services and patient care



### A RESEARCH DRIVEN DECISION

Research suggests that programs to reduce stress and improve wellbeing are effective



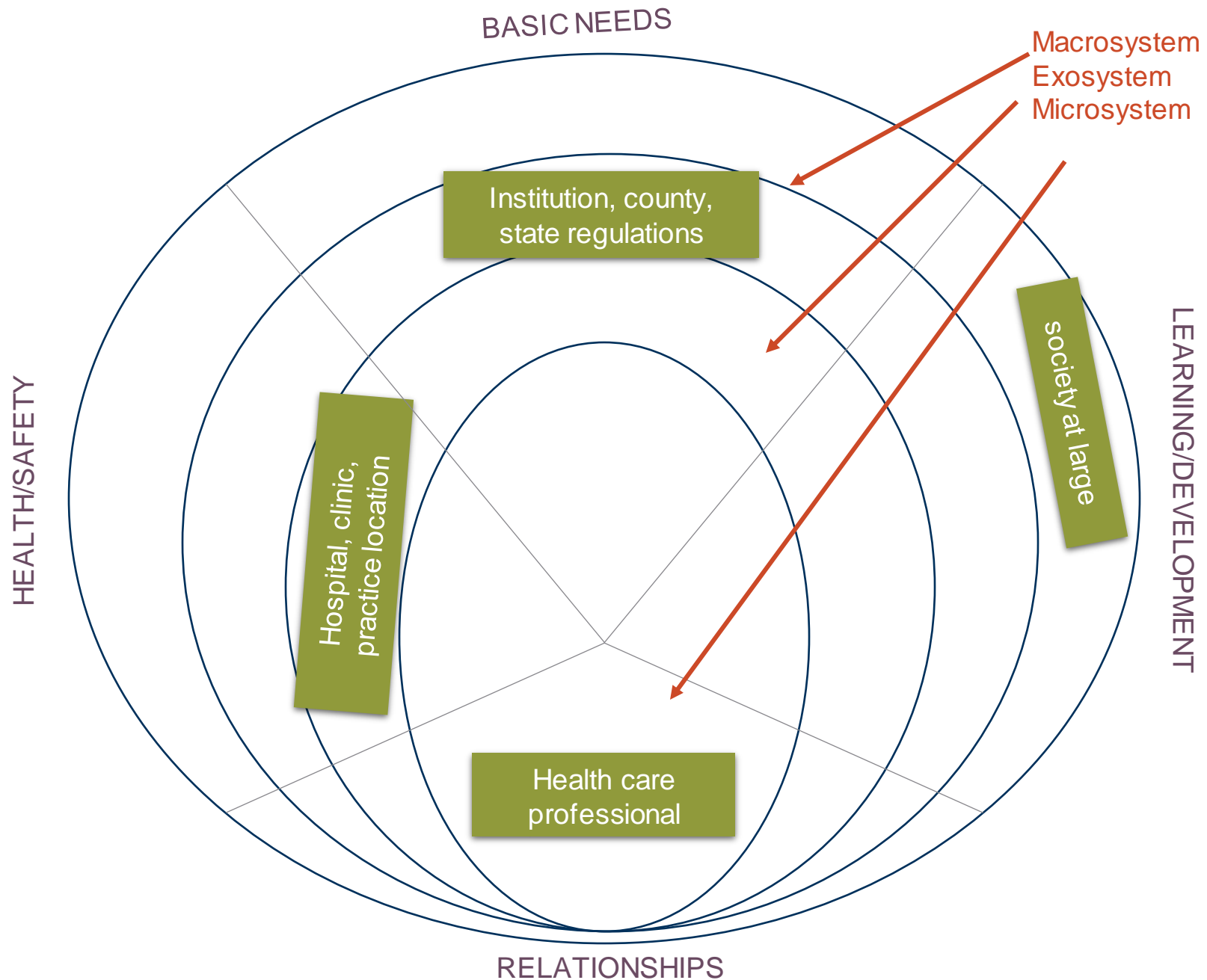
“ **Self care is important, yes, and so is community care.**

**People cannot self care themselves out of issues that need community support.**

**One without the other can strain and create imbalance.**

”

Overall well-being is an interaction between the individual and organizational structures



# The What

**What is  
organizational  
well-being?**



# The What

**What is  
organizational  
well-being not?**





Leadership

Climate

Culture



# Leadership

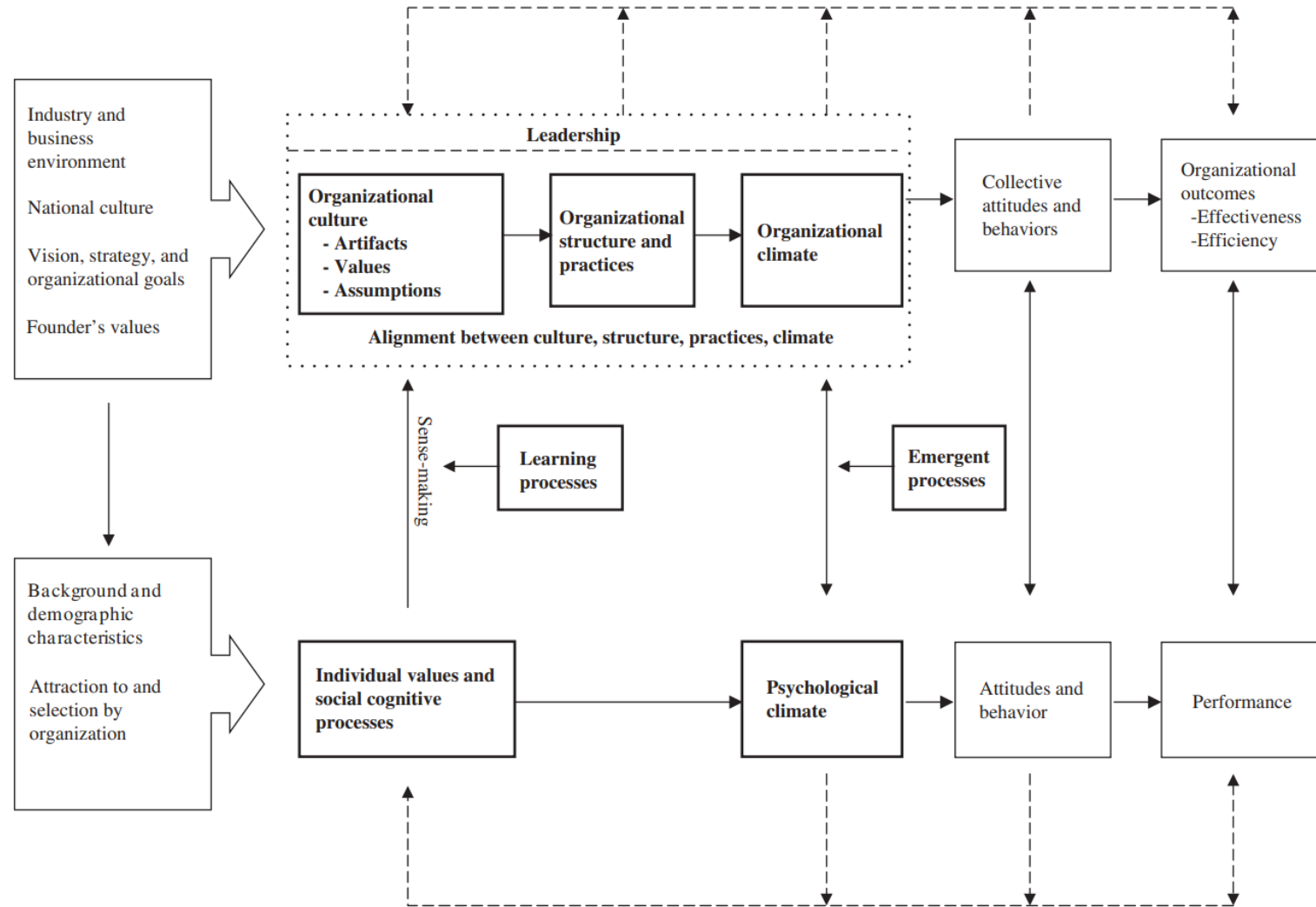




# Climate



# Culture



**Figure 24.1** Multilevel model of organizational culture and climate



Organizational  
Commitment

Workforce  
Assessment

Leadership

Policy

Efficiency of  
Work  
Environment

Support

# The How

**How can we improve  
organizational well-being?**



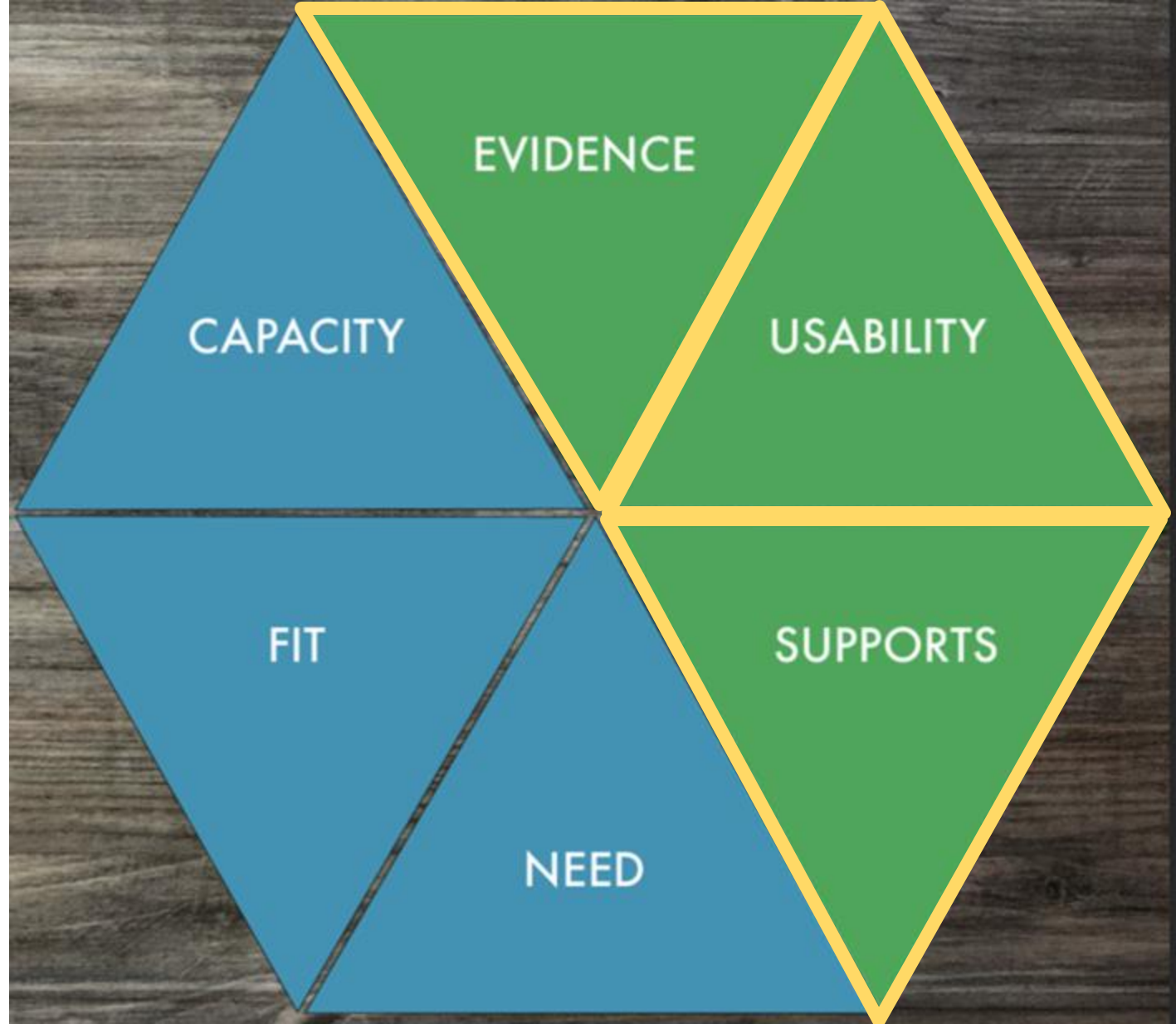


There is no such thing as a  
“one size fits all”  
approach to well-being.

# The Hexagon Tool



A tool for **exploring** and **preparing** for implementation.







# Evidence

A close-up photograph of a person's hands with red nail polish typing on a white laptop keyboard. In the foreground, a teal stethoscope with silver metal parts is resting on a wooden surface. The background is slightly blurred, showing the laptop and the person's arms. The overall scene suggests a medical professional working on a computer.

Are there available  
outcome, fidelity,  
and cost  
effectiveness data?

What is the strength  
of evidence (for  
whom and in what  
conditions)?

A photograph of Apple products on a desk. In the foreground, a silver laptop is partially visible with the Apple logo. To its right is a white keyboard. Further right is a white iPhone with a silver Apple Watch next to it. In the background, there is a white box and a white coffee cup with a black lid. The scene is lit with soft, natural light.

# Usability



Is the program  
well-defined?

Are there  
adaptions for  
context and  
populations?



# Supports



Is expert assistance available?

Are there other external resources available for implementation?

# The How

**Exemplar implementation  
strategies for integrated primary  
care settings**





# Overview of the Adult Resilience Curriculum (ARC) for Health Workers





# The ARC Modules

0: Introduction to  
the Adult  
Resilience  
Curriculum (ARC)

1: Understanding the  
psychobiology of  
stress and well-being  
(*psychoeducation*)

2: Creating safe and  
supportive  
environments  
(*context*)

3: Clarifying, aligning  
with, and committing  
to one's values  
(*values*)

4: Cultivating  
awareness through  
mindfulness-based  
practices  
(*mindfulness*)

5: Connecting  
meaningfully with  
others  
(*connection*)

6: Fostering pleasant  
emotions and  
experiences  
(*positivity*)

7: Coping with  
difficult thoughts,  
feelings, and  
experiences  
(*coping*)

8: Feeling good  
physically through  
nutrition, movement,  
& sleep  
(*health*)

9: Rejuvenating  
through relaxation,  
recreation, and  
routines  
(*three R's*)

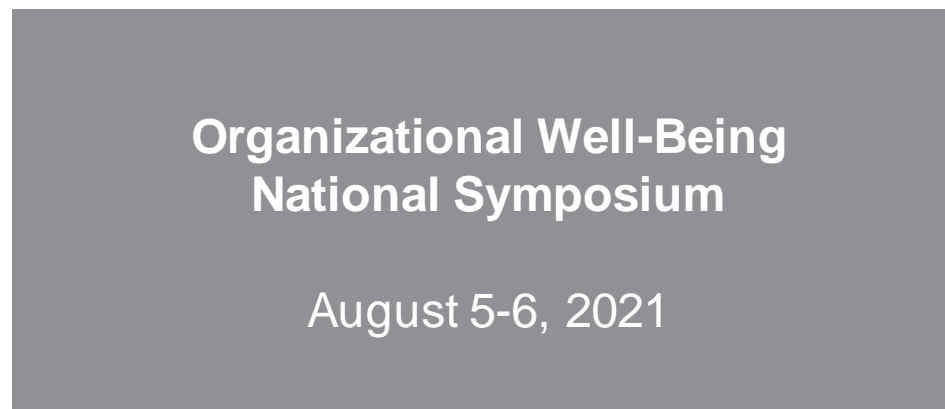
10: Bringing it all  
together: A wellness  
plan for the future  
(*wellness plan*)

# Mid-America MHTTC Resources



Supporting Professional Well-Being in Health Care:  
An HHS Region 7 Town Hall Event

3-4 p.m. CT April 30, 2021



<https://mhttcnetwork.org/centers/mid-america-mhttc/home>

# Questions?



# Coming Home to Primary Care Pediatric Integrated Health Series

Last Friday of each month, 12-1pm Central Time

- May 28<sup>th</sup>: Professional Well-Being

- Recordings will be made available

<https://mhttcnetwork.org/centers/mid-america-mhttc/coming-home-primary-care-pediatric-integrated-behavioral-health>



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**WEBSITE:** [mhttcnetwork.org/midamerica](http://mhttcnetwork.org/midamerica)