

Workplace Wellness: Improving the Quality of Providing Care

Allison Ponce, PhD
Director of Education, CMHC

Kyle Pedersen, MAR
Director, CMHC Foundation

July 14, 2021



New England (HHS Region 1)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

Housekeeping Information



Participant
microphones will be
muted at entry



If you have questions
during the event, please
use the chat



This session is being
recorded and it will be
available by the next
business day.



Information about
certificates of completion
will be sent in a follow-up
e-mail



If you have questions after
this session, please e-mail:
newengland@mhttcnetwork.org.

Disclaimer

This presentation was prepared for [New England MHTTC](#) under a cooperative agreement from the Substance Abuse and Mental Health Services Administration (SAMHSA). All material appearing in this presentation, except that taken directly from copyrighted sources, is in the public domain and may be reproduced or copied without permission from SAMHSA or the authors. Citation of the source is appreciated. Do not reproduce or distribute this presentation for a fee without specific, written authorization from New England MHTTC. This presentation will be recorded and posted on our website.

At the time of this presentation, Tom Coderre served as Acting Assistant Secretary for Mental Health and Substance Use at 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.

This work is supported by grant [#1H79SM081775](#) from the DHHS, SAMHSA.

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 AND
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

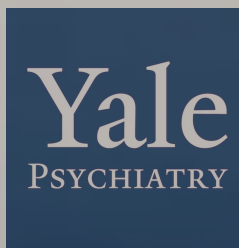
NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Workplace Wellness: Improving the Experience of Providing Care at Connecticut Mental Health Center (CMHC)

Allison Ponce, PhD
Director of Education, CMHC
Kyle Pedersen, MAR
Director, CMHC Foundation



CMHC...at a glance



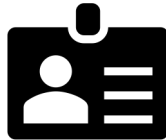
Partnership Yale and
State of Connecticut



New Haven, CT
130,000



Serving behavioral
health needs of 4000
neighbors



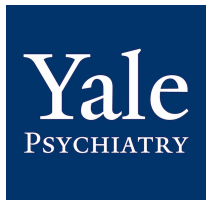
550 State and Yale
employees and
mental health
profession trainees



Mission: Clinical,
Research &
Education

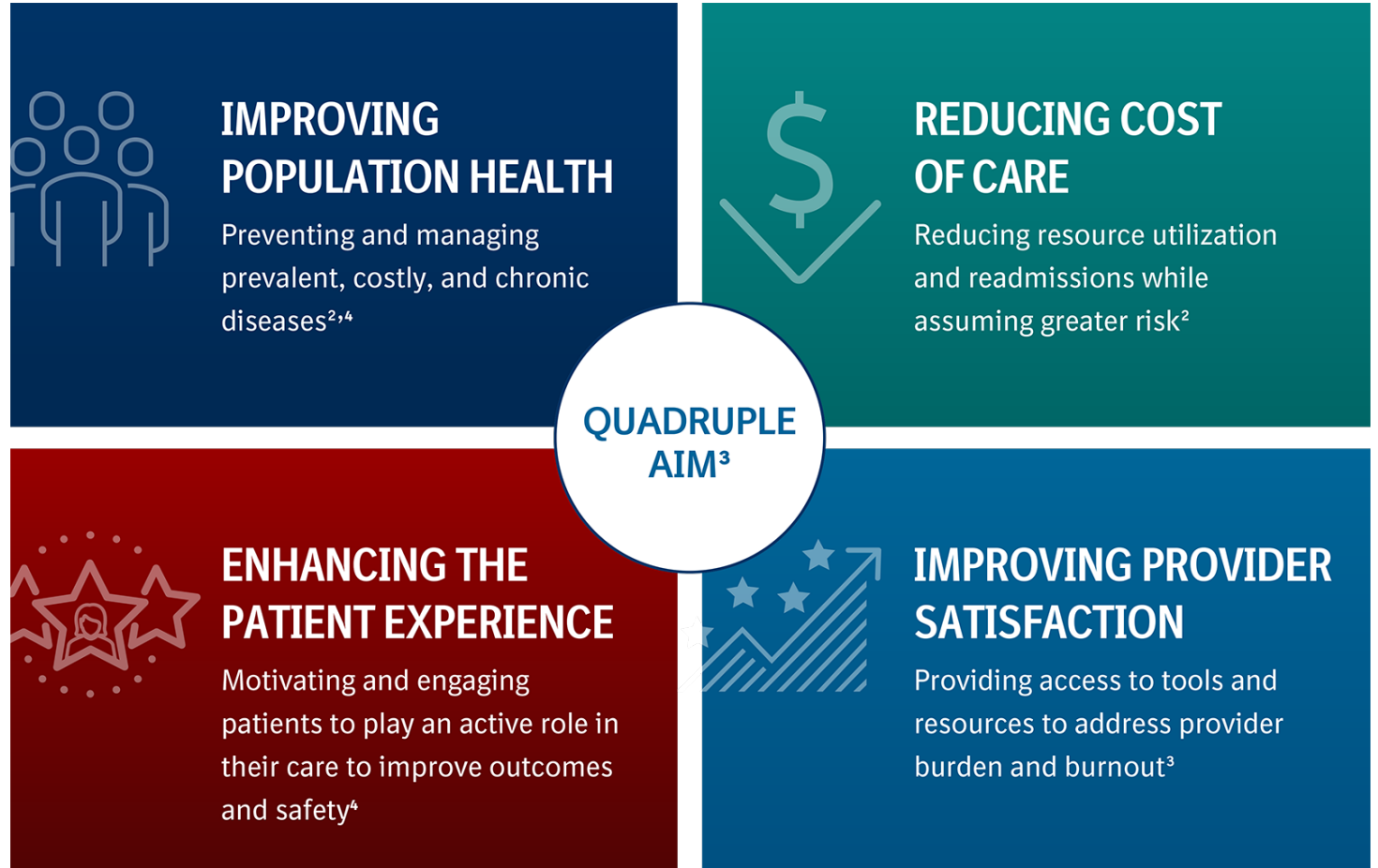


Integrated Wellness
Center on site



Quadruple Aim

- <https://www.strategiesforqualitycare.com/quadruple-aim/overview>
- Bodenheimer T, Sinsky C. From triple to quadruple aim: care of the patient requires care of the provider. *Ann Fam Med.* 2014;12:573-76



Quadruple
Aim



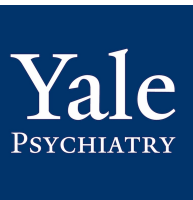
IMPROVING PROVIDER SATISFACTION

Providing access to tools and
resources to address provider
burden and burnout³



Leadership+Innovation Lab

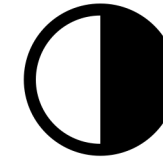
- Enhancing project management skills and creative capacity of managers
- Ripple effect of improving workplace experience of their staff
- Peer consultation and support



COVID-19



Rapid transition to remote work and telehealth



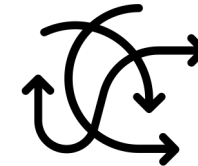
Half of services remote/virtual



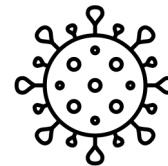
Family caregiving concerns



Technology/equipment limitations



Staff redeployments, unevenness in remote vs in person



COVID-vulnerable population of clients and staff

CMHC Responds

Leadership commits
human resources to
workplace wellness

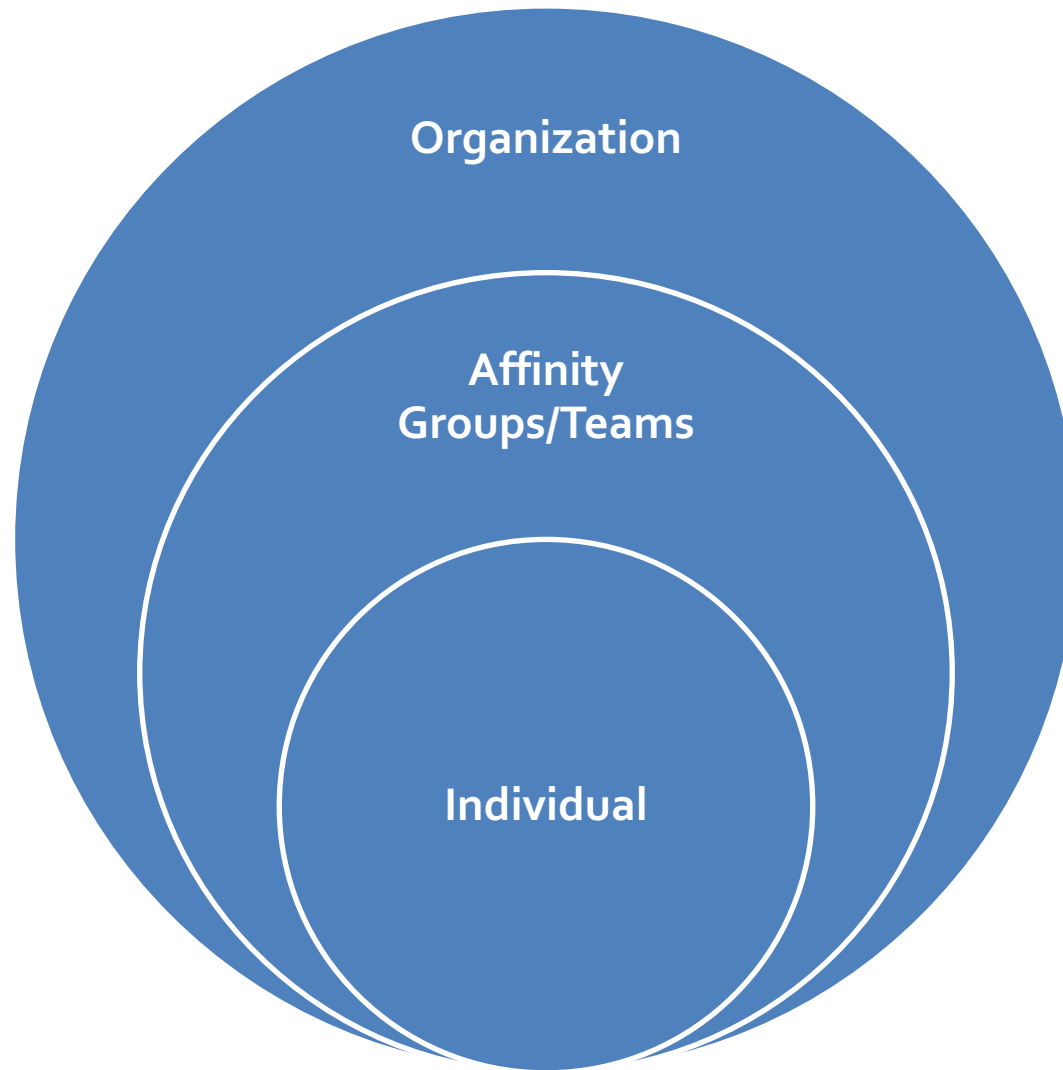


Appointment of Co-chief
Wellness Officers (us!)

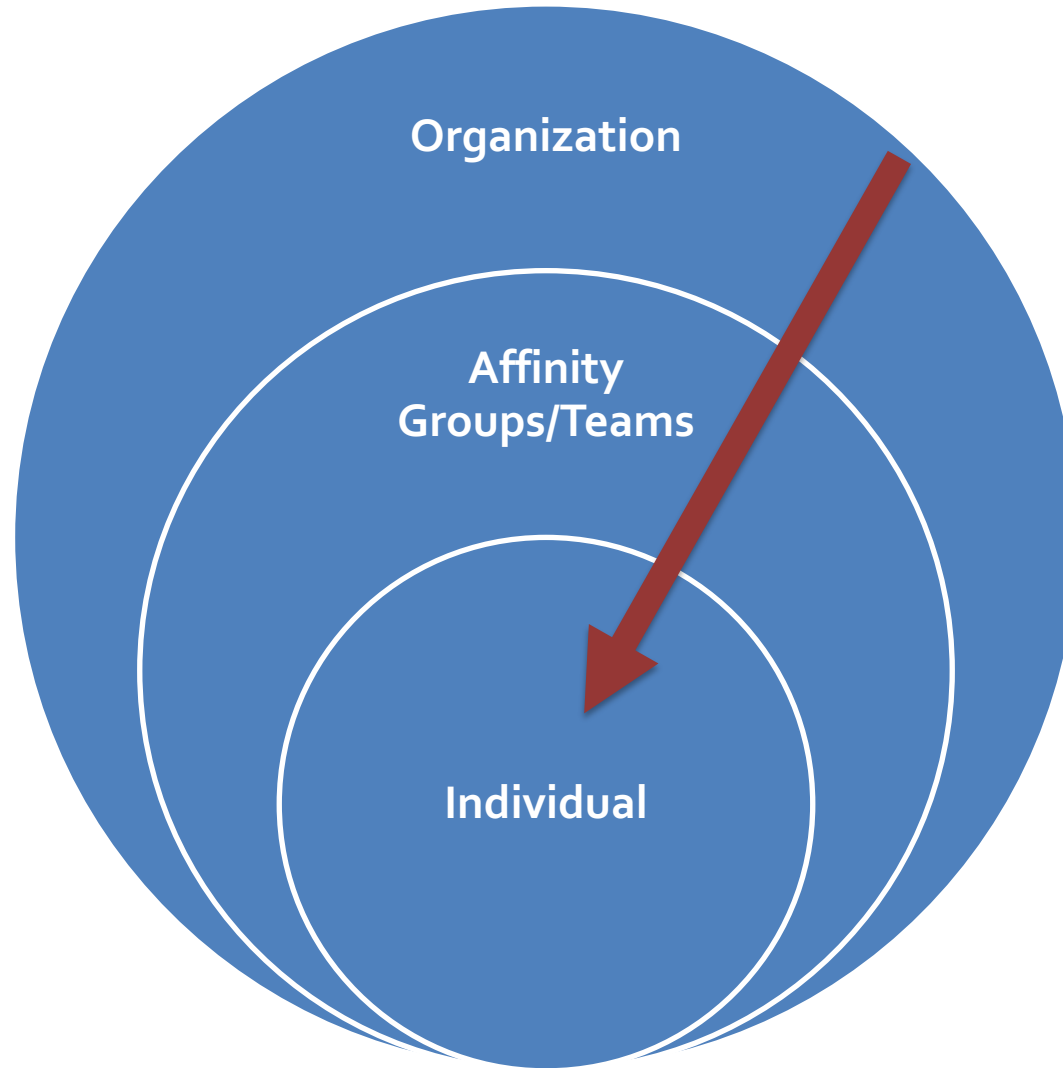


How do we apply 4th aim
to a fluctuating, stressful
environment?

Dimensions of Wellness



Dimensions of Wellness



Wellness Lessons

Appreciation

Invitation

Offering

Choice-making

Self-determination

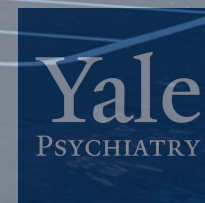
Creativity/Innovation

More Information

<https://medicine.yale.edu/psychiatry/care/cmhc/>

<https://cmhcfoundation.org>

Thank You



Upcoming Events:

JUL

14



Workplace Wellness: Improving the Quality of Providing Care

This webinar is focused on steps behavioral health employers can take to support the well-being of

JUL

21



Building Clinicians' Resilience during Challenging Times

Objectives: - examine the negative mental health consequences for healthcare workers of COVID and in

JUL

21



Family Compassionate Conversations: Holistic Health

Our next Family Compassionate Conversation will focus on holistic health and the interconnectedness

JUL

22



Join the Conversation: Achieving Whole Health (Balancing Mind, Body and Spirit)

About the Session: In this fifth 90-minute session of the Culturally Responsive Evidence-Based and

JUL

23



Utilizing the Cultural Formulation Interview when Delivering Coordinated Specialty Care for Early...

This presentation will focus on discussing the importance of integrating cultural humility and

JUL

28



Organizational Restructure to Promote BIPOC Employees' Well-Being

Healthcare workers with all levels of education and training provide essential care and support to

JUL

29



Native Spirituality: Creating Time and Space for Trauma Recovery and Wellness

Native people define spirituality as central to their culture and traditions. Spirituality, culture

To register, visit our website: www.mhttcnetwork.org/newengland

Contact Us

www.mhttcnetwork.org/newengland

newengland@mhttcnetwork.org

