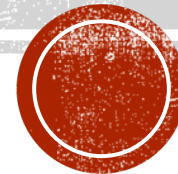


# ADMINISTRATOR & STAFF WELLNESS

Linda Davis-Moon, RN, MSN, APRN-BC, ALC

Amal Khalil, MBA

Travis Schmitz, PhD, MBA



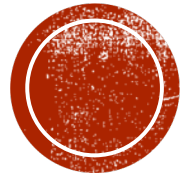
UC Irvine Health



# AGENDA

- Linda Davis-Moon MSN, APRN-BC, ALC
  - Wellness of Ourselves As Administrators
- Travis Schmitz
  - Wellness of others – our role as mentors
- Amal Khalil
  - Wellness in times of change and stress
- Q&A
- Other Topics





# **WELLNESS OF OURSELVES**



# PAST TRENDS

- Emergency Medicine: a historically new specialty
  - Division vs Department
- EM administration rolled into MGMA as other category
- Historically focused on nursing, residents, and physicians (story)





# TURNING OF THE TIDE

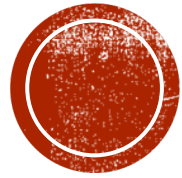
- Wellness now included in new hire orientation for nursing
- National Academy of Medicine – November 2018 podcast included administrator\nursing issues
- 2019 SAEM Consensus Conference- Organizational factors effecting Wellness - position statement
- Stanford University Wellness survey- Andra Blonkalns, MD (physician focus)



# TURNING OF THE TIDE

- Inaugural publication Journal of Wellness, University of Louisville, KY (2/19)
  - Excellent venue for publications
- Departmental Wellness Committees evolving
- ACGME, ENA, ACEP, SAEM, AMA, ANA- Wellness as a national priority





# STRATEGIES FOR WELLNESS



# DEFINITION: HEALTH *VS* WELLNESS

- National Institute of Health:
  - Health is the state of being
    - Physical
    - Mental
    - Social Well Being
  - Wellness is the states of living healthy
    - connectedness of the above factors
    - Enhances health



# WHAT DO THE EXPERTS SAY?

- World Health Organization
- National Institutes of Health
- American Public Health Association
- American Psychological Association
- National Health Blood Lung Institute
- Etc...several models



# SEVEN DIMENSIONS OF WELLNESS (WHO)

- Social Wellness
- Emotional Wellness
- Spiritual Wellness
- Environmental Wellness
- Occupational Wellness
- Intellectual Wellness
- Physical Wellness



# HOW ABOUT THE *REAL* TIME EXPERTS?

- Blue Zones- Dan Buettner, National Geographic Fellow, author
- Disproportionate number of centenarians in population (10% genetic)
  - 4000:1 US
  - 250:1 Blue Zones
- US, Japan, Greece, Italy, Costa Rica
- What are they doing?



# COMMON BLUE ZONE FACTORS

- Natural movement
- Diet
- Social interaction
- Supportive Environment
- Spiritual practice
- Family focus
- Meaning in their life





# HOW ABOUT US?

- Value of Intentional Wellness
  - It's infectious, you impact other's wellness and your own
- Enhance your environment to move naturally (cancel gym membership?)
- Stress control; What are your triggers? Who in your life helps you with this?
  - Connect to those who matter to you
  - Notice impact of thinking on sleep
  - Observe your thinking, don't pay attention to everything that goes through you mind
- Create silence
- Create humor

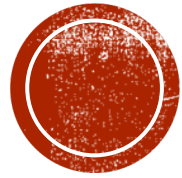
THERE IS NO ONE ANSWER



# AAAEM WELLNESS COMMITTEE 2019

- Lack of information on administrator wellness
- AAAEM poised to take the lead
- Demonstrated success seen in Benchmarking and Salary surveys
- **NEXT STEPS- sign up!**





# **WELLNESS MENTORSHIP**



# HOW DO I MENTOR WELLNESS?

- A quote to remember...
- It's important to have a grasp of:
  - Who your staff is (demographics, backgrounds, etc.)
  - In which sorts of areas do they need guidance
  - How self-aware/ready are they for feedback
- It's also important to know what is commonly deemed stressful



# WHAT DOES THE LITERATURE SAY?

- A study in 2017 polled American workers about the factors contributing to stress in their daily lives:
  - The #1 cited stressor (by 41% of those responding) was financial worries
  - Of the top 22 items reported, nearly half (10 of them) were related to work considerations
    - Life/work balance
    - Conflicts with coworkers/boss
    - Time management/commute considerations
    - Pressures of constant availability
- For me, this showed me that a primary topic of consideration should be money management and preparing for the future



# FINANCIAL WELLNESS STATISTICS

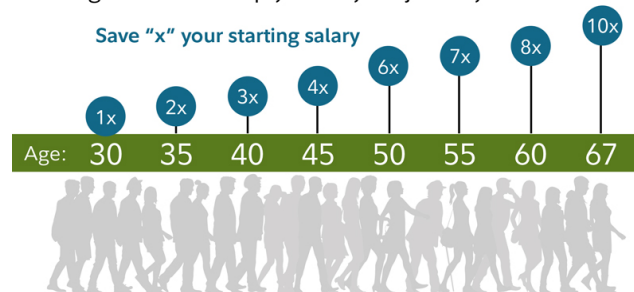
- A 2017 study from Career Builder found that nearly 8 in 10 Americans report living paycheck to paycheck
  - This is up from 2016
  - Perhaps even more surprisingly, even 10% of six-figure salary earners report living paycheck to paycheck
- As it relates to retirement...
  - 31% of Americans have less than \$5,000 saved for retirement
  - 78% report being extremely or somewhat concerned about retirement savings



# RETIREMENT SAVING

	Avg. 401(k) balance by age	Avg. Contr. Rates by age
Age 20-29	\$11,500	6.8%
Age 30-39	\$42,700	7.6%
Age 40-49	\$103,500	8.4%
Age 50-59	\$174,200	10%
Age 60-69	\$192,800	11.1%

Savings factors to help you on your journey to retirement



# The Travis Schmitz Financial Wellness Program

---

## DISCLAIMERS:

Completely unaccredited Financial Wellness Program

Completely unaffiliated with NU or NMHC and is SOLELY the personal  
opinions of Travis Schmitz

This is meant to be food for thought – take with a grain of salt



## FWP: Retirement Planning

---

- THE MOST IMPORTANT THING YOU CAN/SHOULD BE DOING (capitalization very intentional)
  - Start now if you aren't doing this already (know the power of compounding interest)
  - This is a pre-tax retirement option which differentiates it from retirement vehicles you are "sold" in the marketplace (IRA's, etc.)
  - At the very least, please make sure you are maximizing the employer contribution
  - Life happens, but use a hardship loan from your retirement accounts as an ABSOLUTE LAST RESORT

## FWP: Other Points of Wisdom

---

- An emergency fund – what is it, where should it be, and how much?
- Paying off your debt
- Saving for kids' college expenses
- Owning a home vs. renting a home
- Get a credit report from the 3 primary agencies every 12 months (it's free)
- Make sure you have a will in place (especially if you have dependents)
- Know what your priorities are in life – and base your financial decisions accordingly

## Sample Slides

## FWP: Insurance

---

- Chicago is huge – find insurance agents you TRUST
  - Renter's insurance – an ABSOLUTE MUST – get it now (so cheap)
  - Long-term disability insurance – please make sure you have this
  - Life insurance
    - You probably need this but it depends on your circumstances (at least enough for funeral)
    - The amount you need also depends on circumstances – what is your goal with this?
    - Know the differences between whole and term insurance
  - Long-term care



# TIPS FOR BEING EFFECTIVE

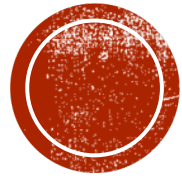
- Pay attention to your tone and style
  - Humility goes a long way here
  - Tone matters --- don't come across as preachy or know-it-all
  - Be relatable
  - This is a source of embarrassment/anxiety for some people – so don't put anyone on the spot
- Ask people (anonymously?) to suggest topics that they would find helpful



# OTHER AREAS OF WELLNESS

- Coaching the perfectionist, strung-out, overachiever
- Your organization's EAP – and the BREADTH of what it provides
  - Legal Support
  - Support for your family
  - Counseling (stress/anxiety, substance abuse, time management, financial help, etc.)
  - Deals on theater tickets, sporting events, handy folks, vacation packages, etc.
  - Help with parenting skills, child care options, etc.
- Time management / work/life balance – and my expectations as their boss
- Making smart decisions
  - The people with whom you associate
  - Social media
- Being open to providing flexible scheduling/work from home as an option





# **WELLNESS IN TIMES OF CHANGE**



# WHY DO WE CARE?

- Wellness is happiness
- Happiness is positivity
- Happiness is health



# WHY IS CHANGE DIFFICULT?

- It's scary
- I like to stick to “what I know”
- What if it doesn't work?
- The concept of a fixed mind set vs. a growth mind set



# EXAMPLES OF CHANGE

- Change in leadership
- Change in staff
- Change in location
- Economic /financial changes
- Natural disasters



**SO WHAT ARE WE GOING TO DO?!**





# WELLNESS IN CHANGE

- Pause, look beyond
- Make new plans
- Set new goals
- Shift your attention to the new “norm”
- Slow down, and start to think differently



# WELLNESS IN CHANGE

- What really works; how to stay “well”
- Positivity
- Support System
- Adopting a “Hobby”, sports
- Healthy Habits

