

Wellness Initiative at the NIH Clinical Center



THE U.S. SURGEON GENERAL'S FRAMEWORK FOR WORKPLACE MENTAL HEALTH AND WELL-BEING

This Framework is dedicated to all workers who lost their lives during the pandemic and to their families. May this serve as a call to action to lift up the voices of workers, particularly those most vulnerable, and to protect their health and well-being.

Five Essentials for Workplace Mental Health & Well-Being

Centered on the worker voice and equity, these five Essentials support workplaces as engines of well-being. Each Essential is grounded in two human needs, shared across industries and roles.



Components

Creating a plan with all workers to enact these components can help reimagine workplaces as engines of well-being.

Protection from Harm

- Prioritize workplace physical and psychological safety
- Enable adequate rest
- Normalize and support mental health
- Operationalize DEIA* norms, policies, and programs

Connection & Community

- Create cultures of inclusion and belonging
- Cultivate trusted relationships
- Foster collaboration and teamwork

Work-Life Harmony

- Provide more autonomy over how work is done
- Make schedules as flexible and predictable as possible
- Increase access to paid leave
- Respect boundaries between work and non-work time

Mattering at Work

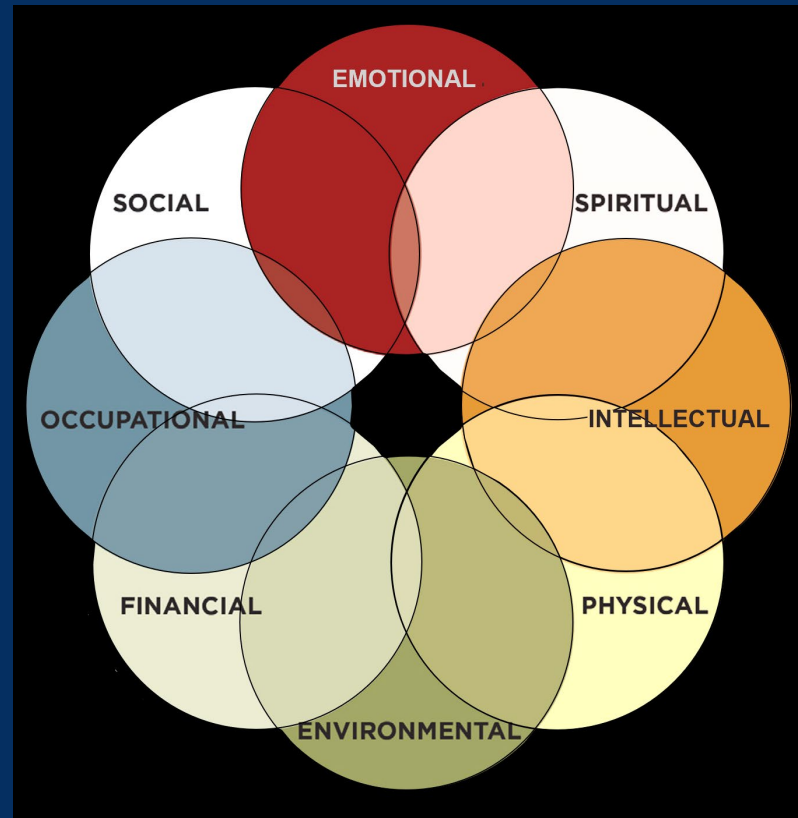
- Provide a living wage
- Engage workers in workplace decisions
- Build a culture of gratitude and recognition
- Connect individual work with organizational mission

Opportunity for Growth

- Offer quality training, education, and mentoring
- Foster clear, equitable pathways for career advancement
- Ensure relevant, reciprocal feedback

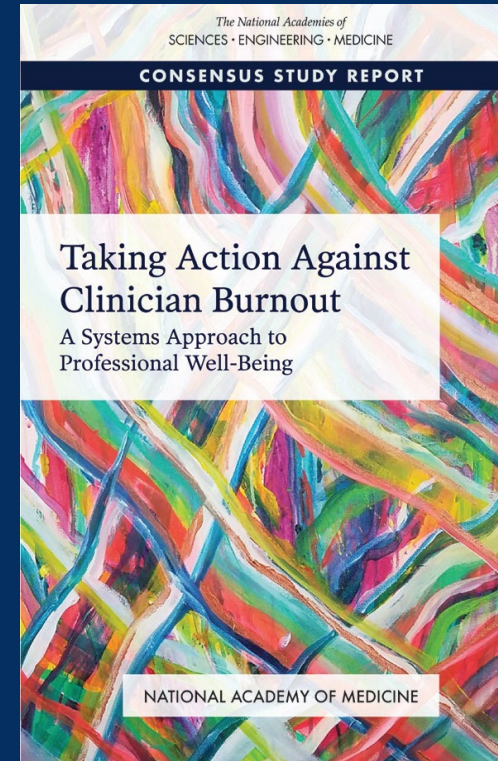
* Diversity, Equity, Inclusion, and Accessibility

DIMENSIONS OF WELLNESS



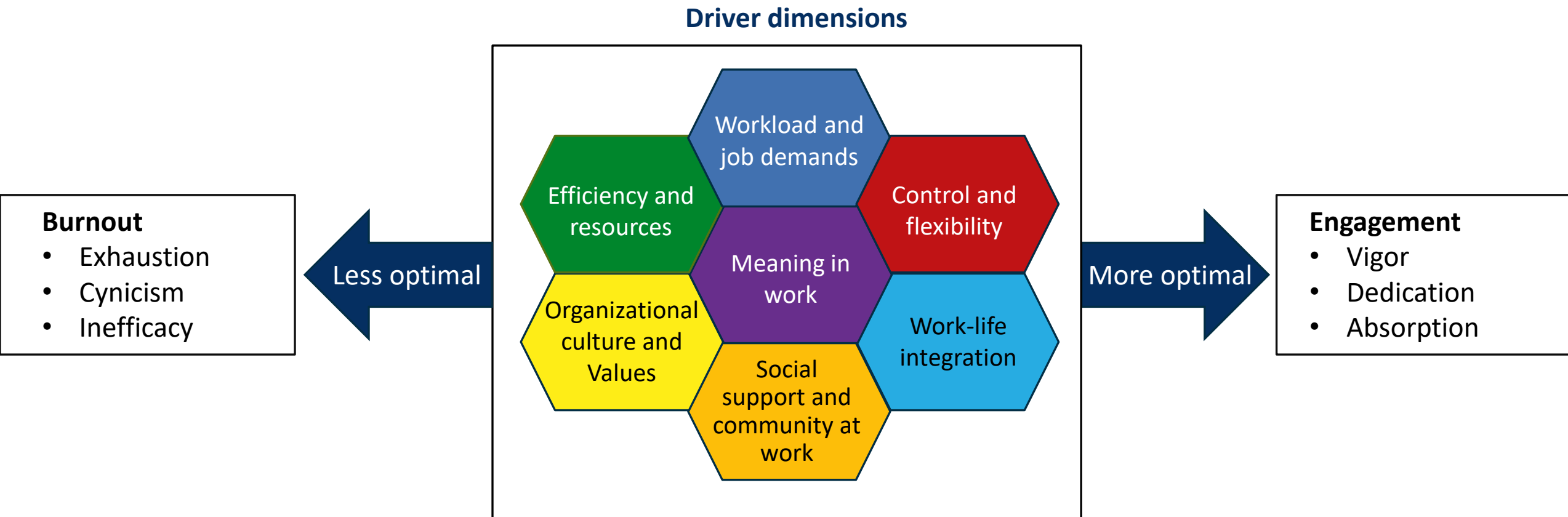
▶ **35-54%** of nurses and physicians

▶ **45-60%** of medical students and residents (or “learners”)



THE U.S. CLINICAL WORKFORCE REPORTS EXPERIENCING SUBSTANTIAL SYMPTOMS OF BURNOUT

CREATING A CULTURE OF WELLNESS



CULTURE OF WELLNESS IN THE CLINICAL CENTER

- Benefits to the CC when stress and burnout are decreased - less staff turnover, reduced costs to recruit and retain staff, increased patient satisfaction, decreased medical errors, less need for disciplinary action and improved work environment.
- Benefits for CC staff from the loading dock to the bedside to the C-Suite when stress and burnout are decreased and compassion and empathy are increased, physical, mental and spiritual health are optimized allowing CC staff in all roles to reconnect with the joy and meaning of their work
- Increased focus on the NIH mission and the Clinical Center as a house of hope to drive a sense of meaning and purpose throughout the organization

NIH CLINICAL CENTER WELLNESS INITIATIVE STATEMENT OF PURPOSE:

- ▶ Promote a Culture of Wellness within the Clinical Center
- ▶ Provide oversight of existing wellness programs and approval for new Clinical Center wellness programs
- ▶ Develop new strategies to improve wellness in the Clinical Center
- ▶ Assure inclusion of the entire CC workforce

Starting Point – Where We Were

Many wellbeing initiatives were already in progress with core groups invested in their success.

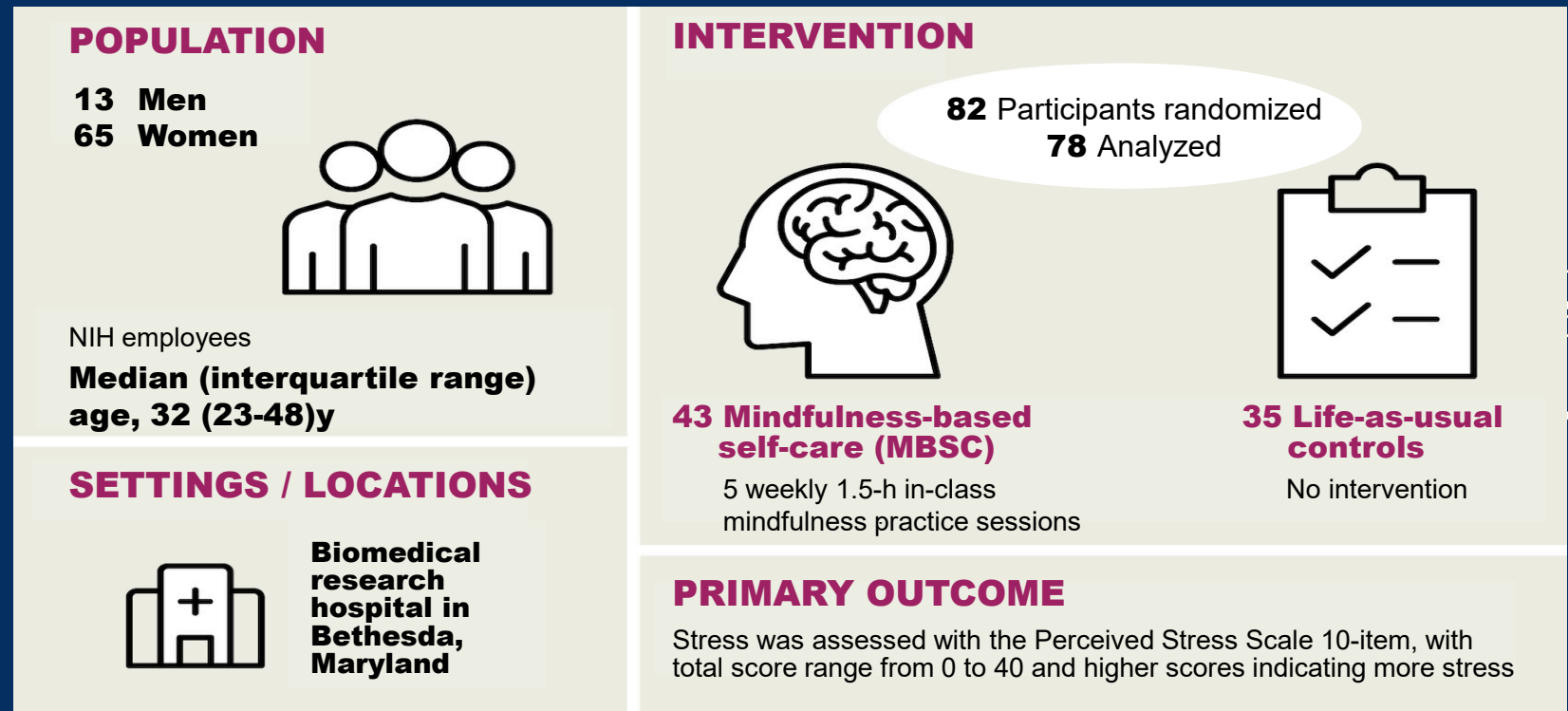
These include Clinical Center wide programs such as the ACGME wellness committee, CCND Wellness Team, peer to peer, mindfulness programs, yoga, labyrinth, and debriefing sessions for co-worker and patient deaths as well as patients with high care needs that are often morally distressing.

NIH wide programs such as EAP, OITE and the R&W also provide many opportunities for the wellbeing of CC staff.

PROGRESS TO DATE - HIGHLIGHTS

- Leadership Established
- Existing programs inventoried
- Steering Committee formed
- Care for the Caregiver Training
- Harmonize 1:1 support and group support; cross train volunteers, establish operating procedures and infrastructure (e.g. on call response, one stop shopping for all requests)
- 24/7/365 On-call availability
- Communication Plan
- Quantitative Metrics
- Website

ENHANCING WELL-BEING: EFFECT OF A BRIEF MINDFULNESS COURSE ON HEALTHCARE WORKERS STRESS LEVELS



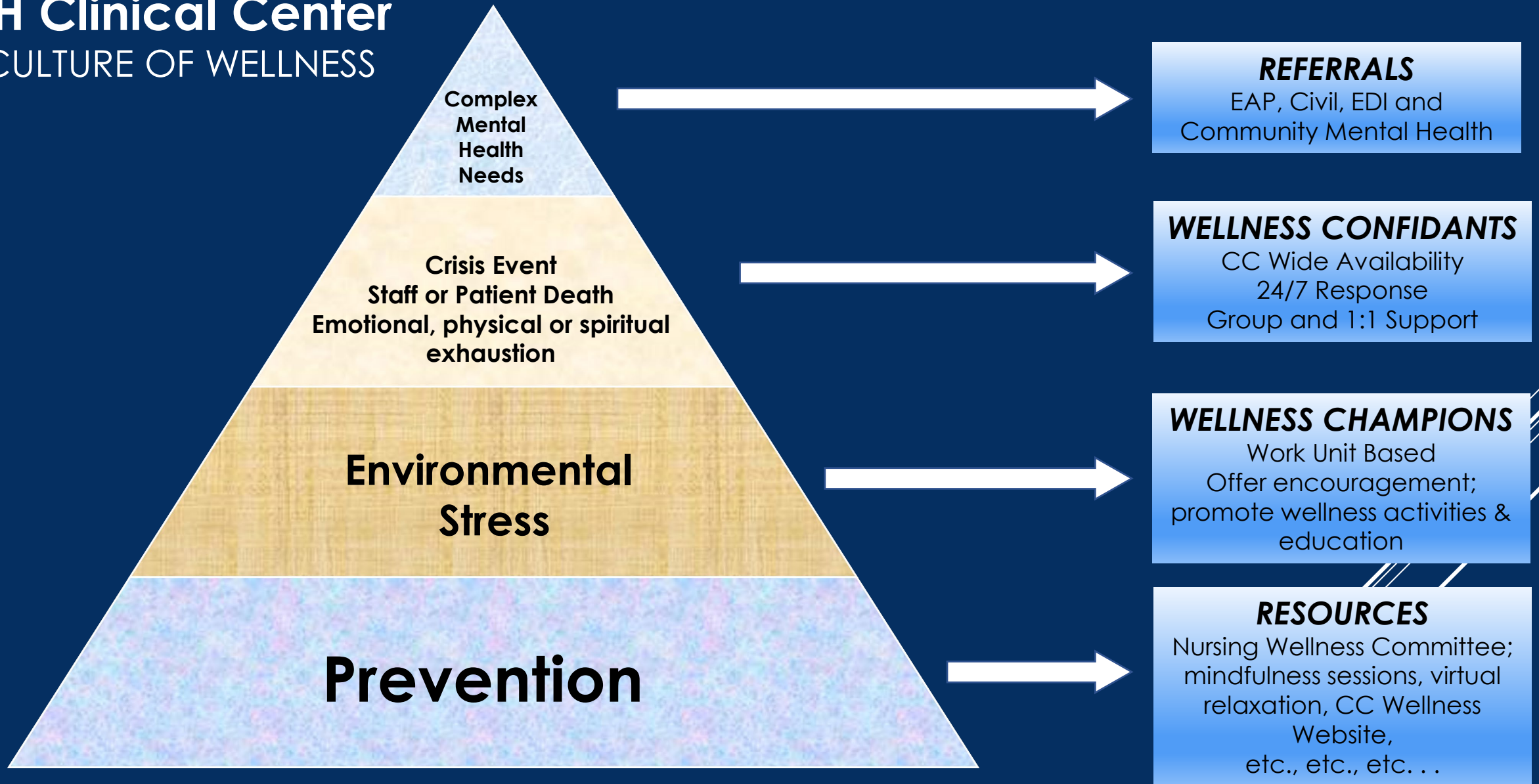
ENHANCING WELL-BEING: EFFECT OF A BRIEF MINDFULNESS COURSE ON HEALTHCARE WORKERS STRESS LEVELS

Compared to controls, the MBSC group through week 13 follow-up showed:

- Reduced levels of stress ($p=0.016$)
- Reduced anxiety ($p<0.001$)
- Improved positive affect ($p<0.001$)
- Improved mindfulness ($p<0.001$)
- Response rate, attendance rate, and post-course evaluations provided support for program feasibility

NIH Clinical Center

CULTURE OF WELLNESS



Building Resilience and Offering Support

PEER TO PEER SUPPORT (P2P)

A COLLABORATIVE VENTURE



Peer Confidants - meet individually or with groups of co-workers for support related to a specific distressing event in such as work-related stress, caring for patients, patient or staff member death, and moral distress.

Encounters:

April – September

77

Peer Champions - embedded within CC departments and clinical care areas who provide on-the-spot support for colleagues experiencing work-related stress, promote wellness resources available in the CC and broader NIH community and provide experiential wellness opportunities and wellness education. (*forming*)

CC Department and Institute Collaborators: Nursing Department, Palliative Care, Pharmacy, Social Work, Spiritual Care, Workforce Management and Development, NCI-POB and NIMH

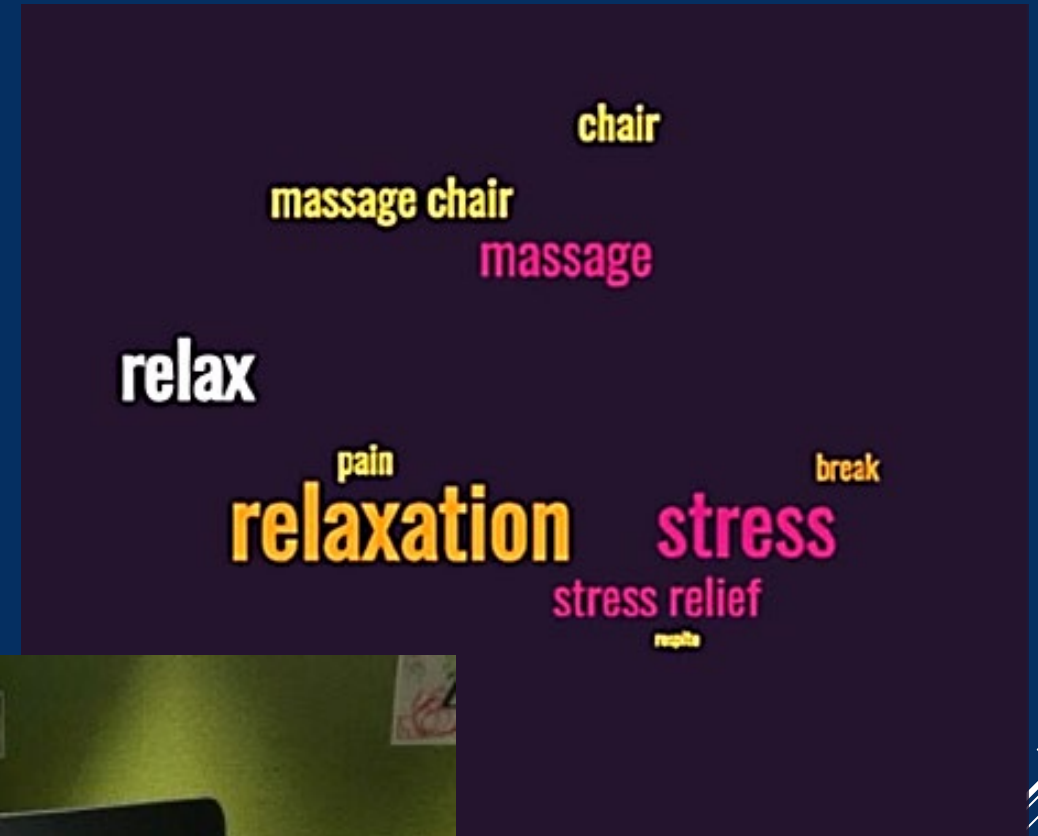
NURSING DEPARTMENT

RESPIRE ROOM

Encounters:

April – September

196



MATERIALS MANAGEMENT ENVIRONMENTS SERVICES

SPRING INTO WELLNESS DAY – MAY 2023



Encounters: 80

DEPARTMENT OF CLINICAL RESEARCH INFORMATICS

VIRTUAL RELAXATION SESSIONS

Encounters

April – September 529



SPIRITUAL CARE

GOOD GRIEF AND CHOCOLATE

Encounters

April – September 63

**Grief is different
for everyone.
Come join us to
reflect on and
honor the pediatric
and young adult
patients we have
lost.**



Collaborators – CCND 1NW and Pediatric Clinic, Nutrition Department, DCRI, Recreation Therapy, NCI-POB and The Children's Inn

WELLNESS INITIATIVE

WEB SITE



<https://intranet.cc.nih.gov/wellness>

Collaborator: Office of
Communications & Media Relations

Views

April – September 590

LIEUTENANT COMMANDER ABIGAIL

- Official Mascot of the United States Public Health Corps
- Honorary Mascot of the CC Wellness Initiative
- Named after former First Lady Abigail Adams
- Trained by Warrior Canine Connection to serve as a facility dog in the USPHS Commissioned Corps
- Commissioned Officer afforded customs and courtesies of any active duty officer
- Encounters July through September: 87



ENCOUNTERS

APRIL 2023 –
SEPTEMBER 2023

Clinical Center Wide Wellness Activities

Wellness Confidantes	77
Virtual Relaxation Sessions - DCRI	529
Website Hits	590
Mindfulness Meditation - SCD/PPC	359
Lieutenant Commander Abigail	87
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	1,642

Department Specific Wellness Activities

DCRI Stress Relief	286
ND - Respite Room	196
MMD - Morale Building	543
SCD – Good Grief and Chocolate	63
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	1,088

Total Encounters: 2,730

NEXT STEPS

Continue to place Wellness Champions in work units

Support for underserved work groups (Hourly wage staff, Teleworkers, Night and weekend staff)

Wellness survey

Develop a systems level approach to the detection of risk

Ensure strategies are in place to sustain improvement

Develop opportunities for spiritual growth, meaning making and long-term resilience

Organizational morale

QUESTIONS?

