

NATIONAL COUNCIL
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Navigating the New Normal: Whole Health, Wellness and —— Resilience ——

Thursday, September 10, 2020

3:00 – 4:00 pm ET



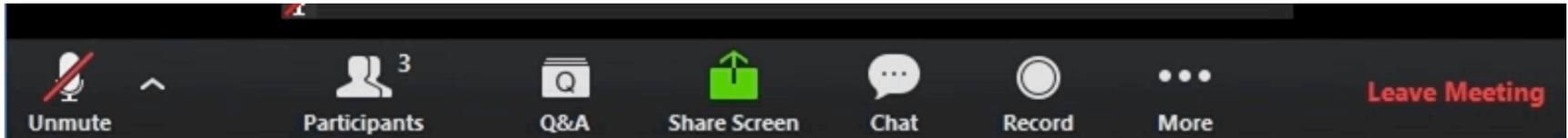
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How to Ask a Question/Make a Comment



Type in a **question** in the **Q&A box**
Type in a **comment** in the **chat box**

Both are located at the bottom of your screen.
We'll answer as many questions as we can at the end of
the presentation.



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Poll #1: What best describes your role?

- Clinician
- Occupational Therapy Practitioner
- Administrator
- Policy Maker
- Payer
- Other (specify in chat box)



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Poll #2: What best describes your organization? (check all that apply)

- Behavioral Health Provider
- Primary Care Provider
- Mental Health Provider
- Substance Use Provider
- Occupational Therapy Clinic
- Other (specify in chat box)



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Poll #3: Where is your organization in the process of integration?

- Learning/Exploring
- Beginning Implementation
- Advanced/Full Implementation
- Ongoing Quality Improvement
- Other (specify in chat box)



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Today's Presenters



Teresa Czepiel, MS, OTR/L, RYT-500
Whole Health Program Manager
U.S. Department of Veterans Affairs,
Manchester VA Medical Center
Manchester, NH



Amelia Roeschlein, DSW, MA, LMFT
Consultant, Trauma Informed
Services
National Council for Behavioral
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Today's Presenters



Scott A. Trudeau, PhD, OTR/L
Practice Manager
AOTA Staff Liaison to Special Interest
Sections
**American Occupational Therapy
Association**



Varleisha D. Gibbs, PhD, OTD, OTR/L
Vice President, Practice Engagement
and Capacity Building
**American Occupational Therapy
Association**



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Personal Commitment



- Take what you need from today's training?
- Learning happens on three tracks...
 - Learner
 - Professional
 - Facilitator
- To whom are you dedicating your learning today?

Learning Objectives

Understand

The synergy of Occupational Therapy and Whole Health, including OT's potential role in employee wellness

Learn

Understand motivation for and impact of Employee Whole Health as well as applicable resources

Practice

How to take a resilience approach- specific skills and techniques necessary to promote resilience in ourselves, each other, and those we work with



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What is Whole Health?

Whole Health is an approach to health care that *equips* and *empowers* individuals to take charge of their own health and well-being, and *to live their lives to the fullest*.

Whole Health is a shift from the traditionally disease-focused approach of Western medicine to a biopsychosocial model which includes not only physical and mental well-being, but also multiple, overlapping dimensions of wellness.

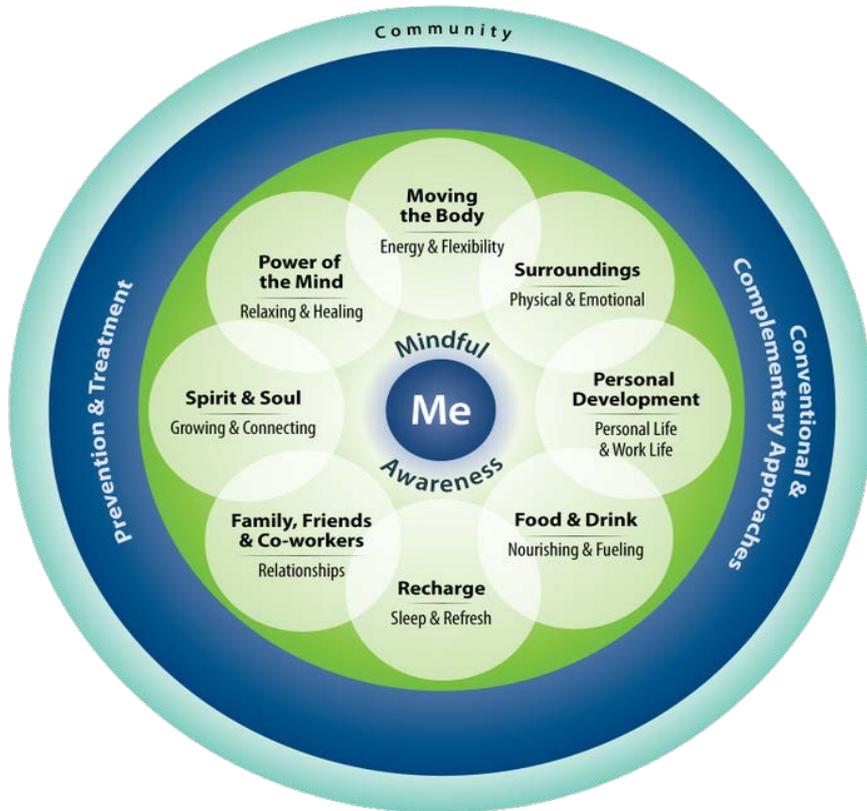


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The Circle of Health



Four key elements:

- **Me at the Center:** starting with what matters most to the individual (*person-centered care*)
- **Self Care:** resources and skills to make sustainable, healthy changes
- **Professional Care:** professional health care supports prevention and treatment
- **Community:** “Me” at the center is supported by “We” – the connections and community around you



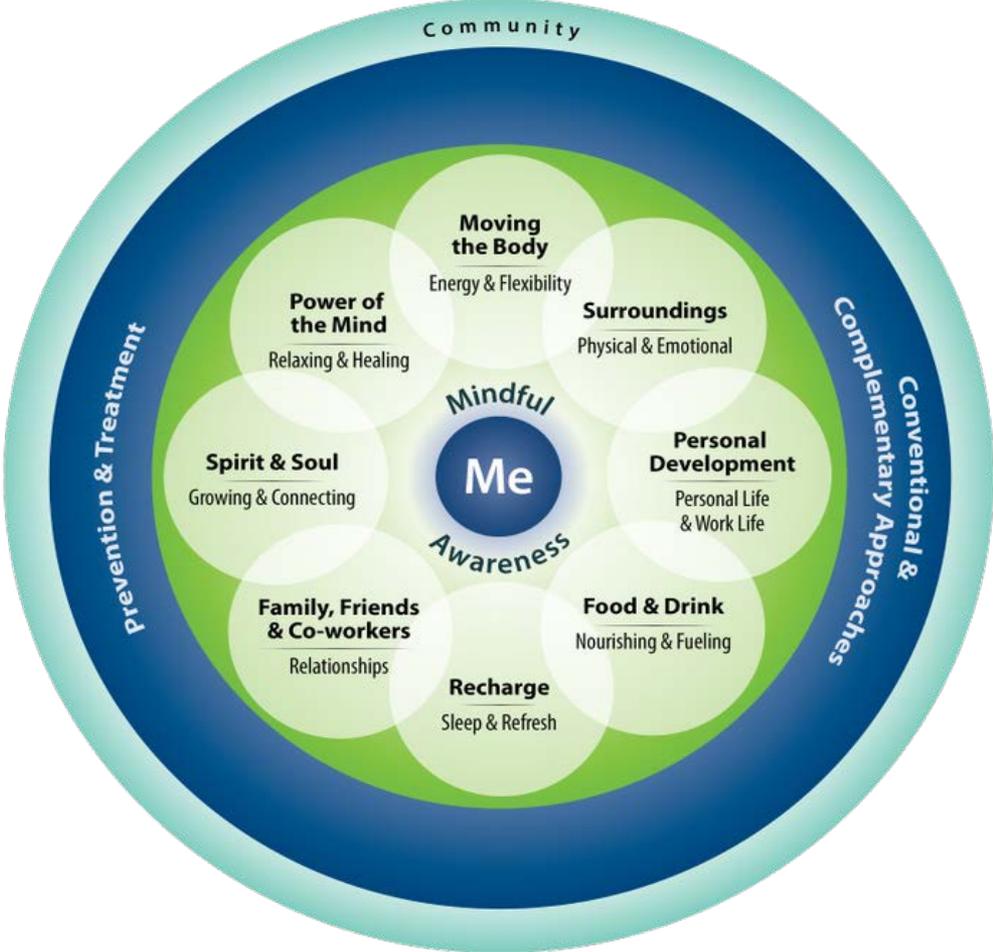
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Circle of Health: a quick tour



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Occupational therapy defined

“[O]ccupational therapy is...the therapeutic use of everyday life occupations with persons, groups, or populations...for the purpose of enhancing or enabling participation... Occupational therapy services are provided for habilitation, rehabilitation, and promotion of health and wellness for clients with disability- and non-disability-related needs.” (AOTA, 2020)

Occupational therapy practitioners enable individuals to *live life to the fullest* by:

- Promoting health and wellness across the life span
- Helping them prevent or live better with illness, injury, or disability
- Taking into account individual needs, desires, strengths, and goals



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Occupational Therapy and Whole Health: crosswalk

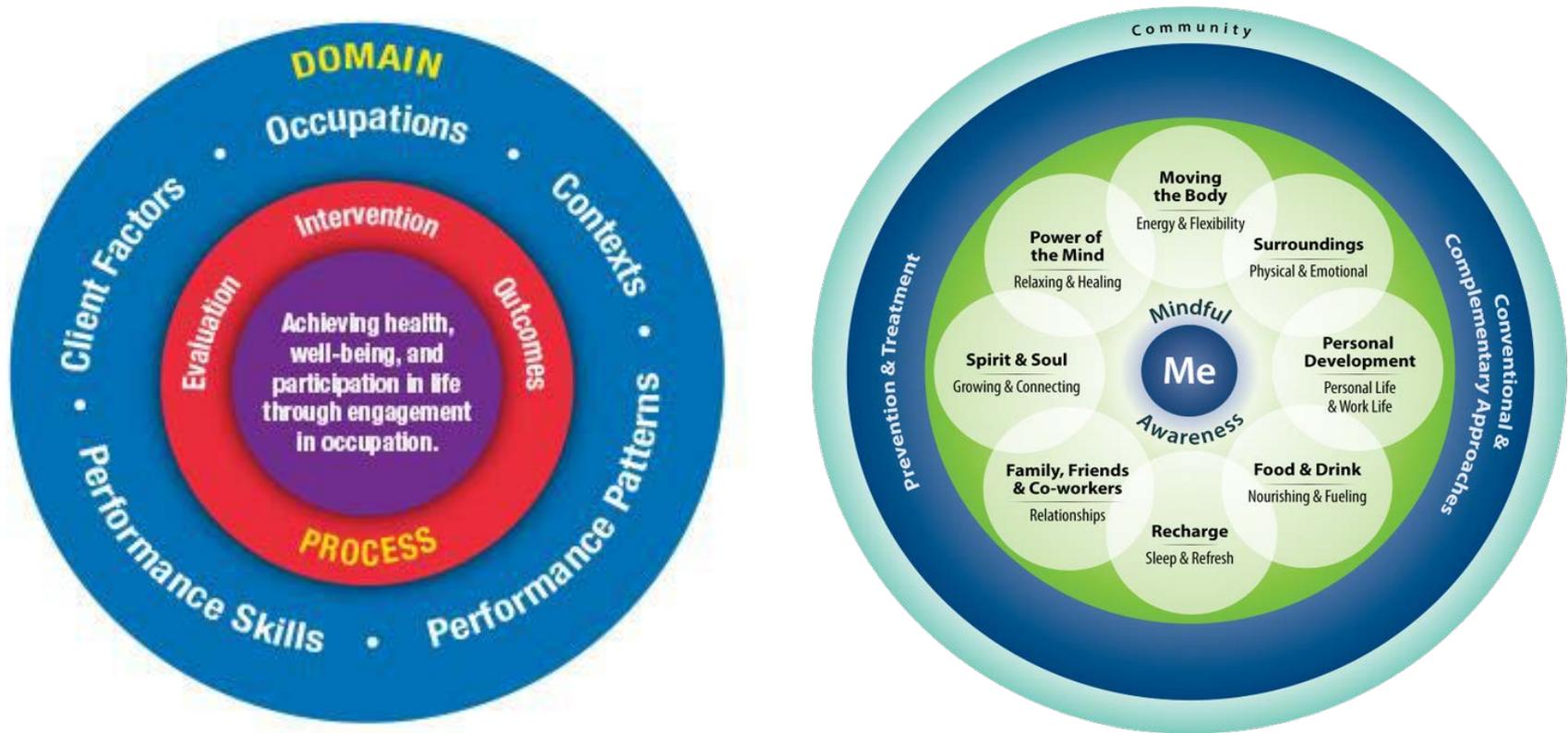


Figure 1. Occupational Therapy Domain and Process



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Why *Employee Whole Health*?

- Increased burnout scores on VA All-Employee Surveys
- Increased personal and work-related stress due to COVID-19
- More support for work-life balance (also an area of expertise in OT!)
- In order to care for others, it's essential for practitioners to care for themselves



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Why *Employee* Whole Health - Drivers

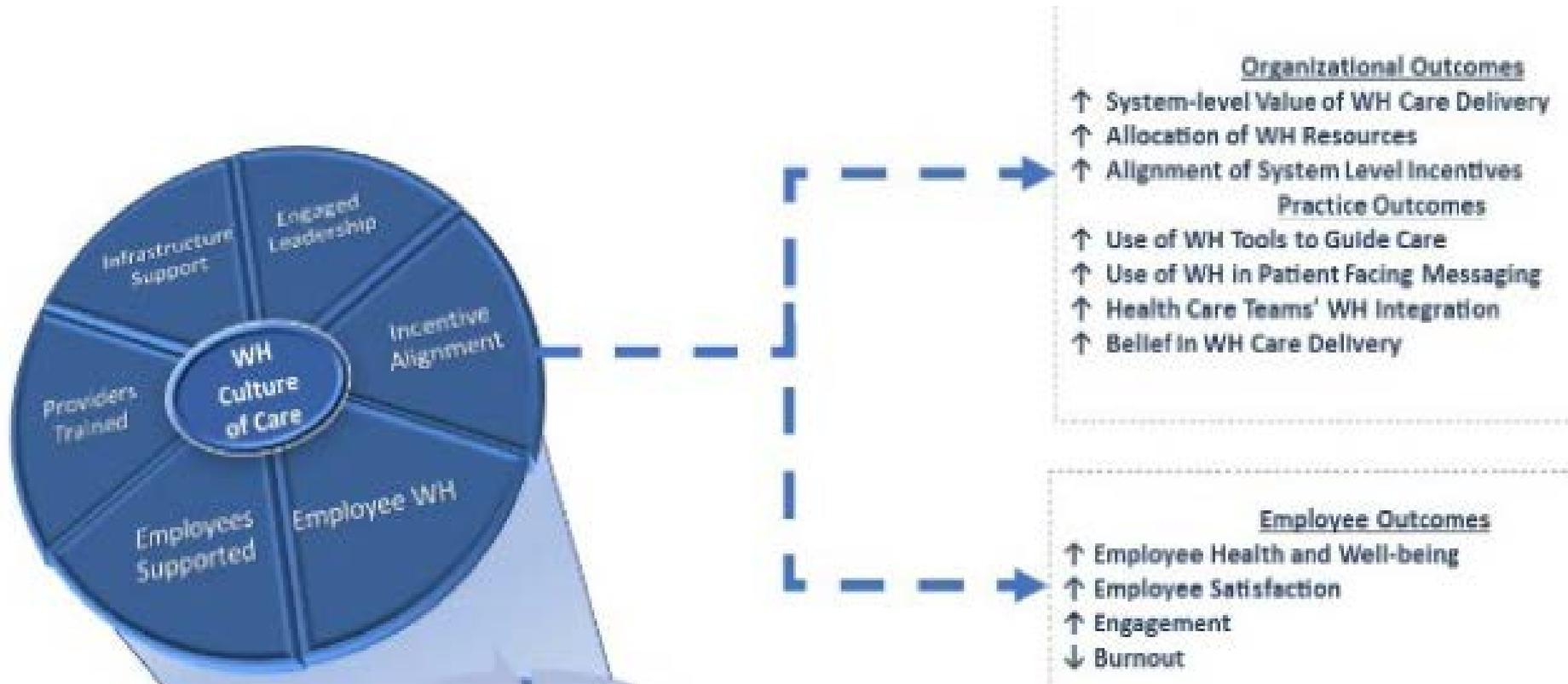


Figure 2: Conceptual Framework for Whole Health System of Care, impact & outcomes (excerpt)



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Employee Whole Health at Manchester VA

Self care offerings:

- 15-minute Movement & Meditation Breaks
- Employee Relaxation
- Morning Yoga & Yoga Nidra

Whole Health education:

- Monthly Discussion Series focusing on a different area of the Circle of Health each session

Employee Health Coaching:

- Offered by Whole Health Coach
- 30-minute personalized sessions focused on setting achievable goals and establishing healthy routines



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Employee testimonials

“I’m grateful for the both the employee relaxation and the health coaching sessions being offered right now!...I experience both a renewed sense of peace and energy that I can give back to myself and others...And for those that have not tried it - please DO!”

“Working from home during the pandemic has been stressful. I was finding myself tied to my computer and not paying attention to my health...Although not perfect, since meeting with [our health coach], I am mostly maintaining my health goals. It does take time to establish new habits, especially now with a drastic change in our routines. This is a valuable opportunity! Take advantage of it for your own health and well-being!”

“I really needed the employee relaxation today...that was just what the doctor ordered!”



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Future vision: OT's role in Employee Wellness

- Promote healthy habits and routines through self care
- Set goals for optimal well-being
- Taking care of ourselves gives us more capacity to care for others
- What it is *not*: occupational health (traditionally nursing)



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Acknowledgements

- Manchester VA Whole Health Core Team: Marisa Heinlein, MSPH, Health Coach; Stacey Nolin, Program Assistant; Ben Moreau, Health Coach; Laura Shannon, CTRS/L, Whole Health Recreation Therapist; Erin Paquin, OTR/L, Acting Service Line Manager, Sensory, Physical, & Rehabilitation Service; Julie Vose, OTR/L, Acting Associate Medical Center Director
- VA New England Whole Health Committee
- VA Office of Patient Centered Care and Cultural Transformation: Cindi Wilson, OTR/L, and Marshelle Moore, VA New England Field Implementation Team Consultants
- Scott Trudeau, PhD, OTR/L: colleague and mentor
- The many Veterans who commit to their whole health and well-being
- The field of innovative and dynamic OT practitioners



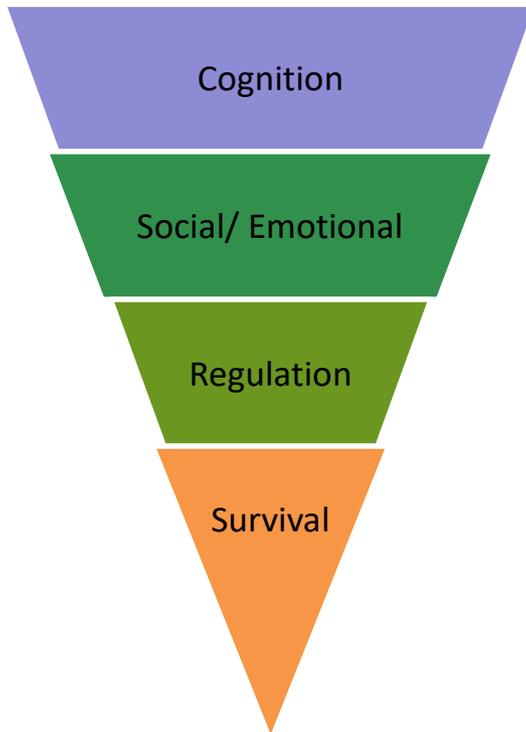
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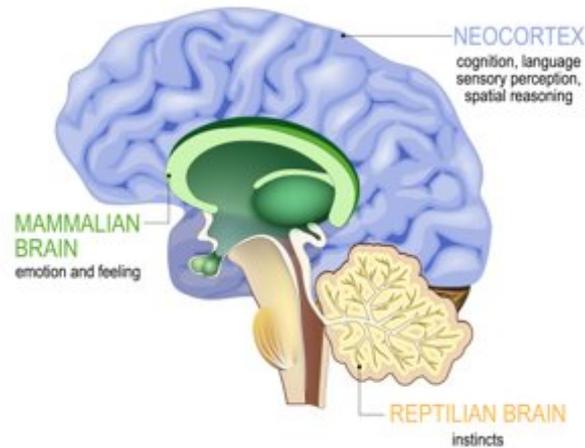
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Impact of Stress on Whole Health, Wellness & Brain Energy

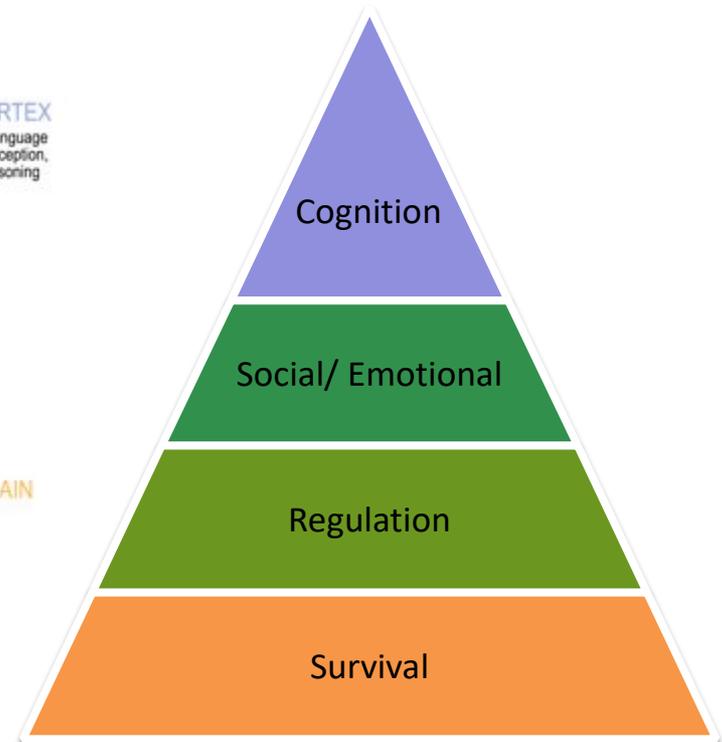
Typical Performance



Brain evolution



During Stress



Neocortex and Prefrontal Cortex (PFC):
Executive Functioning

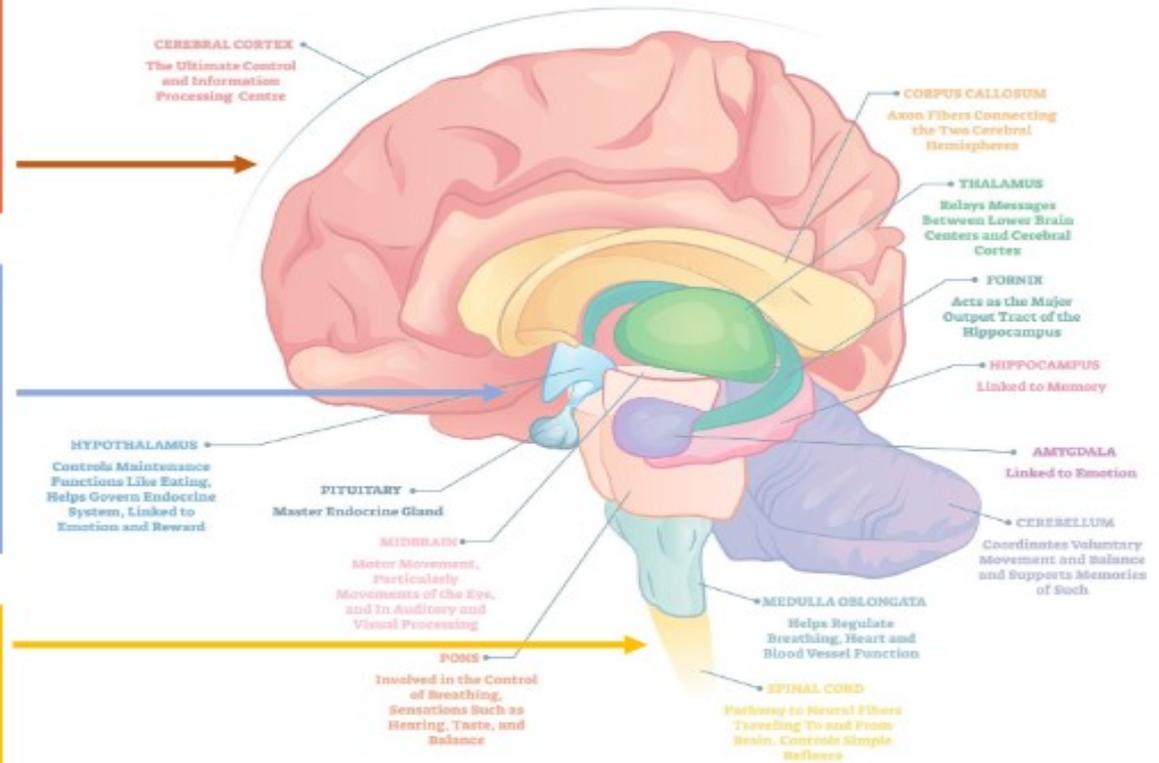
What can I learn?

Limbic System:
Emotions and Memory

Am I loved?

Brain Stem:
Appraisal & Survival Functions

Am I safe?



<https://drarielleschwartz.com/neurobiology-traumatic-memory-dr-arielle-schwartz>



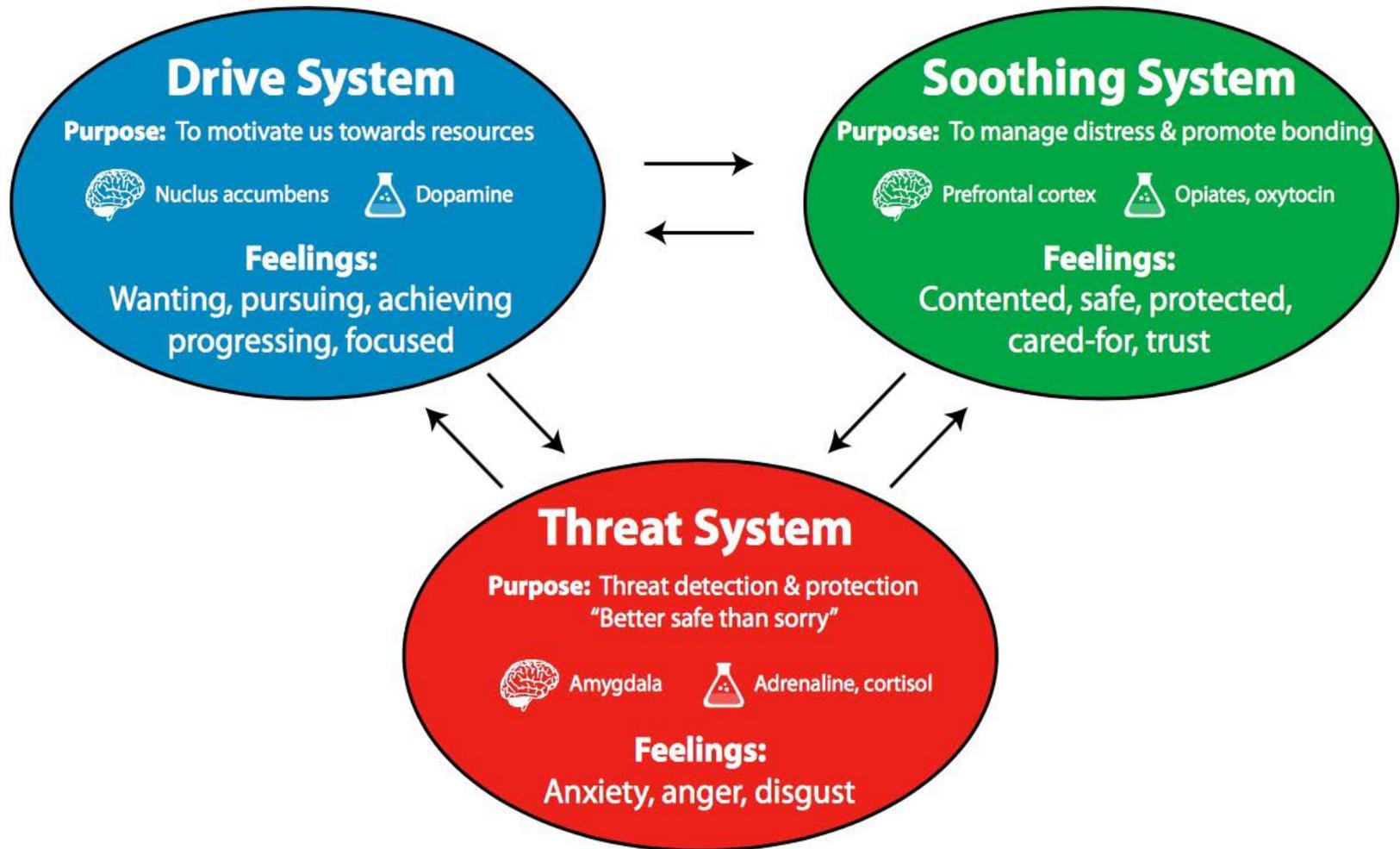
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Emotion Regulation Systems



Different Interventions for Different Mental States- a practical solution



- Top-Down approach questions the individual' thoughts. It begs the question: *What is wrong with your thinking, and how do we fix it?*
- Bottom Up Interventions are effective because it assumes that you must first recognize and soothe feelings. *First the body reacts, then the mind thinks..*

What can organizations and leaders do about it?



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Promote Physical, Emotional, Spiritual and Workplace Self Care



Encourage and assist with practical ways to cope



Put YOURSELF on the Calendar. Block out time for self-care on your calendar.



Eat healthy food. Forego the temptation to order pizza or reach for processed sugar filled foods.



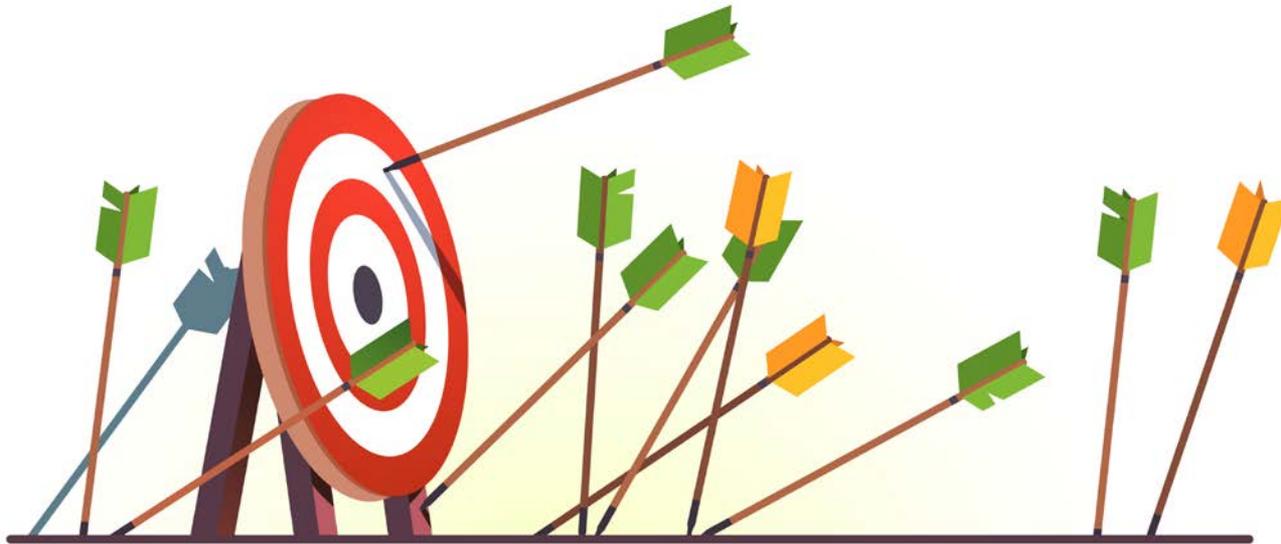
Physical self-care: involves movement of the body - exercise, health, nutrition, sleep, rest, water intake, medication, supplements, physical touch, and sexual needs. Some examples of physical self-care include – going for a walk on the beach and having an epsom salt bath



Get enough sleep as often as you can. Sleep is usually the first thing to go when under stress.

Resilience means supporting and embracing failure

Innovation and learning support failure:
if you don't succeed you learn



Resiliencing

A verb instead of a noun, emphasizing a temporal focus that involves relentless feedback loops of anticipating problems, collaborating and improvising promptly to cope with adverse events, and learning from them continually across all levels individually and in organizations over time, and time after time.



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Creating and reinforcing mechanisms that support resiliencing

- Develop and reinforce a learning culture
 - Gain knowledge from large network of collaborators
 - Reward those that come forward with bad news and critical questions
- Create a climate of psychological safety
 - Exhibit vulnerability and an unknowing stance
 - Encourage all to offer up ideas, questions, concerns without certainty
 - Normalize reflections, reporting, learning and exploration, and make resiliencing part of effective memory and organizational culture
 - Store lessons learned so that they may be accessed again when needed



Resources

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TRAUMA-INFORMED, RESILIENCE-ORIENTED CARE

Organizational Self-Care Training Activity Worksheet

It is tricky to explore organizational self-care, it can force us to confront the invisible, hidden, and explicit organizational habits that you've created and that can often be uncomfortable to talk about. Here are examples of some common organizational habits:

- Leaving dishes in the sink for someone else to clean up
- Program staff getting more "airtime" than operations staff at organization-wide meetings
- Team meetings starting ten minutes after the scheduled start time
- Last minute requests made of colleagues which include incorrect or inconsistent information

There are other organizational habits which more directly sabotage an organization's self-care (i.e., its ability to renew, and be resilient):

- Calling back-to-back meetings
- Not being continuously rescheduling meetings with colleagues, including direct reports
- Responding to any and every request that comes in
- Not delegating
- Not having enough staff

Organizational habits are the "small things" that add up to create a culture. The five organizational habits that most directly sabotage our work for peace. It destroys our own inner capacity for peace, because it takes away the freedom which makes work fruitful."

What is your organization's organizational self-care strategy? We encourage the following:

What does the organization **do** to take care of itself. Start from a place where your organization does well to create a supportive environment. List a few practices already in place (for example, one-on-one coaching) and how you could leverage.

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TRAUMA-INFORMED, RESILIENCE-ORIENTED CARE

TI-ROC CLIENT AND FAMILY POST-COVID READINESS AND WELL-BEING ASSESSMENT

Tool Purpose: This tool was created for organizations to be responsive and supportive to clients and their families in this ever-changing landscape due to COVID-19. The information gathered from this assessment will aid organization leadership and staff in determining what supports and modifications may need to be made in order for clients and/or their families to feel safe to return to receiving in-person services and supports.

Tool Completion: This tool should be offered to be voluntarily completed by all clients and/or their families.

Tool Directions: Complete the assessment below.

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TRAUMA-INFORMED, RESILIENCE-ORIENTED CARE

TI-ROC STAFF RE-ENTRY READINESS AND WELL-BEING ASSESSMENT

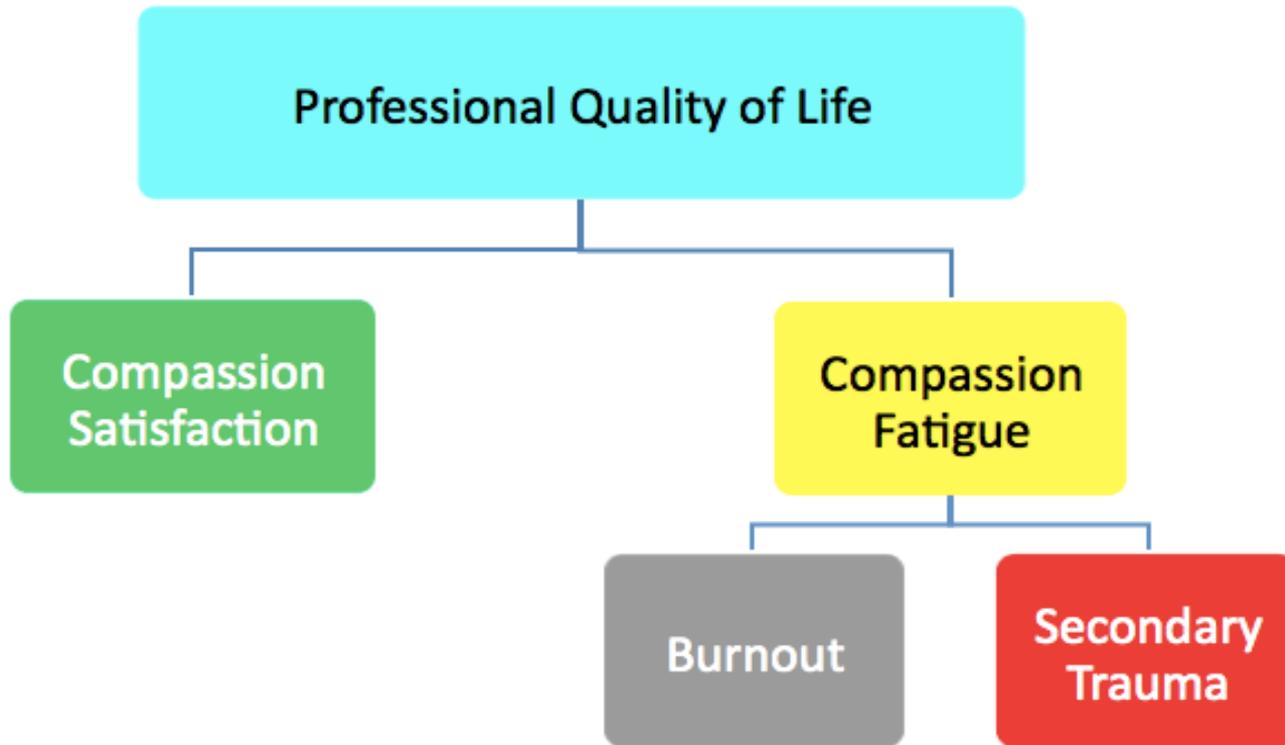
Tool Purpose: This tool was created for organizations to be responsive and supportive to staff in this ever-changing landscape due to COVID-19. The information gathered from this assessment will aid organization leadership in determining what supports and modifications may need to be made in order for staff to feel safe to return to the office.

Tool Completion: This tool should be offered to be voluntarily completed by all staff within your organization and then aggregated.

Tool Directions: Complete the assessment below.



Compassion—Satisfaction or Fatigue?



Copyright Beth Hudnall Stamm (2009)



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Provider Resilience App



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A Break for our SPIRIT



When do you feel most alive, most like yourself? What are you doing?
What or with whom are you surrounded?



Factors that encourage resilience amongst employees

- Feeling valued by the organization.
- Believing that their voice can be heard and matters.
- Feeling supported in their work.
- Believing they have the resources to do their jobs.



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Questions?

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Resources

AOTA Resources

- [Practitioner Well-Being](#)
- [Addressing Acute Stress and Anxiety](#)
- [Applying Trauma-Informed Approaches Across OT Settings](#)

Whole Health Resources:

- [Whole Health Basics](#)
- [VA Employee Whole Health](#)
- [Whole Health Library](#)
- [#LiveWholeHealthBlog](#)

Trauma-Informed, Resilience-Oriented Resources

- [Organizational Self-Care Training Activity Worksheet](#)
- [TI-ROC Client and Family Post-COVID Readiness and Well-Being Assessment](#)
- [TI-ROC Staff Re-Entry Readiness and Well-Being Assessment](#)

Additional Resources

- [16 Simple Ways to Relieve Stress and Anxiety](#)
- [Tips to Manage Anxiety and Stress](#)
- [Compassion and Resilience Toolkit during COVID-19](#)
- [COVID-19 Stress, Distress, and Trauma Series](#)



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Join us to Continue the Conversation!

Want to discuss more about whole health, wellness, and resilience and learn more from peers?

Join our Office Hour session on September 17, 3-4pm ET

[Register here](#)

During this session we will discuss...

- Unanswered questions from today's session
- Any other questions and comments you submit during registration
- Key barriers and facilitators to resiliencing
- How BH and OT can come together to create more opportunities for promoting Whole Health

What resiliencing self-care strategy will you try between now and next week?

Other Upcoming Events

Addressing Trauma, Racism and Bias in Behavioral Health Service Delivery

[Register here for webinar](#) on Sept. 23, 3-4pm ET

[Register here for the Office Hour](#) on Sept. 30, 2-3pm ET

Reentry for Citizens Needing Substance Use Disorder Treatment

[Register here for webinar](#) on Oct. 7, 3-4pm ET

Looking for free trainings and credits?

[Check out integrated health trainings from Relias here.](#)

Interested in an individual consultation with the CoE experts on integrated care?

[Contact us through this form here!](#)



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