

A Multidisciplinary and Collaborative Approach to Supporting Workplace Well-Being & Implementing Self-Care Strategies

# WELCOME AND INTRODUCTIONS



## Who we are:

- Michelle Bombacie, Program Manager, Department of Pediatric Oncology
- Daniela Elazari, Director of Well-Being, Office of Work/Life
- Sony Jean-Michel Thornton, Senior Human Resources Business Partner, CUIMC Human Resources
- Ashley Boyce, Diversity, Equity and Inclusion & Well-being Strategic Projects Specialist,
   CUIMC Human Resources

### You will learn:

- Multidisciplinary and cross collaborative strategies to support well-being within a diverse employee population during the COVID-19 pandemic and beyond
- The value of sharing resources and collaborating on new initiatives across large institutions.
- Evidence-based self-care practices that can be implemented during uncertain and stressful times.

## BACKGROUND



# The Culture at Columbia University Irving Medical Center:

- Large organization with many schools, departments, units
- Work in silos
- Academic hospital
- High stress, fast-paced work environment
- Academic, clinical, competitive
- Working towards research, patient-care, and overall excellence
- Status as leaders in medicine

## Well-Being During the COVID-19 Pandemic

- COVID intensified burnout, stress, exhaustion
- Need for moments of rest throughout the day and week
- Care for the self before being able to care for others
- More opportunities for synergies for well-being work
- Coping with loss of revenue, budget cuts, and staff redeployments

## Related World Health Organization Definitions

- **Burnout** feelings of energy depletion or exhaustion; increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and reduced professional efficacy
- **Self-care** the ability of individuals, families and communities to promote health, prevent disease, maintain health, and to cope with illness and disability with or without the support of a healthcare provider
- **Resiliency** the process of adapting well in the face of diversity, trauma, tragedy, threats, or significant sources of stress
- Wellness/Well-Being- a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity

# OFFICE OF WORK/LIFE WELL-BEING



## Office of Work/Life Well-Being Program

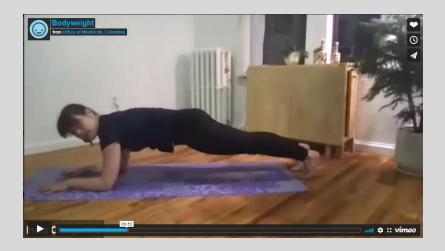
University-wide and departmental programs, workshops, and online resources to support...

- Physical activity
- Mental/emotional well-being
- Food & nutrition
- Ergonomics

- Weight management
- Financial well-being
- Building community

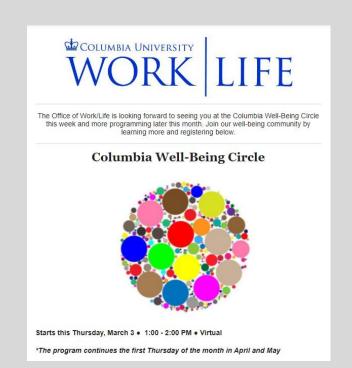


## Office of Work/Life Well-Being









## Changes During the Pandemic

### Shift to Virtual Programming

- High well-being engagement
- Increase in well-being offerings provided
- Increase in accessibility, barriers to participation removed

### Time of High Stress and Burnout

- Increase in departmental requests
- Managers looking for ways to support direct reports
- Requests for mental, emotional, social, community programming

### Take a Break: Stretch and Reset

- An integrative program to provide rest for faculty and staff
- Mental, emotional, community, and physical well-being
- 30 minute program deployed over Zoom
- High enrollment (n=921, 2020-2021)
- High satisfaction- 94.9% indicated "Satisfied" or "Very Satisfied"; NPS= 93
- Trend towards increasing meditation practice (p=0.05)
- Next steps: elements of in-person programming



Take a Break: Stretch and Reset - Qualitative Feedback

- "[Take a Break has] been *essential to me during the pandemic, for coping with emotional stress and physical tension* ... The tone that is set in these sessions -- of permission to care for myself, the reminders to really pay attention to my body and my feelings, to choose what I can and cannot do -- *have been emotionally healing*."
- "Having that time set aside to stretch and reset via a guided meditation was *invaluable* in many ways: work life balance, d*ealing with grief, recharging midweek and midday*, remembering to take a break in the workday, and more."
- "...It made a big difference in providing tools and resources to take care of myself during the day and gave me the opportunity to take a short break to rejuvenate to continue with what turned out to be incredibly long and stressful work days during the pandemic. It helped me stay healthier without breaking down and 30 minutes mid-day was a perfect way to slot in a quick session without a big disruption to my schedule."





### **CUIMC Step Challenge**

- Digital step challenge with virtual tracking, team competition, and chat function
- Physical, mental, emotional well-being
- High enrollment (n= 520; total population= 13,000)
- High satisfaction 80% indicated "Satisfied" or "Very Satisfied"; NPS = 37;
- On-site wrap up event with senior leaders



≡		🐤 Team Leaderboard	1
		METRIC Steps 🗹 Edit team sett	tings
Т	EAM		AVG TOTAL STEPS
1.	3	CUIMC Central Administration	185,661
2.		College of Dental Medicine	168,610
3.		School of Nursing	164,108
4.	esae.	Mailman School of Public Health	163,188
5.		Vagelos College of Physicians&Surgeons	150,614

CUIMC Step Challenge - Qualitative feedback

- This was a fun experience and I was surprised to see how many steps I take just in my regular commute. The challenge got me to hop off a couple of bus stops earlier and take some extra walks...
- I had a great time doing the challenge and would do it again.
- In terms of motivation, this was a huge reason for my joining the challenge. It pushed me to get up and move and I would want that for my friends or colleagues.
- Believe in supporting each other moving and exercising. Buddy system helps and fun to do this with work colleagues we spend a third of our day at work and/or getting to work.



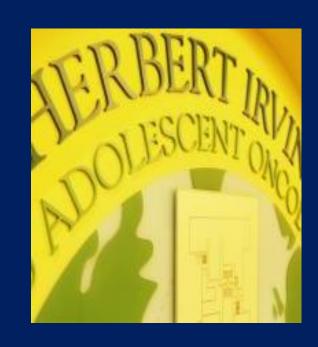


## Re-Strategizing Well-Being Post-Pandemic

- Office-wide survey
- Virtual programming is here to stay, but we need more!
- Engaging/re-engaging our community on-site
- Reassessing prior initiatives
- Dynamic and on-going process



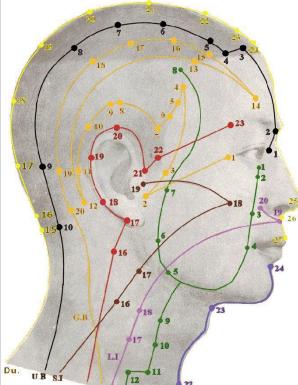
# WELL-BEING IN PEDIATRIC ONCOLOGY



## Overview: Integrative Therapies Program (ITP)

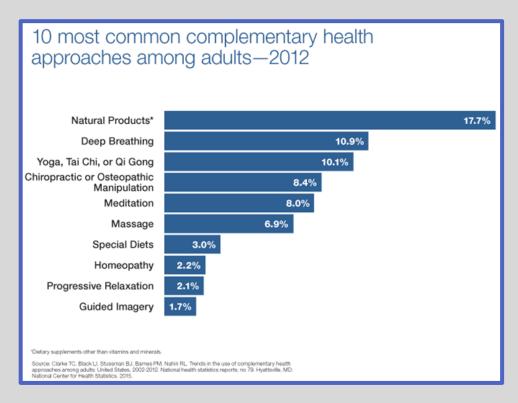
- Established in 1998
- Emphasis on Education, Research, Clinical Services (patients & staff)
- Team consists of Research Nutritionists, Acupuncturist, Physical Therapist,
   Occupational Therapist & Research Coordinator
- Outpatient, Inpatient, Emergency Department, Radiation-Oncology, PICU, Survivorship, Infusion Center
- Expanded to adults in 2014
- All services available to patients free of charge
  - Acupuncture and Acupressure
  - Aromatherapy
  - Exercise and Movement Therapy
  - Massage Therapy
  - Mind-Body Medicine
  - Nutritional Counseling
- Multidisciplinary team approach & referrals





## Complementary Integrative Health Therapies (CIHT)

- Integrative health care often brings together conventional and complementary approaches in a coordinated way
- Three categories: natural products, mind-body practices, and whole systems
- Often includes mental, emotional, functional, spiritual, social, and community aspects

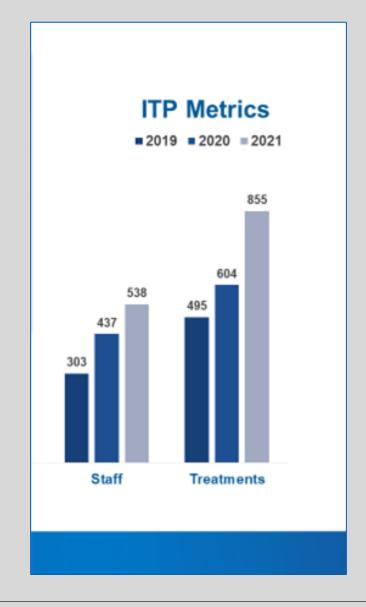


https://www.nccih.nih.gov/health/comple mentary-alternative-or-integrativehealth-whats-in-a-name

## Staff Metrics







## Pre-Pandemic Well-Being Programming

- Individualized Sessions
- Monthly Spa Day Sign-ups
- Group Sessions Acupuncture, Mind-body practices, Dancing & Walks
- Healthy Monday Program including in-person experiential sessions





## Pre Pandemic - Healthy Monday Program

**Goal**: To evaluate the receptiveness and feasibility of the Healthy Monday Program through qualitative feedback and participant surveys

### Group A

- Fall 2017 Summer 2018
- 30 participants 24 Weeks

### Group B

- Fall 2018 Fall 2019
- 500 participants 24 Weeks

**Program Content**: selected from portfolios of three different Monday Campaigns (Destress Monday, Meatless Monday, and Move It Monday).

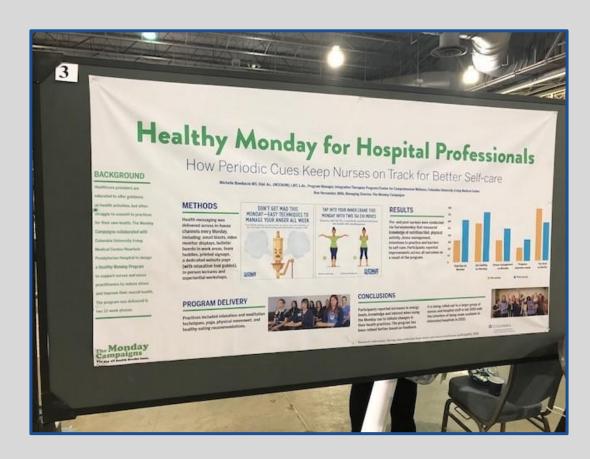
• Each week focuses on quick, easy, evidence-based mind-body practices, physical activities, and healthy meatless recipes, all promoting self-care.

Examples: dance moves, sleep tips, stress, self-massage, affirmations, nutrition tips, yoga



## Healthy Monday Program Outcomes

- MONDAY is a popular day to start a daily routine for exercise, nutrition, and stress management.
- Participants **strongly agree** to having the knowledge to manage stress and eat healthily.
- Lack of time and fatigue are the major barriers to starting an exercise routine and healthy eating.
- Feelings of irritability and nervousness at work decreased.
- Participants feel the program has a positive benefit on their mood for the rest of the week.
- Participants' sleep-promoting practices changed: physical activity and healthy diet increased.
- Email is the preferred way to receive well-being information.
- Participants' **engagement** in physical activities and stress-reduction techniques increased.



### Barriers to Overcome

- Technical difficulties preventing ease of dissemination (email firewall)
- Difficulty tracking participation engagement
- Nurse shifts constantly changing (not all nurses work Monday)
- Hard to coordinate schedules for the participant workshops
- Difficulty achieving pre/post-survey completion
- Inconsistent availability of display venues and resources (video monitors, bulletin boards, etc.)



## Well-Being Programming During the Pandemic

### Healthy Monday Programming

### Healthy Monday Refresh!

- March 2020 April 2021
- 1000 recipients 52 Weeks

### Healthy Monday Urgent Self-Care QR Code Series

- 8-week program
- Includes printed materials posted in work rooms; resources onthe-go

### Integrative Health Strategies and the Five Senses

- Five week series of evidence-informed integrative health strategies
- Engaging Five Senses: sight, hearing, touch, smell & taste







## Well-Being Programming During the Pandemic

### **POWER**

### Weekly Newsletter

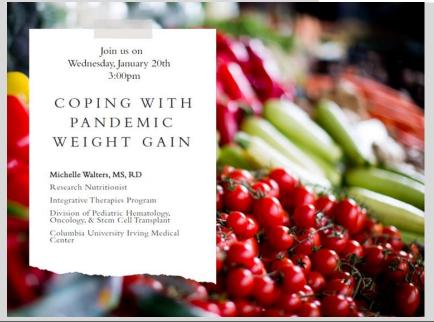
 Weekly email sent to staff and faculty providing resources to help manage grief and foster resiliency & inform wellness initiatives across campus on one platform

### Wednesday Wellness

Virtual self-care practices for staff and facultyzoom & online library

Cope Columbia - ensured the department members had access to critical information regarding managing grief and fostering resilience during the pandemic. Specifically, we continued to offer access to 1:1 support with psychiatry.





## Nurses Appreciation Virtual Broadway







https://youtu.be/zL47\_wmBM-w

https://youtu.be/RLS5f60-B9g

https://youtu.be/EHUwiTihp1s

Please enjoy this video of Charles West's rendition of We Can Be Kind, Jennifer Naimo's rendition of Somewhere Over The Rainbow, and Chris Shin's rendition of Tomorrow!

## What our staff says...

"When your job and passion is caring for others every day, sometimes we forget to care for ourselves. Self-care emails keep our mind, body, and spirit in-check. My personal favorite is the easy and super fun dance moves! Thank you for supporting and encouraging us to stay motivated, mindful, and moving!"

~ Paige-Leigh Zazzali, RN, NYP/CUIMC

"Healthy Monday has been a great addition to my week. Simply, you can relax, take deep breaths, and anticipate having a productive day/week. The positive affirmations, chair exercises, healthy recipes, and colorful presentations are all very interesting and represent our commitment to personal wellbeing."

~ Harriet Mathis, Executive Assistant/Fellowship Coordinator CUIMC





## HR INITIATIVES



## CUIMC Human Resources: Pre-Pandemic

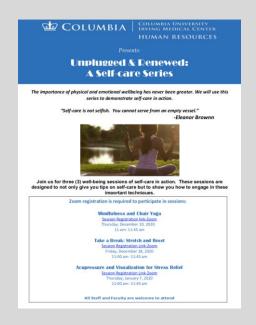
Human Resources serves over 40 departments at the medical center assisting with management of the employee life cycle including:

- Recruiting
- Hiring
- Onboarding
- Training & development
- Compliance
- Workplace Safety



## HR Well-Being Initiatives: Pandemic

Changes during the pandemic led to new collaborations and initiatives:







- Virtual programming
- Increase utilization of EAP
- Partnership with CopeColumbia, Office of W/L, POWER, and CUIMC Events

## HR Well-Being Initiatives: Pandemic



### Virtual Employee Appreciation Week

June 21, 2021-June 25, 2021



In recognition and thanks to the staff and faculty, we are kicking off our employee recognition series with a week of virtual activities for Virtual Employee Appreciation Week. The activities will allow you to relax and recharge during your workday. There are also chances to win prizes for participating in planned activities.

### Jazz It Up | June 21st | 12:00 - 12:45 pm & 4:00 - 4:45 pm

Join us for the smooth sounds of saxophonist Donald Braden (22 albums) and guitarist Dave Stryker (28 albums). They have led their own bands and toured with jazz masters such as Freddie Hubbard, Betty Carter, Wynton Marsalis, Stanley Turrentine, "Captain" Jack McDuff and others.

### Accupressure and Visualization for Stress Relief | June 22<sup>nd</sup> | 11:00 - 11:45 am

Learn the touch techniques and mindfulness exercises we all can use to reduce instances of stress relief anytime and anywhere.

### Mindfulness - A moment to Renew and Recharge | June 22nd |3:30 - 4:15 pm

Practice mindfulness to bring your awareness back to the present, offering an opportunity to reenergize and achieve greater clarity and intention.

### Singing Bowls | June 23rd | 12:00 - 12:45 pm

Experience the soft sounds of the bowl that act on the energy field of your body. The vibrations of the bowl has a calming effect on the body.

### Restorative Evening Yoga: Unwind and Relax | June 23 & 24th | 3:30 - 4:15 pm Use yoga to unwind at the end of your workday and prepare to enjoy your evening.

### Stretch and Reset at your Desk | June 24th | 12:30 - 1:15 pm

Take a break and reset mid-day with stretches that focus on your hands, wrists and ways to calm your mind.

### Drum and Flow | June 25th | 4:00 - 4:45 pm

An experience like no other. A cross between yoga, exercise and dance class. You will experience a journey through transcendent, meditative tones and upbeat dance music from the drum accompaniment.

A twist on the fan favorite. Win by taking selfies doing various activities to get B-I-N-G-O. Submit your bingo cards and selfies to be entered into the raffle. Get B-I-N-G-O Card here

All Staff and Faculty are welcome to attend



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### Virtual Employee Appreciation Week

March 7, 2022 - March 11, 2022



In recognition and thanks to the staff and faculty, we are launching our employee recognition series with a week of virtual activities for Virtual Employee Appreciation Week. The activities will provide you with time to relax and recharge during your workday. All Staff and Faculty are welcome.

### Zumba- More Energy, Less Stress | Monday, March 7th | 3:30 pm

A fun and energetic class that combines Latin dance rhythms for an aerobic calorie burn--it strengthens/tones the muscles, reduces stress and gets you pumped!



### Stretch and Reset at Your Desk |Tuesday, March 8th | 2:00 pm

Take a break and reset mid-day. This virtual session starts with stretches focused on hands, fingers, and wrists, and is followed by a guided meditation to relax the mind and body.



### Sound Bowls to Relax the Mind | Wednesday, March 9th |11:00 am

Sound Bowl session to relax your mind and body. The sound waves from the bowl act on the energy field of your body and cause you to relax. It's the vibrations from the sound bowl that lead to its effects.

### Mindfulness of You - Renew and Connect | Thursday, March 10th | 1:00 pm

While minds were made to think, sometimes our wandering minds can drive us far away from the present moment. By practicing mindfulness, we can bring our awareness back to the present, offering an opportunity to reenergize and achieve greater clarity and intention.



### Jazz Music Showcase with Bassist Endea Owens | Friday, March 11th | 11:00 am

Please join us for relaxing Jazz Music with Bassist Endea Owens. Lincoln Center's emerging Artist of 2019 and Detroit's Native Endea Owens, is a vibrant up and coming Bassist.

## HR/POWER Collab: ZUMBA on the Plaza





## Employee Resource Groups

- Voluntary groups of employees who join together in their workplace based on shared characteristics
- 10 active employee resource groups
  - ABC, API, Working Parents, Jewish Cultural, Women, WIT, Disability, LGBTQ+, Veteran, LatinX
- Hosted various virtual events to support staff and faculty including:
  - Mental health and wellness with CopeColumbia
     (psychological safety, virtual healing circles, burnout and awareness prevention)
  - Religious and celebratory (Hispanic Heritage Month dance lessons, international pronouns day presentation)



COLUMBIA COLUMBIA UNIVERSITY

### CUIMC's Women ERG Presents:



### .....

u mugating imposter Syndrome a

- 1. Identify common types, signs, and consequences of imposter syndrome at work
- Utilize emotional intelligence to separate feelings from fact and know that value yo bring to the workplace.



Thursday, March 24, 2022 12:00pm-1:00pm

Via Zoom



Hilda Hutcherson, MD, MS Senior Associate Dean and Professor Office of Diversity and Multicultural Affain shaded begins claude or replication and an algorithm of in relative challenge for you for the fish speech for Carolina University institute of Haran Nation. The completed he residency in Challenge of Carolina of the Total Problement Insight Carolina Co. Haran Nations are up to Tallague, Adams or the Carolina of the Total Problement Insight Carolina Co. Haran Nations are up to Tallague, Adams and the Carolina Carolina Co. Haran National Carolina Carolina

\*This will be a zoom meeting and meeting details will be provided 48 hours before the evi

https://events.columbia.edu/go/WHMRoundtableImposter \*\*\*\*\*

## Employee Resource Group Highlights

- Increased ERG membership by 30% from 2020 2022
- Heightened awareness of cultural competence and the importance for overall well-being in the workplace
- High participation and employee engagement during events (# of registrants range from 44-150)
- 89% of attendees indicated that our overall events were "excellent" or "very good".
- Continues to provide a space for employees to share and feel appreciated

## CopeColumbia at the Medical Center

- Provides information and resources for the CUIMC community including guided meditations and other resources for managing stress, fear and anxiety.
- Bold Conversation on Race for Healing and Reshaping or Medical Center Community
- Collaboration between CopeColumbia, Human Resources and the Office of Faculty Professional Development, D&I
- Quarterly series
- Sessions address racial stress in the workplace during Covid-19 and individual strategies for addressing feelings and issues we face as individuals and as a community.
- Overwhelming response which has led to ....



BOLD CONVERSATIONS ON RACE FOR HEALING & RESHAPING OUR MEDICAL CENTER COMMUNITY SERIES: Honoring the Legacy of Dr. Martin Luther King, Jr. Thursday, January 13, 2022 3-4:30 p.m.









Hilda Hutcherson, MD Diego Jaramillo, MD Christine H, Rohde, MD Robert E, Fullilove, EdD

On Thursday, January 13, 3-4:30 p.m., CopeColumbia in collaboration with CUIMC Human Resources and the CUIMC Office of Faculty Professional Development, Diversity & Inclusion will host a virtual event titled "Honoring the Legacy of Dr. Martin Luther King, Jr." This is part of the quarterly "Bold Conversations on Race for Healing & Reshaping Our Medical Center Community" series open to everyone at CUIMC. Panelists will discuss their personal experiences around this topic.

### PANELISTS:

Hilda Hutcherson, MD, MS Professor of Obstetrics and Gynecology and Senior Associate Dean for Diversity and Multicultural Affairs at CUIMC

Diego Jaramillo, MD, MPH Vice Chair of Diversity, Director of MRI at New York Presbyterian Morgan Stanley Children's Hospital and Professor of Radiology at CUIMC

Christine H. Rohde, MD Chief of the Division of Plastic Surgery and Professor of Surgery at CUIMC

### MODERATOR

Robert E. Fullilove, EdD Associate Dean for Community & Minority Affairs, Professor of Clinical Sociomedical Sciences and Co-Director of the Cities Research Group

### Register at:

https://columbiacuimc.zoom.us/meeting/register/tJYkfuyqrT0rE9Da5xnl0Rp1o1sqtObB1xsF

## CUIMC Well-Being Committee

- Appointment of Chief Well-being Officer
- CWO established CUIMC Well-being Committee
- Cross functional team of 20+ departments including Office of Work/Life, Human Resources and Pediatric Oncology
- Shared recommendations for university wide approach to establishing broad initiative
- Continued leadership support
  - Secured funding
  - Expanded team to support outcomes
  - Strategy to capture metrics for program expansion/development

# REFLECTING BACK AND LOOKING FORWARD



## Lessons Learned

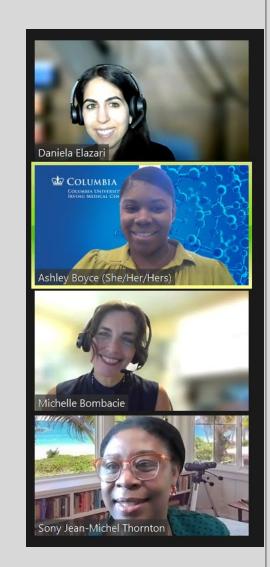
- Value of collaboration
- Shared resources
- Improved engagement
- Feedback and metrics
- Mental health needs
- Work/life integration
- Moments of self-care
- Institution-wide initiatives
- Community expansion



## Future Collaborations/Next Steps

Pandemic brought us together but as we move forward we see the value of collaboration

- CUIMC Well-Being Committee with CWO
- Data for Healthy Mondays
- REST Resident Education in Sleep Training
- Recharge rooms
- Employee well-being grant opportunity
- CUIMC Well-being Podcast



## Well-Being Resources for your Organization

- Healthy Monday monday campaigns.org
- CDC Workplace Health Promotion cdc.gov/workplacehealthpromotion.html
- Global Wellness Institute- globalwellnessinstitute.org
- Business Group on Health- businessgrouphealth.org/
- Well-Being Index- mywellbeingindex.org
- Human Capital Institute HCI



### Contact Us:

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• Sony Jean-Michel Thornton, Senior Human Resources Business Partner, CUIMC Human Resources, sj2001@mail.cumc.columbia.edu

• Ashley Boyce, Diversity, Equity and Inclusion & Well-being Strategic Projects Specialist, CUIMC Human Resources, <u>ab4623@cumc.columbia.edu</u>

