

# FILLING OUR PITCHERS: NORMALIZING THE INTEGRATION OF SELF-CARE PRACTICES AT VARIOUS ORGANIZATIONAL LEVELS

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*Sycamores*  
2021 ACRC Conference



is now...



**Sycamores**  
*a better life*

Summer 2021

# Who we are: Sycamores

**Community-based** mental health & child welfare organization serving roughly **7,300** youth & families/year in Los Angeles County, California

## Highlighted Services:

- Outpatient
- Community-Based
- School-Based
- Short-Term Therapeutic Residential Program (STRTP)
- Transitional Shelter Care Facility (TSC-F)
- Wraparound
- Prevention and Early Intervention (PEI)
- Full Service Partnership (FSP)
- Foster Family Agency (FFA)
- Therapeutic Behavioral Services (TBS)



# Who we are: Today's Facilitators



**Mollie  
Sternberg**

MPH

Data Services Manager

[msternberg@sycamores.org](mailto:msternberg@sycamores.org)

Top three self-care activities at work:

1. Dance breaks between meetings
2. Daily line of gratitude
3. Eating lunch away from my desk



**Timothy  
Lin**

LCSW

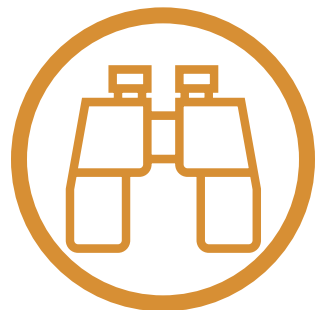
Clinical Director, Short-Term Residential  
Therapeutic Program & Temporary Shelter  
Care Facility

[tlin@sycamores.org](mailto:tlin@sycamores.org)

Top three self-care activities at work:

1. Grabbing lunch off campus
2. Listening to heavy metal and synthwave
3. Holding boundaries and delegating

# Agenda/ Overview



## Exploring

- Context
- Activity 1
- Frameworks



## Planning

- Metrics
- SMART Goals
- Activity 2



## Implementation

- Activity 3
- Self Care Tool Kit



## Sustainability

- Activity 4
- Activity 5
- Open Work Session

# EXPLORING



# The Case for Self-Care

61%

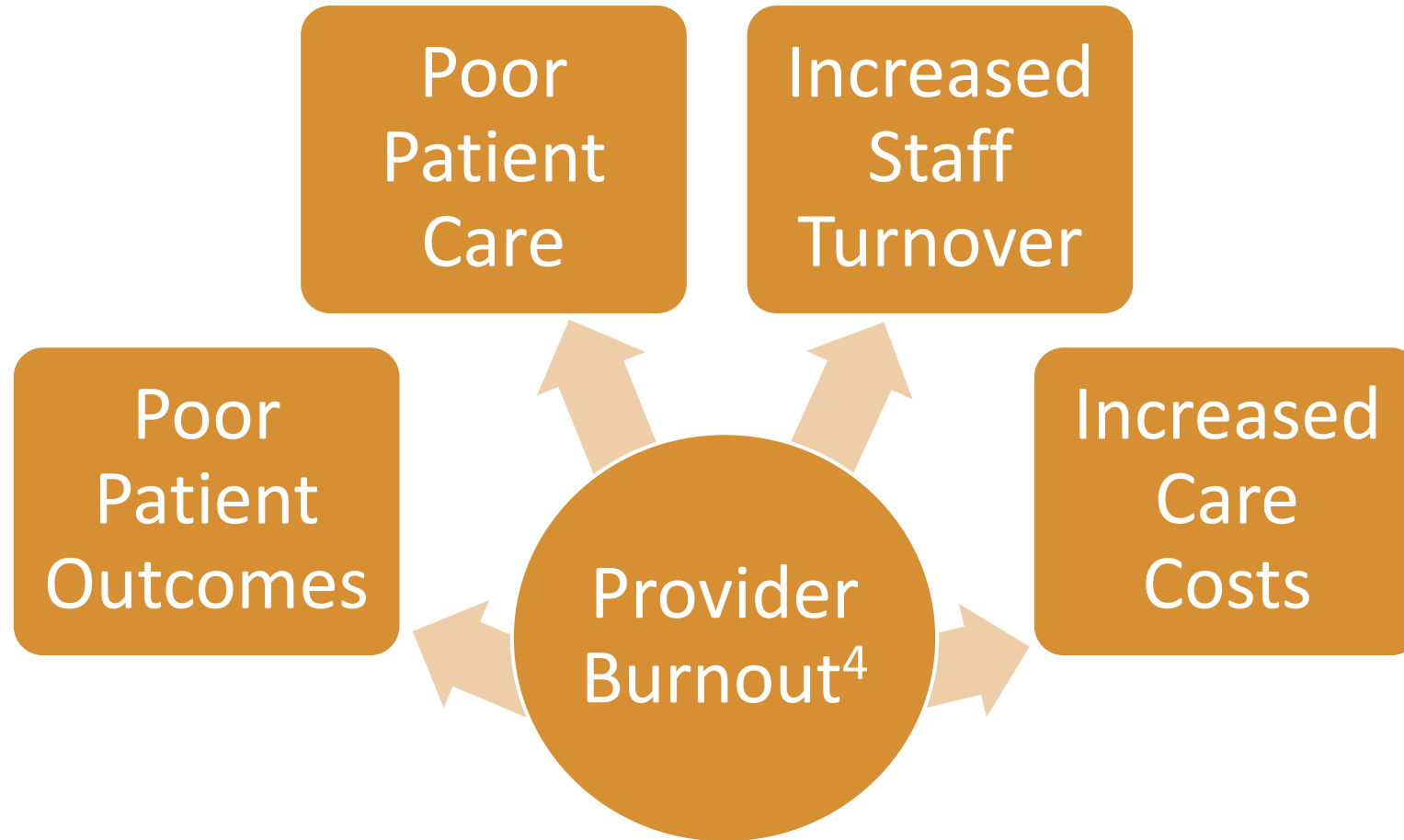
of Mental Health Practitioners experience symptoms of **burnout**<sup>1,2</sup>

Secondary Traumatic Stress, Compassion Fatigue, Vicarious Trauma

Health Care Providers are an increased risks of developing **anxiety, depression,** and **other co-morbidities**<sup>3</sup>



# The Case for Self-Care



# The Case for Self Care





**ACTIVITY 1a: Brainstorm  
three things that currently  
bring YOU joy in your  
position or team**

*5 minutes*

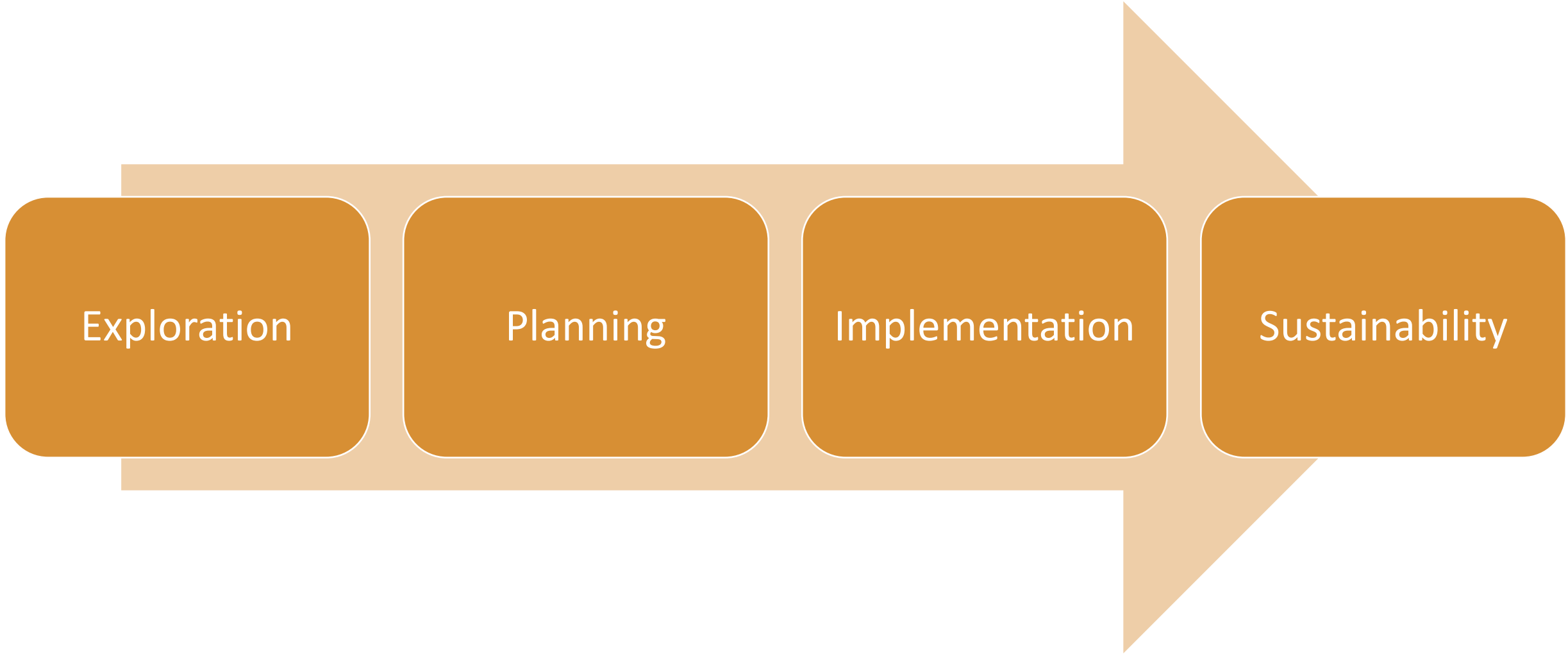


**ACTIVITY 1b: Brainstorm  
three things that COULD  
bring you joy in your  
position or team if they  
were adjusted**

*5 minutes*



# EPIS Framework for Implementation<sup>5</sup>



# IHI Framework for Improving Joy in Work<sup>6</sup>



# IHI Framework for Improving Joy in Work<sup>6</sup>



# Institute for Healthcare (IHI): Four Steps for Leaders<sup>7</sup>

Regularly Apply Improvement Science Processes to Improve Joy in Work

Commit to Increasing Joy in Work as a Shared Responsibility with Multi-Disciplinary Teams

Identify Impediments in Daily Work

Engage Colleagues: “What matters to you?”

# PLANNING



# Measuring Joy in Work

Trauma-Informed  
Organizational  
Assessment

Turnover Rates

Injury Claims

Staff Pulse Survey

Maslach Burnout  
Inventory



# Measuring Joy in Work

Trauma-Informed  
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Turnover Rates

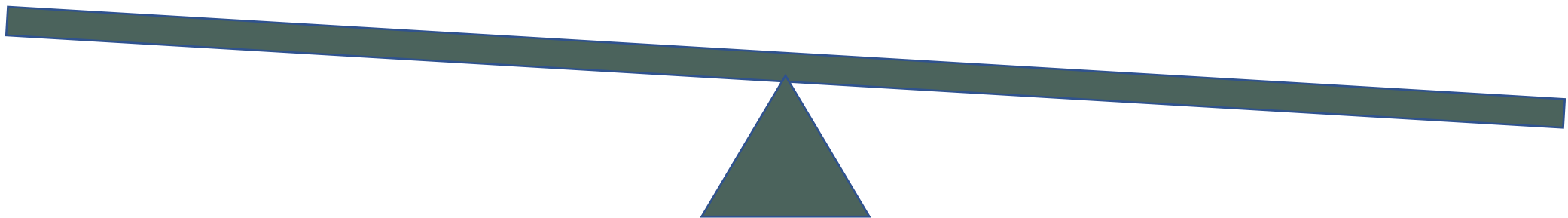
Injury Claims

Staff Pulse Survey

Maslach Burnout  
Inventory

## Considerations

- Frequency of data collection
- Anonymity or confidentiality settings
- Ability to parse data
- Actionable metrics



# SMART Goal Overview

<b>S</b> pecific	<b>Create a virtual space</b> where staff could access self-care resources and socialize with peers
<b>M</b> easurable	Record staff engagement with resources and <b>attendance</b> at “video socials”
<b>A</b> ctionable	Set an “Opening Date” and send calendar invites to at least one “video social”
<b>R</b> ealistic	Initial staff group just included <b>managers</b>
<b>T</b> imely	By the end of 2020

# SMART Goal Overview



**Resources**

- 1. General Manager Skills
- 2. Building Self Care Habits
- 3. Emotional Intelligence
- 4. Understanding Stress
- 5. Worklife Boundaries
- 6. Grounding/ Breath work

**Prompt Archives**

**Video Social Notes**

**Resources**  
Last edited: 6/17

**General Manager Skills**  
Forbes - Underrated Skills

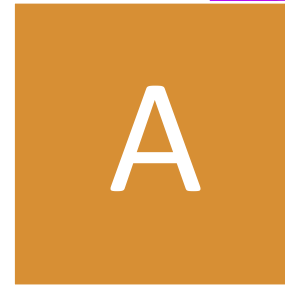
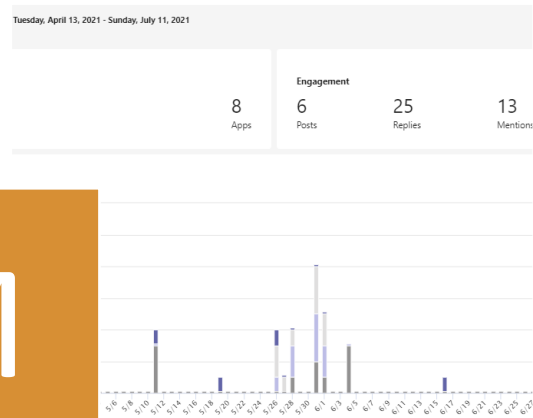
**Building Self Care Habits**  
HR - How to weave self care into your workday  
Jump Start your Work Day  
<https://lifehacker.com/why-self-care-is-so-important-1770880812>  
<https://www.ted.com/playlist/299/the-importance-of-self-care>

**Emotional Intelligence**  
10 Enlightening Ted Talks on Emotional Intelligence  
10 ways to have a better conversation

**Understanding Stress**  
Brene Brown with Emily and Amelia Nagoski on Burnout and How to Complete the Stress Cycle  
8 ways to address workplace stress you can start today

**Worklife Boundaries**  
HR - Building Work-life-boundaries in the WFH Era

**Grounding/ Breath work**  
Box Breathing  
5-4-3-2-1 senses



contagious.

Join us for a live MS Teams event  
with movement activity & more!

11, 2021 10:00am-11:00am

Mental Health Awareness  
activity (wear something comfortable)  
pe exchange

to join the meeting

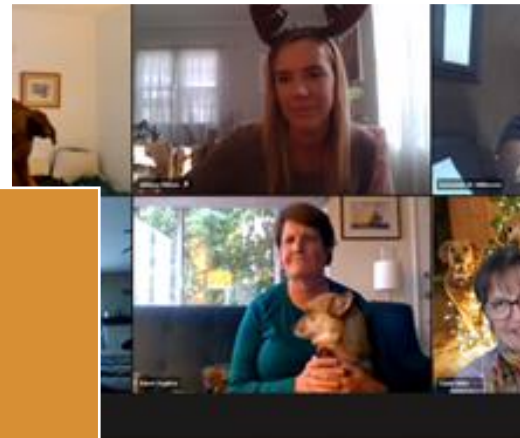


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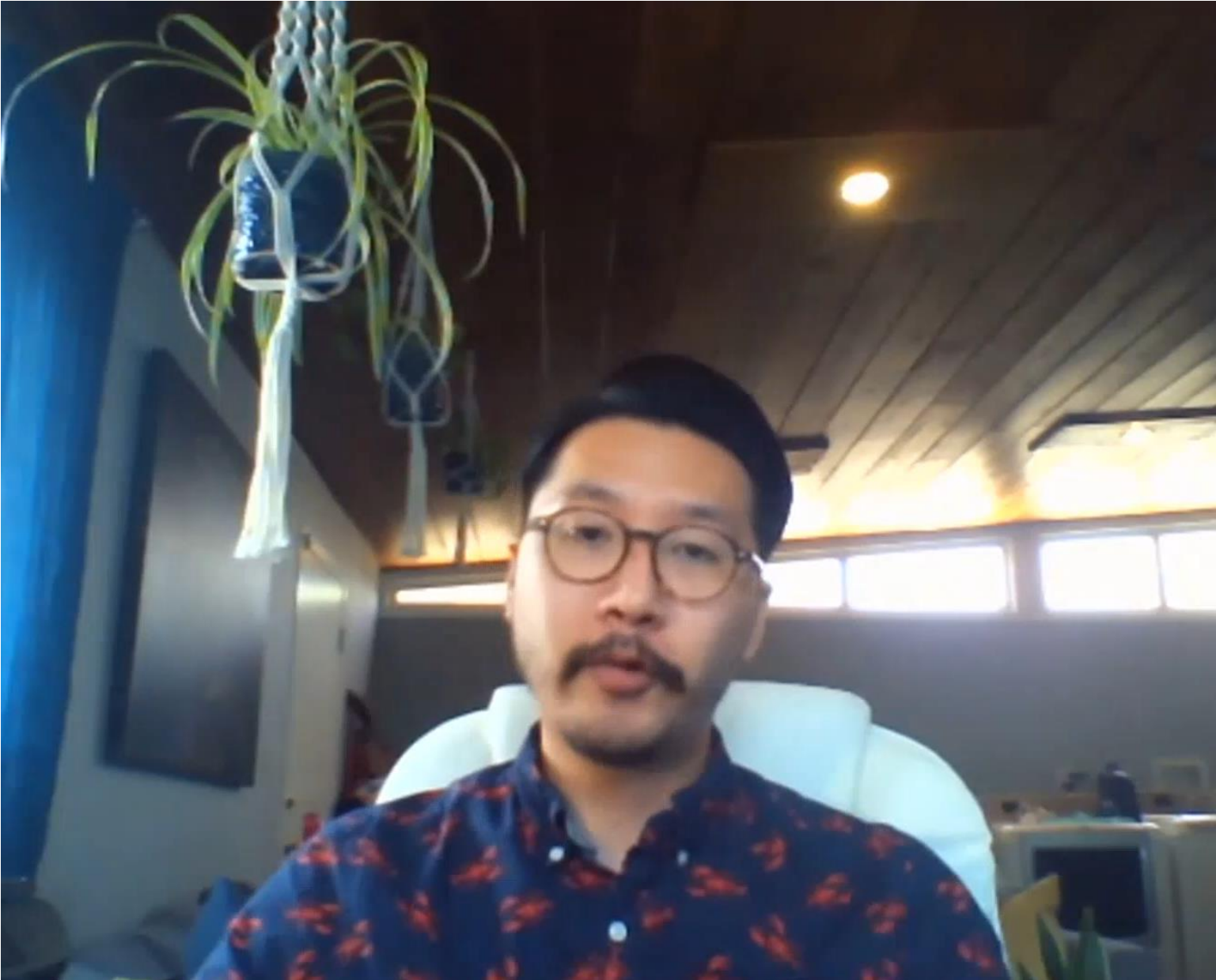
Self Care Communities at Hathaway-S...

er Community Group

ht Committee



# SMART Goal overview



**ACTIVITY 2: Draft a SMART  
goal for introducing a Self-  
Care conversation with  
your supervisor**

*5 minutes*



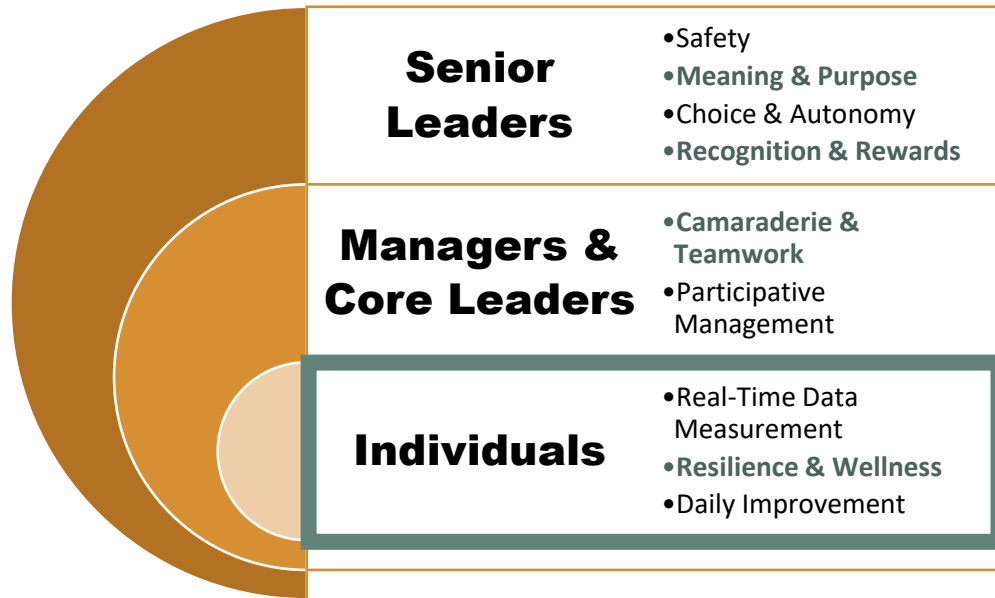
# IMPLEMENTATION



# Frameworks in Action



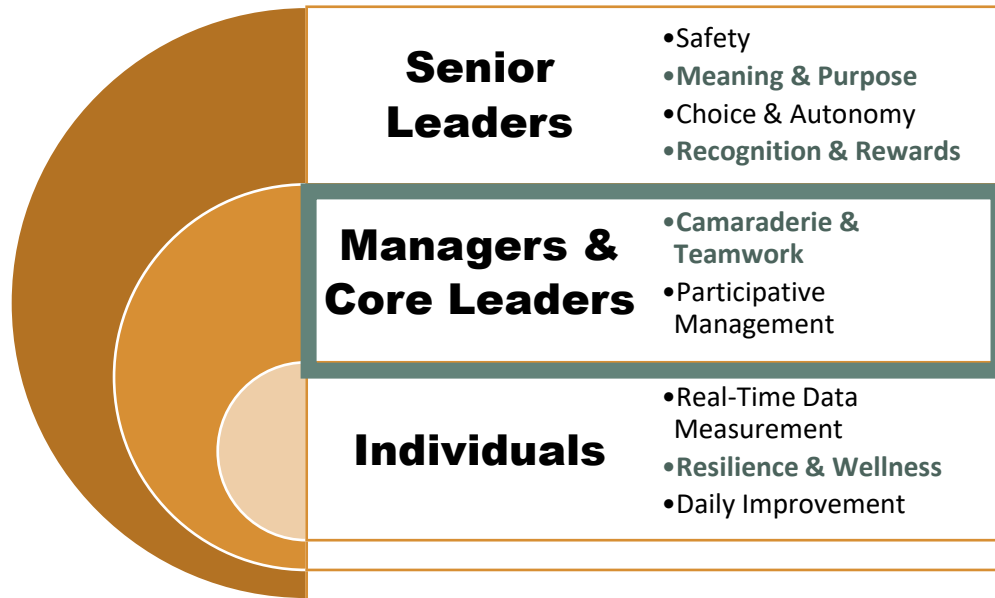
# Frameworks in Action: Individual Level



- **Drink plenty of water** and concentrate on **nourishing your body**
- **Move!** Stretch at your desk or engage in another activity that feels right for your body
- Explore a mindfulness or **gratitude journal**
- Spend time with loved ones
- **Laugh**
- Set (and hold) **boundaries**

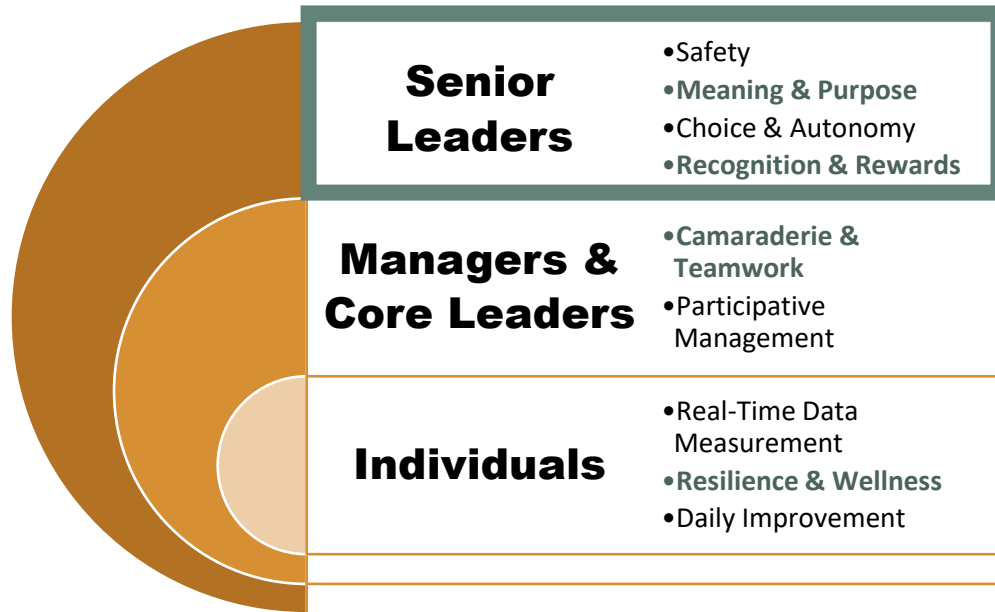


# Frameworks in Action: Core Leadership Level



- **Celebrate** wins, birthdays, and work anniversaries
- **Encourage participative management** styles
- **Lead a “lunch and learn”** on a topic you are passionate about (or invite a staff member to share)
- **Create or Maintain a folder with Self-Care resources** to readily share with staff members

# Frameworks in Action: Core Leadership Level



- **Model behaviors** to create accountability, humility, and organizational values
- Set up **regular listening sessions for “What matters to You”** conversations
- Encourage use of **Employee Assistance Programs**
- Share protocols for **escalating issues** to the levels that can solve them
- Role-model and **train staff in professional and communication skills**

## **ACTIVITY 3:**

**1. Using the IHI framework, brainstorm 5-7 activities you can incorporate on your team in the next 6 months.**

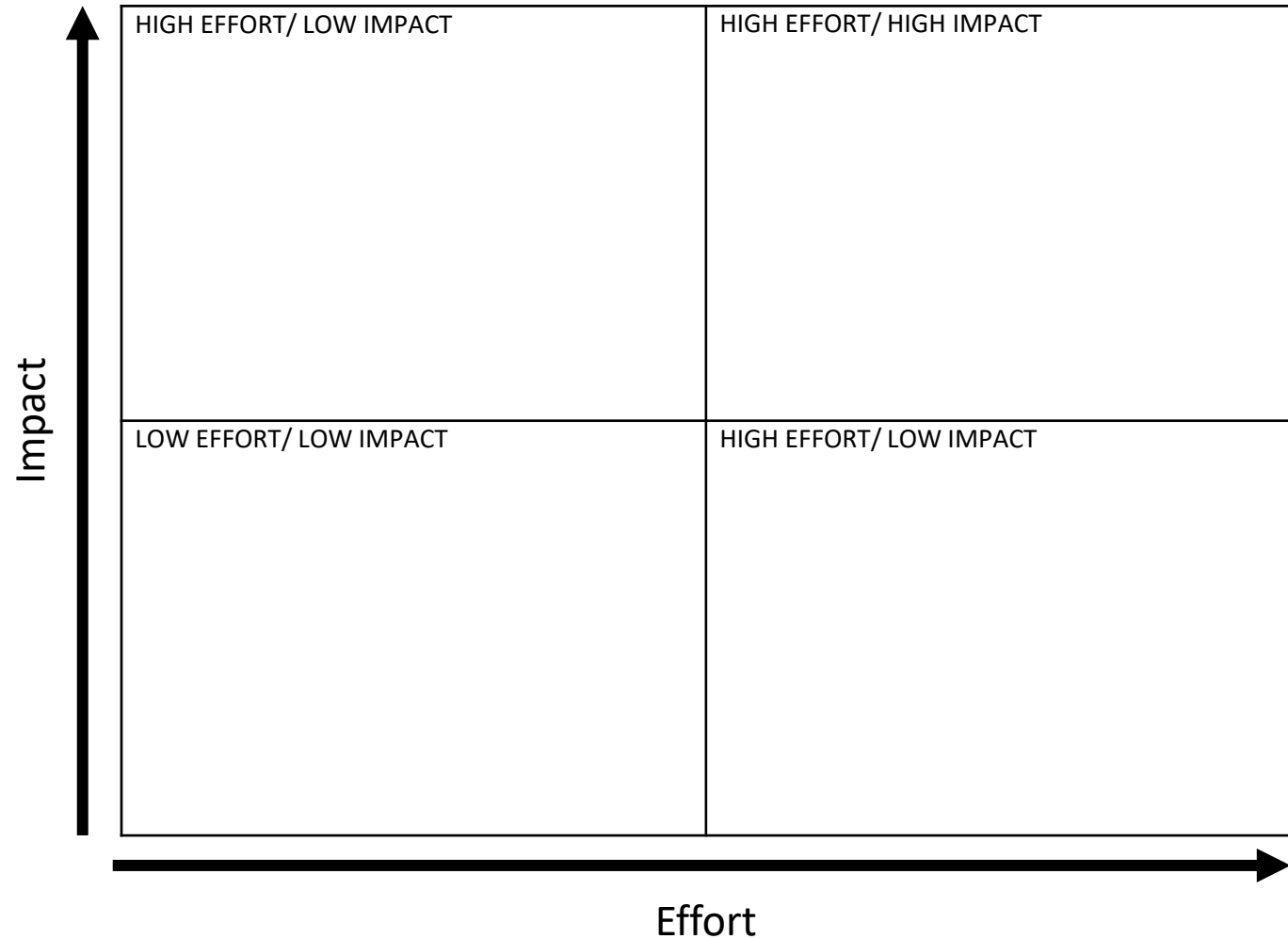
**2. Assign the items the appropriate Effort/ Impact level**

*10 minutes*



# Brainstorming your team's Self-Care Tool Kit

<b>Senior Leaders</b>	<ul style="list-style-type: none"><li>• Safety</li><li>• Meaning &amp; Purpose</li><li>• Choice &amp; Autonomy</li><li>• Recognition &amp; Rewards</li></ul>
<b>Managers &amp; Core Leaders</b>	<ul style="list-style-type: none"><li>• Camaraderie &amp; Teamwork</li><li>• Participative Management</li></ul>
<b>Individuals</b>	<ul style="list-style-type: none"><li>• Real-Time Data Measurement</li><li>• Resilience &amp; Wellness</li><li>• Daily Improvement</li></ul>



# SUSTAINABILITY



## **ACTIVITY 4:**

- 1. Proactively identify 1-2 barriers you may experience in introducing the activities you identified in Activity 3**
- 2. Brainstorm potential solutions or alternatives**

*5 minutes*



## **ACTIVITY 5:**

**Identify 1-2 peers or colleagues who would be interested in supporting a self-care community with you. Take this time to schedule a meeting with them (or assign yourself this task for after the conference)**

*5 minutes*



# **Open Work Session/ Questions**



# References

1. Staff, P. R. (2018, January). *Research roundup: Burnout in mental health providers*. Retrieved from Practice Update: <http://www.apaservices.org/practice/update/2018/01-25/mental-health-providers>
2. Perlo, J., Balik, B., Swensen, S., Kabcenell, A., Landsman, J., & Feeley, D. (2018). *IHI Framework for Improving Joy in Work*. Cambridge, Massachusetts: Institute for Healthcare Improvement.
3. Schwartz, R., Sinskey, J., Anand, U., & Margolis, R. (2021). Addressing Postpandemic Clinician Mental Health: A Narrative Review and Conceptual Framework. *American College of Physicians Public Health Emergency Collection*, 981-988.
4. Perlo, J., Balik, B., Swensen, S., Kabcenell, A., Landsman, J., & Feeley, D. (2018). *IHI Framework for Improving Joy in Work*. Cambridge, Massachusetts: Institute for Healthcare Improvement.
5. Aarons, G., Hurlburt, M., & Horwitz, S. (2011). Advancing a Conceptual Model of Evidence-Based Practice Implementation in Public Service Sectors. *Administration and Policy in Mental Health and Mental Health Services Research*, 38, 4-23.
6. Perlo, J., Balik, B., Swensen, S., Kabcenell, A., Landsman, J., & Feeley, D. (2018). *IHI Framework for Improving Joy in Work*. Cambridge, Massachusetts: Institute for Healthcare Improvement.
7. Ibid.

# Thank You!



is now...



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