ADMINISTRATOR & STAFF WELLNESS

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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 Rico
- What are they doing?
COMMON BLUE ZONE FACTORS

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

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

Savings factors to help you on your journey to retirement

Save “x” your starting salary

| Age: 30 35 40 45 50 55 60 67 |
|-------------------------------|-----------------|
| 1x                            | 2x              |
| 3x                            | 4x              |
| 6x                            | 7x              |
| 8x                            | 10x             |
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 (IRAs, 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