

# Public Health “Wellbeing Champions”

## Stories of Implementation from the Field

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# How to Host a Wellbeing Week Lunch & Learn Series



Ariane Donnelly, MPH, RD  
Health Promotion Coordinator  
Washtenaw County Health Department (WCHD)  
Michigan Premier Public Health Conference  
10.03.2023

# What Is a Wellbeing Week Lunch & Learn Series?

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<https://stock.adobe.com/search?k=wellbeing>

# Logistics

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- Get organized! Create a document that details everything
- Who do you need approval from to do this?
- What structure does it need to follow to be approved?
  - Ex: optional over lunch
- Who will conduct the series?
  - Clearly define who does what & when
- Identify when the series will be
  - Dates, times
- Identify the series format
  - Virtual, in-person, hybrid?
  - Do you need to reserve a room? Create a virtual meeting invitation?
  - Will you be recording the sessions?

# Logistics Cont.

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- Create an agenda, determine topics, identify resources
- Create promotion timeline
  - How & when will you promote?
- Session follow-up
  - Before/after each session, at the end of all the sessions, two weeks after the end of all the sessions?
- Finalize planning your presentations/sessions
- Conduct the sessions!
  - Record outcomes

# WCHD Sessions & Example Promotion Email

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Hello!

Please join us as we host a Wellbeing Week Lunch & Learn Series next week. Wellbeing is the combination of feeling good and functioning effectively. This series will cover some wellbeing concepts, as well as provide some tips and tools. This series will take place daily 2/27/23 – 3/3/23 from 12:15 – 12:45pm via Teams (see link below). Please note that attendance at this series is optional (it is unpaid time).

Here is the Wellbeing Week Lunch & Learn Series schedule:

- **Monday, 2/27/23:** Intro to wellbeing and some tips and tools
- **Tuesday, 2/28/23:** Power Posing
- **Wednesday, 3/1/23:** Tiny Habits
- **Thursday, 3/2/23:** Engagement Part 1
- **Friday, 3/3/23:** Engagement Part 2

Hope you can join!

[INSERTED TEAMS LINK]

Happy Friday! Thanks!

# Example Email: Daily Reminder

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Hello!

Today's wellbeing lunch & learn is about Power Posing. Please join us today from 12:15 – 12:45pm via Teams (see link below) to discuss this topic. Reminder: attendance at this series is optional.

See below for some resources on this topic:

- Your body language may shape who you are: Amy Cuddy at TEDGlobal 2012  
[https://www.ted.com/talks/amy\\_cuddy\\_your\\_body\\_language\\_may\\_shape\\_who\\_you\\_are?language=en](https://www.ted.com/talks/amy_cuddy_your_body_language_may_shape_who_you_are?language=en) (20 min 46 sec)
- Article: <https://www.inc.com/business-insider/amy-cuddy-the-poses-that-will-boost-your-confidence.html>

See below for the remaining Wellbeing Week Lunch & Learn Series schedule:

- **Wednesday, 3/1/23:** Tiny Habits
- **Thursday, 3/2/23:** Engagement Part 1
- **Friday, 3/3/23:** Engagement Part 2

Hope you can join today!  
[INSERT TEAMS LINK]

Thanks! Happy Tuesday!

# Agenda Format

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- Date
- Presenter: \_\_\_\_\_
- Introductions:
  - Name
  - What is your role at the health department?
  - Rotating question (ex: what was a highlight from your weekend?)
- Wellbeing exercise:
  - Rotating exercise (ex: could do a Mentimeter word cloud where people answer a question like what is a habit or behavior you would like to start?)
- Lesson: \_\_\_\_\_
  - Outline your lesson
- References
- Resources to include in the reminder email



# Example Lesson: Power Posing

THE POSES:



References:

- “TAKE TEN for wellbeing” PowerPoint from the Midland Area Wellbeing Coalition
- Your body language may shape who you are: Amy Cuddy at TEDGlobal 2012
  - [https://www.ted.com/talks/amy\\_cuddy\\_your\\_body\\_language\\_may\\_shape\\_who\\_you\\_are?language=en](https://www.ted.com/talks/amy_cuddy_your_body_language_may_shape_who_you_are?language=en)
- Article: <https://www.inc.com/business-insider/amy-cuddy-the-poses-that-will-boost-your-confidence.html>
- Photo: <https://www.react.co.uk/blog/2017-02-20-power-posing-the-question>

# Outcomes

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- 5 lunch & learn sessions
- Number of unique participants:
  - 15 (including co-hosts)
  - 13 (not including co-hosts)
  - 8 for 1 lunch & learn
  - 2 for 2 lunch & learns
  - 2 for 3 lunch & learns
  - 1 for 4 lunch & learns
  - 2 for 5 lunch & learns (co-hosts)

# Outcomes Cont.

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- Many different departments were represented
  - Including multiple management staff
- Participants were actively engaged during the discussions
  - Some shared how they were implementing strategies post-session
- Received several requests post-sessions to share information:
  - Health promotion project
  - Created posts for social media
  - Ideas to support wellbeing (ex: team bonding activities)
  - Individuals: multiple people wanted to attend but could not; requested resources

# Tips & Lessons Learned

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## Tips:

- By sending out a reminder each day of the wellbeing week lunch & learn series that includes links/resources that will be discussed, it allows those who want to attend the series, but cannot, the ability to access the resources
- In addition to emailing all staff, it is important to reach out to individuals. This can help ensure people are present, especially those you hope will attend. Can also post flyers where people will see them.
- Email series attendees a follow-up about the series/their wellbeing
  - Suggest about two weeks post-sessions end

## Lessons Learned:

- Send out calendar invites for the wellbeing week so people planning on attending can put them on their calendars
- People do not always check their email

# Kudos & Thank You

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- Brandon Morrill
- “Certificate in Creating Wellbeing” Champion training course:
  - Fellow students
  - Instructors

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# Tiny Habit Challenge

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Tracy Metcalfe, MPA, CHES  
Community Health Improvement Coordinator  
Saginaw County Health Department



# What is Wellbeing?

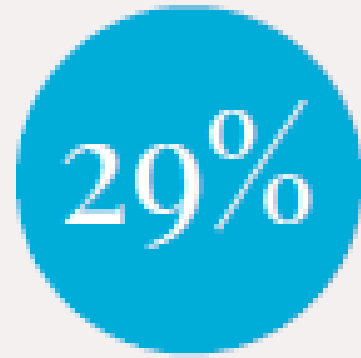
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- Your ability to **feel good and function effectively**
- Many people struggle to change their wellbeing behaviors.
- Changing behaviors becomes easier if we are **motivated** to change, if we have the **ability** to change, and if we connect our behavior with a **prompt**.
- Making **small, manageable changes** (create Tiny Habits) can help you create lasting change.

# When People Have Higher Levels of Wellbeing They Are:



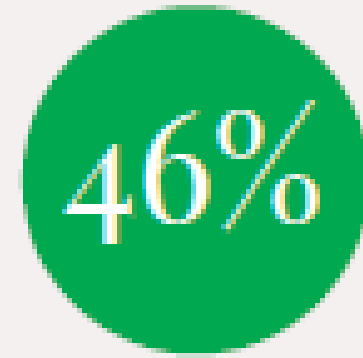
more likely to feel engaged



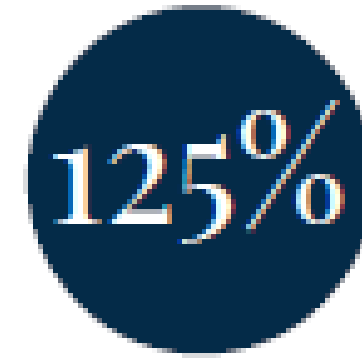
more likely to be more productive



more likely to be satisfied in jobs



less likely to have unhealthy days



less likely to burn out



less likely to quit



A hand is shown in the lower-left corner, holding a glowing, golden orb. The background is a soft, out-of-focus sunset or sunrise with warm, golden light. The overall mood is hopeful and serene.

# So, What Makes Caring for Wellbeing Challenging?

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The following are myths about wellbeing:

- **Once I fix my wellbeing, everything will get easier.**
  - Looking after your wellbeing requires a little bit of intentional effort daily.
- **My goal should be to maintain perfect levels of wellbeing.**
  - Wellbeing ebbs and flows based on your efforts and what is happening around you.
- **If I'm struggling or stressed, then my wellbeing must be suffering.**
  - Feelings of struggle and stress are not signs that you are unwell or 'broken,' they are signs that something important to you is happening and needs your attention.
- **I'm too busy to care for my wellbeing.**
  - No matter how many people are demanding our time, we are each busy with what we've chosen to say "yes" to. You can prioritize even just a few minutes a day to look after your wellbeing, if you choose to.

# How do I Care for My Wellbeing?

You can use the  
**PERMAH**  
Framework



**POSITIVE EMOTIONS** - Moments of regular heartfelt positivity – spending time in nature, finding a reason to laugh, taking a break, practicing mindfulness – to fuel your resilience.



**ENGAGEMENT** - Using your neurological strengths – the things you're good at and enjoy doing – to feel more confident, energized, and engaged.



**RELATIONSHIPS** - Making time to genuinely connect with other people – expressing gratitude, showing kindness, being compassionate – and savoring the feelings of warmth and trust.



**MEANING** - Understanding how what you do each day has a positive impact on others and feeling connected to something larger than yourself.



**ACCOMPLISHMENT** - Embracing a learning mindset and cultivating the grit you need to accomplish the things that matter most to you.



**HEALTH** - Eating well, moving regularly, taking time to recover and sleeping deeply each day to ensure you have the energy to consistently thrive.

# How do I Create a Tiny Habit?

Step 1: Decide which PERMAH Wellbeing Factor you want to prioritize

Thinking about your experiences and feelings over the last week, use the scale of 0 (never) to 10 (all the time), how often has each of the following occurred?

		Score
Positive Emotion	I Felt Positive	
Engagement	I was interested and deeply engaged in tasks.	
Relationships	I felt respected and appreciated by others.	
Meaning	I felt the tasks I undertook were valuable and worthwhile.	
Accomplishment	I made progress towards reaching my goals.	
Health	Physically, I felt strong and healthy.	

# Step 2: Decide which behavior will be the **EASIEST** for you to try

Write down as many different tiny wellbeing behaviors as you can – things you can try this week – that might help to improve this. You're not making any commitments in this step; you are exploring your options, so the more behaviors you can list, the better.

<b>POSITIVE EMOTIONS</b>	<b>Create Jolts Of Joy</b> Reach for a favorite song, a funny video, or anything or anyone that makes you smile.	<b>Connect With Nature</b> Get out in nature and drink in the wonder and timelessness of the world.	<b>Savor The Good Things</b> Share a story of something good that's happened with someone you care about.
<b>ENGAGEMENT</b>	<b>Align Your Strengths</b> Each day pick one task on your to-do list and write a strength you can draw on next to it.	<b>Take A Strengths Pause</b> Between activities, pause, take a deep breath, ask which strength will I use next?	<b>Strengths Reflection</b> At the end of each day take a few minutes to reflect on how you've used your strengths.
<b>RELATIONSHIPS</b>	<b>Make Time To Connect</b> Invest in small moments of positivity by making each day to reach out to others.	<b>Do A 5 Minute Favor</b> Each day take 5 minutes to help someone in your network.	<b>Create Playful Breaks</b> Create a short play break each day to gather people virtually for a chat, share funny memes or music, tackle quiz questions or just playfully connect.
<b>MEANING</b>	<b>Adopt A Service Mindset</b> What's one thing you could do today to make a positive difference for others?	<b>Re-Frame The Mundane</b> Write down a task you dread today. Ask: What is its purpose? Who does it help?	<b>Schedule Real Breaks</b> We all need time to rest and recover. Schedule real breaks into your day and make sure you log off.
<b>ACCOMPLISHMENT</b>	<b>Invest In Small Learning Wins</b> If there was one small step you could take to learn something new today what would it be?	<b>Reflect On Your Learning Loop</b> At the end of each day ask what did I learn today? What did I try hard at?	<b>Sit With Your Struggles</b> See your feelings of fear and anxiety. Sit and surrender as you breathe through the discomfort they bring. Then take the next small step forward.
<b>HEALTH</b>	<b>Get Up Regularly</b> Every 80 - 90 minutes try to get up and move for at least two minutes.	<b>Eat A Healthy Lunch</b> At lunch time get up and move away from your desk and take 10 minutes to eat.	<b>Create A Bedtime Routine</b> Give yourself 30 - 45 minutes to wind down before bed each night with a regular routine.

## Step 3: Create An Effective Prompt

- No behavior happens without a prompt to nudge us into action.
- Anchor your wellbeing behavior to come after an existing habit you have already established.
- Make a list of the habits that already fill for your day and that **you never forget** to do and which would provide a **reliable and sensible anchor**.

MORNING	MID-DAY/ANYTIME	EVENING
<ul style="list-style-type: none"><li>• Sit up in bed</li><li>• Turn off my alarm</li><li>• Turn on my phone</li><li>• Flush the toilet</li><li>• Turn on the shower</li><li>• Hang up my towel</li><li>• Turn on the kettle</li><li>• Make my coffee</li><li>• Eat my breakfast</li><li>• Brush my teeth</li><li>• Make the bed</li><li>• Get dressed</li><li>• Tie my shoes</li><li>• Put on my watch</li><li>• Pack my bag</li><li>• Walk out of the house</li><li>• Turn on my computer</li><li>• Write my to-do list</li><li>• Check my diary</li></ul>	<ul style="list-style-type: none"><li>• Get in the car/on the bus</li><li>• Drink a cup of coffee/tea/water</li><li>• Go to the bathroom</li><li>• Wash my hands</li><li>• Sit down</li><li>• Park the car</li><li>• Open the fridge</li><li>• Eat my lunch</li><li>• Check my phone</li><li>• Hang up the phone</li><li>• Check social media</li><li>• Finish a meeting</li><li>• Tick off a task</li><li>• Pack up for the day</li><li>• Walk out of work</li><li>• Say goodbye to someone</li><li>• I arrive home from work</li><li>• Turn on/off a light</li></ul>	<ul style="list-style-type: none"><li>• Unlock/lock my front door</li><li>• Walk in the door after work</li><li>• Hang up my keys</li><li>• Take my shoes off</li><li>• Sit down on the couch</li><li>• Get back from the gym/class</li><li>• Turn on/off the TV</li><li>• Cook dinner</li><li>• Sit down to eat</li><li>• Put away the dishes</li><li>• Hang up the dog leash</li><li>• See my family/a friend</li><li>• Get undressed/put on pjs</li><li>• Turn off the heater</li><li>• Turn off my phone</li><li>• Brush my teeth</li><li>• Write in my journal</li><li>• Get into bed</li></ul>

# Step 4: Celebrate Your Success

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Researchers have found that celebrating your success is a powerful catalyst for change.

It is not repetition, but **emotions** – particularly the feeling of intensely and authentically celebrating your progress - that builds your wellbeing habits.

- Shout, "Yippee!"
- Run a victory lap
- Dance on the spot
- Clap your hands
- Sing, "I am the champion."
- Fist pump
- Give yourself a high-five
- Pat yourself on the back
- Smile and feel satisfied
- Stamp your feet up and down
- Wink and say, "You've got this."
- Smile at yourself in mirror
- Say, "Yes, I did it!"
- Think, "That was awesome."
- Bask in an inner glow
- Nod your head confidently
- Give yourself a thumbs up
- Tell yourself, "Good job!"
- Lead a chant for yourself
- Give yourself a cheer
- Rotate hips & say woohoo
- Jump up and down
- Do a little shuffle
- Say, "Bingo!"
- Think, "Nicely done."
- Laugh out loud
- Click your heels together
- Leap in the air
- Spin around and say, "Oh yeah!"
- Look to the sky and make a V with arms
- Strike a power pose
- Rub your hands together
- Whistle
- Take a deep breath and say, "Yes."
- Sing, "Simply the best."
- "I've got this" finger snap
- Tick it off a list
- Take a bow
- Whoop
- Snap your fingers
- Throw something in air
- Mindfully savor the moment
- End zone dance
- Raise both arms, "Score!"
- Blow a kiss to yourself
- Wiggle your whole body
- Hum a song
- Jump up and click heels
- Cartwheel
- Short tap dance
- Hug yourself
- Tap fist to heart 3 times
- Hi-five nearest person
- Shout, "Yeah, baby!"
- Ring a bell
- Let your heart swell with pride
- Savor a moment of appreciation

# Step 5: Create Your Tiny Habit

After I...

Clean Up From Dinner

I will...

Pack my lunch for the next day

Then I will Celebrate by...

Giving myself a high five.

## Anchor Prompt

An existing prompt you can anchor your new tiny habit onto and use as a cue.

## Tiny Behavior

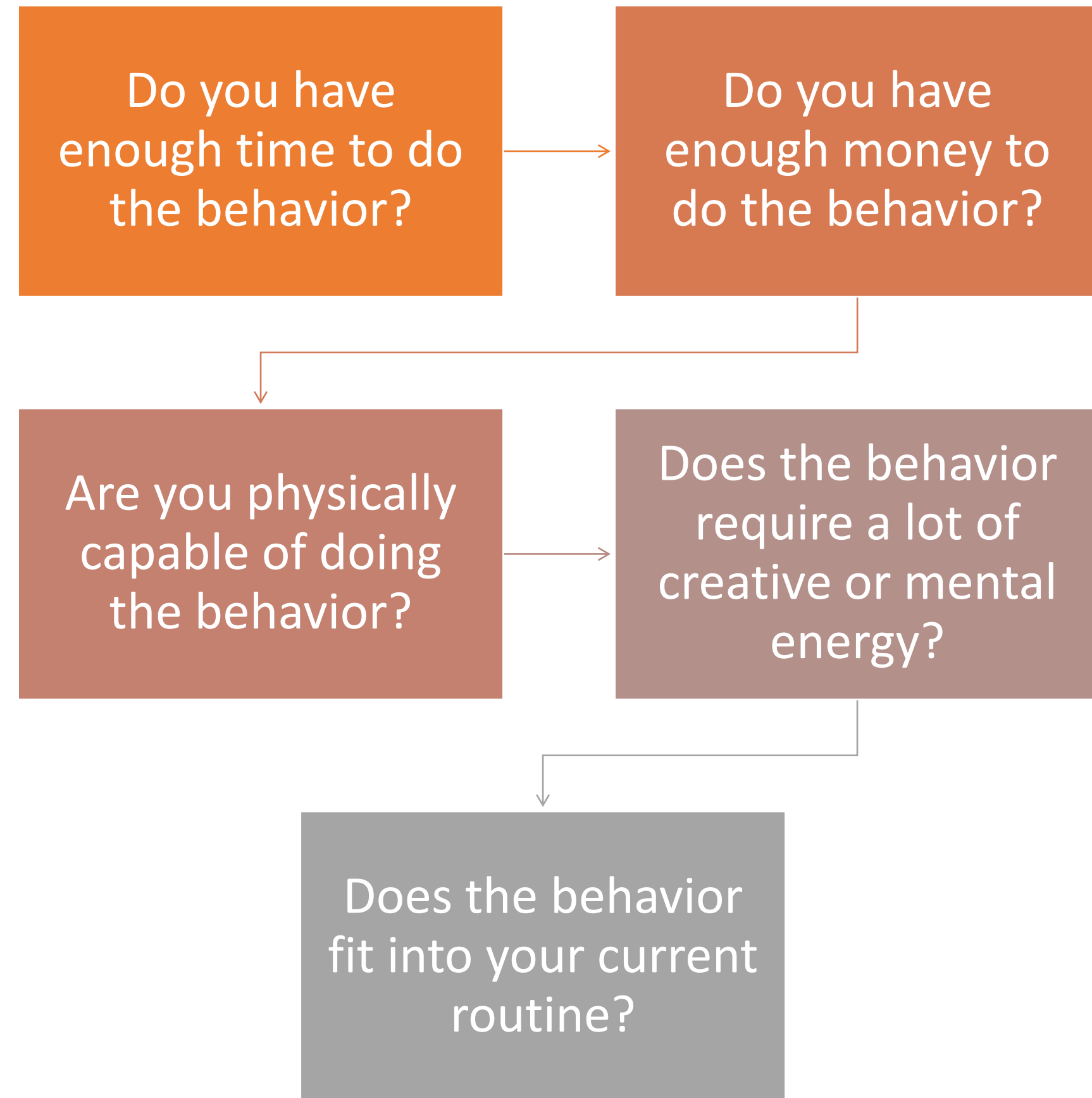
The new habit routine you want scaled back to be super small and easy.

## Celebration

Something you do to create a positive feeling of reward inside yourself.

# Track Your Progress

You may find that you need to choose a different wellbeing behavior that is easier or more exciting for you right now.





# Additional Information

01

If you want to join the challenge, complete the registration form emailed to you or reach out to your health department contact

02

You will receive weekly communications about the different PERMAH Pillars.

03

Complete a 6 week evaluation on how things went.

# Registration Questions

- In which area are you focusing your tiny habit?
- Please share your tiny habit if you're willing.
- Would you be interested in having an accountability buddy? If so, please put your email address below and we'll match you with someone that has a tiny habit in the same wellness area.

# Sample Weekly Communications

## Are You Feeding Or Starving Your Values?

	<b>Family</b>	Feeds: Prioritizing meaningful time together; FaceTiming relatives and reaching out	Starves: Not coming home on time or at all; Choosing the gym in lieu of family dinner
	<b>Respect</b>	Feeds: Staying open minded; Correcting others when they make inappropriate jokes/comments	Starves: Spreading rumors; Violating boundaries; Excluding others from contributing
	<b>Service</b>	Feeds: Donating blood; Volunteering in your community	Starves: Taking team credit for yourself; Avoiding what's hard; Letting others take the fall for you
	<b>Integrity</b>	Feeds: Being dependable; Keeping commitments; Owning mistakes	Starves: Breaking your word; Avoiding hard choices because it is not popular; Airing grievances on social media
	<b>Health</b>	Feeds: Eating, moving, and sleeping well; Resting and recharging	Starves: Skipping your workout; Unhealthy coping strategies

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## Positive Emotion Nudges

<b>Dialing Up Positivity</b>	<b>Jolts Of Joy</b> Reach for a favorite song, a funny video, or anything or anyone that makes you smile.	<b>Hunt &amp; Gather</b> Create a portfolio of meaningful letters, photos, quotes, or objects to savor positivity.	<b>Connect With Nature</b> Get out regularly in nature and drink in the wonder and timelessness of the world.	<b>Measure Your Positivity</b> Take the free survey at <a href="http://positivityratio.com">positivityratio.com</a> to discover what creates positivity for you.
<b>Savoring The Good</b>	<b>Immerse Yourself</b> Try to engage all your senses in a pleasurable experience as it unfolds.	<b>Re-live Peak Moments</b> Write about a treasured memory for 5-15 minutes and really re-live the feelings.	<b>Savor Your Stories</b> Share a story of something good that's happened with someone you care about.	<b>What Went Well</b> On your way home, reflect on what went well today and what made this possible.
<b>Dialing Down Negativity</b>	<b>Healthy Distractions</b> Create a list of healthy distractions you can reach for to short-circuit negativity.	<b>Disrupt Rumination</b> Each day, write down a negative thought and prove why this is not 100% true.	<b>Navigate Landmines</b> What activities or people trigger negativity? How can you better prepare for them?	<b>Limit Media</b> Tune into how media or social media leaves you feeling. Adjust your diet as needed.
<b>Being Comfortably Uncomfortable</b>	<b>Name Your Emotions</b> When you feel uncomfortable, name the emotions you're feeling and breathe slowly.	<b>Slow Down Responses</b> When you experience strong emotions, breathe deeply, slow down, and then respond.	<b>Control the Controllable</b> Make a list of what's in your control and focus attention, energy, and action here.	<b>Get Into Your Body</b> Each morning, tune into how your body feels and notice any negative emotions being held.
<b>Short-Circuiting Stress</b>	<b>Decode Stress</b> What is at stake that matters to you? Leverage this motivation to take action.	<b>Harness Adversity</b> What have you learned from stressful situations in the past? How can you use this now?	<b>Set Stretch Goals</b> Do one thing each day that scares you to build up your stress muscles.	<b>Re-Frame Stress</b> Place a star next to your most stressful task today. How do you want to approach this?

Source: Your Wellbeing Blueprint by Michelle McQuaid and Peggy Kern

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## Your Recovery Tools

Feel It To Heal It	Shake It Out	Experience Joy	Reach For Connection
 <b>Release The Tension</b> Watch a tear-jerker and have a good cry	 <b>Get Moving</b> Move in any way that brings you joy	 <b>Laugh It Off</b> Share a funny memory or clip with a friend	 <b>Reach For Safety</b> Share your struggle with a trusted loved one
 <b>Catch Your Breath</b> Breathe deeply and slowly for 1 minute	 <b>Dance It Out</b> Play a song you love and dance until your heart pumps	 <b>Get Creative</b> Draw, sing, dance, write; process through play	 <b>Reconnect With Fun</b> Enjoy a simple, fun moment with a friend
 <b>Soothe Yourself</b> Place a hand on your wrist and take 5 deep breaths	 <b>Walk It Off</b> Go for a brisk walk (in nature is even better)	 <b>Nourish Your Body</b> Slow down and savor your favorite healthy food	 <b>Lean Into Affection</b> Share a long hug with your favorite human (or pet)

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# Evaluation Questions

Which PERMAH Pillar is your tiny habit in?

Are you Still doing your tiny habit?

- If yes, please share your tiny if you are comfortable doing so

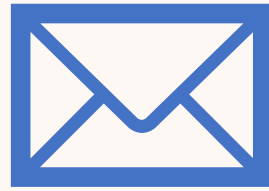
How has your tiny habit been successful?

What challenges or barriers have you experienced

Did you have an accountability partner?

- If so, was it helpful in keeping you accountable?
- If not, what could have been done to help you stick with your habit

# Other Stuff of Note



**Make sure you have the time to devote to follow-ups and weekly email nudges**

Schedule emails to go out weekly.



**Find a champion to help**



**Not everyone is as excited about Tiny Habits as you are. 😊**

**THANK YOU!**

# Shifting to a culture of WELLBEING through organizational and systems change

## Integration of Employee Wellbeing into:

- **Workforce Development**
- **Performance Management**
- **Cross Jurisdictional Sharing:**



Using the “Brady Bunch” approach

Sarah Oleniczak, MPH, MCHES  
Deputy Health Officer  
District Health Department #10

*PS – sing the tune to brady  
bunch in your head*

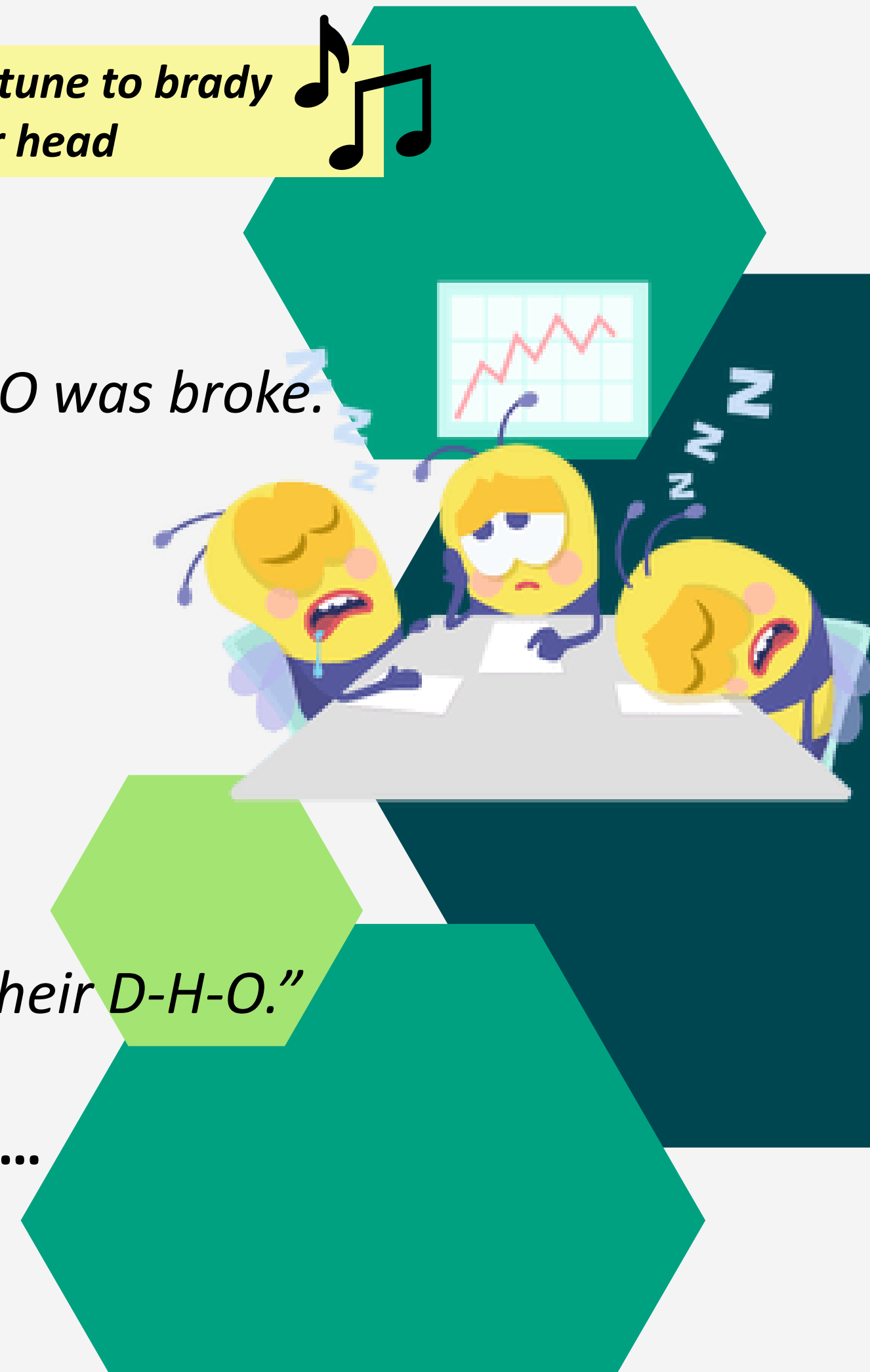


*“Here’s the story,  
Of a public health agency,  
Who was exhausted after cleaning up the COVID mess.  
All the staff had lost their spark, like their leaders; the D-H-O was broke.*

*It’s the story,  
of the statewide champions,  
Who were concerned the whole system was broke.  
So they formed a big idea to fix it, through a learning lab.*

*And then one day, MALPH sent out an email,  
and the agency saw a little bit of hope,  
So they jumped on board the Wellbeing journey, and sent their D-H-O.”*

**(And she learned the group must somehow form a family...  
... and so she dreamed BIG)**



# Tiny steps ~ Lead to Big Ideas

## The Wellbeing Journey at DHD#10 – “It’s all about the Culture Baby”

### Phase I (December - January 2023)

- Integrate the learning into the “SUPER/COOR Team” Learning Community

### Phase II (January – March 2023)

- Integrate into organizational infrastructure – aka policy work
  - Tied to PHAB (Employee Wellness)
  - Tied to Workforce Development Plan (responsive to staff needs assessment)
  - Link to Performance Management (PERMAH Survey -organizational license)
  - Formalize a “champion” through a budget
  - Secure full leadership team’s buy-in and support

### Phase III (March – June 2023)

- Expand across the Northern Michigan Public Health Alliance (7 total LPHDs)
- Secure funding to launch PERMAH Survey Org License for all agencies (CJS Funds)
- Secure NMPHA Health Officer agreement to
  - PERMAH Survey Organizational License for all 7 LPHDs plus Dental Clinics North entity
  - Formal Wellbeing Workgroup across the 7 agencies to address survey results & plan initiatives
  - Identify a Wellbeing Champion from each agency to participate, and lead local agency implementation
    - NOTE- 5 of the 7 LPHDs participated in the Fall 2022 Wellbeing Lab cohort & supported this initiative
  - Launch PERMAH survey’s locally by June 15, 2023





# DHD#10 Learning Community

(Phase I – Internal Integration = Cultural Shift)

This concept was re-launched June 2022 to build relationships across our 10 counties, reduce silo thinking, increase problem solving/critical thinking skills, increase leadership skills, increased understanding of the programs across the 8 divisions.

\* The Wellbeing Initiative is now become a part of the fabric of DHD#10 & will integrate the planning component of the Wellbeing Initiative post Wellbeing survey results. An Action Team will form in December to develop proposed interventions to meet improvement goals/objectives



# Organizational infrastructure Integration: Alignment with PHAB (Phase 2 – organizational change)

## Domain 8 – Build & Support a Diverse & Skilled PH Workforce

### Measure 8.2.1: Develop & implement a WDP and Strategies

RD2: Impact of Implementing the WDP – ex: improved organizational operations as **evidenced by employee satisfaction**

RD3 – The process for developing management or leadership skills as part of succession planning

### Measure 8.2.2: Build a supportive work environment

RD1: Comprehensive policy(ies) **inclusive of: employee wellness, work-life balance,** employee recognition, and inclusive culture

RD2: Demonstrated Efforts to improve the work environment or improve employee satisfaction – **one example must be result of staff feedback or worker satisfaction assessment**



# Alignment with PHAB continued

## Domain 9 – Improve & Innovate Public Health Functions through ongoing Evaluation, Research & Continuous Quality Improvement

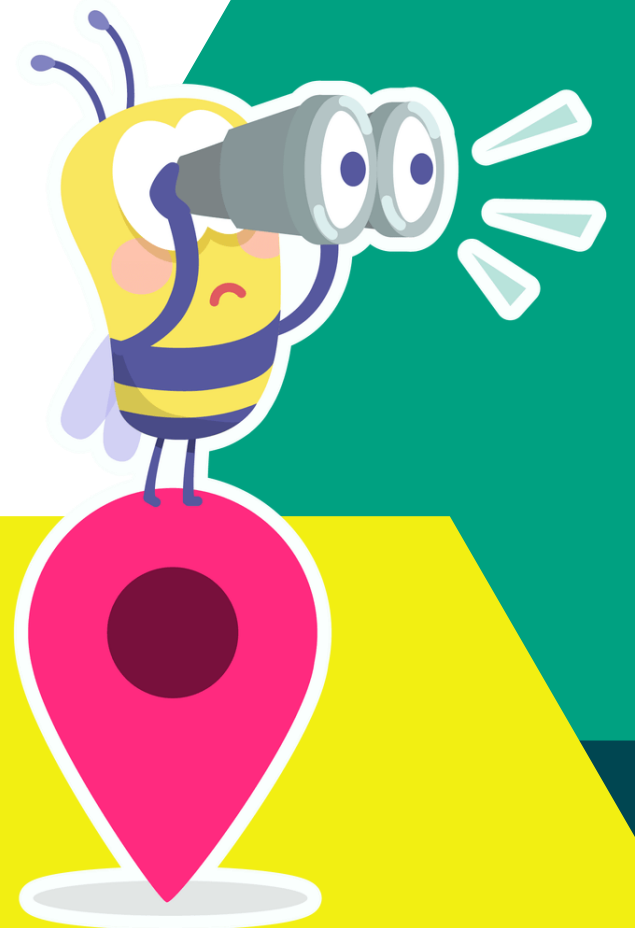
### Measure 9.1.1: Implement the Performance Management System

RD1: Department-wide PM system which includes: **PM goals & objectives, time-framed & measurable, uses data to guide decision-making**, uses data to facilitate CQI

RD2: Implementation of the PMS – example must include customer feedback – **note customer can be internal** or external

### Measure 9.1.4: Nurture a Culture of Quality across the Health Dept

RD1: Maturity of PM & QI to foster a culture of quality which includes: b. **How PM or QI have been institutionalized**; c. How PM, QI, CHIP and Strategic Plan are integrated





# What? Conceptual to Implementation

## Aligning Performance Management & Employee Wellbeing

Phase II continued

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### Lessons Learned:

- Don't Reinvent a Wheel – use a standardized tool
- Use a Content Expert – that's not us

### DHD#10 Approach –

Utilize the Wellbeing Lab tool and leveled up to the organizational license for the PERMAH Survey – point camera at QR Code

#### THE PERMAH WELLBEING SURVEY WORKPLACE QUESTIONS

##### Demographic Questions

- **What is your gender?**  
Female; Male; Non-Binary; Prefer Not To Answer.
- **What is your age?**  
Under 18 years; 18-24 years; 25-34 years; 35-44 years; 45-54 years; 55-64 years; 65-74 years; 75-84 years; 85+ years; Prefer Not To Answer.
- **What is your work status?**  
Employed Full Time (30+ hours/week); Employed Part Time; Self-Employed/Freelance; Other; Prefer Not To Answer.
- **How do you describe your ethnicity?**  
Indigenous; Asian; Black/African American; White/Caucasian; Hispanic/Latino; Middle Eastern or North African; Pacific Islander; Bi-Racial/Multi-Racial; Prefer Not To Answer.
- **Which option best describes your workplace?\***  
Privately Funded; Publicly Listed; Government Funded; Not For Profit; Other; Prefer Not To Answer.
- My team was a safe place to bring up problems and be honest about mistakes.
- I was satisfied with my organization.
- I was able to change my behaviors in order to improve my wellbeing.
- I often felt alone and isolated at work.
- My organization was a high performer in our industry.
- I work in a team where diverse ideas, experiences, and people are valued.
- The work I did was valuable and worthwhile.
- I received help and support when I needed it.
- I prioritized daily habits that supported my wellbeing.
- My team was highly committed to health and safety.
- I was clear on why I did the work I did.
- I was satisfied with my team.
- I felt excited at work.
- My organization was an interesting and engaging place to work.
- I was satisfied with my job.
- My team was encouraging and supportive of one another.
- The work I did felt so important I found it hard to switch off.



# State of Wellbeing DHD #10

188 total staff  
responded = 81%

Consistently Thriving	Living Well, Despite Struggles	Not Feeling Bad, Just Getting By	Really Struggling
18.1%	35.6%	37.8%	8.5%

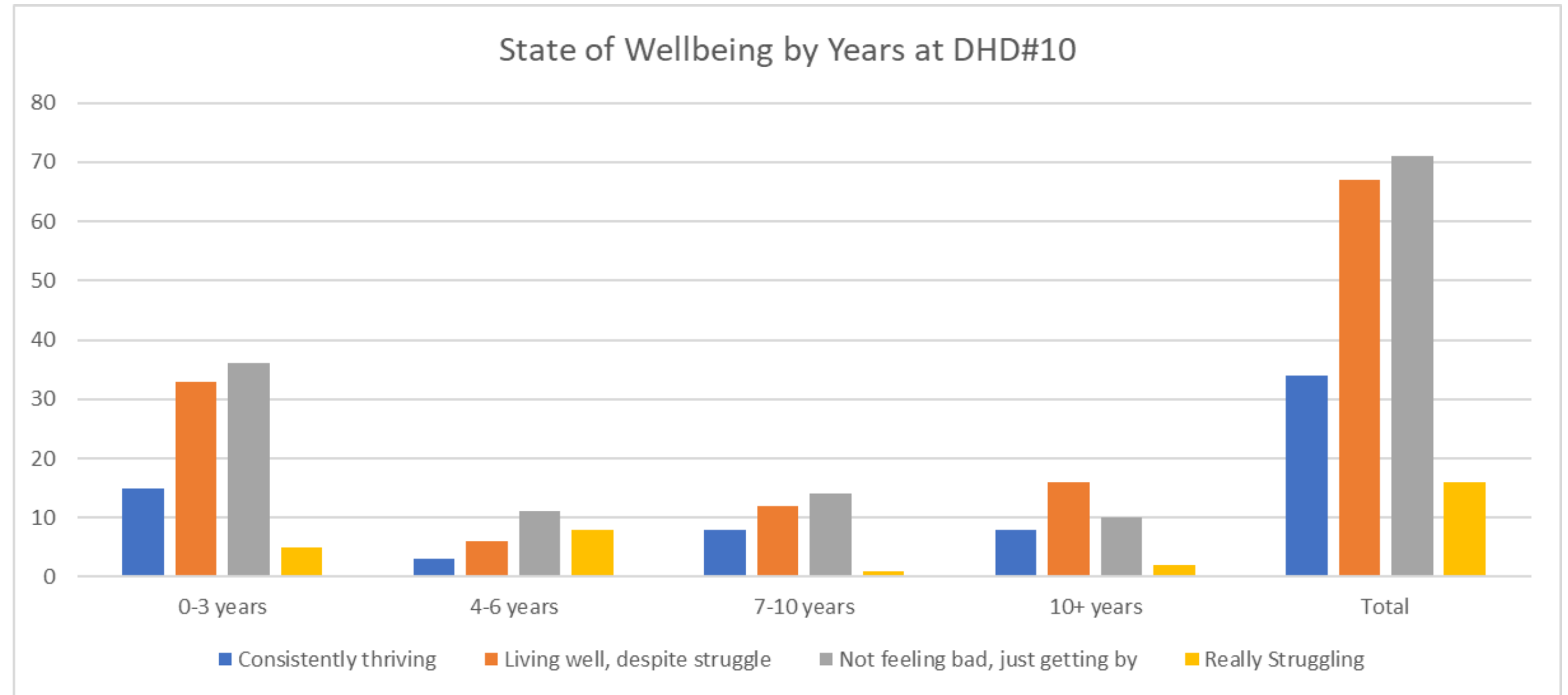
# State of Wellbeing General Population

Consistently Thriving	Living Well, Despite Struggles	Not Feeling Bad, Just Getting By	Really Struggling
8.7%	41.8%	38.9%	10.6%

**What?**

**SHOW ME HOW!**

DHD#10 Wellbeing  
*DRAFT* Performance  
Management  
objectives



**Objective 1.** By \_\_\_\_, increase the percent of employees that are consistently thriving from 18% to 25% of total employees.

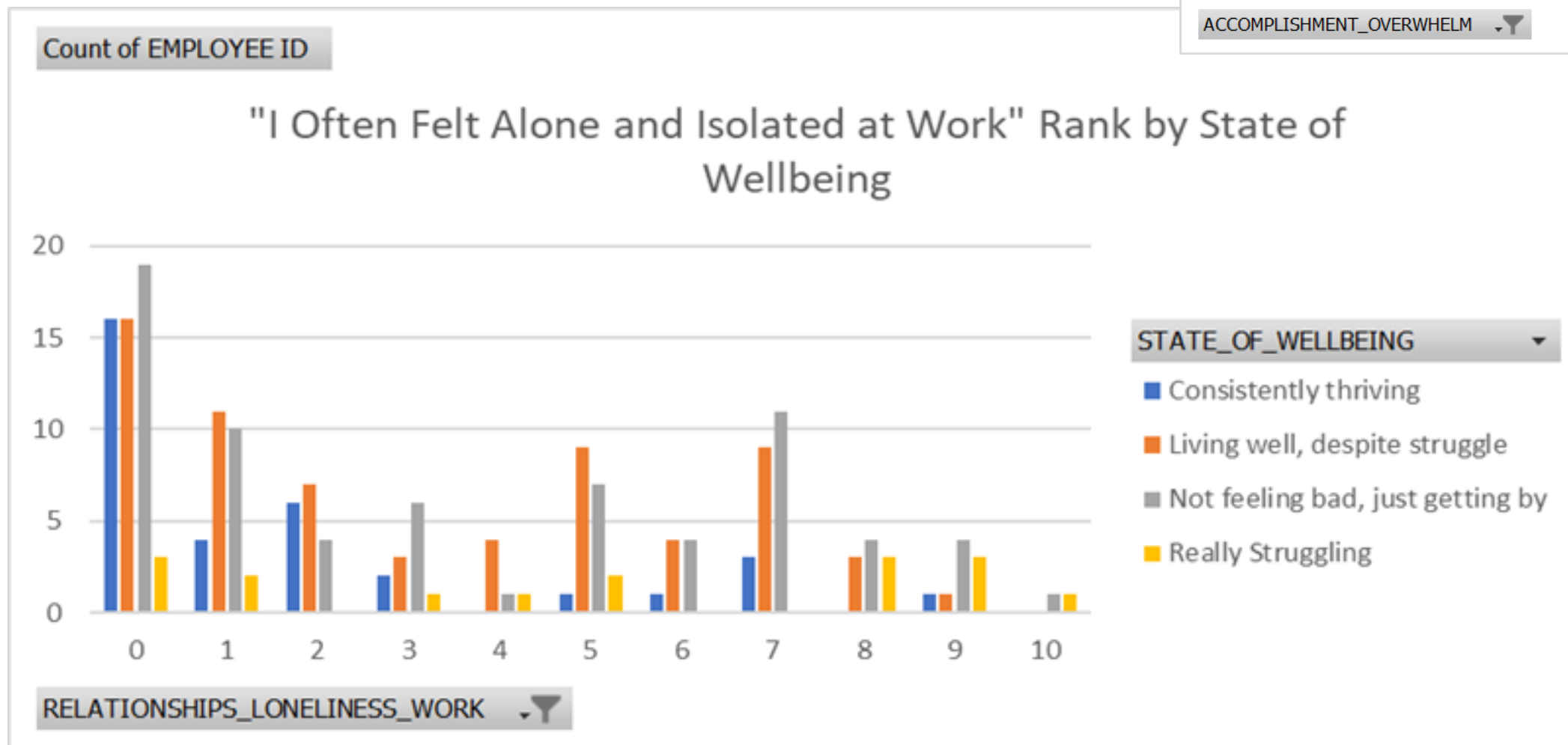
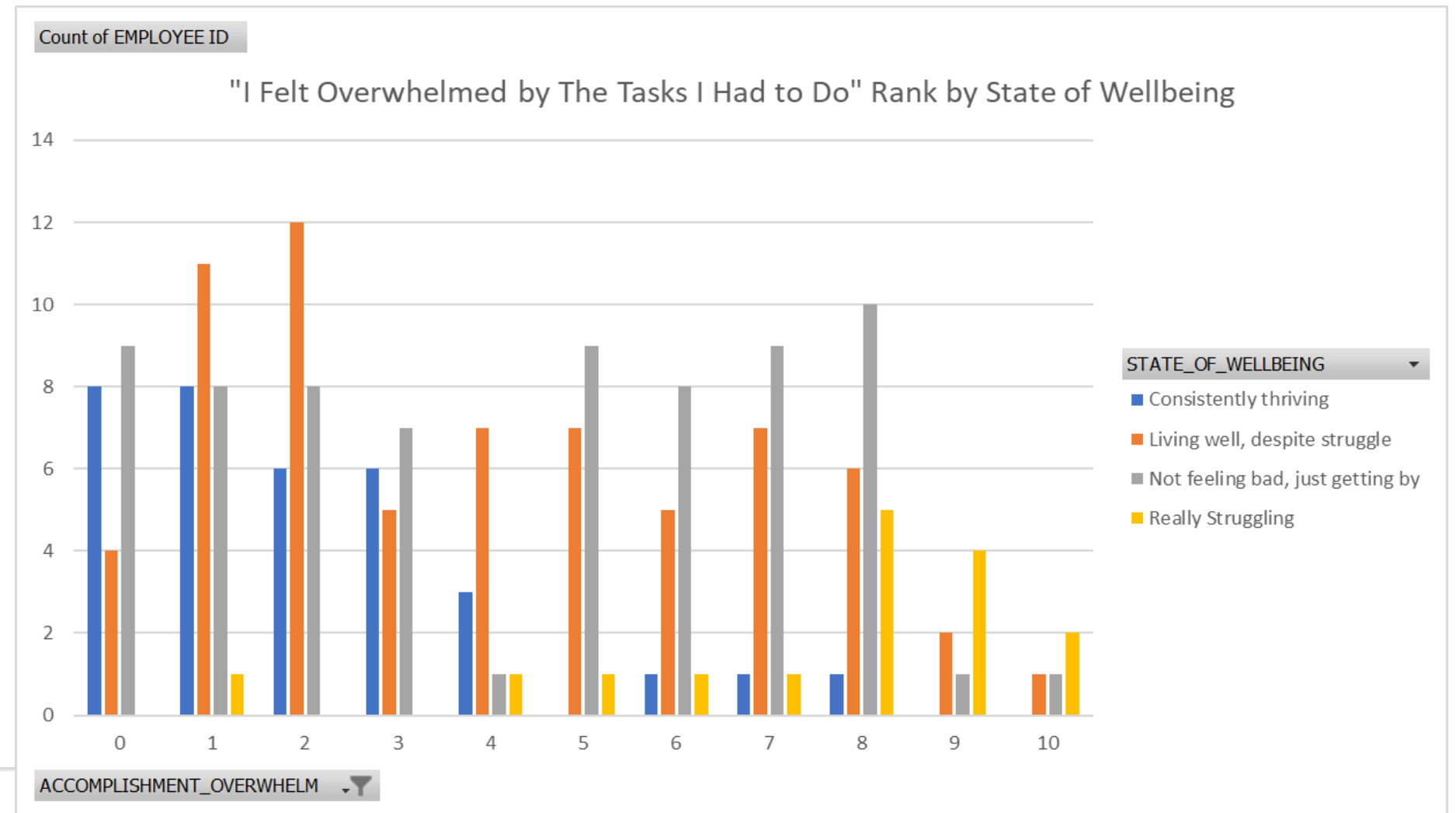
**Objective 2.** By \_\_\_\_, increase the percent of employees, who have worked for DHD#10 for 4+ years, who are consistently thriving from 19% to 25% of employees who have worked at DHD#10 for 4+ years.

**Objective 3.** By \_\_\_\_, decrease the percent of employees in the A, B, and C Division/Teams that are really struggling from 18.6% to 10%.  
\* these divisions account for 82% of staff who reported they are really struggling

**Objective 4.** By \_\_\_\_, increase the percent of employees in the D, E, and F Divisions/Teams that are consistently thriving from 6% to 25% of employees in these programs.



**Objective 5. By \_\_\_\_, reduce the amount of not consistently thriving employees who ranked feeling overwhelmed by tasks at 6 or higher from 41% to 25%.**



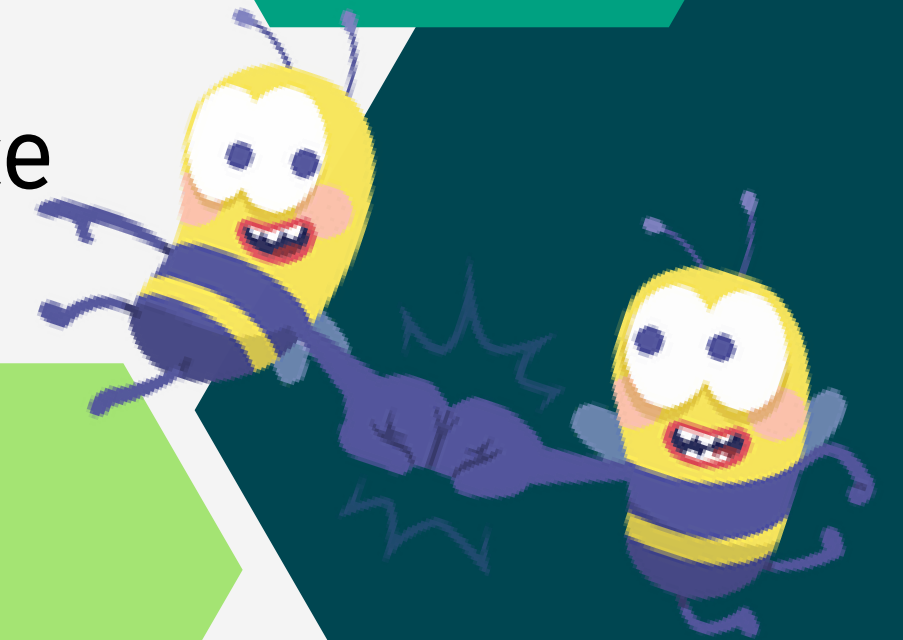
**Objective 6. By \_\_\_\_, reduce the percent of employees who ranked a 6 or higher for feeling alone and isolated at work from 28% to 20%.**

# “The Big IDEA” - Cross Jurisdictional Sharing

## NMPHA Regional System Approach (Phase III – the system)

Proposed CJS project to support long-standing Workforce Development Initiatives across the NM Public Health Alliance

- Negotiated a 50% reduced rate for each Organizational License
- Individual Agency Organizational Report on staff wellbeing for benchmarking for improvements over time
- Identified Wellbeing Champions in each agency
- Identified Project Wellbeing Lead – special certification training on the PERMAH Survey
- Established Regional Workforce Development Workgroup – Next Steps launch late October





# NMPHA Regional System Approach - OUTCOMES

- All 7 LPHDs implemented the PERMAH Survey
- Varying results on staff completion rates for benchmark survey – high of 81% , low of 10% (Summer launch – impacted response rates)

## LPHD Feedback:

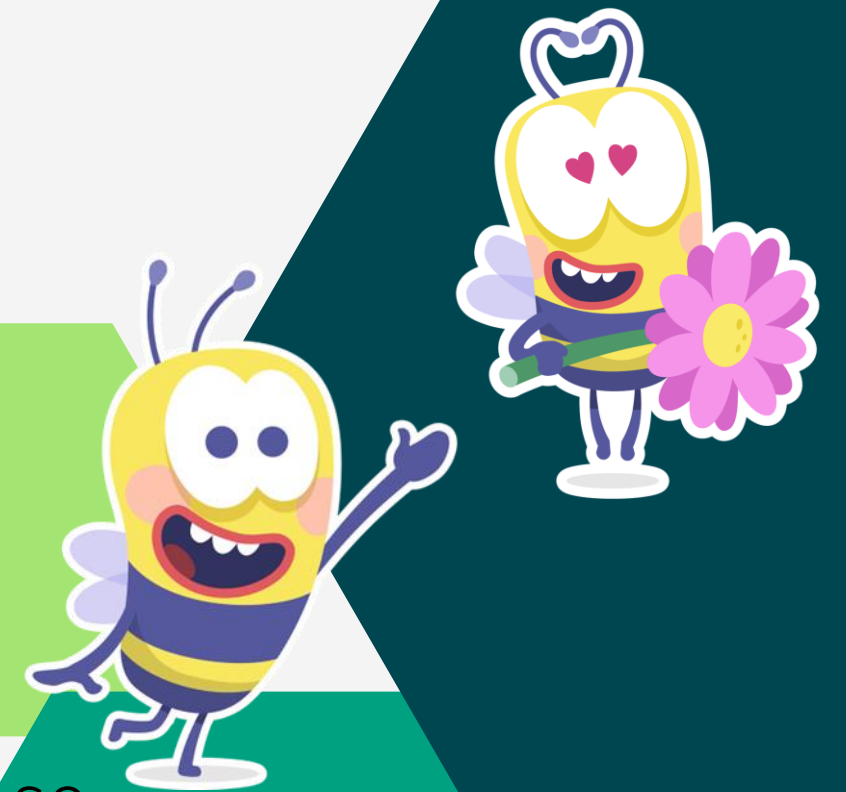
“Biggest take away is that it prompted staff to take time for the tiny habits they could fit into their workday: more walks at lunch time. More water breaks. More reaching out to each other to connect and build relationships.”

“We share online wellness education opportunities through our health insurer.”

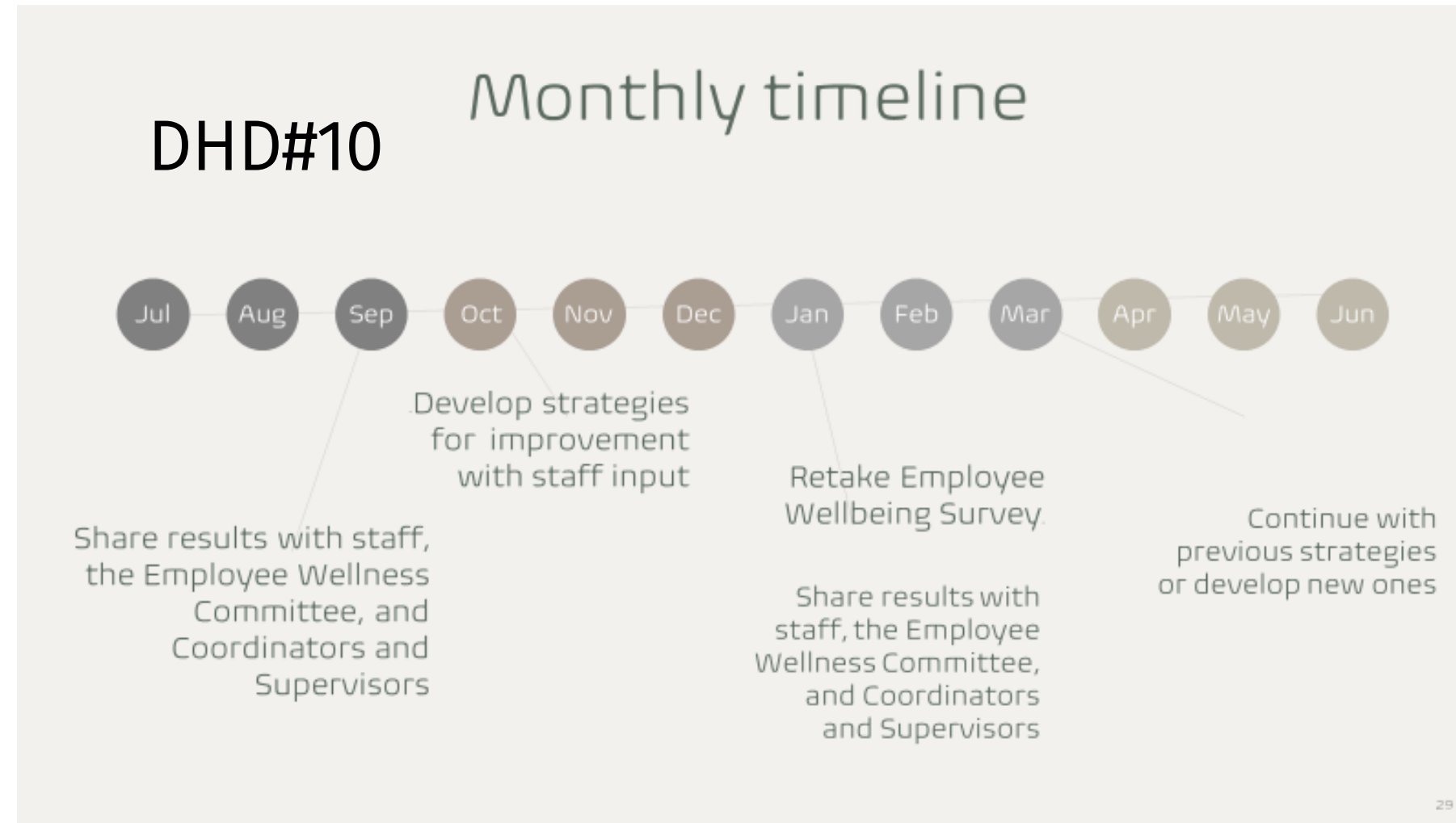
“Offering Reflective Supervision does help with connectedness/belonging.”

“I wish we could do more – but there isn’t enough time or money for “big stuff”, so we try to create a culture that includes lots of small supports so that our employees feel heard and have the flexibility to manage personal needs as well as workload.”

“Feedback was generally positive. Many were pleasantly surprised by the feedback and ideas on how to improve their wellbeing, immediately after taking the survey.”



# Next Steps?



**NMPHA Workgroup:** October mtg to review agency results, set regional objectives, share intervention ideas and set next survey launch timeline.

- **Two Year Commitment** - Organizational Licenses paid by the NMPHA CJS project for 2 years
- **Cost Shift** – Summer 2025 the PERMAH Survey License reverts back to local agencies



Questions?

Comments?

Ideas?



**Thank You**

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