Business to Business Zoom Conference Series

Build a plan to help employees manage stress and treat burnout

Topics:
• Latest on COVID-19
• Preventing employee burnout
• Strategies to enhance mental wellness at work, in the community, and at home
• How to promote self-care both in person and with remote employees
The Coronavirus pandemic is an ongoing, continuously evolving situation. Northern Light Health encourages everyone to follow federal and state governmental guidance and mandates. Northern Light Health does not know the particulars of your situation, so the information presented today is general in nature and is based upon Northern Light Health’s own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus. Accordingly, following any guidance Northern Light Health presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.
Ask us questions – give us feedback – this hour is for you

• Please use the Q and A function to ask your questions at anytime.
Latest on COVID-19
Worldwide new cases

https://www.worldometers.info/coronavirus/

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US new cases

- Omicron is so highly transmissible, it accounts for >95% of new cases in US.
- New cases are no longer the metric to gauge the pandemic. Whether vaccinated, boosted, or neither, people are getting infected.
- There appears to be less transmissibility if fully vaccinated and boosted.
- The symptomatic period appears to be less if vaccinated and boosted.
- An individual is much less likely to get severe disease if fully vaccinated and boosted.
Pay attention to hospitalizations

- Omicron causes less severe disease ... maybe.
- It causes less severe disease in most fully vaccinated people.
- The sheer number of people getting infected at the same time is our current most consequential problem. This translates into many hospitalizations with healthcare teams that are overburdened.
A brief look at the scientific complexity

- Omicron emerged from the original wild type and lineage recognized mid-2020, then disappeared.
- Recognized in Fall 2021 with 45 additional mutations vs. wild type.
- Most plausible explanation is bidirectional zoonotic transfer with mice (based on Chinese peer-reviewed data).
- Higher affinity for the ACE2 Receptor enabling greater contagiousness.
- Higher affinity for upper respiratory tract and therefore less virulence (not causing lung infections).
- Both features are selective evolutionary advantages for Omicron over all other variants.
What to do today

- Vaccinations
- Boosters at 5 months for 12 and older with Pfizer
- Shot #3 for 5-11 who are immunocompromised with Pfizer
- Well-fitted masking
- Stay home if sick
- If able to work remotely, do so
- Update: Monoclonal Antibodies and oral agents
The Future: best guesses

- A rapid spike of new cases like seen elsewhere around the world – no prolonged wave
- Hospitalizations two weeks after cases
- Deaths two weeks after that
- Probable peak in cases in late January
- Probable peak in hospitalizations and deaths over 2-6 weeks
- March hopefully looks better
- Another variant of great concern possible but not likely
- Medium chance Omicron gets us to endemic – estimated to cause approximately 100,000 deaths per year and requiring vaccinations to protect from severe illness
- Whatever we do, don’t underestimate this virus
Preventing employee burnout
Signs and Impact of Employee Burnout

First coined by psychologist Herbert Freudenberger in the 1970s, employee burnout is a state of emotional and physical exhaustion that can lead to cynicism, lack of engagement, and even an inability to complete normal day-to-day activities.

- Cynical or critical at work
- Irritable or impatient with co-workers, customers or clients
- Difficulty concentrating, less productive, more mistakes
- Lack of satisfaction from achievements
- Disillusionment about the job or industry
- Use of food, drugs or alcohol to feel better or numb
- Absenteeism, lateness
- Unexplained headaches, stomach problems, or other physical complaints

Source: Mayo Clinic

Burnout takes its toll:

- 63% more likely to take a sick day
- 23% more likely to visit the emergency room
- Half as likely to discuss how to approach performance goals with their manager
- 13% less confident in their performance
- 2.6 times as likely to leave their current employer

Source: Gallup
Causes of Employee Burnout

- Overwhelming workload
- Lack of control
- Insufficient rewards
- Poor sense of community
- Unfair policies and decisions

Formal and informal leaders also experience power stress: comes from being responsible for people, organizations, and outcomes

6 Causes of Employee Burnout and How to Prevent Them (workday.com)
Create a burnout dialogue: The best strategy for preventing employee burnout is to create a culture where employees can speak openly about burnout with their leaders: acknowledging what’s difficult and how to move forward

Balance workload and capacity: It’s possible to get a great deal of work done if we’re organized, stay away from dwelling in the drama, and attend to our capacity through rest and recovery

Community: Find opportunities for coworkers to connect and strengthen relationships

Fairness: Communication is key – if something is changing, clearly communicate the “why” and ensure that decisions and policies are implemented equitably

How to Prevent Burnout in the Workplace: 20 Strategies (positivepsychology.com)
Addressing Employee Burnout

- Approach it appropriately and directly
- Seek to understand the root cause
- Collaborate on potential solutions
- Demonstrate compassion and empathy
- Model self-care
- Offer resources
Strategies to enhance mental wellness at work, in the community, and at home
The Normal Disaster Response

Source: Cheri Lovre and Art Kleiner: Finding Our Way Through the Rest of the Pandemic
COVID is traumatic for ALL of US

Trauma is caused by:
• Event(s) that are experienced as physically or emotionally harmful

Trauma causes:
• Lasting negative effects on physical, social, emotional, mental, & spiritual well-being
Anxiety, grief, depression – it’s all NORMAL!

Fight, flight, or freeze response in overdrive - can cause problems in the workplace, at home, and even in the community.

WHAT CAN HAPPEN OVER TIME?
• Irritability, cranky, anger, overwhelmed
• Headaches, stomachaches, heartburn, insomnia
• Exhaustion, fatigue
• Rapidly changing emotions
• Difficulty concentrating, memory problems, work performance suffers
• Stress hormones (cortisol/adrenaline/norepinephrine) can lead to physical ailments such as increased risk of diabetes, heart disease, blood pressure, and stroke

Limbic System
• Alerts us to danger
• Critical system for survival
• Stress = Danger in the brain
Fear, anger, irritability

Workplace Impact of Stress

- Increased Health Care Costs
- Muscle tension, dizziness
- Nausea/bowel problems, frequent colds
- Appetite/sleep changes
- Nervous habits (nail biting)
- Decreased memory, concentration
- Irritability/Poor Customer Service
- Increased Costs (direct & indirect)
- Low Morale, Staff Turn Over
- Absenteeism or Presentism

Individual Impact of Stress

Stress leads to burnout, fatigue, & increased costs

Decreased memory, concentration
Nervous habits (nail biting)
Appetite/sleep changes
Nausea/bowel problems, frequent colds
Muscle tension, dizziness
Irritability/Poor Customer Service
Increased Costs (direct & indirect)
Low Morale, Staff Turn Over
Absenteeism or Presentism
Increased Health Care Costs
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Absenteeism or Presentism
Increased Health Care Costs

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How can you help?

A simple to check in on each other and connect someone with resources - Called “I see you”

**I: Identify the signs.** If you see someone complaining or mentioning the physical and emotional signs already mentioned – this is a great indicator!

**C: Connect with that person.** Find something in common (favorite pastime, mutual friend, family life, etc.)

**U: Understand.** You *are* not qualified to solve their problems.

You *are* qualified to find them the help they need.

This may mean directing them to EAP, talking to a manager, spouse, etc.

If someone was experiencing chest pains, you wouldn’t diagnose their pain – you would call 9-1-1. Same with this tool. Do not try to diagnose, be there for that person and get them the help they need.
Identify:
• “I’ve noticed that you’ve been off, you normally are _____.”
• “Is everything okay? You have been more down lately”

Connect:
• “...I struggle with my work/life balance too...”
• “...sometimes when I feel like that, I talk to my partner...”

Understand:
• “That sounds tough – have you thought about talking to _____? Let’s go together”
• “I feel you on that, maybe you should call EAP, here is the number”
How to promote self-care both in person and with remote employees
The Importance of Self-Care

- Mental and physical health
- Increases overall life satisfaction
- Prevents chronic fatigue and burnout
- Promotes healthy work/life balance
Leadership’s Role in Employee Wellness

- Acknowledges responsibility to maintain safe and healthy work environment
- Stays up to date on proper response techniques to employee’s needs/concerns/crisis situations
- Checks in with colleagues on a regular basis
- Responds to employee's needs appropriately and in a timely manner
- Is knowledgeable about and encourages/promotes all company wellness resources available to employees
Promoting Wellness in the Workplace

**Workplace Environment**

- Leaders advocate self-care in and out of the workplace
- Make time available for employees to take part in self-care during the workday
- Cultivate a workplace environment in which employees can express their needs
- Respects every employee’s needs equally

**Wellness Initiatives**

- Offer company-wide health and wellness programs/activities
- Provide employees time and freedom to take part in company wellness offerings
- Promote wellness offerings on a regular basis
- Leaders engage in company/department-wide wellness initiatives to encourage group participation

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Tips on How to Start

• Hold regular conversations/meetings on the importance of self-care
• Have plans in place for when employee coverage is required
• Learn the needs of your employees:
  - Ask them!
  - Send out surveys/questionnaires
• Offer health and wellness activities/programs that will most greatly benefit the employees at your company
• Ensure employees have easy access to all health and wellness resources at all times
Contact **Work Force EAP** at 1-800-769-9819 to inquire about services available for your employees.

Contact **Healthy Life Resources** at 207.973.6446 or AcadiaHLR@northernlight.org
A comprehensive, coordinated, and actionable set of supports for employers to promote a strong functional workforce.

Contact **Beacon Health Wellness** at 207.973.8273 to learn about programs to support your employees' journey to wellness.

**Northern Light Acadia** Substance Use treatment
207.973.6100

**Maine Crisis Line** 1.888.568.1112 provides confidential 24/7 support and information
Now’s your time to ask questions. Please use the Q and A option.
Easy access to schedule your vaccine, booster, or Flu shot

COVID-19 (Coronavirus) Portal - Public Vaccination (northernlighthealth.org)

Public Vaccination

COVID-19 Vaccination and Booster Eligibility Updates

 Booster dose appointments for Pfizer, Moderna, and Johnson & Johnson COVID-19 vaccines are now available for people 18 and over who meet criteria.

 People 5 years or older are currently eligible to schedule a COVID-19 vaccination.

Important:

• Community members under age 18 who would like to be vaccinated, must have a parent or guardian complete and initial the online scheduling form on their behalf.

• In addition to scheduling a vaccine using the online process, patients under 18 are required to bring a completed consent to treat form signed by their parent or guardian to their appointment.

• Patients under the age of 16 must be accompanied by a parent or guardian to their vaccination.

• If you have any questions please call 207-204-8551*

*Long distance or carrier fees may apply.

Scheduling your vaccination:

• If you cannot find an appointment that works for you at a Northern Light Health location, please visit the state COVID-19 vaccination site list.

• Please print your appointment confirmation and bring it with you. Vaccination candidates will receive an email confirming their vaccination location.
Tools you can use:

https://northernlighthealth.org/Resources/Safe-Return-to-Business

View Past and Upcoming Meetings, Download Resources, and Watch Informational Videos

- **January 13, 2022**
  - Build a plan to help employees manage stress and treat burnout

- **November 18, 2021**
  - Treatment options for COVID-19 long haulers and tips for living with continued stress

- **October 21, 2021**
  - COVID-19: Navigating New Information to Support our Employees' Health

- **December 16, 2021**
  - A Safe and Healthy Holiday and New Year

- **December 2, 2021**
  - How to support good mental health during the holidays (with roundtable discussion)

- **November 4, 2021**
  - COVID-19: Critically relevant information and discussion

- **October 7, 2021**
  - COVID-19: Critically relevant information and discussion
Be sure to register for Thursday, January 27: Pandemic fatigue – investing in your employees to build a culture of caring

Topics:

• Latest on COVID-19
• Strategies for supporting your team
• How to start a conversation
Legal Disclosure:

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