

# 17 Keys to Wellness Program Success

NAME: \_\_\_\_\_

## 1. PUT YOUR OWN MASK ON FIRST

Take \_\_\_\_\_ care of yourself.  
Track your \_\_\_\_\_ levels, \_\_\_\_\_ Score and your Ideal Job Description  
Don't let your Wellness Role be Your Personal \_\_\_\_\_

## 2. BE THE CHANGE YOU WANT TO SEE

Model – Mentor – Support Wellness \_\_\_\_\_ and \_\_\_\_\_ the Org Chart  
Reaching out to a Colleague:  
Reach Out (Do It!) Take your \_\_\_\_\_ HAT OFF Expect Intense \_\_\_\_\_  
Come from your \_\_\_\_\_ Your outreach could \_\_\_\_\_  
Beware of Burnout Burnout  
Watch your own \_\_\_\_\_ Fatigue  
Be a \_\_\_\_\_ for Senior Leaders. Leadership team must maintain \_\_\_\_\_

## 3. TELL YOUR BURNOUT STORY FIRST

You Go First The Good The Bad The \_\_\_\_\_  
Normalize the Stress/Burnout \_\_\_\_\_  
It is OK and Healthy to ask for \_\_\_\_\_ when you need it  
Take Vulnerability Off the Table. Telling the Truth is NOT \_\_\_\_\_

## 4. DO EVERYTHING WITH YOUR PEOPLE, NOT TO THEM

Beware of your \_\_\_\_\_ Programming  
Stop Giving Orders Ask \_\_\_\_\_ Survey Your People  
Give them what they Want/Need Let Them Show You the \_\_\_\_\_

## 5. TEACH BURNOUT'S TRUE IDENTITY – UP AND DOWN THE ORG CHART

Burnout is Not A Problem It is a \_\_\_\_\_ A never ending balancing act  
You must build a \_\_\_\_\_ to maintain the Balance you seek  
One for the Canary and one for the \_\_\_\_\_  
The Coal Mine Strategy is the \_\_\_\_\_ Aim  
As a leader – Call out \_\_\_\_\_ Transform frustration into an effective \_\_\_\_\_  
20% participation is NOT A FAILURE it is a Viable \_\_\_\_\_ Component

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## 6. RELEASE THE ABSENT

You will never get 100% \_\_\_\_\_  
You will naturally focus on all the people who \_\_\_\_\_ show up  
Notice – Breathe – Release  
Work with the people who \_\_\_\_\_  
Have a \_\_\_\_\_ Take lots of \_\_\_\_\_  
Know that 10 - 15% participation is a great \_\_\_\_\_ and a good Strategy Component

## 7. BUILD A COAL MINE STRATEGY GENERATOR ASAP

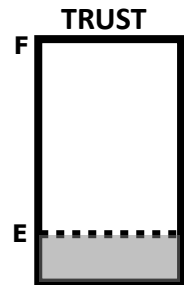
Build a Strategy \_\_\_\_\_ Process.  
“Burnout Prevention \_\_\_\_\_ Group” – BPWG  
Design and \_\_\_\_\_ projects to lower stress and prevent burnout  
\_\_\_\_\_ and report on program effectiveness

## 8. YOU ARE THE KEEPER OF THE QUADRUPLE AIM QUESTION

What effect does this have on the \_\_\_\_\_ and \_\_\_\_\_ of our providers and staff?  
Put your Wellness Champion/CWO HAT ON  
Get ready for blow back: “Things were \_\_\_\_\_ around here until you \_\_\_\_\_”  
Remind your Senior Leaders of your WHY

## 9. ALWAYS BUILD TRUST

A culture of \_\_\_\_\_ is a Key to Wellness  
Every relationship has a Trust Account.  
Every interaction is a chance to make a \_\_\_\_\_ OR NOT  
Never be too busy to \_\_\_\_\_ on your people. Up and Down the Org Chart



## 10. DON'T ALLOW SENIOR LEADERS TO DELEGATE WELLNESS TO YOU

Must have Senior Leaders visible and continuous \_\_\_\_\_ for your projects.  
Manage your boss(es) – Stay on the same \_\_\_\_\_  
Leaders can \_\_\_\_\_ all your good work in a heartbeat.  
Leaders get \_\_\_\_\_ too

## 11. BRIDGE THE QUADRUPLE AIM INTO THE LEADERSHIP DEVELOPMENT PROCESS ASAP

Train all Leaders to be \_\_\_\_\_ Leaders.  
Model – Mentor – Support  
They must be aware of all your \_\_\_\_\_ Know how to refer a provider in \_\_\_\_\_  
They round on their direct \_\_\_\_\_ to build \_\_\_\_\_

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## 12. IF YOU BUILD IT, THEY WILL NOT COME

If you do great work, but don't communicate it effectively – it NEVER \_\_\_\_\_  
\_\_\_\_\_ and Communication are both massively important to your success

You Must \_\_\_\_\_ Participation Pictures of \_\_\_\_\_ People

Testimonials Show WIIFM = \_\_\_\_\_

AWARENESS CHECK:

If you show your providers your BPWG Logo can they:

Name your program?

List two of its activities or \_\_\_\_\_? Tell you the next \_\_\_\_\_ \_\_\_\_\_?

## 13. METRICS METRICS METRICS

Level One: Program Utilization Track and \_\_\_\_\_ Participation

Level Two: Return on \_\_\_\_\_ Metrics

The *Axis of Influence* is \_\_\_\_\_ => \_\_\_\_\_

CFO Metrics examples:

- Quality metrics improvement (Mammogram, immunizations, colonoscopy, etc.)
- Patient visit/procedure volumes, patient access, backlogs and wait times
- Gross income and profit
- Patient, staff and physician engagement scores
- Turnover – physicians and staff
- Provider and staff recruitment and retention

## 14. NEGOTIATE FOR PROTECTED TIME AND PAY FOR YOUR WELLNESS ACTIVITIES

This is a meaningful investment with a measurable ROI

An *Equitable Exchange of* \_\_\_\_\_

"I teach people how to \_\_\_\_\_ me"

Don't let your wellness role be your personal \_\_\_\_\_

## 15. NEVER MAKE ANYTHING MANDATORY

Resist \_\_\_\_\_ urges to make any successful program \_\_\_\_\_

The single best way to kill ANY component of ANY wellness program

is to make it \_\_\_\_\_

## 16. THERE IS NO COOKIE CUTTER

If you have seen one wellness program ... you have seen one

Build your own coal mine strategy to match your unique \_\_\_\_\_

- Collaborative – *WITH Not TO*
- Iterative – "If at first you don't succeed, try, try again"

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- Innovative (Example: *Synchronized* \_\_\_\_\_)

Devote a portion of the organization's bandwidth to wellness R&D

Doing new things to build a less stressful \_\_\_\_\_

And a more \_\_\_\_\_ culture

## 17. THE MINIMUM FIRST STEP – *CIRCLE THE WAGONS*

Grab your closest team of work colleagues

Your ward/wing/service/call rotation

Support each other as a " \_\_\_\_\_ "

Even if the larger organization is toxic or clueless or \_\_\_\_\_

### **BONUS:**

#### **1) AIM FOR ZERO SUM**

\_\_\_\_\_ before you Start

Make your program zero sum in Time / \_\_\_\_\_ / \_\_\_\_\_ to your providers

#### **2) When HIPOCRISY Hits you In The Face**

Channel COLOMBO: I'm Curious. I'm Confused, Maybe you can help me out here

MEMORIZE THE MISSION STATEMENT – You will be the Only One Who Knows It

### **PLATE SPINNING THEORY OF LEADERSHIP DEVELOPMENT**

One \_\_\_\_\_ at a time

What did you learn?

Which of these keys to success will you implement first?

What is the first step in your implementation?

When will you take that step?