

Colleague Care Notes

First Edition, July 2020



An Introductory Message from Tom Peterson, MD, Chief Safety Officer, Trinity Health

I want to begin with a heartfelt THANK YOU to all the Accountable Executives, Coordinators, Rounders and Task Force members who are committed to making sure we are doing all we can to support our colleagues' safety, health and well-being during a very challenging time for our ministry and our world.

As of this writing, ten Health Ministries (HMs) and the three National Health Ministries (NHMs) began Resiliency Rounding in June with the remaining HMs and parts of System Office scheduled to begin in July. This work is supported by dozens of rounders. In June, across the system, 391 huddles were attended. In addition to supporting huddles, rounders connected with 524 colleagues telephonically - an amazing start for our first month!

Colleague Care Teams are also reporting a positive response to the effort. Here are just a couple of comments:

- *Two traveling nurses who had just been deployed in our ministry expressed gratitude for these resilience sessions stating that this was the first system they had encountered that was actually providing this type of support for their staff.*
- *The staff are really thankful for the ability to sit and discuss their feelings and again were appreciative of the organization for providing the ability to do so.*

In an effort to continue to learn from one another and build community, the Resilience and Behavioral Health task force is introducing "Colleague Care Notes" - a monthly e-mail for Accountable Executives, Coordinators and Task Force members. Please feel free to share with your rounding teams as desired. The e-mail will include updates, information, stories, resources and reminders. I hope you find it helpful in your local Colleague Care work.

Thank you again for your service.

Tom Peterson, MD

Colleague Self-Care Kits

Looking for ways to express appreciation to colleagues and promote resilience? Check out these Self-Care Kits distributed to colleagues as part of the Holy Cross Health (Maryland) Colleague Care effort. Cost per kit: \$5.00.

Steve Fowler, Chief Mission Officer and Colleague Care Team Accountable Exec, shared the kits were paid for by community members who wanted to help and assembled by Sarah Walker, Manager, HCH Volunteer services.

GREAT IDEA!



PLEASE JOIN US: Colleague Care National Check-in #2: July 28, 2020

Please plan to join us for our second Colleague Care National Check-in for all Accountable Executives, Coordinators and Task Force members. At this month's check-in we'll facilitate a round-table discussion to learn how rounding efforts are going in various locations and share ideas for nurturing resilience for Resiliency Rounders. This appointment should already be on your calendars. If it is not, please reach out to your liaison or Becky Hoerner. Watch for more information in e-mail coming soon.

RESOURCES: Two new websites to support local Colleague Care efforts

For ALL COLLEAGUES:

Check out the new Trinity Health system-wide **Colleague Care** web page. This is a page on our public Trinity-Health.org website so all colleagues can access it without being logged into the network.

On this page, colleagues can access information and resources to support their body-mind-spirit resilience and mental health. To visit, click on the link below:

Trinity-Health.org/Colleague-Care

Suggestions for use of the new Colleague Care page:

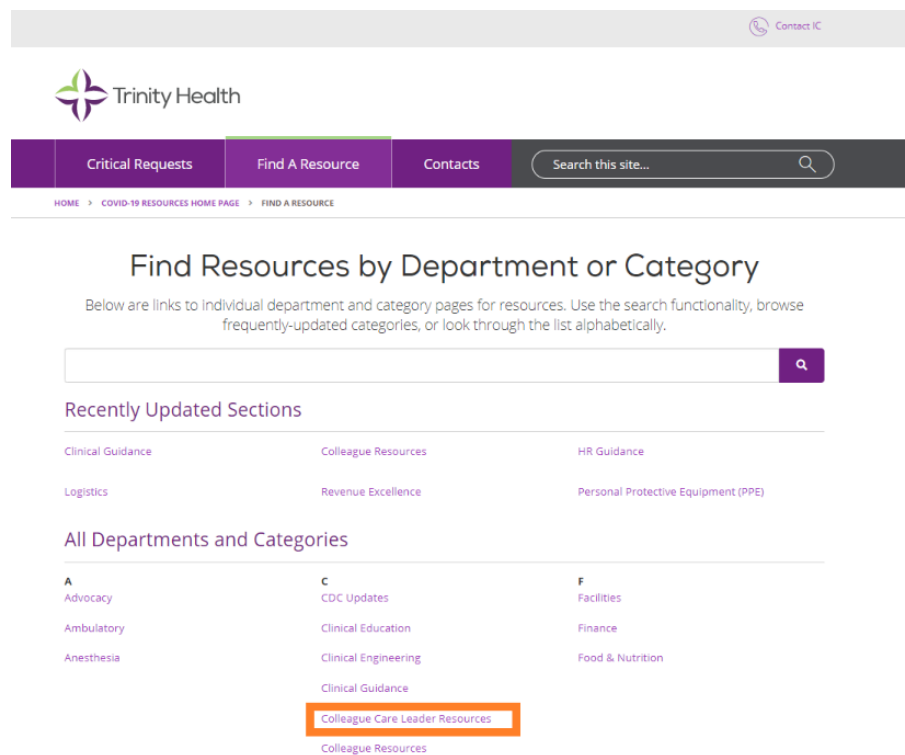
- Share the link above with Resiliency Rounders. Invite them to take a tour and become familiar with the page and what it has to offer. Note: Page will be updated regularly as additional information and resources become available.
- Add link to your Rounder Resource list
- Add link to all local Colleague Care presentations, communications, handouts and local intranet.

For COLLEAGUE CARE TEAMS (AEs, Coordinators, Rounders and HR)

Visit the link below on the COVID-19 Resource page for a growing collection of resources to support local **Colleague Care Team** efforts including:

- Programming ideas, practices, samples from other Health Ministries
- Communication templates – announcement memo, slide deck overview for leaders, etc.
- Colleague Care Guidebook and Outreach Calling Guide
- Templates for colleague-facing to support rounding efforts
- Articles of interest
- And more!

Trinity-Health.org/COVID-19-Resources-Find-a-Resource-Colleague-Care-Leader-Resources



The screenshot shows the Trinity Health website interface. At the top, there is a navigation bar with links for 'Critical Requests', 'Find A Resource', and 'Contacts'. Below this is a search bar with the text 'Search this site...'. The main heading is 'Find Resources by Department or Category'. Below the heading, there is a paragraph explaining the search functionality. A search bar is provided for users to enter their query. The page is divided into two main sections: 'Recently Updated Sections' and 'All Departments and Categories'. The 'Recently Updated Sections' section lists various resources such as 'Clinical Guidance', 'Colleague Resources', 'HR Guidance', 'Logistics', 'Revenue Excellence', and 'Personal Protective Equipment (PPE)'. The 'All Departments and Categories' section is organized into a grid with columns labeled A, C, and F. Under column A, there are links for 'Advocacy', 'Ambulatory', and 'Anesthesia'. Under column C, there are links for 'CDC Updates', 'Clinical Education', 'Clinical Engineering', 'Clinical Guidance', 'Colleague Care Leader Resources' (highlighted with an orange box), and 'Colleague Resources'. Under column F, there are links for 'Facilities', 'Finance', and 'Food & Nutrition'.

MORE RESOURCES: From Live Your Whole Life and Carebridge EAP

Carebridge EAP

See attached zip file for Carebridge EAP documents: **Moving Forward to a New Normal** tip sheet and a new Carebridge EAP referral flyer **Managing Stress during Uncertain Times**

July 2020 Carebridge EAP Live and Archived Online Support Groups:

- Tuesday, July 14, 2020, 2 p.m. EST: [Self-Care During Painful Times](#)
- Tuesday, July 21, 2020, 2 p.m. EST: [Mindfulness Practice - Accessing Your Inner Calm](#)
- Click [HERE](#) to access recorded support group sessions

July 2020 Carebridge EAP Live and Archived Webinars:

- Click [HERE](#) to view and register for upcoming live webinars
- Click [HERE](#) to access recorded webinars

Live Your Whole Life

See attached zip file for **Shine a Light** emotional well-being campaign flyer. Additionally, we've received feedback that maintaining good nutritional habits has been a challenging behavior to manage during these times of change, uncertainty and higher than normal stress. For that reason, we are highlighting the **Nutrition Guide** tool in the Live Your Whole Life platform during the month of July.

AND FINALLY: A reminder to reach out to your Task Force Liaison with questions, comments and/or feedback or your great ideas!

In gratitude,

The Resilience and Behavioral Health Task Force