

Profiles of Integrated Care: Staff Wellness Initiatives

Description

The Center for Individual and Family Services employs 170 staff. In order to promote wellness in the individuals it serves, the Center also engages its staff in wellness activities. The Center believes that stress reactions are a normal experience in its staff's work, and it provides massages, Tai Chi-type martial arts, yoga, and training in compassion fatigue, burnout, and relaxation techniques. Orientation for new employees includes a segment on self-care and education on emotional stress related to helping people. The Center also makes available critical incident debriefing sessions for staff through expert outside sources, when the need arises. The management team drives use of a language of respect that focuses on how staff interact with each other and then encourages people to talk about it regularly.

The use of a language of respect is also a strategic agency initiative. One focus is the language staff use (including behavior) in meetings and conversations. The Center operates from the premise that talking about respectfulness openly and having it be a part of discussion brings it to mind regularly and as a result, reduces the mini-traumas staff and clients can experience from non-respectful interactions and thus produces better client care results.

Operational Resources

The Center's wellness initiative is part of the human resource committee's weekly agenda, and as such requires no additional agency resources beyond that committee's time. The Center evaluates the initiatives through its regular staff survey, which includes a burnout and stress scale.

Financial Resources

The programs are provided free of charge to Center staff. The Center pays for the programs through its operating budget.

Program Type



Direct clinical service



Psychosocial/psychoeducational



Agency practice



Workforce development



Other

Location



Mental health or substance abuse treatment agency



Community



Primary care provider office



Hospital

Provider



Primary care



Mental health or substance abuse treatment



Consumer



Trainer/consultant



Other

The scales below are meant to be at-a-glance graphic descriptions of this provider's perspectives of issues related to integration projects. For more information, please contact the provider or the Ohio Coordinating Center for Integrating Care.

Cost



Staffing



Ease of Implementation



Contact information

The Center for Individual and Family Services
741 Scholl Road, Mansfield, OH 44907
419.756.1717; www.cifscenter.org
• David Krenrick, MSW, LISW; 419.774.6834;
krenrick@cifscenter.org

Ohio Coordinating Center for Integrating Care
3805 Edwards Road, Ste. 500, Cincinnati, OH 45209
513.458.6600; www.ohioactcenter.org/occic.html
• Jonas Thom, Director; 513.458.6733;
jthom@healthfoundation.org