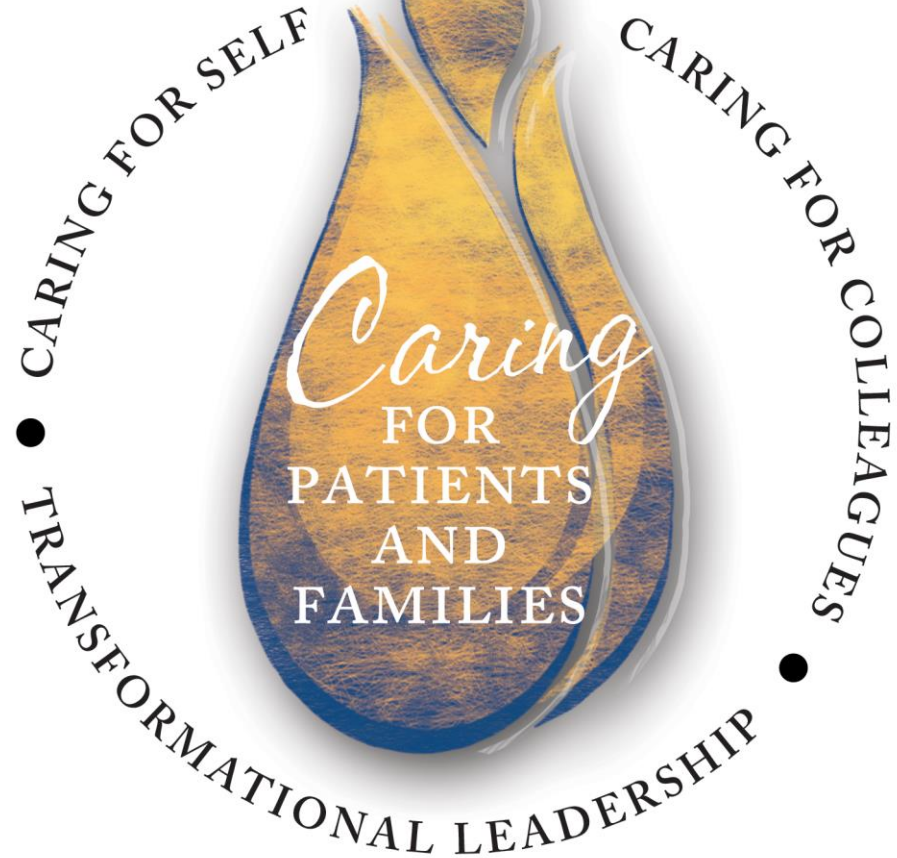




Minnesota Cares



October 7-8, 2022
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Consultant
Creative Health Care
Management

Re-Igniting
THE SPIRIT OF CARING

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CREATIVE
HEALTH CARE
MANAGEMENT

Re-Igniting the Spirit of Caring

Re-Igniting the Spirit of Caring (RSC) engages, grounds, renews, and unifies staff from all departments and all disciplines. The focus is caring across three vital relationships: the clinician's relationship with self, with colleagues, and with patients and their families. Participants experience a reawakening of joy and meaning in their work and a renewed commitment to shared purpose, goals, and a new, more authentic level of professionalism in collaboration with colleagues.

1. Experience the healing power of relationships.
2. Inspire and reconnect us with our purpose for being in health care.
3. Discover the meaning and power of intentional caring in action.

Powering Human Care, together.





Relationship-Based Care (RBC) transforms the culture of health care by inspiring and engaging individuals and teams to refocus and reset around a common vision that matters!

- Structures
- Processes
- People



Self

self awareness, self management,
self compassion, self care



Colleagues and Team

trust, healthy communication, psychological safety

Patients and Families

relationship, compassion, devotion



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“We are not broken people. It’s
our relationships that need
repair. It’s relationships that bring
us back to health, wholeness,
holiness.”
— *Meg Wheatley*

Signature Program Relationship-Based Care

Relationship-Based Care[®] is:

- a philosophy
- an operational blueprint, and a
- way of being... that advances the culture by focusing on three key relationships:



Who am I?

Know my needs

*Care for
my energy*

*Be a
healthy team
player*

*Have
compassion
for others*

*Self-
knowing*

Vision for a fulfilling life





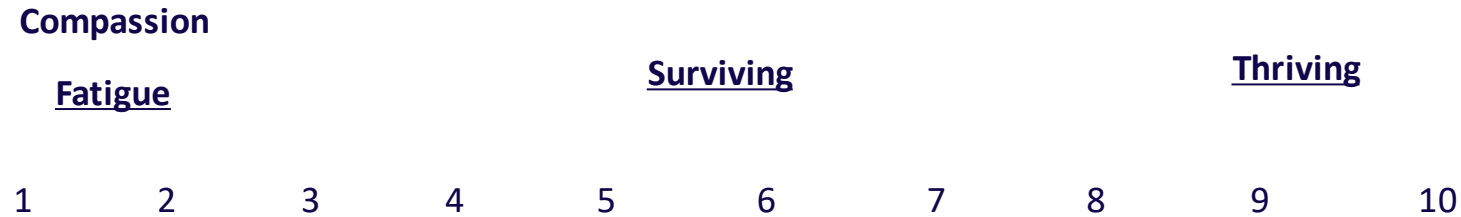
Self-Assessment

How are you doing?



Assessing Current Reality: Thriving Scale

Where am I on the Thriving Scale below?



Compassion Fatigue

A chronic clouding of caring and concern for others; a physical, emotional and spiritual fatigue or exhaustion that takes over a person and causes a decline in his or her ability to experience joy or to feel for and care for others.

Surviving

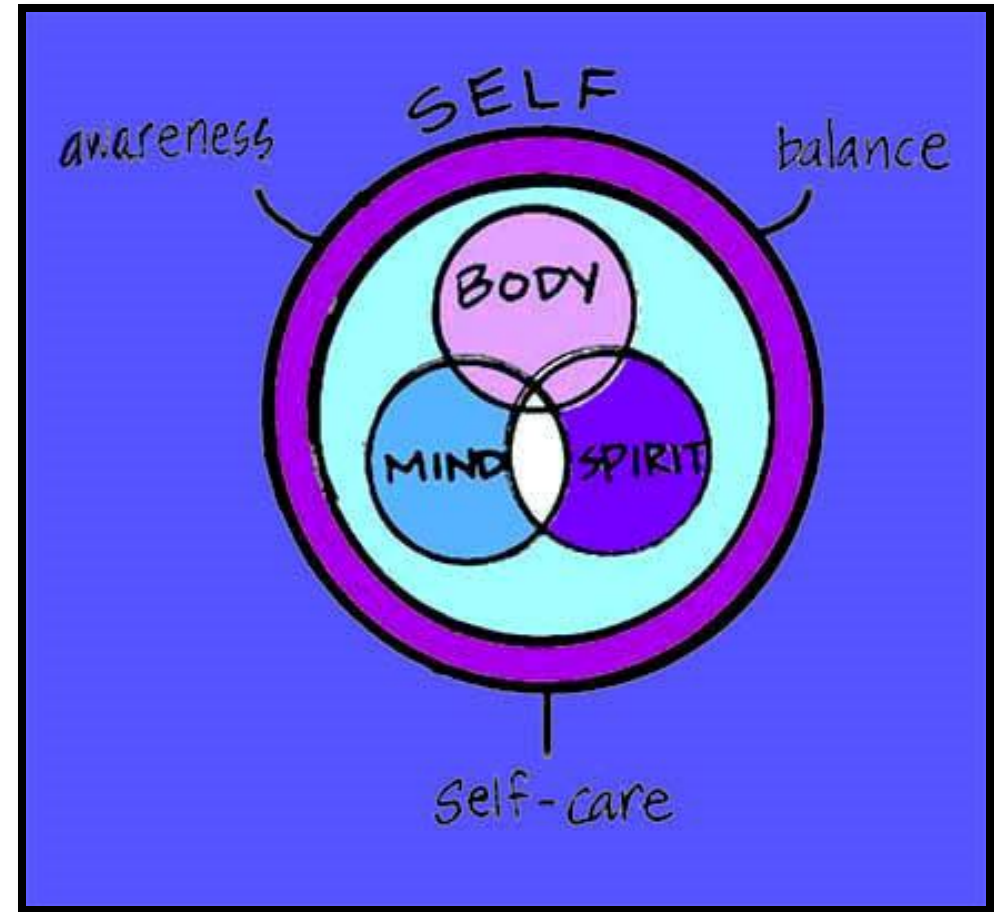
Endure, live through, persist, pull through, breathe, continue, do, endure, go on, prevail, stay

Thriving

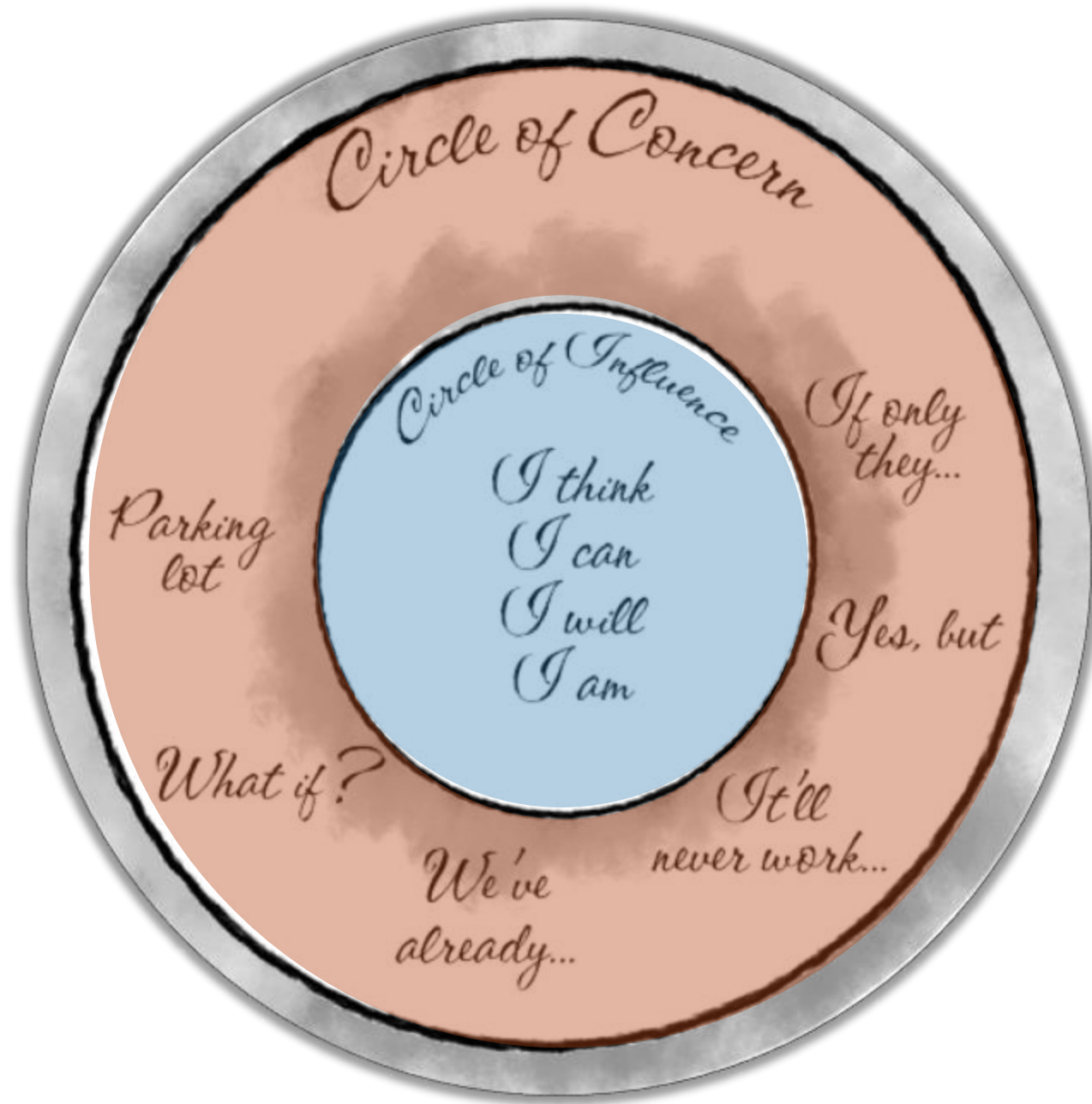
Do well, flourish, grow, shine, radiate, develop, get ahead, be abundant

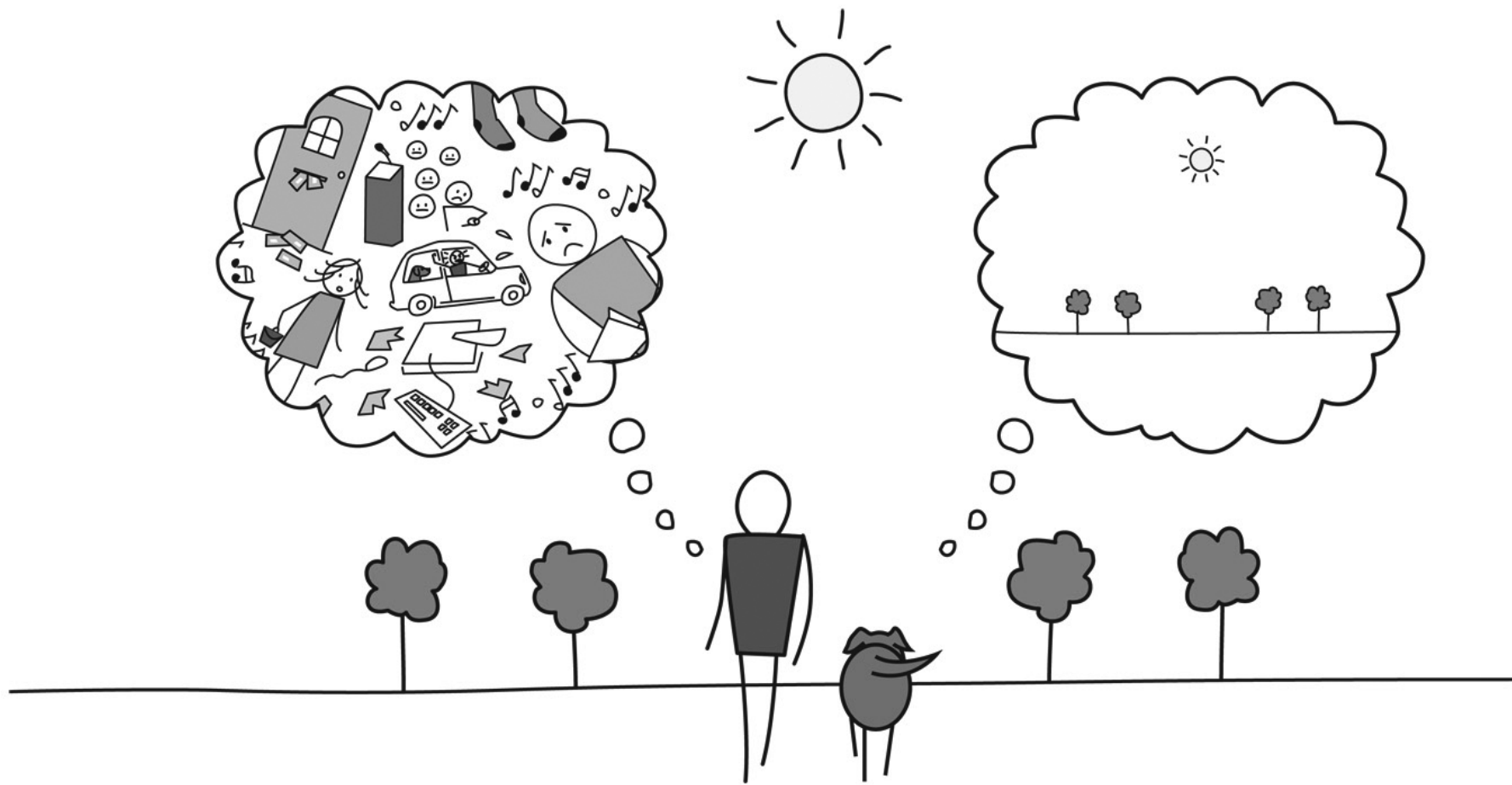
Caring and Healing Environment: Self

- Culture supports self-care:
 - Healthy norms regarding breaks, work hours and vacations
 - Healthy Body, Mind, Spirit balance

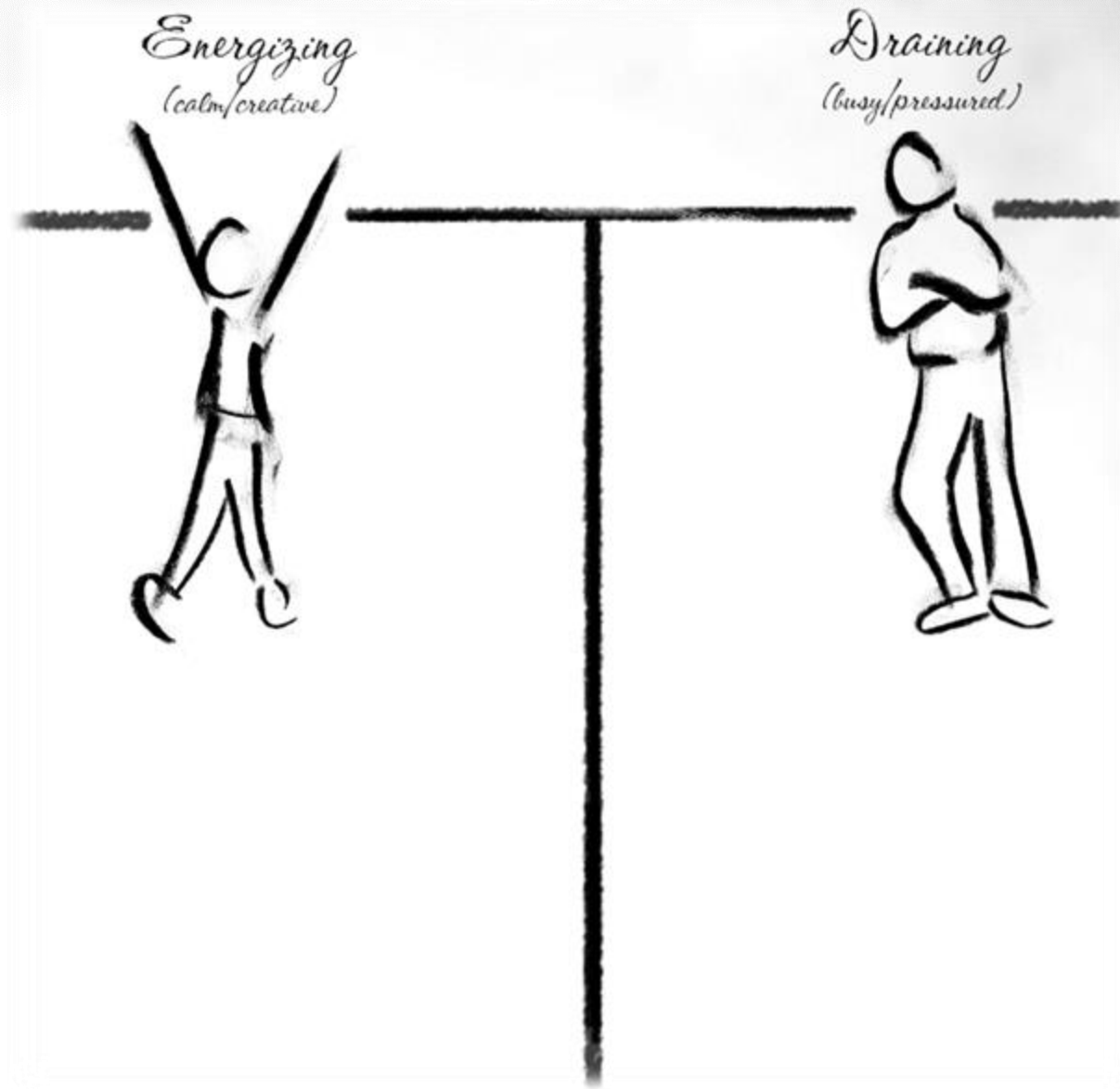


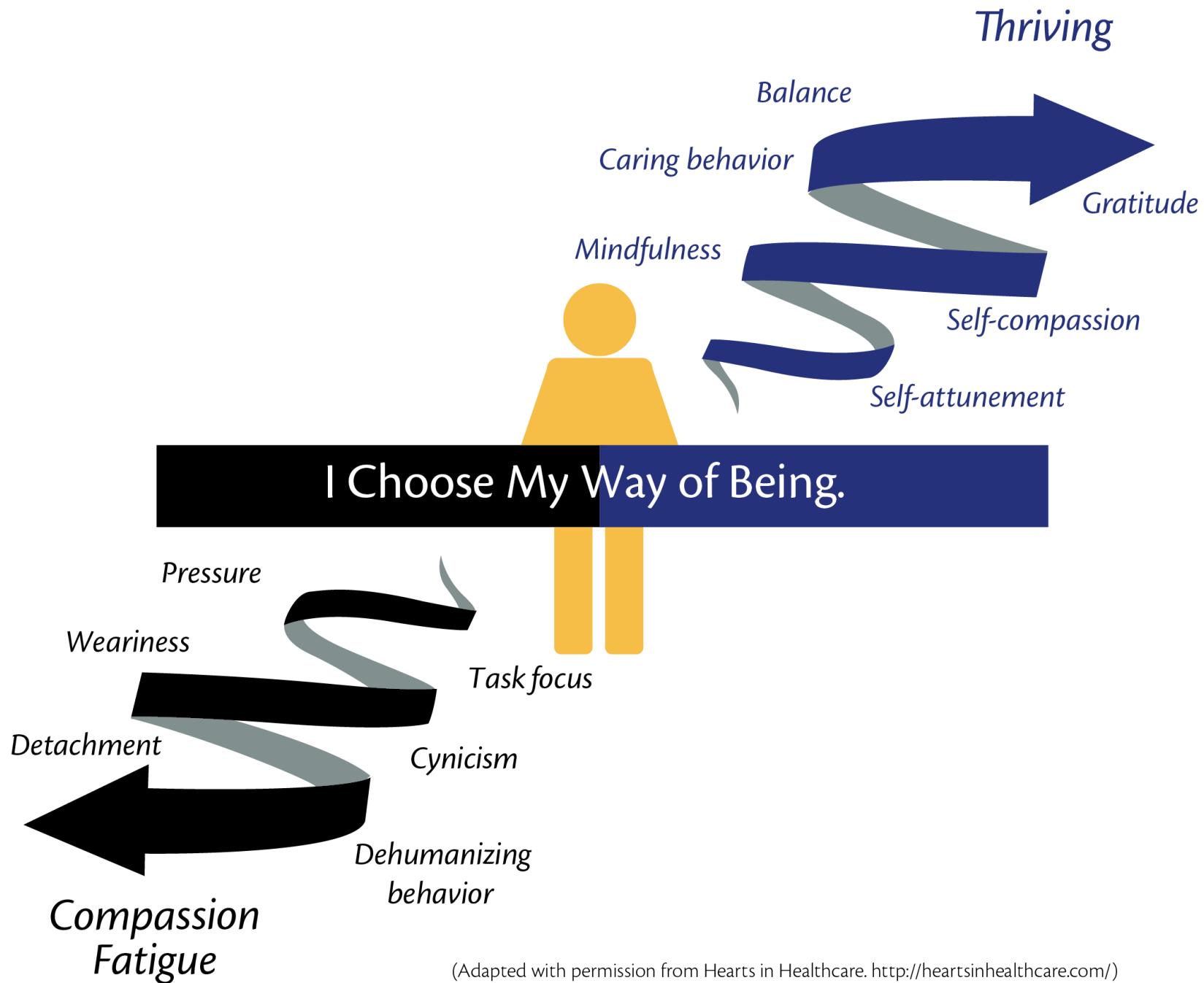






Mind Full, or Mindful?





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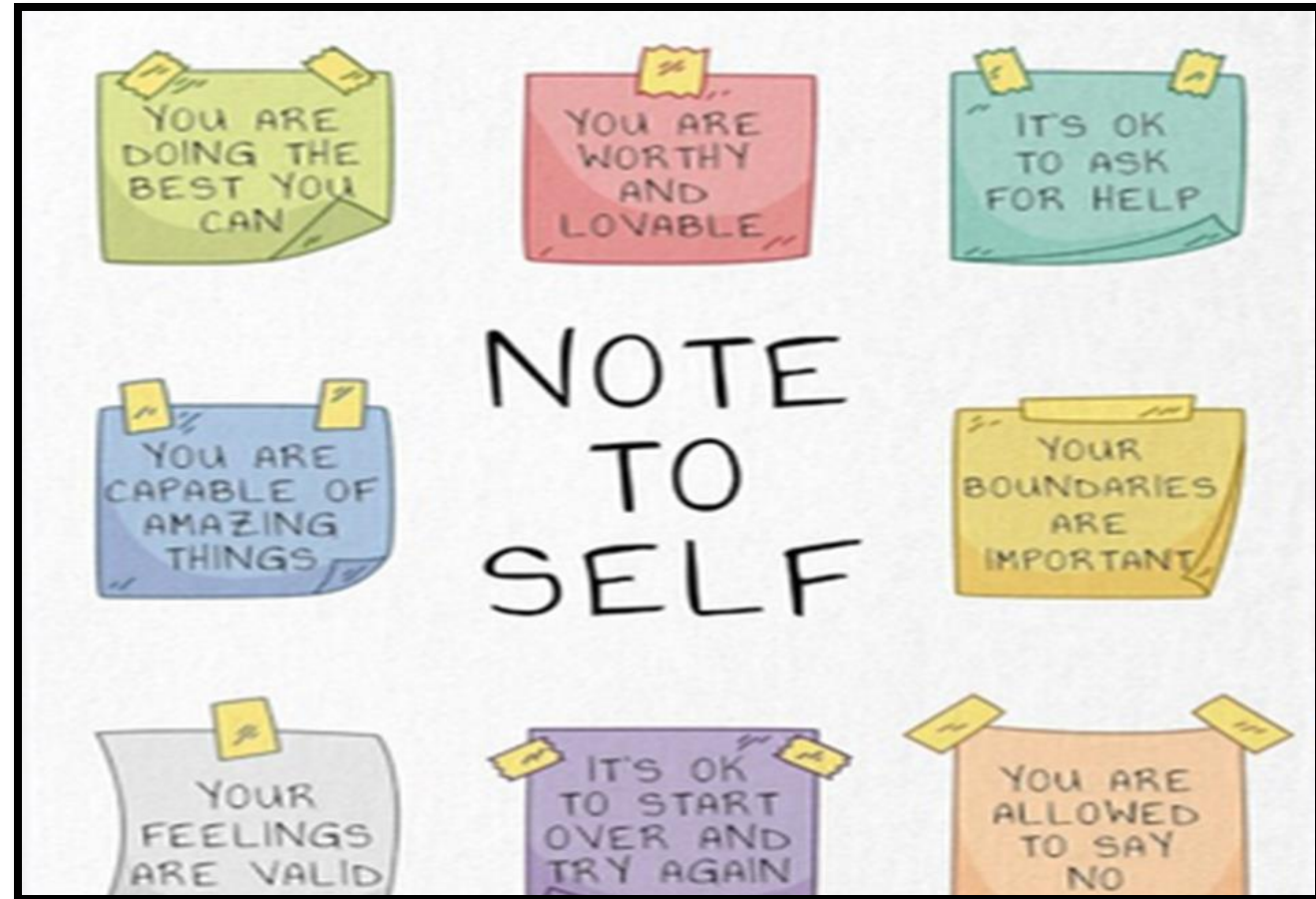
Humor: Laughter is Good for You!

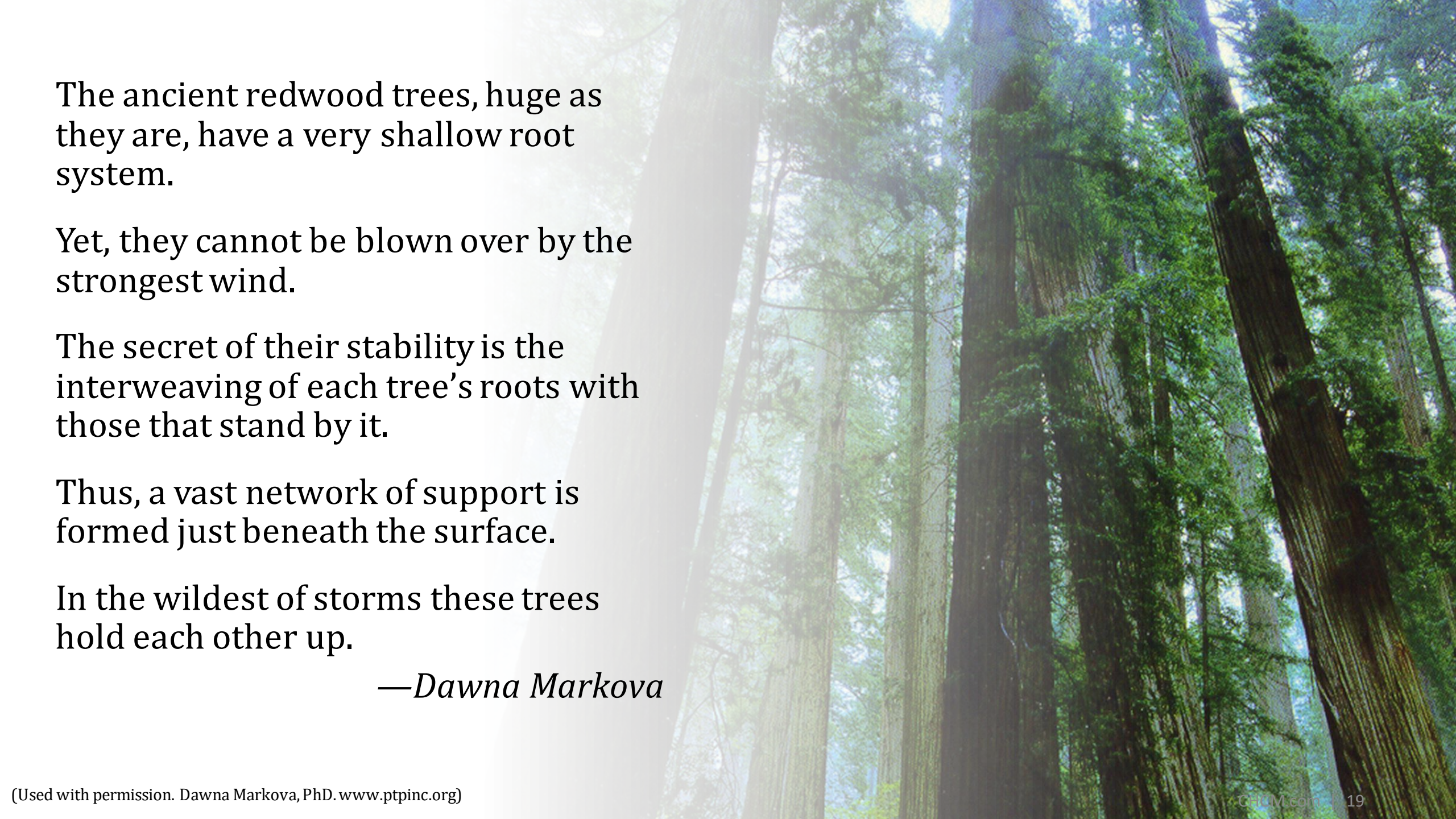
- Increases your heart rate (aerobic benefit)
- Enhances respiratory rate and oxygen saturation
- Relaxes your muscles
- Reduces stress
- Boosts the immune system
- Alleviates pain

(Adapted from McGhee, 1999)

What can self love look like?

- Talking to and about yourself with love
- Prioritizing you - speak out and up for yourself
- Giving yourself a break from self-judgement
- Trusting yourself
- Being true to you, your purpose
- Being nice to yourself
- Setting healthy boundaries
- Forgiving yourself when you aren't being true or nice to yourself
- Self-care





The ancient redwood trees, huge as they are, have a very shallow root system.

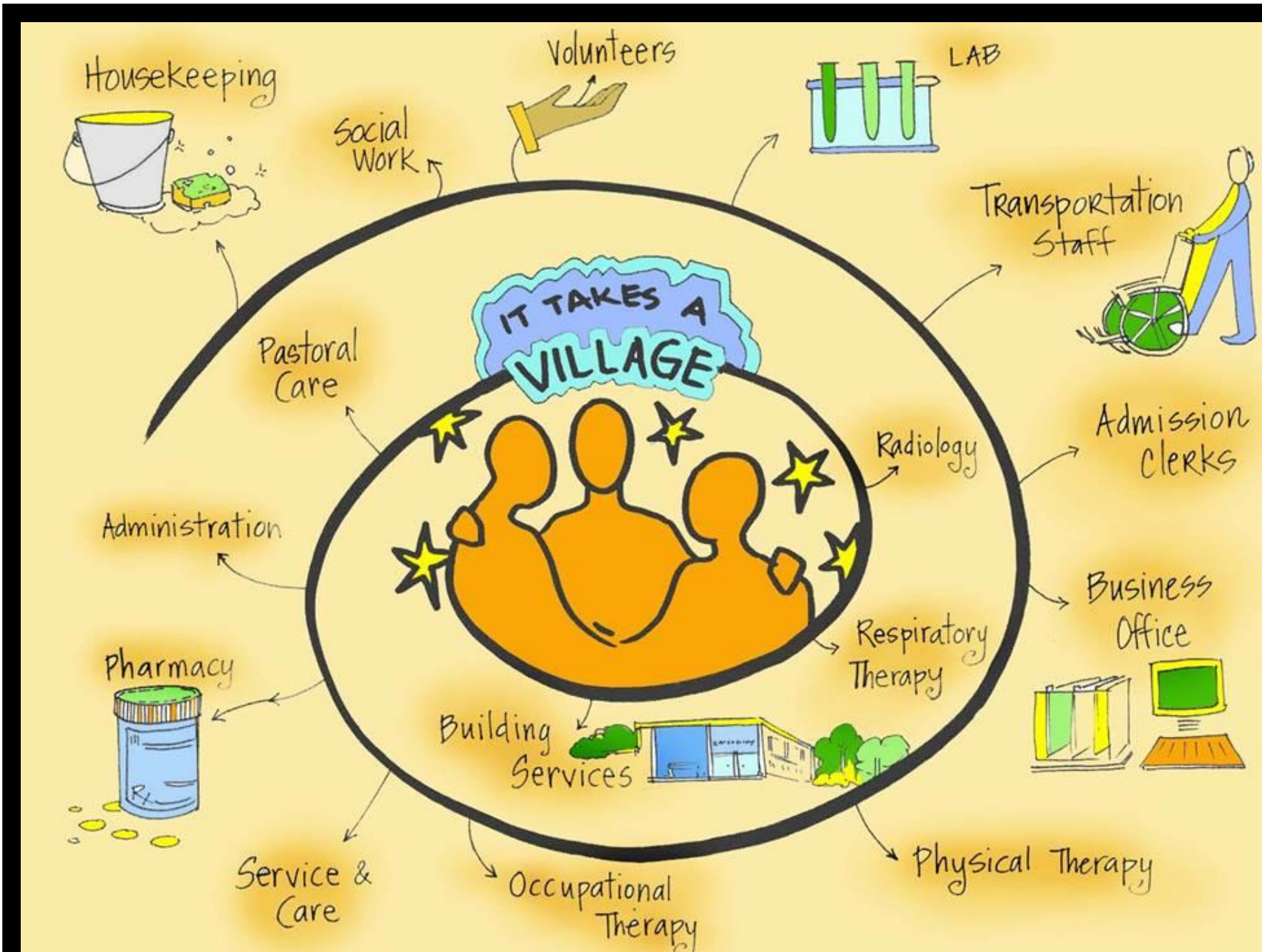
Yet, they cannot be blown over by the strongest wind.

The secret of their stability is the interweaving of each tree's roots with those that stand by it.

Thus, a vast network of support is formed just beneath the surface.

In the wildest of storms these trees hold each other up.

—*Dawna Markova*



MUTUAL
RESPECT

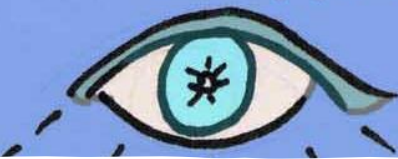


HEALTHY
Relationships



OPEN
HONEST
COMMUNICATION

CONSISTANT
VISIBLE
SUPPORT



Differences Tend to Get in the Way of Working Relationships





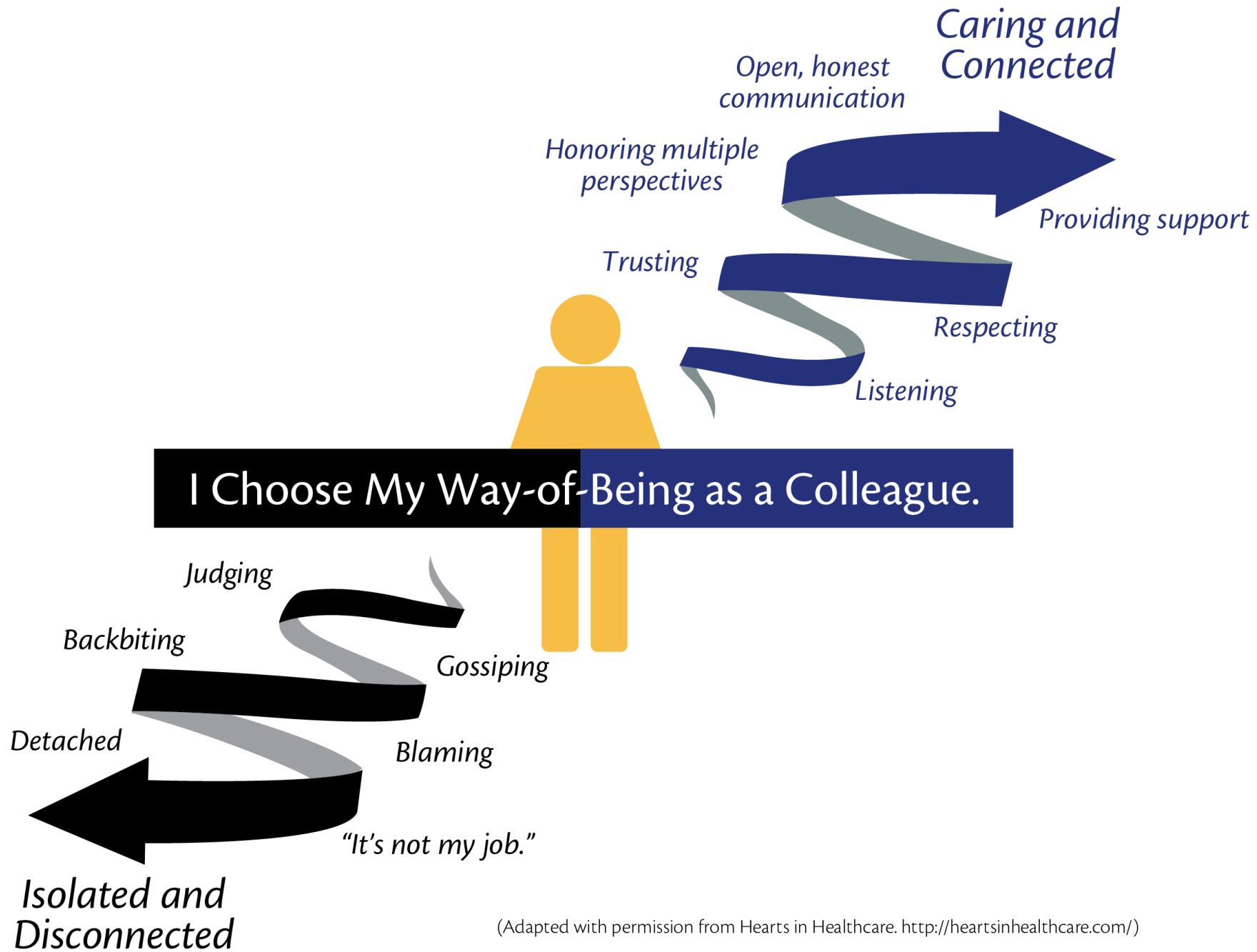
Commitment To My Co-Workers

As your co-worker and with our shared organizational goal of excellent patient care, I commit to the following:

- ✦ I will accept responsibility for establishing and maintaining healthy interpersonal relationships with you and every member of this team.
- ✦ I will talk to you promptly if I am having a problem with you. The only time I will discuss it with another person is when I need advice or help in deciding how to communicate with you appropriately.
- ✦ I will establish and maintain a relationship of functional trust with you and every member of this team. My relationship with each of you will be equally respectful, regardless of job title, level of educational preparation, or any other differences that may exist.
- ✦ I will not engage in the "3Bs" (Bickering, Back-biting and Blaming) and ask you not to as well.
- ✦ I will practice the "3Cs" (Caring, Committing and Collaborating) in my relationship with you and ask you to do the same with me.
- ✦ I will not complain about another team member and ask you not to as well. If I hear you doing so, I will ask you to talk to that person.
- ✦ I will accept you as you are today, forgiving past problems and ask you to do the same with me.
- ✦ I will be committed to finding solutions to problems rather than complaining about them or blaming someone for them and ask you to do the same.
- ✦ I will affirm your contribution to the quality of our work.
- ✦ I will remember that neither of us is perfect and that human errors are opportunities not for shame or guilt, but for forgiveness and growth.

- Compiled by Mark Mendenhall

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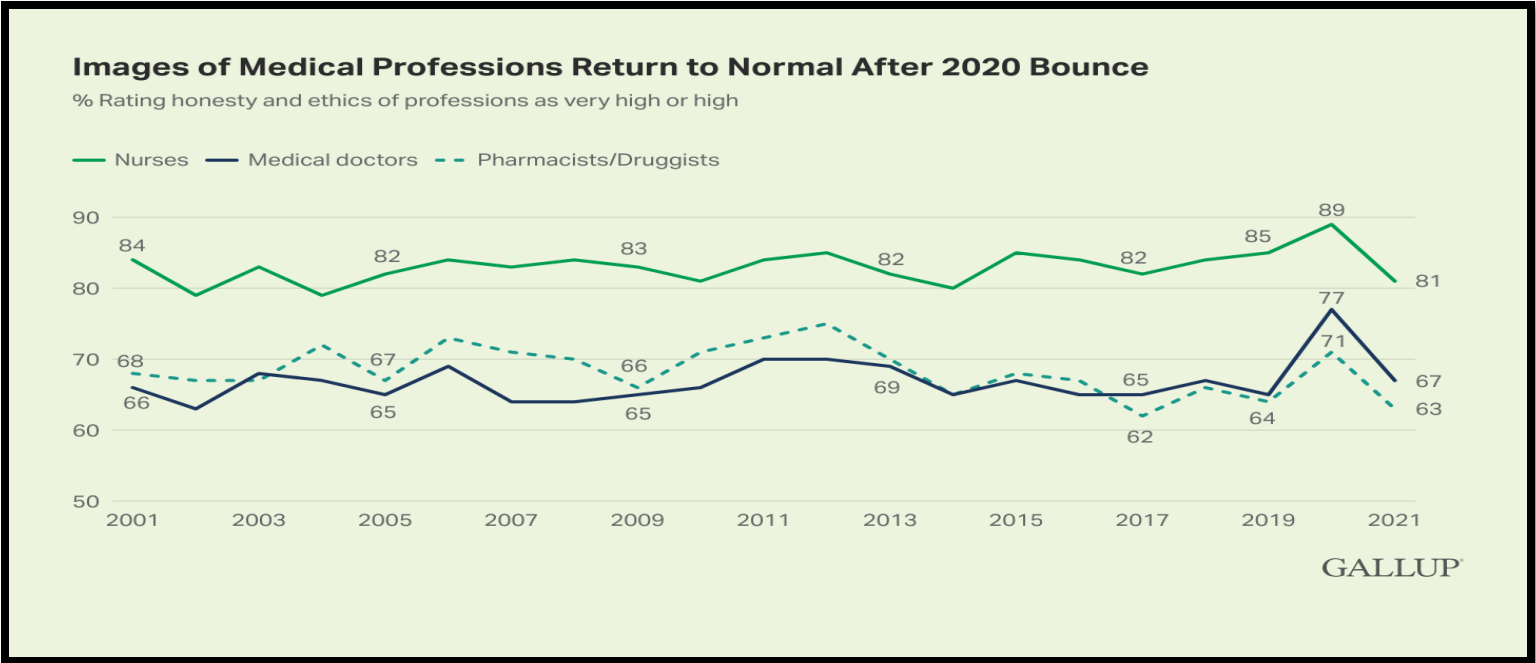
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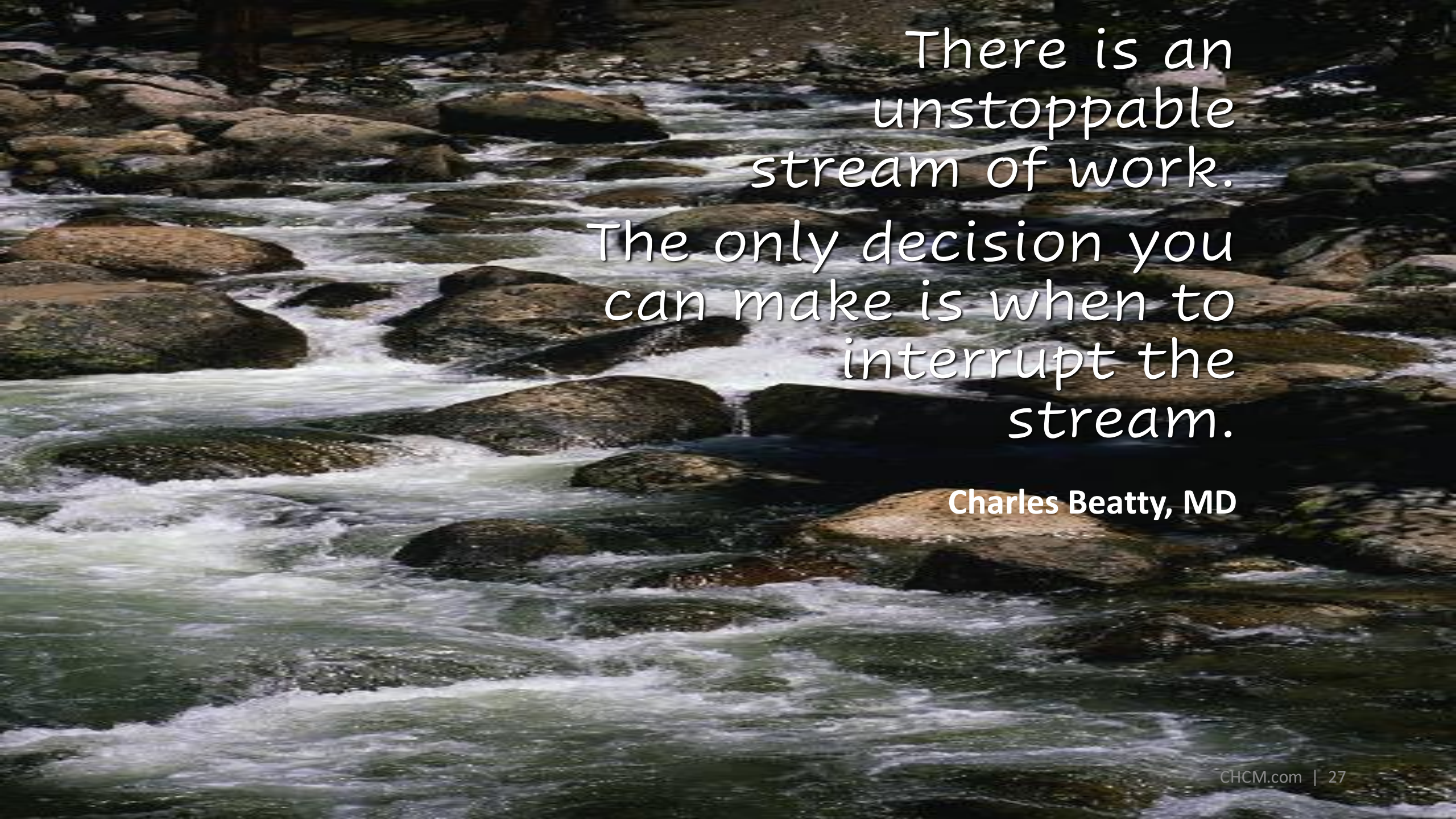
Patient and Family Stories

Healing goes beyond dealing with a health problem or crisis. It touches every aspect of life, facilitating a continuous movement towards wholeness and peace. In order to support the healing of others, we must also be on the path ourselves.

—*JoEllen Koerner*



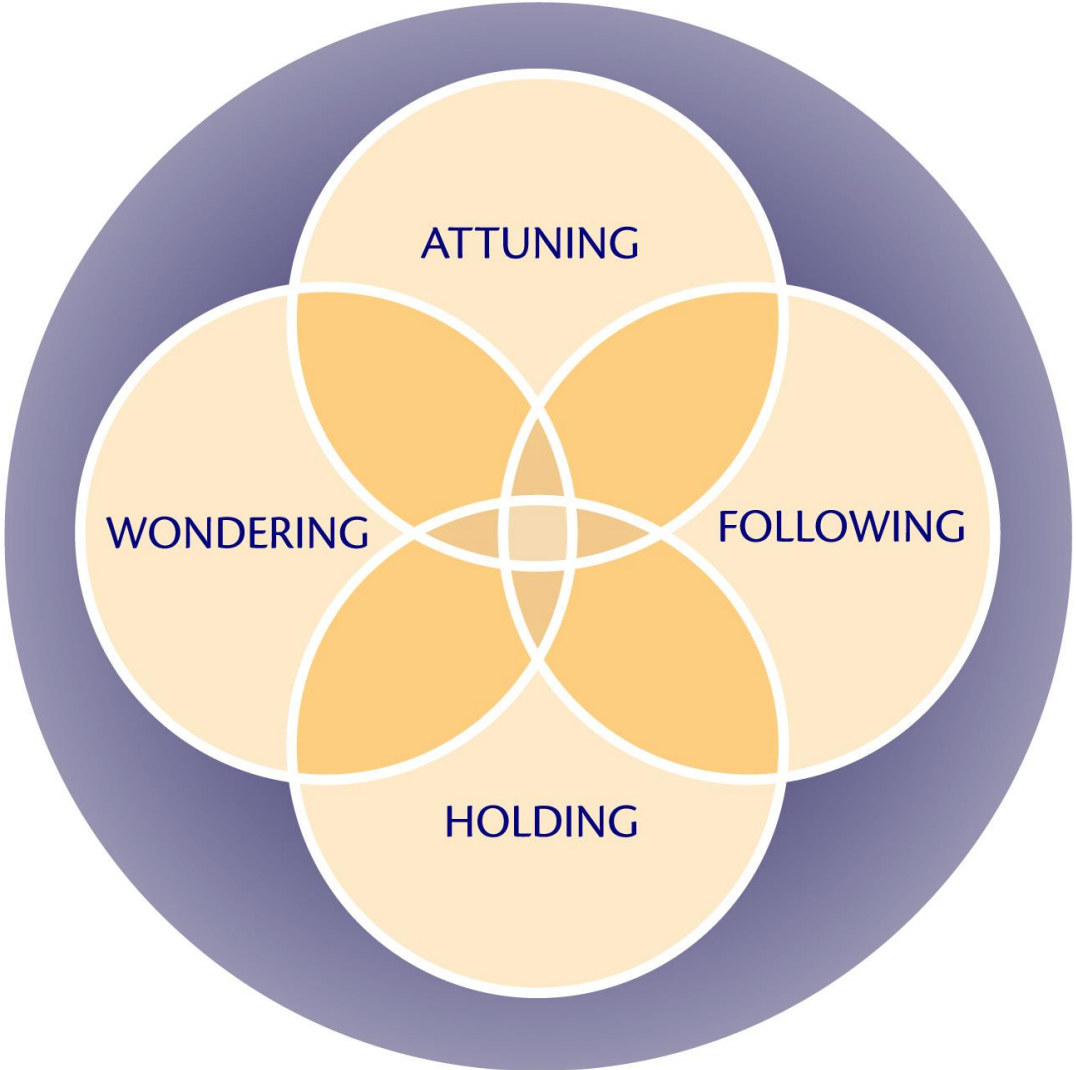


A high-angle, close-up photograph of a stream flowing over a series of large, dark, moss-covered rocks. The water is turbulent and white with foam as it cascades down the rocks. The background is dark and out of focus, emphasizing the texture and movement of the water and rocks.

There is an
unstoppable
stream of work.
The only decision you
can make is when to
interrupt the
stream.

Charles Beatty, MD

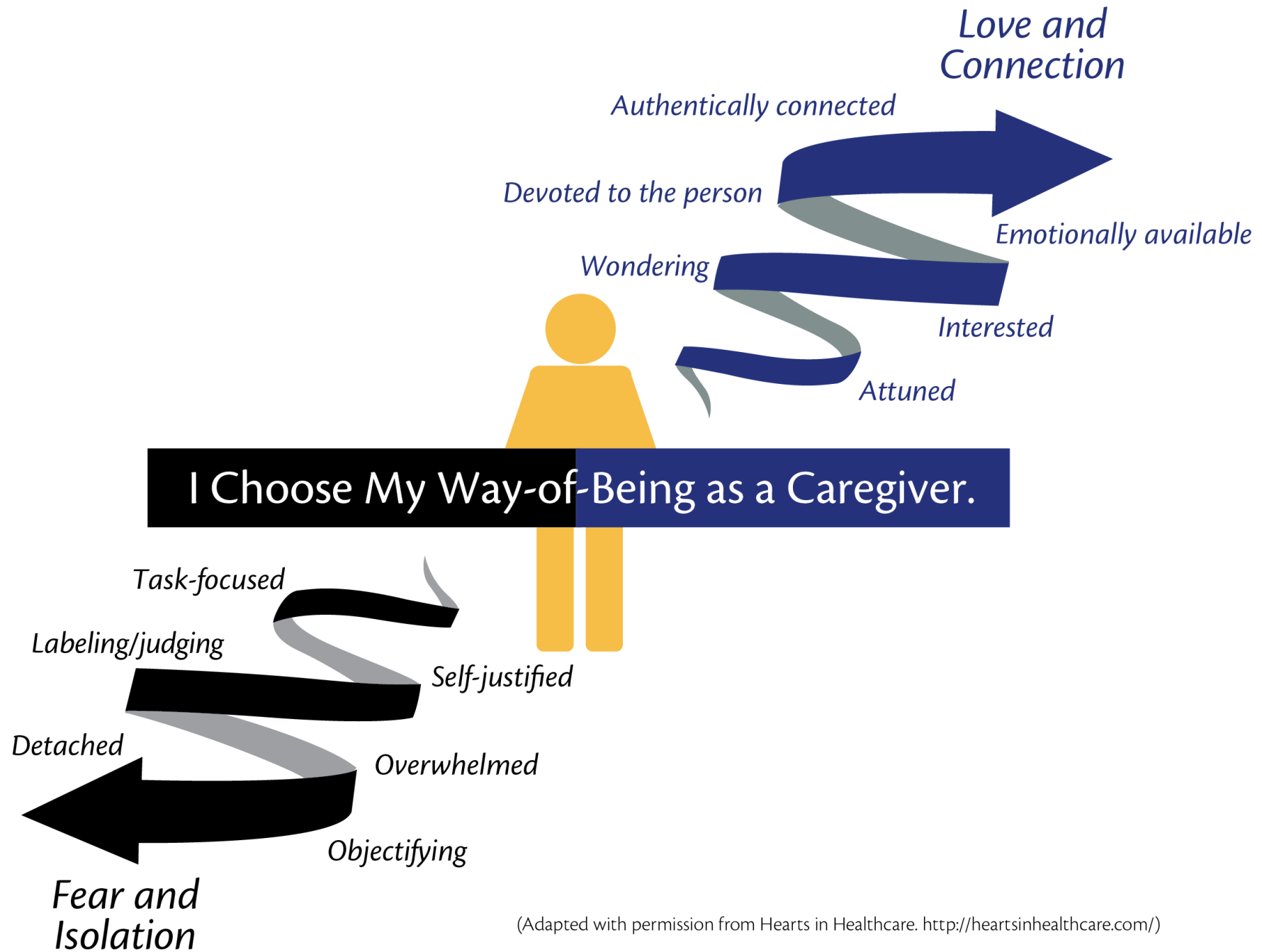
Attuning – “tuning in”
to ourselves and



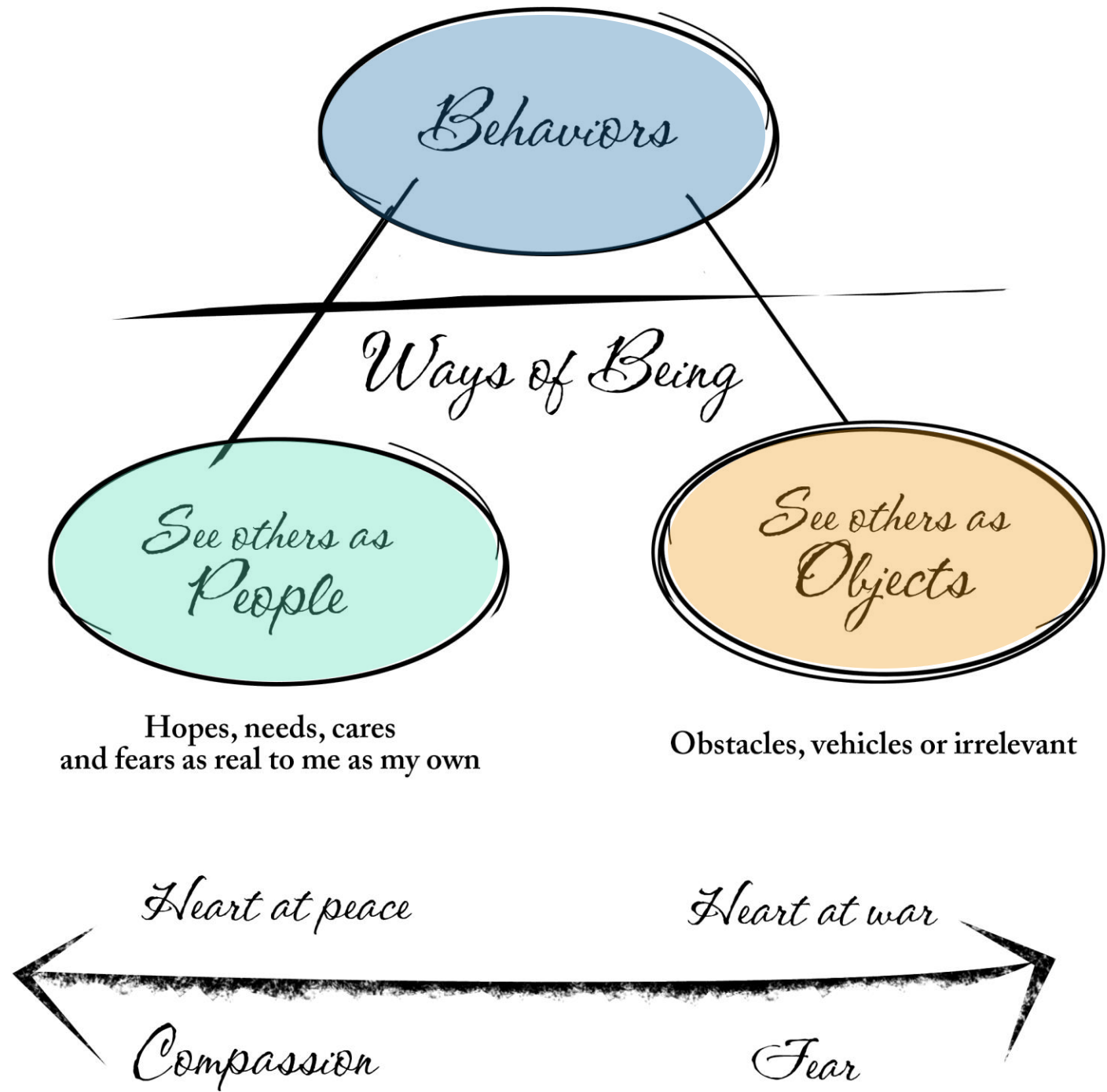
Wondering – truly
interested to learn
about the other
person

Following – to be
led and taught by
the other person

Holding – creating a safe
haven and to protect from



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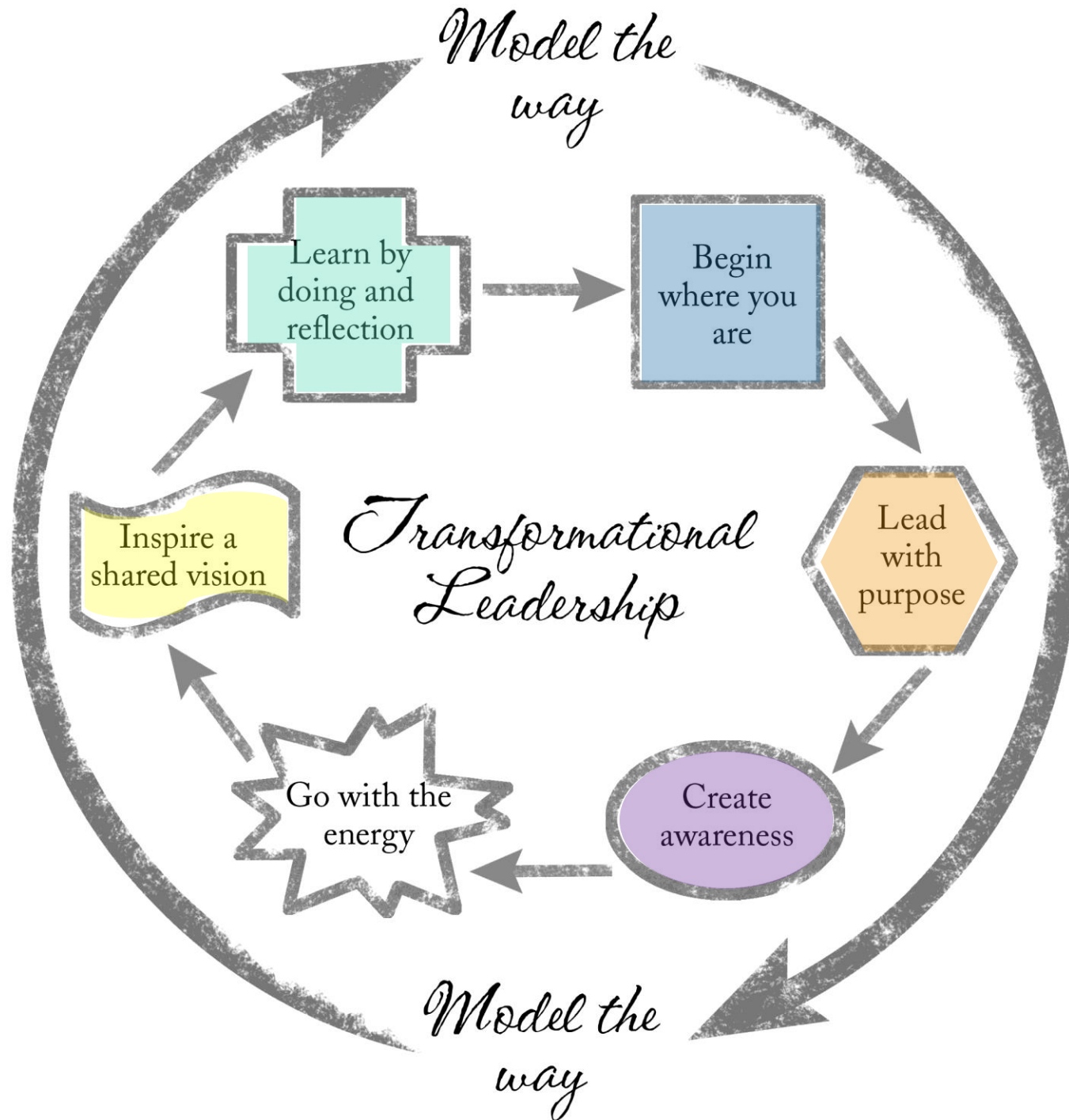


Learning Tools

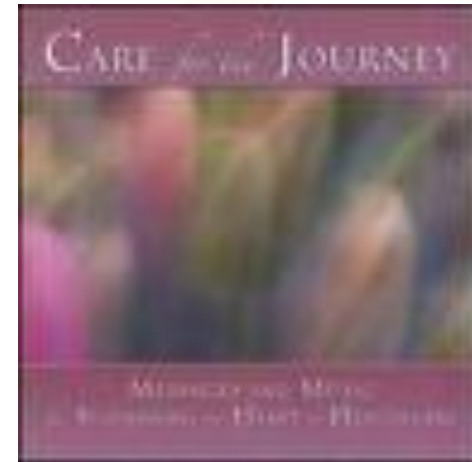
- Commitment to Co-Worker Pocket Card**
- See Me as a Person Pocket Card**
- Commitment to Patients and Families Pocket Card**
- Personal self-assessment**
- Story telling**
- Use of Appreciative questions**
- Reflective Journaling**
- Small group conversation**
- Use of thought leaders (books, CDs and videos)**



Next Steps



Care for the Journey Excerpt



THANK YOU!
For Questions and
Comments:

Mourine Evans

www.chcm.com

1-800-728-7766



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