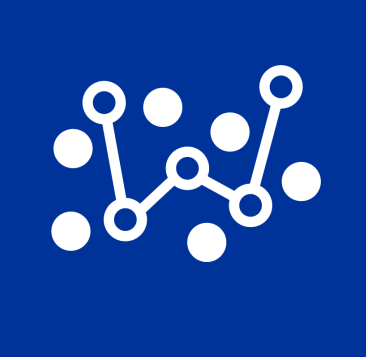




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How to Build a Foundation of Trust Within Your Organization

Champions of Wellness Virtual Summit 2022



John McMahon

*Well-Being Index Product Specialist,
Director of Client Experience*



The revolutionary online self-assessment tool
invented by Mayo Clinic to measure and support the
mental health of medical professionals.

Our Mission

To equip individuals and organizations worldwide with the most advanced data, support, and tools needed to foster a workplace culture of wellness.

Used by 800+ Healthcare Organizations



Objectives

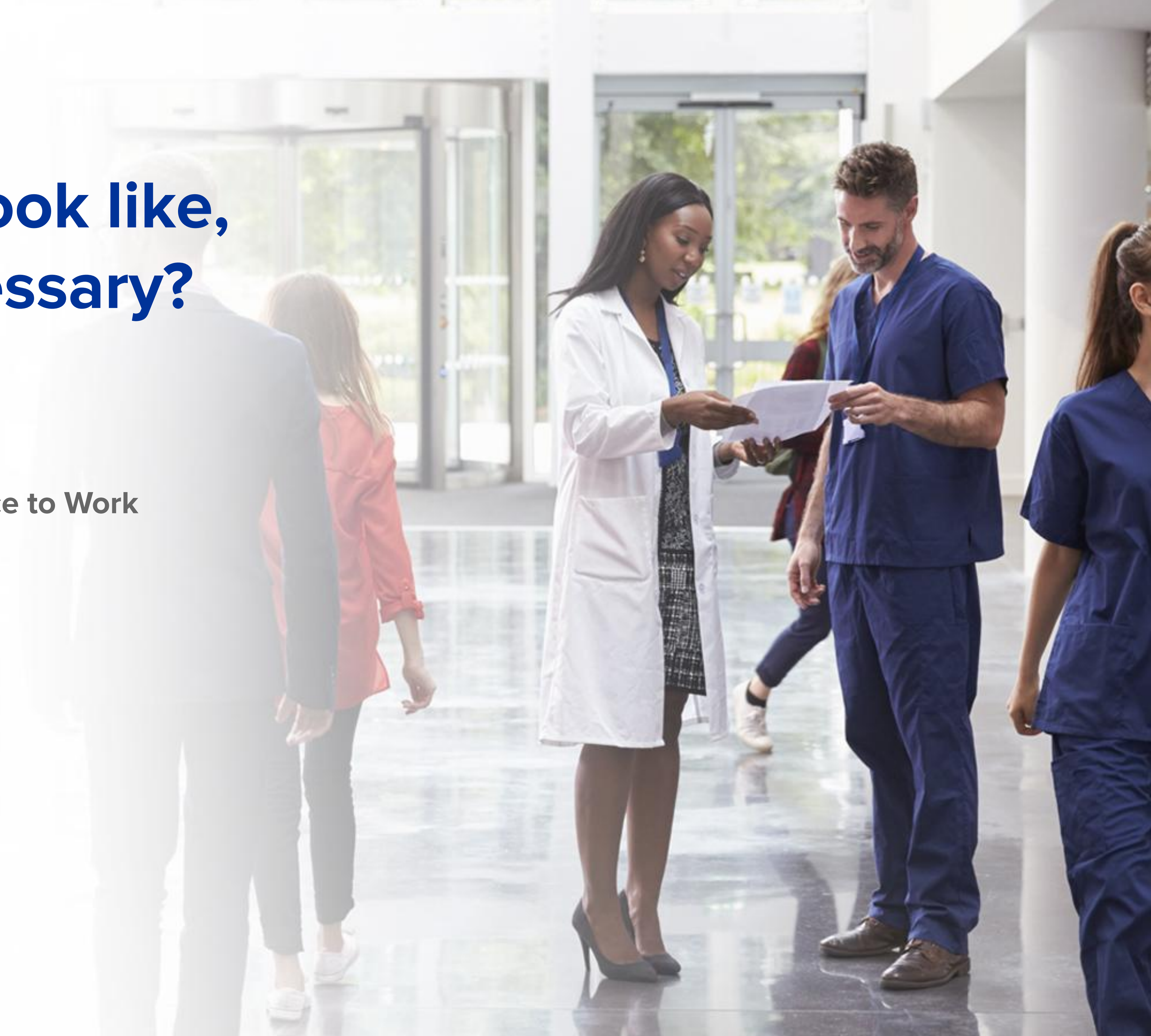
1. The importance of transparency & communication strategies
2. The power of organizational action & how to determine what needs to be done
3. Gaining staff and stakeholder confidence through **measurable**, **evidence-based**, and **data-driven** wellness support



What does trust look like, and why is it necessary?

“The root of the tree is trust.”

- Michael C. Bush, CEO Great Place to Work



What does trust look like, and why is it necessary?

- An environment where professionals feel respected



What does trust look like, and why is it necessary?

- An environment where professionals feel respected
- Healthcare teams that support one another; sharing in the joys and sorrows of their work



What does trust look like, and why is it necessary?

- An environment where professionals feel respected
- Healthcare teams that support one another; sharing in the joys and sorrows of their work
- Leadership that provides guidance while also giving professionals flexibility and agency



**What systemic factors
create distrust?**



What systemic factors create distrust?

- Micromanagement and over-measuring everything



What systemic factors create distrust?

- Micromanagement and over-measuring everything
- Values misalignment



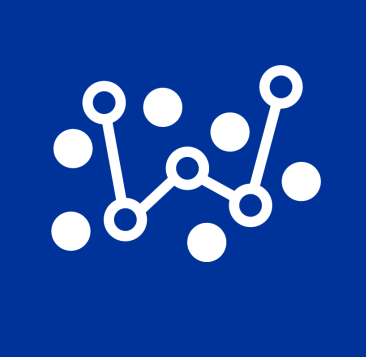
What systemic factors create distrust?

- Micromanagement and over-measuring everything
- Values misalignment
- Feeling unsupported





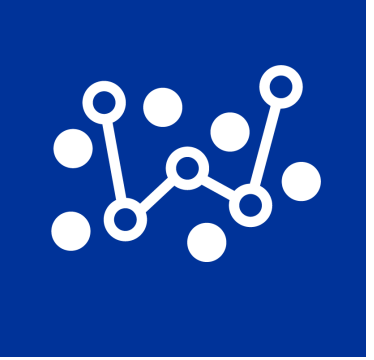
Transparency in Healthcare Organizations



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**What does
transparency
look like?**

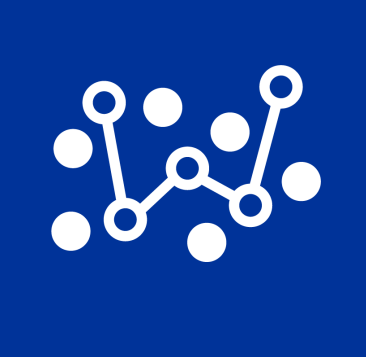




What does transparency look like?

- Open, clear lines of communication
from top to bottom

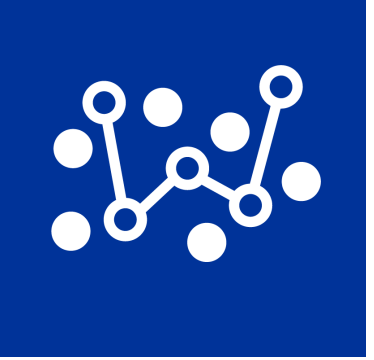




What does transparency look like?

- Open, clear lines of communication
from top to bottom **AND bottom to top**

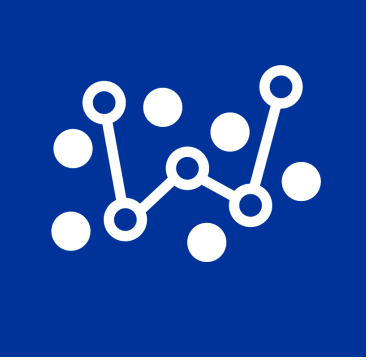




What does transparency look like?

- Open, clear lines of communication from top to bottom **AND bottom to top**
- Honesty and empathy between all colleagues

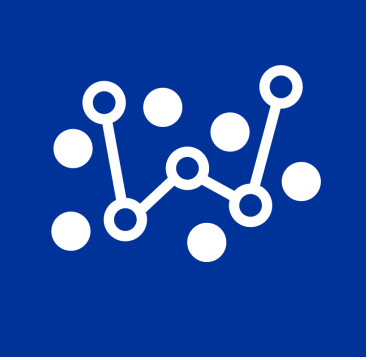




What does transparency look like?

- Open, clear lines of communication from top to bottom **AND bottom to top**
- Honesty and empathy between all colleagues
- Inclusive decision making processes that start with the providers

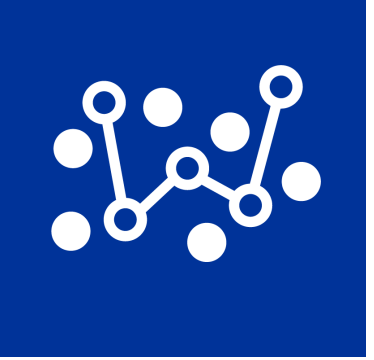




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How do we achieve transparency?

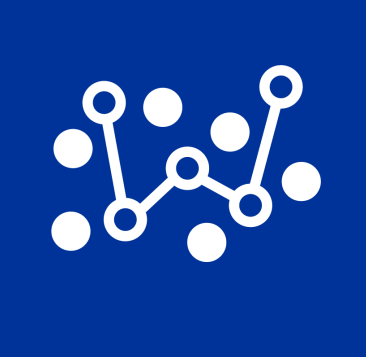




How do we achieve transparency?

- Clearly defined organizational structure and roles

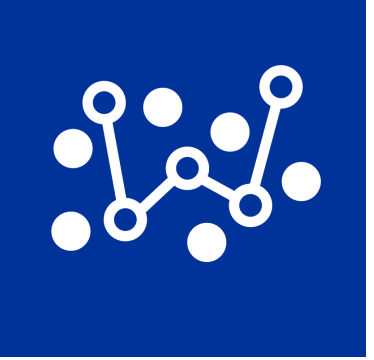




How do we achieve transparency?

- Clearly defined organizational structure and roles
- Training and emphasis in the right areas

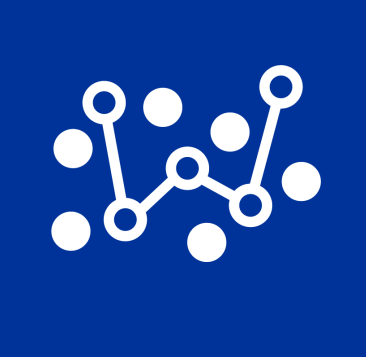




How do we achieve transparency?

- Clearly defined organizational structure and roles
- Training and emphasis in the right areas
- Updating policies and procedures as necessary



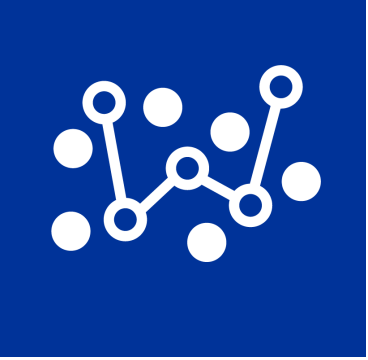


Case Study: Transparency and Communication during the COVID-19 pandemic

“Leaders are helping create an environment that protects their professionals, encourages reaching out for help, and equips individuals and managers with the tools they need to maximize mental health.”



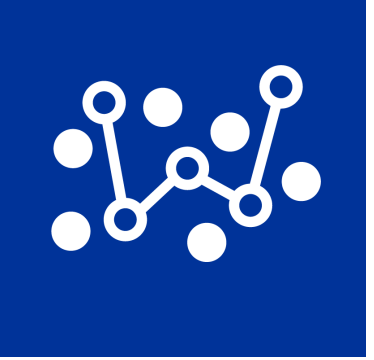
Power of Organizational Action & How to Determine Next Steps



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The power of action

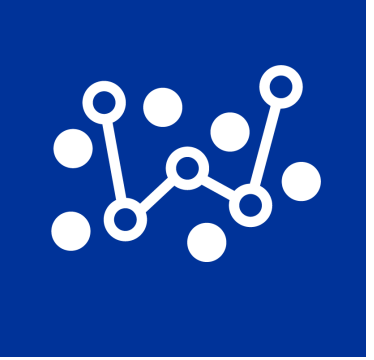




The power of action

- Action drives change

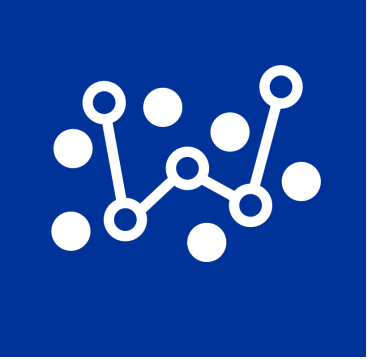




The power of action

- Action drives change
- Is it interesting or is it actionable?

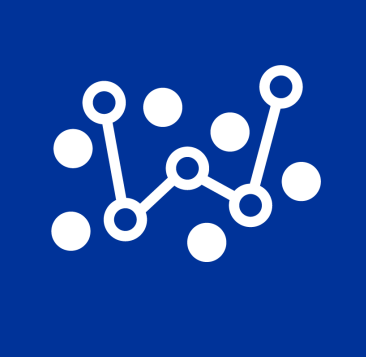




The power of action

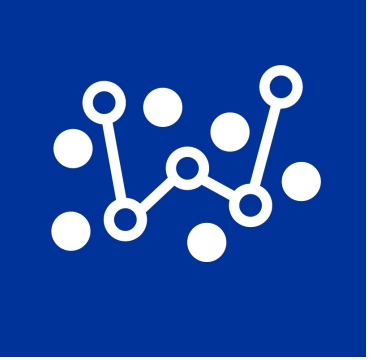
- Action drives change
- Is it interesting or is it actionable?
- “Nothing about me, without me.”





**Taking action is good;
taking the right action is
better.**

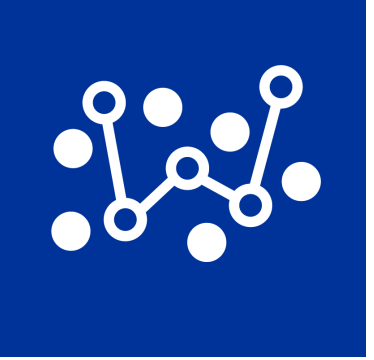




Taking action is good, taking the right action is better.

- Figure out where you sit within the larger picture of your organization

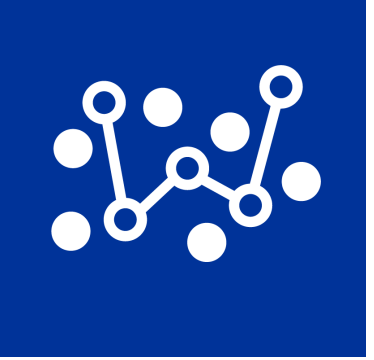




Taking action is good, taking the right action is better.

- Figure out where you sit within the larger picture of your organization
- Control what you can control





Taking action is good, taking the right action is better.

- Figure out where you sit within the larger picture of your organization
- Control what you can control
- Set the example for those around you



All it takes is one person.

“I actually inserted myself into the process.”

- Lori Ortman, CRNA, MSN





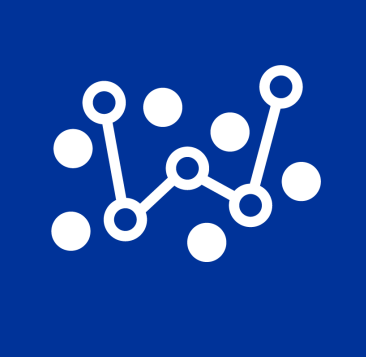
Gaining Staff and Stakeholder Confidence

Measurable, Evidence-Based, & Data-Driven Wellness Support



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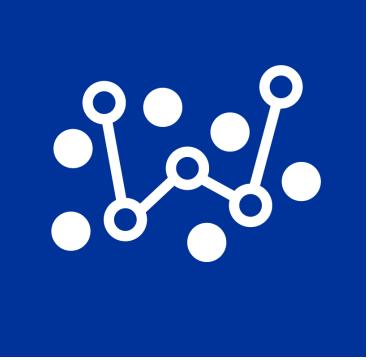




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Applying Growth Driven Design in Healthcare

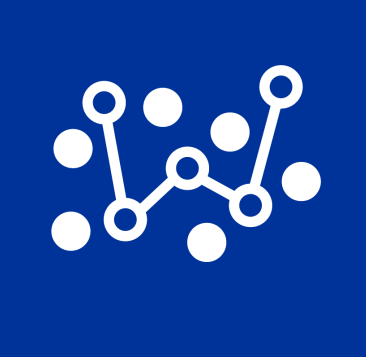




Applying Growth Driven Design in Healthcare

- Focus on one thing

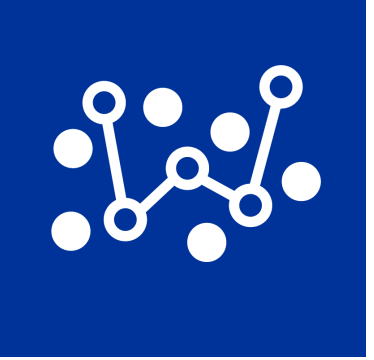




Applying Growth Driven Design in Healthcare

- Focus on one thing
- Show, don't tell

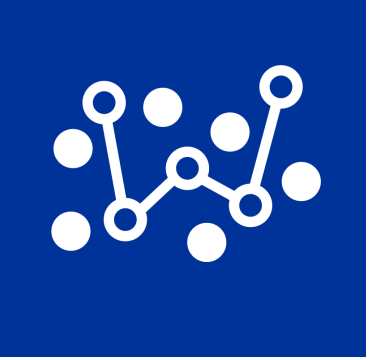




Applying Growth Driven Design in Healthcare

- Focus on one thing
- Show, don't tell
- Repeatable success

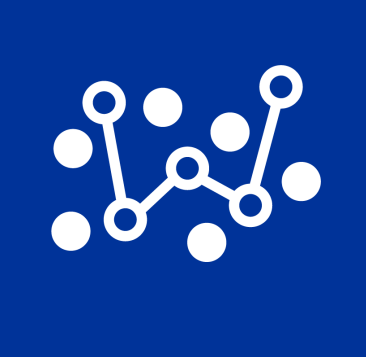




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Wellness Program Tactics

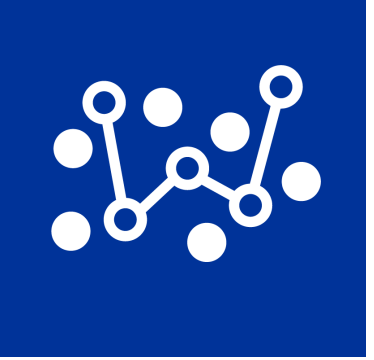




Wellness Program Tactics

- Validated measurement

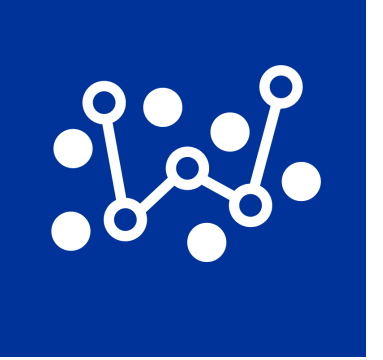




Wellness Program Tactics

- Validated measurement
- Evidence-based support

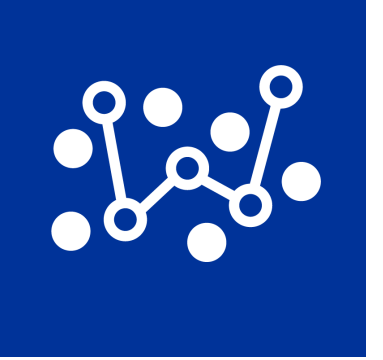




Wellness Program Tactics

- Validated measurement
- Evidence-based support
- Data-driven adjustments to improve support and combat distress at source





Wellness Program Tactics

- Validated measurement
- Evidence-based support
- Data-driven adjustments to improve support and combat distress at source
- Repeat! Ongoing program to always improve



Validated Measurement

Validated Measurement

- Need a baseline

Validated Measurement

- Need a baseline
- Peer-reviewed
and trusted

Validated Measurement

- Need a baseline
- Used by thousands
- Peer-reviewed and trusted

Validated Measurement

- Need a baseline
- Peer-reviewed and trusted
- Used by thousands
- Designed with user in mind, to help participant, not just use them as data point

Evidence-Based Support

Evidence-Based Support

- Proven strategies used successfully at similar orgs

Evidence-Based Support

- Proven strategies used successfully at similar orgs
- Real solutions to real problems, not a bandaid

Data-Driven Adjustments

Data-Driven Adjustments

- Ongoing commitment to staff well-being

Data-Driven Adjustments

- Ongoing commitment to staff well-being
- Always listening, always evolving



Repeat

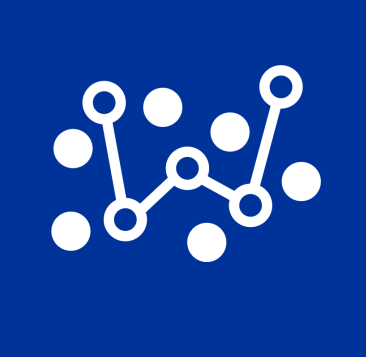
Review

- Embrace transparency
- Know the power of action
- Create confidence with science-backed approach



Final Thought

Successfully building trust is the key
to creating a culture of well-being.



Thank you for attending!

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