

Welcome to Wellness!

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(Also, Director of Simulation Innovation & Research; EM
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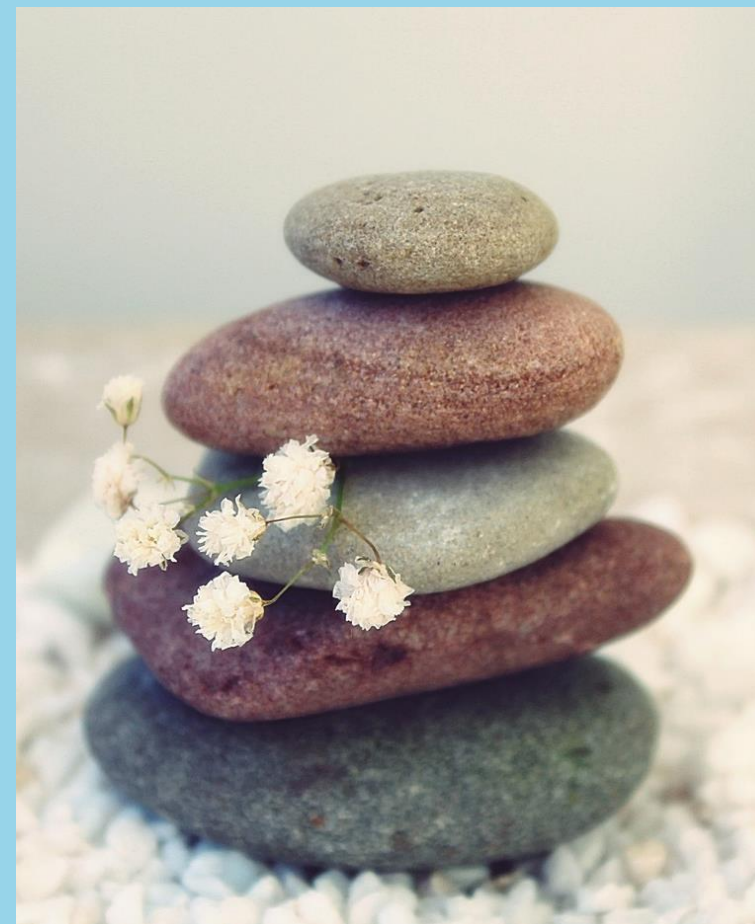
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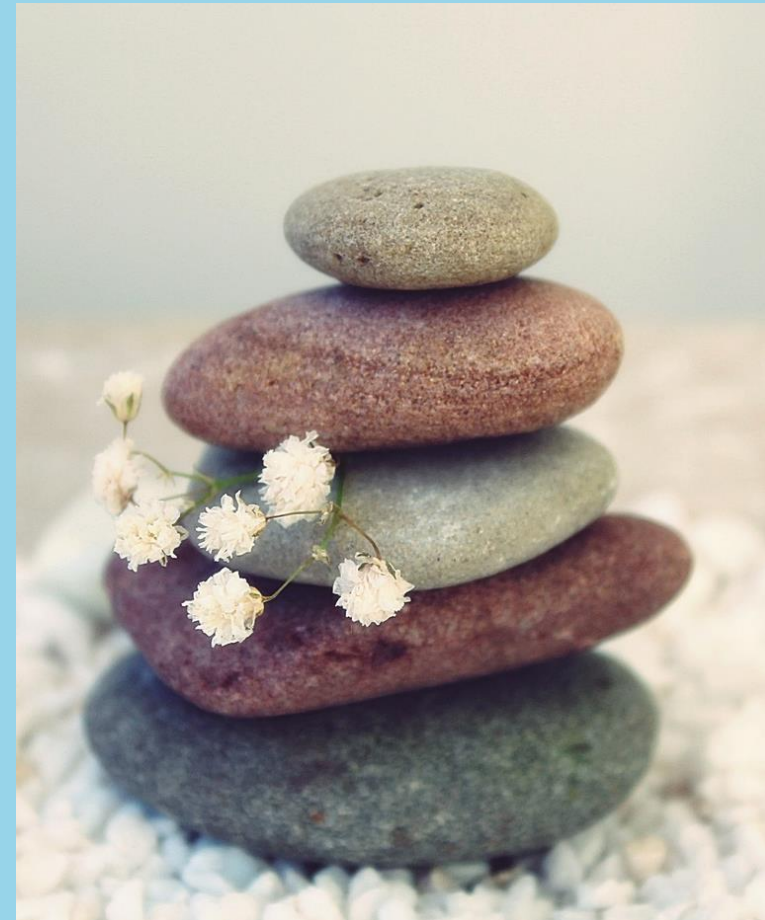


Welcome to Wellness!

What is Wellness/Well-Being?

Wellness is defined as an active pursuit of new life skills and becoming aware of and making conscious choices toward a balanced and fulfilling lifestyle. There are eight dimensions that contribute to a more successful existence.

The goal of wellness is to reach a state where you are flourishing and able to realize your full potential in all aspects of life, despite adversity.



Why Wellness?

Healthier
Staff



More
Engaged
Staff



Better
Patient
Satisfaction
+ Care

8 DIMENSIONS OF WELLNESS



Resources

Emotional	Environmental	Financial	Intellectual	Occupational	Physical	Social	Spiritual
▪ Helping Healers Heal ▪ Workwell ▪ Anonymous Hotline ▪ COVID-19 Resource Page ▪ Mental Health Awareness Month	▪ ICARE ▪ Diversity & Inclusion	▪ Employee Resource Center ▪ Information strategies for student loans, medical bills, spending, investments, & savings	▪ Workforce development ▪ JIT ▪ Professional improvement training	▪ Wellness Rooms ▪ Transcendental Meditation	▪ Workwell ▪ NYC EAP	▪ Battle Buddy ▪ Staff Appreciation Events	▪ Chaplains ▪ Spiritual Council

What is Stress?

Stress is a feeling of emotional or physical tension. It can come from any event or thought that makes you feel frustrated, angry, or nervous. Stress is your body's reaction to a challenge or demand.

PSYCHOLOGICAL SYMPTOMS OF STRESS



HYSTERICIS



INSOMNIA



HEADACHE



DEPRESSION



ANGER

The Stress Continuum



Stress

- Happens to everyone, every day
- General response to stressful situations (tough commute, work problems, moving, etc.)
- Most people develop coping mechanisms (tools to get us through the experience)



Distress

- Sometimes life is harder than we expected
- We experience deep loss (death of a parent or friend) or a life change (divorce, health)
- Requires additional support (some people seek counseling or spiritual guidance to learn additional coping skills, or medication)



Disorder

- Mental disorders are also known as mental illness or psychiatric disorders
- Experience symptoms that meet the criteria of a diagnosis, ex. PTSD, Depression, Substance Use Disorder
- Assessed and treated by behavioral health clinician, may warrant medications to treat symptoms

Continuum of Stress Model and Support Options

The stress continuum model highlights the fact that people react to trauma in different ways. The color codes are analogous to a traffic light, with green as good to go, yellow and orange as warning lights, and red as stop and remove from the source of trauma. By intervening with progressive levels of support during the yellow and orange zones, it may be possible to prevent illness.

STAFF RESPONSE	READY	REACTING	INJURY	ILL
CONTRIBUTING FACTORS	Health maintenance and energy management	Any stress	Life threat, major loss, exhaustion	moral distress, severe
DESCRIPTION	Well-being and optimal functioning	Mild and transient stress or loss of function	More severe & persistent distress or loss of function	Clinical mental disorders (e.g., posttraumatic stress disorder, depression) or unhealed stress injuries
FEATURES	Physically, mentally, and spiritually fit	Feeling irritable, anxious, down; loss of focus or motivation, trouble sleeping	Excessive guilt, shame, blame; panic; loss of control over emotions; misconduct	Persistent symptoms that worsen over time; severe distress or social/occupational impairment
SUPPORT OPTIONS	Prevention: maintain self-care and resiliency practices	Peer support, psychological first aid or brief counseling	Brief professional mental health treatment and time off for recovery	Extended professional mental health treatment and time off for recovery

Source: The authors. Adapted from the U.S. Navy. Navy Leader's Guide for Managing Sailors in Distress: The Stress Continuum Model. 2012. Accessed March 5, 2021. https://www.med.navy.mil/sites/nmcphc/Documents/LGuide/op_stress.aspx.¹¹

NEJM Catalyst (catalyst.nejm.org) © Massachusetts Medical Society

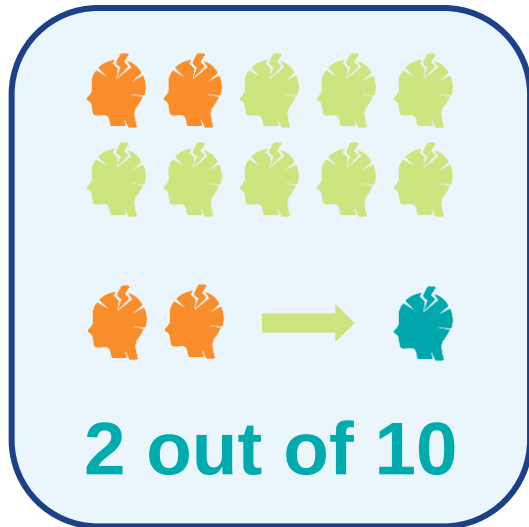


Let's take 30 seconds to pause and reflect

Anybody want to share how you're doing and what comes to mind when we check in together?

Share color you feel you are on stress continuum?

Stressors



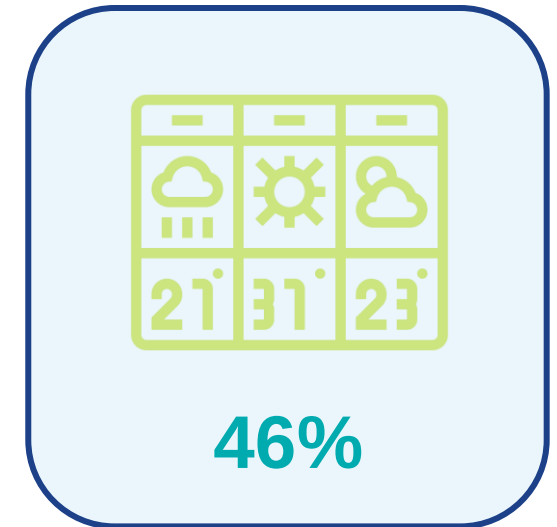
Adults having a
diagnosable mental
illness each year; 50%
go untreated*



Americans now
reporting suffering
from anxiety,
depression, or stress**



Growing incidence of
mental health issues
since the pandemic
started**



Adults within the US
that will experience
some type of mental
health disorder in their
lifetime***

Stressors



42%

Say their stress at
work is
unmanageable*



62%

Nurses reporting
burnout while on the
job**



48%

Physicians reporting
burnout while on the
job**



67%

Working parents
reporting significantly
higher stress***

National Data



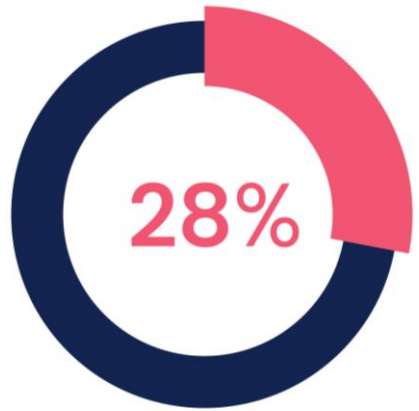
In a survey of 20,000 physicians...
1 out of 5 plan to exit healthcare in the
next 2 years (AMA, 2022)

Job turnover in the ambulatory care
physician workforce leads to an
additional \$979 million in annual
excess health care costs across the
U.S. population, with \$260 million
(27%) attributable to burnout (AMA, 2022)



Importance of Physician Wellness

An estimated **300-400** physicians die by suicide in the U.S.
per year



of residents experience a major depressive episode during training versus 7–8% of similarly aged individuals in the U.S. general population

The suicide rate among male physicians is 1.41 times higher than the general male population. Among female physicians, the relative risk is even more pronounced — 2.27 times greater than the general female population

Ongoing Psychosocial Stressors

Workplace

- “**Rebuilding**” after worst of COVID, while worrying about next surge
- Still less opportunities for rest and breaks
- Social distancing is still very isolating, conflicted over city opening back up and fears of getting sick
- Uncertainty on duration of pandemic and worry: “**what next?**”
- Ongoing concern about getting COVID - missing work, burden on colleagues
- Emotionally/psychologically draining, “burn out” after heightened care state for 2+ years
- Decreased coping/bandwidth
- Guilt, processing all the “what ifs”



Personal Stressors*

- War in the Ukraine
- Violence/Safety concerns
- Politics
- Childcare concerns (e.g. daycare/school closures)
- Eldercare or care of a sick relative/friend (feels more “high stakes” during pandemic to have vulnerable loved ones)
- Improving isolation from loved ones nearby but limited if required travel
- Constantly reading the news and social media – “always something new”
- Lack of answers about long term COVID effects – fear of unknown future



Resident Stressors

Resident specific Stressors

- Many come from abroad
- Different cultures
- Loss of support system
- Potentially new city and surroundings
- Work overload
- Adulting is hard – Renting, budgeting
- Attending – Resident relationship
- Forced autonomy
- Evolving difficulty by Residency year
- Inherent competitive nature of residency



Additional Common Terms

Moral Injury

The distressing psychological, behavioral, social, and sometimes spiritual aftermath of exposure to such events that may lead to behaviors or witnessing behaviors that go against values or beliefs.

Burnout

When stress, distress, or a disorder leads to not being able to cope at work.

Coping Mechanisms/ Skills

Tools we can use to carry ourselves through (positive or negative).

Resilience

A combination of support and care from outside and within, plus positive coping skills that allow us to heal after the crisis has passed.

Compassion Fatigue

When burnout leads to a loss of caring feelings for patients and loved ones.

Trauma

Specific psychological and physical symptoms result from stress.

Complex Trauma

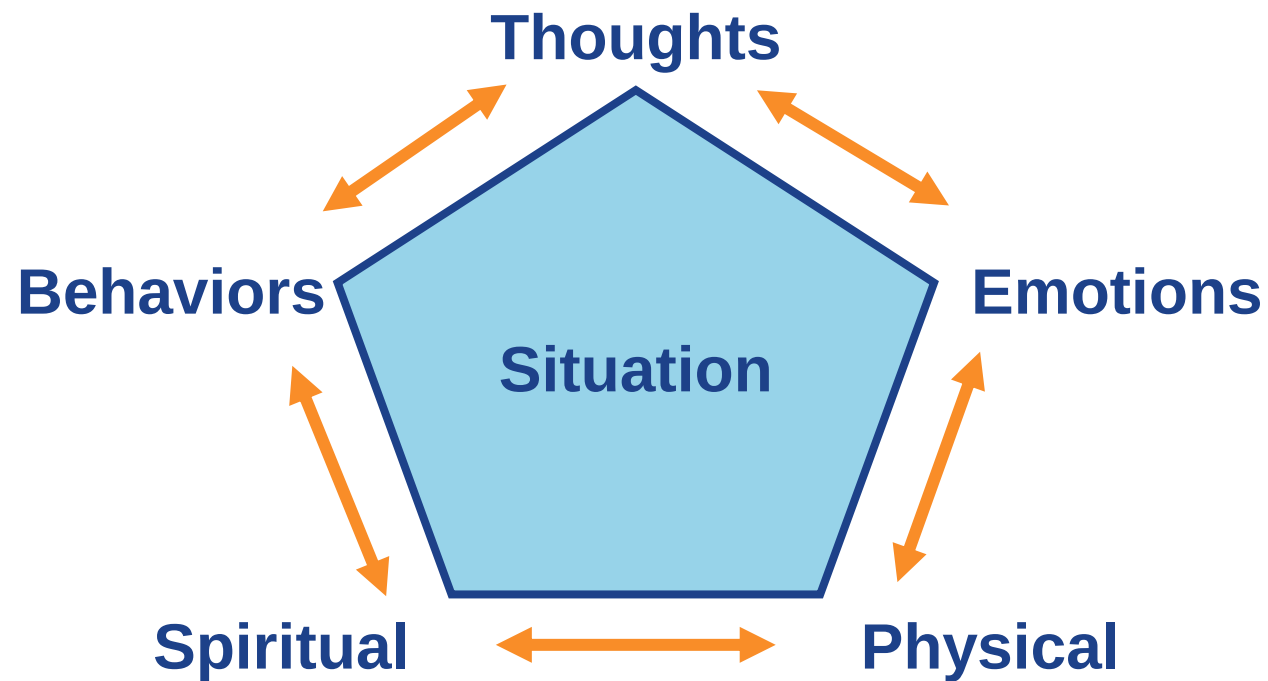
Cumulative trauma often over long periods of time.

Second Victim

Healthcare workers experience trauma through their patient's experience.

Dealing with Stress

What are YOUR responses?



- **Thoughts:** What am I thinking about during this situation?
- **Emotions:** What am I feeling?
- **Behaviors:** What did I do/not do?
- **Physical:** What do I feel in my body? Where do I feel it?
- **Spiritual:** What do I believe? Did my beliefs change after this situation?

Evidence-Based Strategies

Self-Care and Coping

**Staying
Connected
to Others**



**Practicing Stress
Management
Techniques**



**Keeping Up
Physical
Activity**



**Limiting Excessive
Exposure to
Distressing Media**



**Regular
Sleep
Patterns**



**Healthy
Eating
Habits**



**Buddy System:
Look Out for
Your Peers**



How To Make It Through the Day?

- Pace work.
 - Take breaks, including mini-breaks where possible
- Do not overwork or ignore personal needs
 - Encourage breaks for eating, water, snacks
- Stay connected with yourself and each other
 - Do self-check-ins, check in with others, encourage your team to check on each other
- Foster communication & speaking up
 - Sharing work concerns can enhance safety for everyone and encourages others to do the same. Remind them that their voices matter and their input is wanted
- Honor and connect to a sense of purpose and service
 - When all else fails, focus on patient care & celebrate the patient wins and all those you did help
 - **Celebrate and remember how hard you worked to get here! And how excited everyone is that you are here and joining our Elmhurst family! REACH OUT FOR SUPPORT!**

Personal Goal Setting

Friendly Reminder

Get enough sleep

Do some light exercise

Focus on what you can control

Pray, meditate or relax

Talk to your colleagues

Listen to calming music

Set up boundaries around the news

Do something pleasurable

Express your feelings

Speak with a wellness staff member

It's OK if you're not OK

- Expect to get through this together
- It is OK to need additional support

Asking for Help Is Hard

Self-sufficiency and negative perceptions of care are turning out to be stronger predictors of not seeking treatment than traditional stigma and barriers.

- Stigma perceptions
 - “I would be seen as weak” “It will hurt my career” “I’m embarrassed”
- Organizational/other barriers
 - “It’s too difficult to get an appointment” “I can’t take time off work”
- Self-sufficiency
 - “I should be able to take care of problems on my own”
- Negative perceptions of care
 - “I felt judged or misunderstood” “I didn’t like the treatment option offered”

- Make sure you are familiar with resources at work
- Hotlines, employee assistance program, special support programs
 - Example: Helping Healers Heal at NYC Health + Hospitals
- Make sure you are familiar with resources in your area/NYC
- Share wellness information and resources with your peers

Put your own oxygen mask on 1st
before you can take care of others

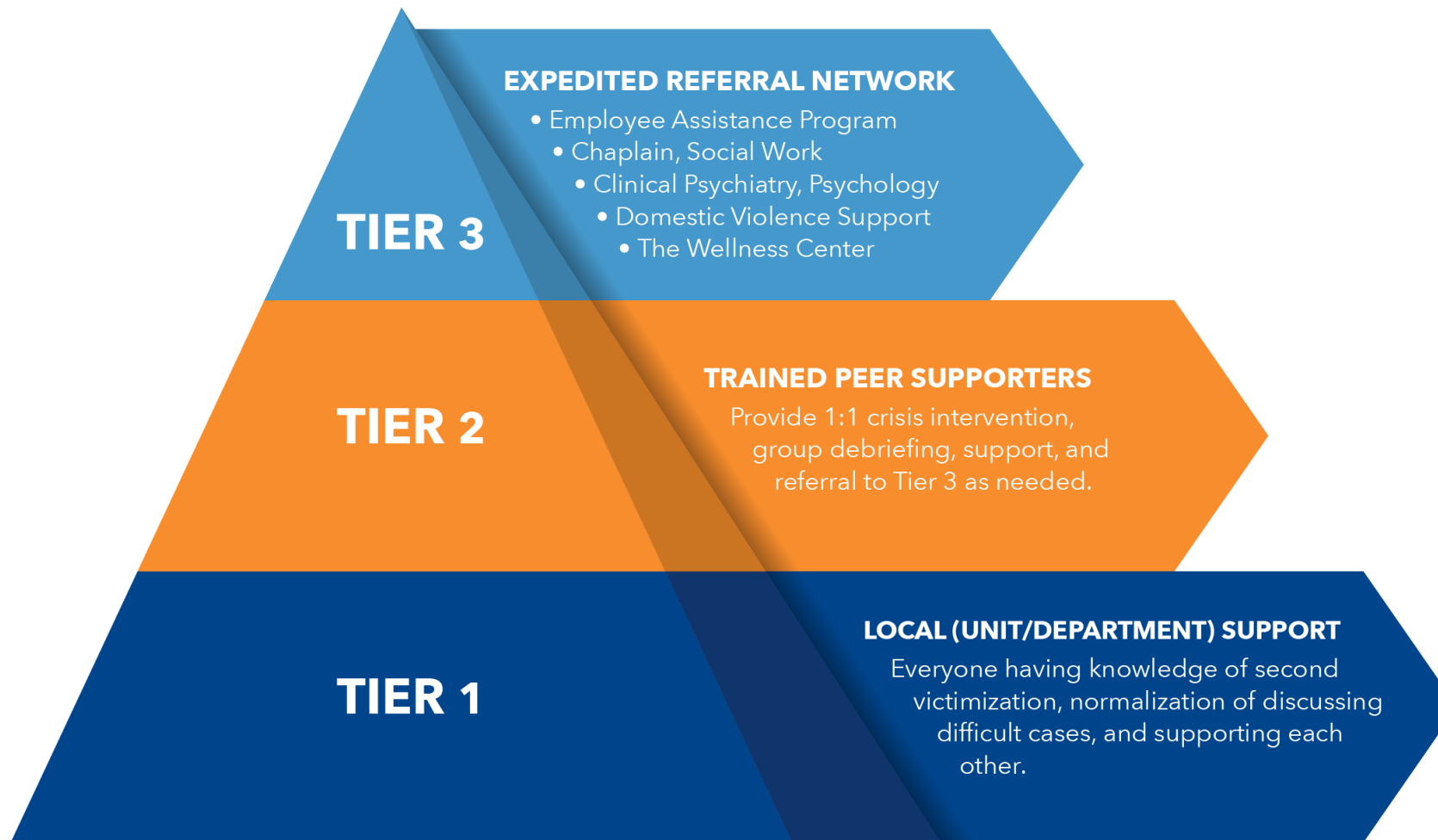
Helping Healers Heal (H3) Program

NYC
HEALTH+
HOSPITALS



HEALING, EDUCATION, RESILIENCE & OPPORTUNITY
FOR NEW YORK'S FRONTLINE WORKERS

Helping Healers Heal





HELPING HEALERS HEAL: “1.0”

Medical error: the second victim

The doctor who makes the mistake needs help too

When I was a house officer another resident failed to identify the electrocardiographic signs of the pericardial tamponade that would rush the patient to the operating room late that night. The news spread rapidly, the case tried repeatedly before an incredulous jury of peers, who returned a summary judgment of incompetence. I was dismayed by the lack of sympathy and wondered secretly if I could

improvements that could decrease errors. Many errors are built into existing routines and devices, setting up the unwitting physician and patient for disaster. And, although patients are the first and obvious victims of medical mistakes, doctors are wounded by the same errors: they are the second victims.

Virtually every practitioner knows the sickening realization of making a bad mistake. You feel singled

Personal view
p 812

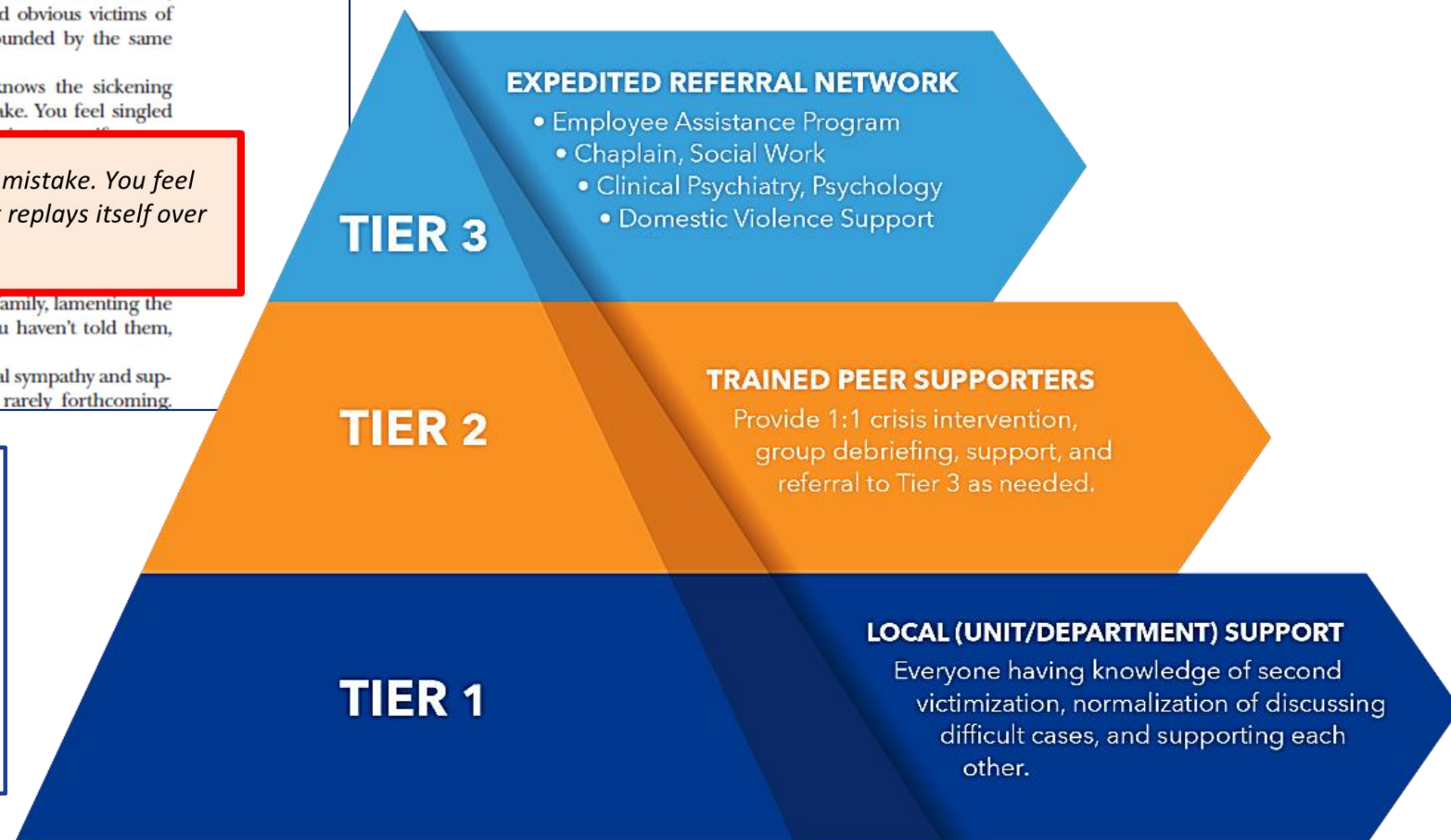
“Virtually every practitioner knows the sickening realization of making a bad mistake. You feel singled out and exposed.....You agonize about what to do..... Later, the event replays itself over and over in your mind”

laboratory tests, and innovations that present tangible images of illness have in fact created an expectation of perfection. Patients, who have an understandable need to consider their doctors infallible, have colluded with doctors to deny the existence of error. Hospitals react to

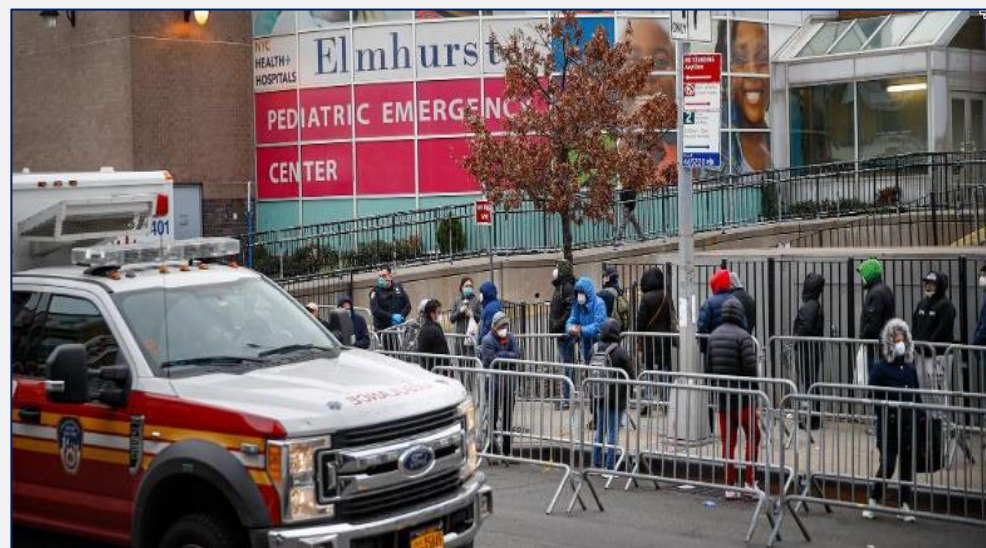
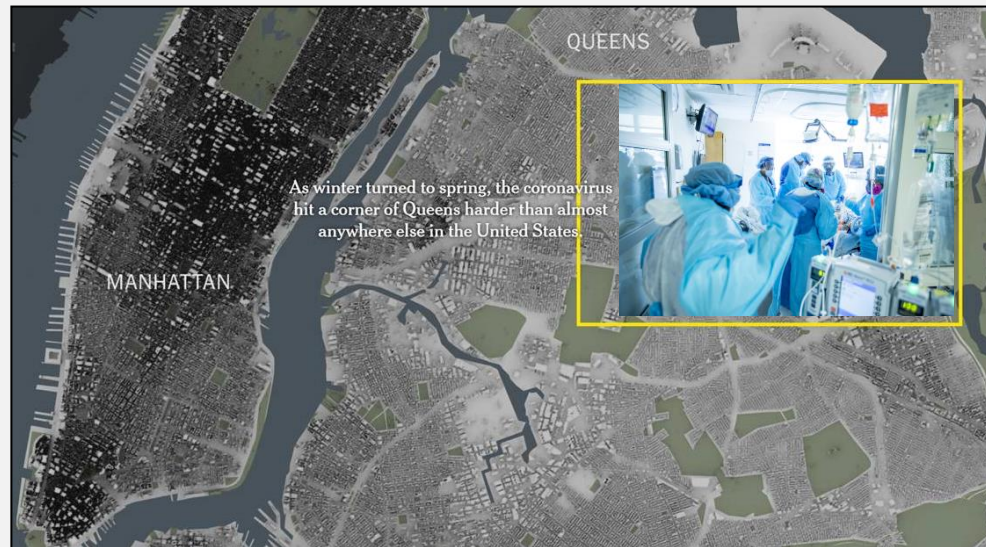
overly attentive to the patient or family, lamenting the failure to do so earlier and, if you haven't told them, wondering if they know.¹⁻³

Sadly, the kind of unconditional sympathy and support that are really needed are rarely forthcoming.

Second Victims are health care providers who are involved in an unanticipated adverse patient event, in a medical error and/or a patient related injury and become victimized in the sense that the provider is traumatized by the event.



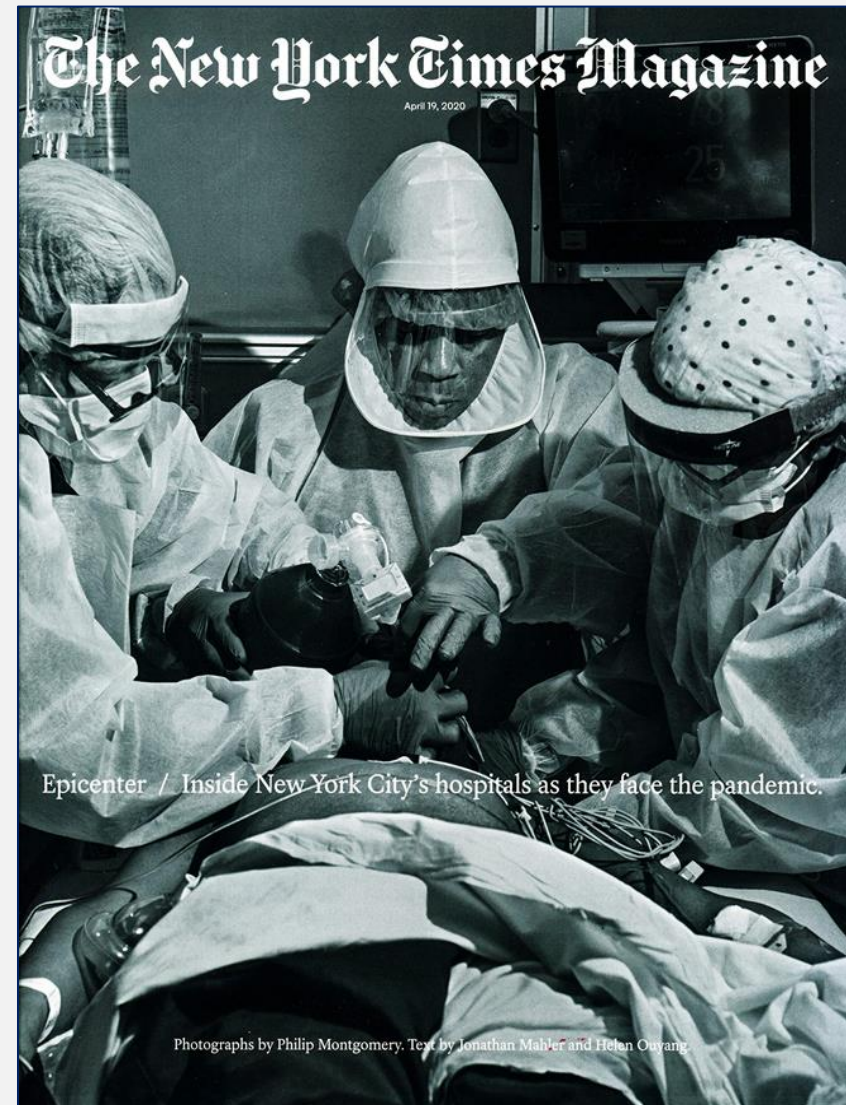
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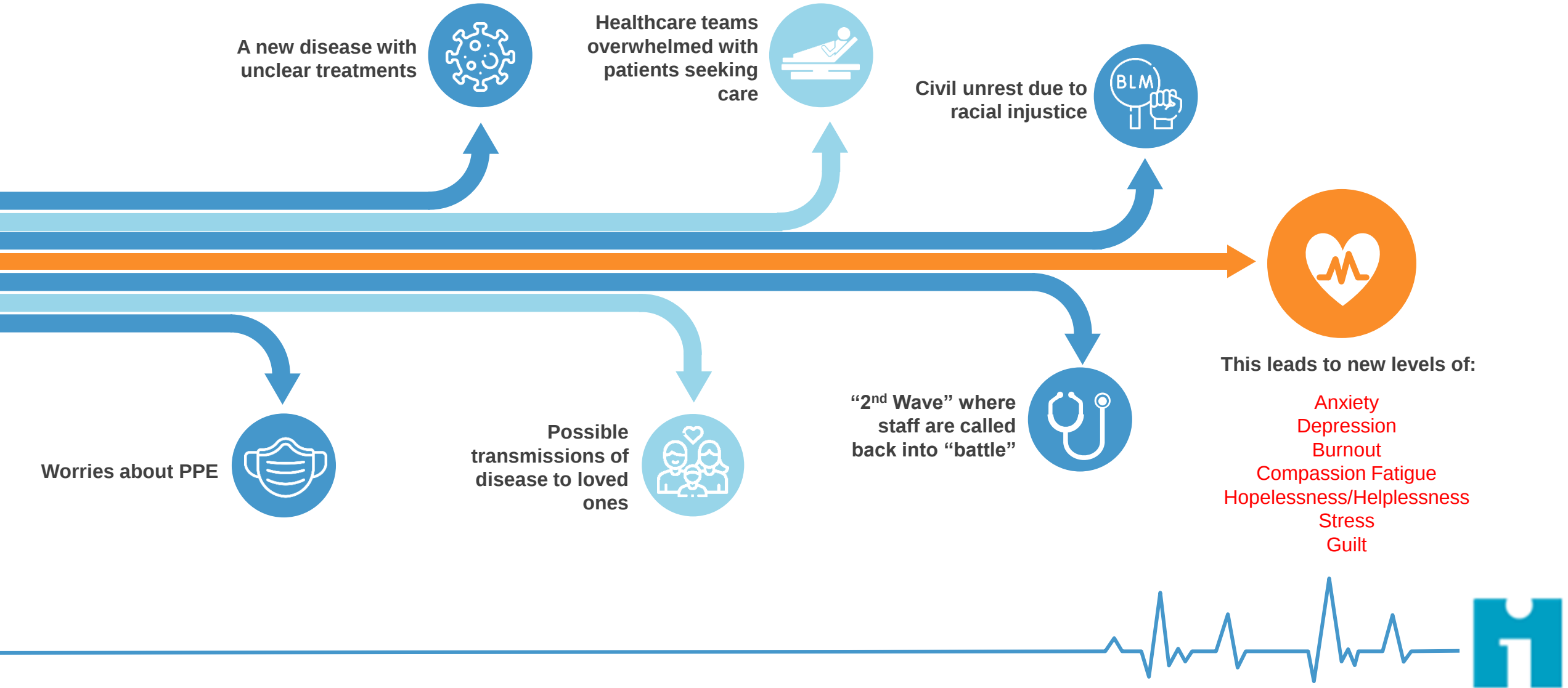
MARCH 13
NYC Health + Hospitals
treats first confirmed
COVID-19 patient



MARCH 25
Crisis intensifies as 13
patients pass away in 24
hours at NYC Health +
Hospitals/Elmhurst



PSYCHOLOGICAL & EMOTIONAL STRESSORS



Helping Healers Heal

Helping Healers Heal or H3, is the foundational infrastructure for enhanced wellness programming across all service lines of NYC Health + Hospitals to address emotional and psychological needs of all staff

H3 Evolution

H3 **holistic wellness** programming has evolved over the last few years and continues to address the emotional and psychological needs of our staff through debriefs, including, but not limited to: acute reaction to unanticipated and adverse work-related events, reaction to stress, secondary, vicarious, complex, and collective traumatization, as well as compassion fatigue, and burnout

Goal: Creating a Wellness Environment

- ☐ Establish **safety and trust**
- ☐ Understand your **role as safety net for your trainees**
- ☐ Meet the individual **where they are at**
- ☐ Provide **practical assistance**
- ☐ **Normalize** when appropriate
- ☐ Reflect **strength**
- ☐ Illuminate stress reactions and **appropriate coping**
- ☐ **Empower** the individual
- ☐ Remind them to **express and explore** what is healthy and productive for them
- ☐ **Follow through** and check back in

How “H3” Can Help

Pulse Checks

Debriefing

Promoting
Wellness

Wellness
Rounds

Wellness Events

- Participate yourself in H3
- Encourage colleagues to take part in H3
- Utilize and apply these skills

Pulse Checks



When you are under stress, remember to take a break and engage in a Pulse Check. Ask yourself: How am I feeling? Why might I be feeling this way? What can I do right now? What can I do later?

Wellness Round

What is a Wellness Round?

We come to you!

- ❑ Wellness Rounds help promote a culture where there is the expectation that wellness is important for every staff member
- ❑ Fosters ongoing dialogue on physician wellness and helping to identify burnout, fatigue, stress, and trauma

The usefulness/purpose of a Wellness Round

- ❑ “Meeting them where they are”
- ❑ Helps make staff feel seen
- ❑ Wellness Rounds can transition to debriefings
- ❑ Raises awareness of H3 and the importance of mental health and wellbeing
- ❑ Make staff aware of resources available

Schwartz Rounds are grand rounds style events that focus on a case or a theme related to the emotional impact of patient care that care team members experience. A multidisciplinary panel is facilitated to share their experiences, and then the discussion opens up to comments from audience participants.



H3 Debriefing: Conversations

- ☐ Establishes a safe environment to talk freely about personal affects
- ☐ Sharing can be intimate, interpersonal, and mutual
- ☐ Assists staff to feel they are not alone
- ☐ Supports colleagues when they are upset; help reduce work distress
- ☐ **Important:** Not a substitute for professional help should that be needed and may also need to be used in combination

HEALTHCARE DEBRIEFING: LINKING QUALITY, SAFETY, & WELLNESS



The Why...

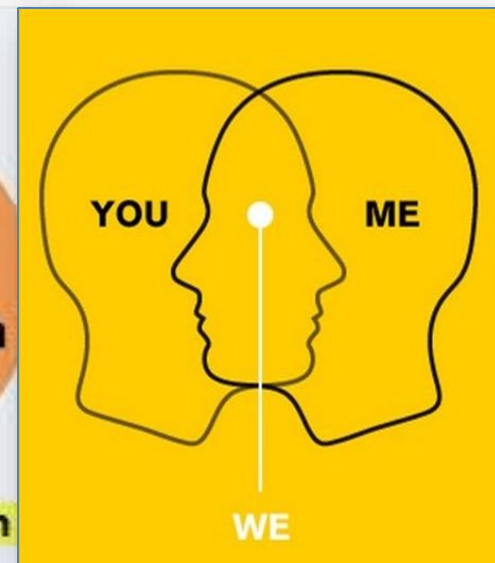
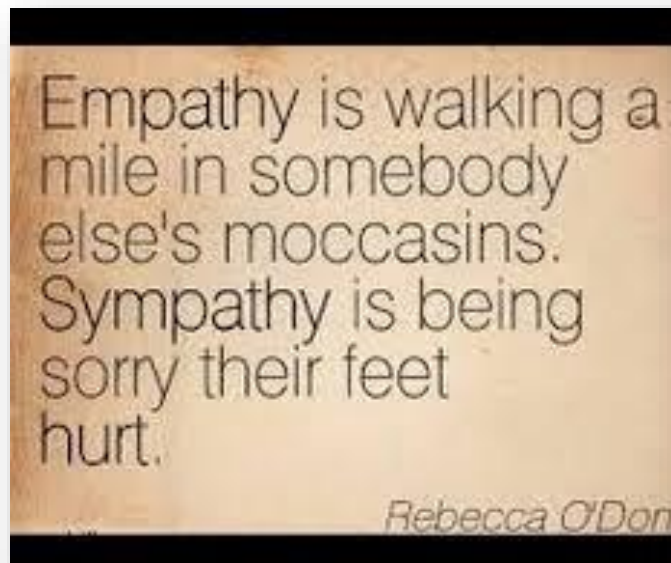
- ❑ Our stories stay with us, they can **transform** when we share them
- ❑ Our feelings and thoughts are all **valid**, even when painful, they are information
- ❑ There is **nothing to fix**
- ❑ You are there to **listen**
- ❑ Bear **witness**
- ❑ **Validate** (reactions, thoughts, and feelings)
- ❑ You are there to **accompany** trainees and colleagues so they do not feel alone



We are all shaped by experiences- imagine examples when someone acknowledged how terrible a case was or made the effort to check on you or the difference it might have made if someone had but did not

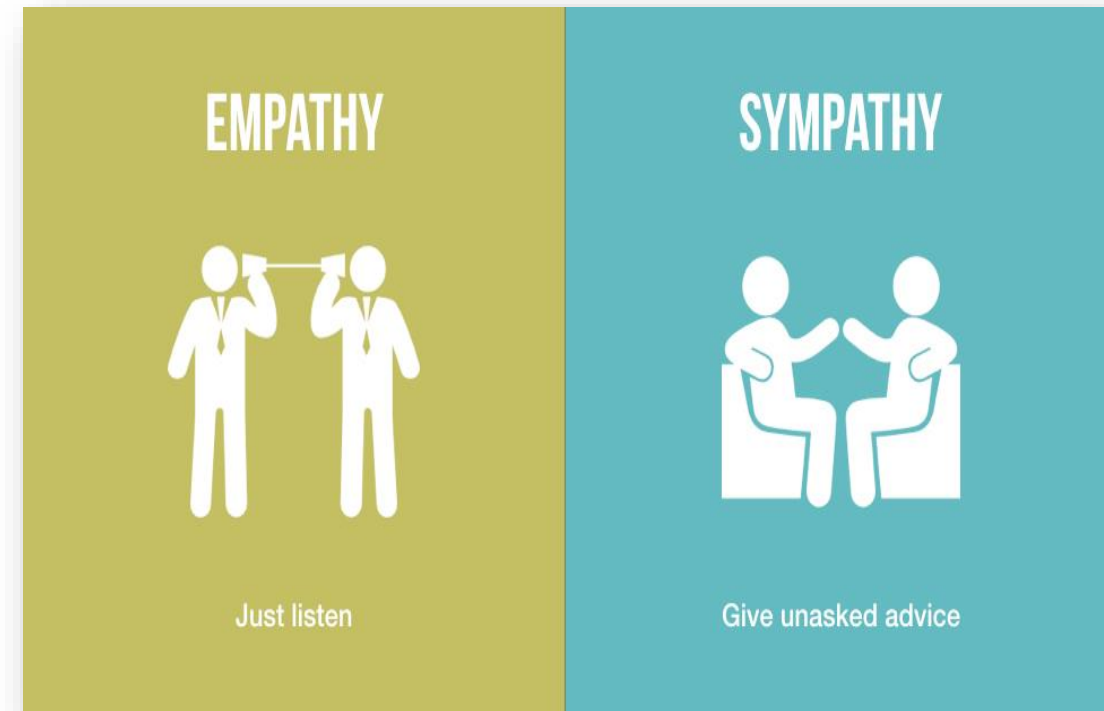
Empathy

Empathy is the experience of understanding another person's thoughts, feelings, and condition from his or her point of view, rather than from one's own.



Empathy Building

- ☐ Listen & don't interrupt
- ☐ Tune in to non-verbal communication
- ☐ Practice the "93% Rule"
- ☐ Be fully present
- ☐ Be mindful of your affect
- ☐ Encourage dialogue
- ☐ Provide recognition and validate
- ☐ Put aside your viewpoint and examine your attitude
- ☐ Respond to feelings and ask what you can do
- ☐ Ask for clarity
- ☐ Follow-up and/or refer



Repeated Themes

- ☐ Connection with patient/family
- ☐ Medical errors
- ☐ Failure to rescue
- ☐ First (or cumulative) death experience
- ☐ Pediatric cases
- ☐ Unexpected patient demise
- ☐ Ongoing COVID pandemic and “COVID Fatigue”
- ☐ Helplessness
- ☐ Sheer volume of patients, many critical patients
- ☐ Changing protocols
- ☐ Staffing
- ☐ Social Stressors



Thank you for your dedication!



These are stressful times and you
are never alone.

Helping Healers Heal (H3) is here
for you!

H3TeamElmhurst@nychhc.org

H3 is a Peer Support Program for all staff.
Please reach out, for yourself or your team!

Helping Healers Heal (H3)

H3 is a comprehensive peer to peer program at
Elmhurst to supports staff wellness- for all our staff!

Program Goals:

- Provide 1:1 or group debriefing and support
- Expedited referrals to licensed mental health support and offer of other psychological/emotional support

REQUESTING PEER SUPPORT

1:1 Peer Support and Group Debrief
Requests should be submitted on the
NYC H+H H3 Intranet website.

After clicking on the Peer Support
Request icon, a drop down box will
appear – select Elmhurst, complete
fillable form and click submit.

Requests may also be made via:

H3TeamElmhurst@nychhc.org

COVID-19
SYSTEM-WIDE EMOTIONAL STAFF SUPPORT
 **646-815-4150**
Monday – Friday, 9:00am – 12:00am
**Hours may be extended upon demand*

Employee Assistance Program
<https://www1.nyc.gov/site/olr/eap/eaphome.page>
A free anonymous service for All
NYC Health + Hospitals Employees
Make an appointment by phone or email
(212) 306-7660
eap@olr.nyc.gov

Local
H3
Core
Team

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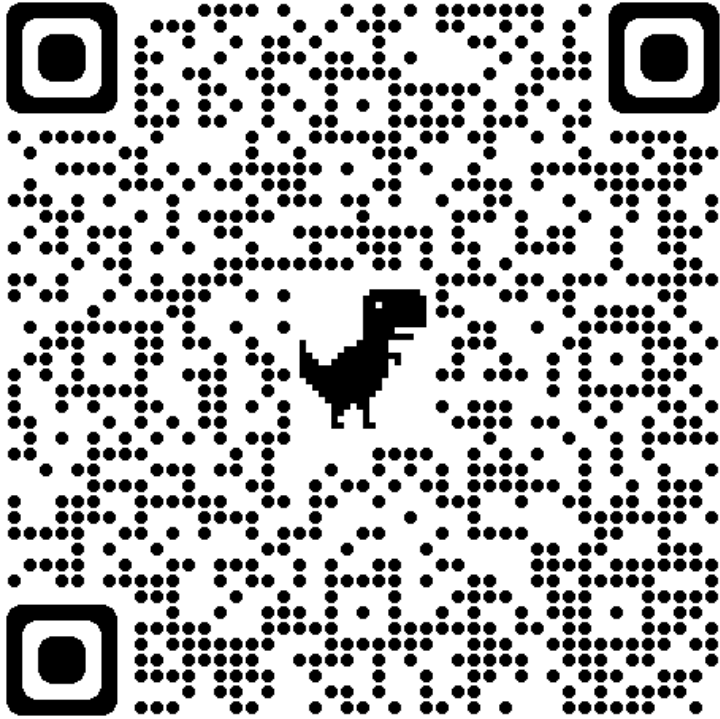
Elmhurst & H+H Resources

NYC
HEALTH+
HOSPITALS



HEALING, EDUCATION, RESILIENCE & OPPORTUNITY
FOR NEW YORK'S FRONTLINE WORKERS

ELMHURST WELLNESS IN ONE PLACE!



We would love to hear from you.
For support or with new ideas/feedback.

Email: ElmWellness@nychhc.org

<https://docs.google.com/presentation/d/1teOJV9isoiP3j9sOWDv2KD5MZfZGpy95ke012UTbzJA/edit?usp=sharing>



MOUNT SINAI RESOURCES

Please check out the following available to support you, our Mount Sinai Physicians: (Note: resources below are clickable hyperlinks):

[Student and Trainee Mental Health Program at Icahn School of Medicine at Mount Sinai | Icahn School of Medicine \(mssm.edu\)](https://mssm.edu/student-and-trainee-mental-health-program)

For MS, residents, fellows:

Student and Trainee Mental Health Program

Aron Hall, 50 E. 98th St.
1st Floor, Suite 1B
New York, NY 10029

STMH@mssm.edu

For questions and appointments 9am-5pm, call 212-659-8805
For crisis support 24/7, call 212-241-2400
or 1-866-640-4777 (school code: ICAHN)

For all physicians seeking support:

We offer the following services:

- Initial evaluations
- Crisis intervention
- Short- to intermediate-term psychotherapy
 - Cognitive behavioral therapy
 - Supportive psychotherapy
 - Organizational skills training
 - Stress reduction
- Pharmacotherapy
- Groups (recent group therapy offerings have focused on organizational skills to deal with ADHD, processing racial trauma, using DBT/CBT skills to deal with anxiety during COVID-19)

We also provide outside referrals for psychotherapy and pharmacotherapy, as well as specialized services such as dialectical behavioral therapy programs, intensive outpatient services, and disorder-specific treatment programs (e.g., severe eating disorders, substance use disorders).

[The Office of Well-Being and Resilience | Icahn School of Medicine \(mssm.edu\)](https://mssm.edu/the-office-of-well-being-and-resilience)

[Mount Sinai Calm | Mount Sinai - New York](https://mssm.edu/mount-sinai-calm)

NATIONAL SUICIDE PREVENTION HOTLINE:

1-800-273-8255

[Lifeline \(suicidepreventionlifeline.org\)](https://suicidepreventionlifeline.org)

Or text 988

Or Chat option: [Lifeline Chat : Lifeline \(suicidepreventionlifeline.org\)](https://suicidepreventionlifeline.org)

National Suicide Prevention Lifeline

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.



The Lifeline and 988

988 has been designated as the new three-digit dialing code that will route callers to the National Suicide Prevention Lifeline. While some areas may be currently able to connect to the Lifeline by dialing 988, this dialing code will be available to everyone across the United States starting on July 16, 2022. Click below to learn more.

CRISIS TEXT LINE:

[Crisis Text Line | Text HOME To 741741 free, 24/7 Crisis Counseling](#)

In a crisis?

**Text HOME to 741741
to connect with a Crisis
Counselor**

Free 24/7 support at your fingertips.

Text Us

WhatsApp

H+H & H3 Supports

Prefer to talk
on the phone?



1:1 Debrief
(Telephonically with
Peer Support Champion)

We contact you!



Anonymous Counseling
via BH Hotline
(with Licensed
Counselor)

Call Us at 646-815-
4150

Talk In
person?



1:1 Debrief
(on unit/area or
Wellness area)



Small Group Debrief
(on unit/area or
Wellness area)

Need a
break?



Wellness/Respite Areas
(Rest/Relax/Grab a
Snack)

Resources still seem to
be complicated? Just email us:
ElmWellness@nychhc.org or
Suzi at Bentleys@nychhc.org



How To Access HHC Resources

While at work, access resources via the Insider Page (intranet) on

- Any H+H computer
- Any H+H mobile device logged into the intranet

While at home, access resources from any device with internet access at:

ess.nychhc.org

- While logged into the intranet, via your remote access account
- NOTE: H3 Peer-to-Peer Support Form may only be accessed while logged into your remote account at home, to ensure this resource is used only by H+H Staff

H3 Insider Homepage

NYC
HEALTH+
HOSPITALS

HELPING
HEALERS HEAL

Search this site...

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES FORMS SERVICE DESK CONTACT

Helping Healers Heal

Helping Healers Heal

Helping Healers Heal or H3, is the foundational infrastructure for enhanced wellness programming across all service lines of NYC Health + Hospitals to address emotional and psychological needs of all staff.

[Learn about the Impact of the H3 Program](#)

Wellness Programming

What is Helping Healers Heal?

Wellness Rounds

Does H3 come to me?

H3 Debriefs

How can I receive support for myself and what does that look like?

Stress Continuum

How do I know that I'm stressed?

Wellness Rooms

Where can I go to decompress?

Self-Care Tools

What can I do for myself?

Peer Support Champions

How can I get involved?

8 Dimensions of Wellbeing

H3 Leads

Facility Resources

H3 Feedback Welcome

We welcome your thoughts, comments, and suggestions

[Click Here To Submit Your Feedback](#)

H3 Portal

Visit the H3 Portal to submit or view Request Forms and Encounters.

[Click here to visit the H3 Portal](#)

H3 Peer Support Request

Receive support from your local H3 Team.

[Click here to Submit a Peer Support Request](#)

http://hhcinsider.nychhc.org/sites/helping_healers_heal/Pages/index.aspx

H3 Peer Support Request

NYC HEALTH+ HOSPITALS | HELPING HEALERS HEAL

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES FORMS SERVICE DESK CONTACT

Helping Healers Heal

Helping Healers Heal

Helping Healers Heal or H3, is the foundational infrastructure for enhanced wellness programming across all service lines of NYC Health + Hospitals to address emotional and psychological needs of all staff.

[Learn about the Impact of the H3 Program](#)

Wellness Programming
What is Helping Healers Heal?

Wellness Rounds
Does H3 come to me?

H3 Debriefs
How can I receive support for myself and what does that look like?

Stress Continuum
How do I know that I'm stressed?

Wellness Rooms
Where can I go to decompress?

Self-Care Tools
What can I do for myself?

Peer Support Champions
How can I get involved?

8 Dimensions of Wellbeing

H3 Leads

Facility Resources

H3 Feedback Welcome
We welcome your thoughts, comments, and suggestions.
[Click Here To Submit Your Feedback](#)

H3 Portal
Visit the H3 Portal to submit or view Request Forms and Encounters.
[Click here to visit the H3 Portal](#)

H3 Peer Support Request
Receive support from your local H3 Team.
[Click here to Submit a Peer Support Request](#)

Facility:*
Select Facility...

What kind of support is requested?*:
Select Request Type...

Person/Unit Requiring Support:*:
Select Person or Unit...

What is your relationship to the person/unit you are requesting support for?*:
Select Relationship to the person/unit you are requesting support for...

Name of Person/Unit to Receive Support:*:
Enter Name...

Department:*:
Enter Department...

Title:*:
Enter Title...

Please select one Service Area:*:
Select Service Area...

Please must include either a contact phone number or email

Phone Number:
Enter Phone Number...

Email:
Enter Email...

Best Time to Contact:*:
☐ Morning ☐ Afternoon ☐ Evening

Brief description of reason for support request:*:
Enter Description...

<https://h3portal.nychhc.org/>

H3 Activation Request Form
Form for staff to use to request support from their local H3 program. Can be used to request support for yourself, a colleague, or an entire team.

http://hhcinsider.nychhc.org/sites/helping_healers_heal/Pages/index.aspx

Promoting Wellness

The screenshot shows the 'INSIDER' website header with navigation links: HOME, CENTRAL OFFICE, EMPLOYEE RESOURCES CENTER, FACILITIES, POLICIES & PROCEDURES, FORMS, SERVICE DESK, and CONTACT. A search bar is present. Below the header, a large blue banner for the 'COVID-19 Resource Hub' is highlighted with a red box, featuring a 'CLICK HERE TO VIEW' button. To the left, a 'NEWS' section dated Wednesday, January 12, 2022, lists several articles: 'COVID-19 Roundup', 'Mayor Adams Announces \$111 Million Investment to Support NYC Health + Hospitals Workforce', 'NYC Health + Hospitals/Correctional Health Services Marks COVID-19 Milestone: Over 4,500 Patients Vaccinated', and 'Message from Chief Medical Officer: COVID-19 Boosters to be Mandated for Health Care Workers'. To the right, a 'PICTURE OF THE DAY' features a nurse administering a vaccine, and an 'EMERGENCY ALERTS' section is visible at the bottom.

The screenshot shows the 'COVID-19' Resource Hub website. The header includes the same navigation links as the Insider page. Below the header, a large banner for 'Return to Work and Booster Shot FAQ' is visible. A central grid of resources includes: 'What's New?', 'COVID-19 Vaccine Information', 'COVID-19 Vaccine Mandate', 'COVID-19 Testing', 'COVID-19 Guidances and Policies', 'Surge and Flex Resources', 'Education and Training Resources', 'Occupational Health and Employee Resources', 'Signage/Public Education Materials', 'COVID-19 Clinical Trials & Research', and 'Emotional and Psychological Support Resources'. A red box highlights the 'Emotional and Psychological Support Resources' link. To the right, a sidebar contains links for 'COVID-19 Vaccination Scheduler', 'COVID-19 Staff Testing', 'COVID-19 Vaccination Record', 'Covid-19 Vaccine Accommodation', 'Frequently Asked Questions', 'Contact Us', and 'Authorized Access Only'.

Centralized COVID-19 Wellness Information

- Trigger emotional & psychological support response
- Find trainings, presentations, and hotline information

<https://mashable.com/2014/05/01/get-help-anonymously/>

SYSTEM-WIDE EMOTIONAL STAFF SUPPORT 646-815-4150



or email us at CO-BHESS@NYCHHC.ORG

Anonymous support hotline for all
NYC Health + Hospitals employees

Please reach out if you are experiencing:

- + Fatigue / Stress
- + Burnout
- + Anxiety / Fear
- + Depression

Leave a message/email and a licensed mental health clinician
will respond to you within 72 hours

Provide your contact number and preferred contact name

Referral opportunities for other services if needed

For any other general COVID-19 questions,
please visit the COVID-19 Guidance and Resources intranet
site: [hhcinsider.nychhc.org/sites/COVID-19/Pages/
Index.aspx](https://hhcinsider.nychhc.org/sites/COVID-19/Pages/Index.aspx)



Employee Assistance Program

<https://www1.nyc.gov/site/olr/eap/eaphome.page>

A free anonymous service for All
NYC Health + Hospitals Employees
Make an appointment by phone or email
(212) 306-7660
eap@olr.nyc.gov



<https://nycwell.cityofnewyork.us/en/>

A free anonymous service for NYC residents
Available 24/7/365

Call or Text anytime.

English: 1-888-NYC-WELL (1-888-692-9355), Press 2

Call 711 (Relay Service for Deaf/Hard of Hearing)

Español: 1-888-692-9355, Press 3

Text WELL to 65173



<https://suicidepreventionlifeline.org/>

Confidential. Available 24 hours everyday

For English Call: 1-800-273-8255

For Spanish Call: 1-888-628-9454

For Deaf & Hard of Hearing Call: 1-800-799-4889

“Sometimes there's comfort in anonymity...Though no one should ever feel ashamed to take care of their mental health, seeking totally anonymous help can be an easy start for those who prefer to keep things private.” Yohana Desta

Assistance for You & Family



The NYC Employee Assistance Program (EAP) continues to be here for you. We continue to offer services that address mental health, traumatic loss, stress management, substance misuse, self-care, education, referrals and resources to assist you and your family members. All our services are free and confidential.

Contact us by **email** at eap@olr.nyc.gov to schedule a phone, video or text appointment.
Monday through Thursday, 8am - 7pm, Friday 8am - 5pm
visit our website at nyc.gov/eap. Or call and leave a **message** at: 212-306-7660

H3 Wellness Resources



Helping
Healers Heal
Webpage



COVID-19
Resource Hub
Wellness &
Resilience
Resources



Battle Buddy
Support
Program



Physician
Support
Line



Resident/House
Staff Wellness
Resource Page
(Intranet)

All QR codes must be
used using devices
on Corporate WIFI

NYC
HEALTH+
HOSPITALS

EMPLOYEE
RESOURCES CENTER



This Site: Employee Res

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES FORMS SERVICE DESK CONTACT

Employee Resources Center > Safety & Wellness

- Home
- Amazing Employees
- Benefits
- Careers
- Civil Service Examination
- Diversity & Inclusion
- Email Us
- ESS/MSS
- Forms/Links
- HR Directory
- Labor & Employee Relations
- Leaves of Absence
- Payroll & Timekeeping
- Peoplesoft HR
- Performance Management
- Photo Library
- Safety & Wellness
- Savings & Retirement
- Training/ Workforce Development
- Workers' Compensation
- Transit Benefit

Safety & Wellness

NYC Health + Hospitals is committed to providing a safe workplace and offer a range of programs, policies, and services to support departments and employees in achieving individual and workplace safety, health and productivity.

 Workplace Violence Incident Form 2829 Electronic Reporting	 Workplace Violence Incident Form 2829 Print/Download Copy	 WorkWell NYC	 Employee Assistance Program (EAP)
 WVP Coordinators Contacts	 Hospital Police Directors Contacts	 Emergency Preparedness Coordinators Contacts	 Environmental Safety Coordinators Contacts
 Occupational Health Services (OHS) Contacts	 Helping Healers Heal Program	 SH-900 Summary	 Employee Smoking Cessation Assistance Program
 House Staff Wellness	 2021 Managing the Return to the Office	 Right To Know Poster	

<http://hhcinsider.nychhc.org/corpoftices/erc/Pages/SafetyWellness.aspx>



BATTLE BUDDY SUPPORT PROGRAM

BATTLE BUDDY SUPPORT PROGRAM

SIGN UP HERE: <https://battlebuddy.nychhc.org>

ONGOING MATCHING TAKES PLACE THE FIRST WEEK OF EVERY MONTH!



Largely developed by the US Armed Forces
Can positively affect personal coping, morale,
and workplace engagement



A peer at work
Can provide informal emotional and
psychological support by acting as an outlet for
a staff member to discuss their experiences and
stressors



Ideally will be matched based on
Individual preferences such as work setting,
discipline, and demographics to help the BBs
relate to each other

What is
a Battle
Buddy
(BB)?

Who can join the program?

ALL EMPLOYEES!

How It Works

Once matched, BBs **connect to check-in** with each other quickly and informally, as convenient for them.

BBs **support and validate** without judgement or criticism during check-ins.

BBs **help each other** to build resilience and collaborate to work through similar challenges together.

BBs **help identify** anxiety, stress responses, and can **build connections** for additional support if requested.

BBs provide **camaraderie** to help with coping.

If you have any questions about the program contact: BattleBuddy@nychhc.org

DIVERSITY & INCLUSION:

CREATING A BEST PLACE TO WORK



Click [here](#) to register for any of these sessions using the *new* training scheduler. Click [here](#) to access the flyer for these trainings, and [here](#) to download a flyer of the Office's ELM trainings.

diversity@nychhc.org

DIVERSITY & INCLUSION

Be Part of the Change. Join a Workplace Inclusion Group.

NYC Health + Hospitals is committed to advancing racial and social equity and creating an inclusive and diverse workplace where all staff feel welcomed and accepted. With this goal in mind, the Equity & Access Council created the Workplace Inclusion groups designed to empower staff to participate in the positive changes that are transforming our System and helping to advance our mission of promoting equity for all.

The more we collaborate and value our differences, the closer we get to living in a truly inclusive community. Each of us has a role to play in advancing this mission. Take the bold steps and come join us in creating an environment that makes people feel a sense of belonging and be their authentic selves. We welcome the unique contributions that you can bring with your diverse backgrounds, cultures, perspectives and experiences, to support our mission.

Please click [here](#) to sign up to participate.

Below are the inclusion groups we are seeking more participation.

- Hispanic/Latinx Female Physician Inclusion Group
- Jewish American Inclusion Group
- Veterans/Disabilities Inclusion Group
- Generational Inclusion Group

You are also welcome to join the following inclusion groups that have been established and running:

- Women Mentorship Inclusion Group
- Asian American Pacific Islander Inclusion Group
- Diversity and Inclusion Group (Heritage and History)
- LGBTQ+ Inclusion Group
- African American and Caribbean American Inclusion Group
- Anti-Racism Advocates and Allies Inclusion Group
- African American Female Physicians Inclusion Group
- Hispanic/Latinx Inclusion Group

GRIEF & LOSS VIRTUAL SUPPORT GROUP

Grief and Loss Support Group



To contact the NYC EAP
Call: 212-306-7660
Email: eap@olr.nyc.gov

Grieving is painful and complicated. It does not follow a predictable course, causing many to feel alone and isolated in their pain.

The NYC Employee Assistance Program (EAP) does not want anyone to be alone with their loss and their sadness. The EAP is offering a group for those who have suffered a loss and are looking for support, guidance and comfort.

If you are an NYC employee or family member, please feel free to join. The group is free and confidential.

Thursdays at 5:30pm, beginning December 2, 2021

Link: <https://us06web.zoom.us/j/81435413042?pwd=U2hrNGdyU0p6aHQzZ3I6MIRFLzVXQT09>

Meeting ID: 814 3541 3042

Password: 502098

Call in by Phone: 646-558-8656



WorkWell DIGITAL

January - March
CALENDAR



MOVE TOWARDS WELL-BEING

<https://www1.nyc.gov/assets/olr/downloads/pdf/wellness/workwell-fitnesscalendar.pdf>

CLASS DESCRIPTIONS

- **CHAIR YOGA**
A gentle form of yoga practiced seated on a chair or standing on the ground using a chair for support.
- **MEDITATION**
Utilizing breath work and awareness building, participants learn how to use meditation as part of their mindfulness practice to release stress, tension, and find feelings of emotional calm.
- **QI GONG**
Qi gong is a traditional Chinese practice that focuses on cultivating the flow of one's qi, or energy. This is done through a series of low impact movements combined with the flow of one's breath to achieve a meditative state.
- **YOGA**
Yoga is a mind-body practice that links movement to breath with poses that promote strength and flexibility.
- **BOXING**
A combat-inspired exercise incorporating a routine of different punches to help build endurance and upper-body strength.
- **DANCE CARDIO**
Aerobic activity featuring combinations of dance moves set to music. Have fun while building strength and endurance.
- **DESKERCISE**
A combination of seated cardio movements, as well as body strength movements, to help tone and sculpt your body.
- **HIIT**
HIIT stands for "high intensity interval training". A workout that features short periods of intense cardio activity followed by periods of rest.
- **KICKBOXING**
A standing combat sport based on kicking and punching for total body fitness.
- **PILATES**
A low-impact exercise designed to improve core strength, postural alignment, and flexibility.
- **"TAKE IT BACK TUESDAY" DANCE FITNESS**
Aerobic routines featuring combinations of dance moves set to music from the 90s and 2000s.
- **TONING + CONDITIONING**
Exercises designed to build definition, shape and strength in the muscles.
- **Soca FITNESS**
A Caribbean Carnival-style dance workout for the whole body, to build stamina and strength.
- **ZUMBA**
An aerobic fitness program inspired by Latin and international music and dance moves. Routines incorporate combinations of fast and slow rhythms to improve cardiovascular health.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
● Vinyasa Yoga 10:30am-11:15am INSTRUCTOR: Carmen REGISTER HERE →	● Yoga 6:30am-7:15am INSTRUCTOR: Katrin REGISTER HERE → ● Chair Yoga 12:00pm-12:20pm INSTRUCTOR: Michelle REGISTER HERE → ● Zumba 6:00pm-6:45pm INSTRUCTOR: Ilana REGISTER HERE → ● Evening Meditation 6:45pm-7:05pm INSTRUCTOR: Shalyni REGISTER HERE → ● Boxing 7:15pm-8:00pm INSTRUCTOR: Rachael REGISTER HERE →	● Pilates 6:30am-7:15am INSTRUCTOR: Katrin REGISTER HERE → ● Afternoon Meditation 12:00pm-12:20pm INSTRUCTOR: Shalyni REGISTER HERE → ● "Take It Back Tuesday" Dance Fitness 5:15pm-6:00pm INSTRUCTOR: Julia REGISTER HERE → ● Pilates 6:15pm-7:00pm INSTRUCTOR: Tara REGISTER HERE → ● Qi Gong 6:30pm-6:50pm INSTRUCTOR: Tasha REGISTER HERE →	● Yoga 6:30am-7:15am INSTRUCTOR: Katrin REGISTER HERE → ● Toning & Conditioning 12:00pm-12:30pm INSTRUCTOR: Michelle REGISTER HERE → ● Afternoon Meditation 1:00pm-1:20pm INSTRUCTOR: Kristin REGISTER HERE → ● Soca 6:00pm-6:45pm INSTRUCTOR: Amina REGISTER HERE → ● HIIT 7:15pm-8:00pm INSTRUCTOR: Melissa REGISTER HERE →	● Afternoon Meditation 12:00pm-12:20pm INSTRUCTOR: Kristin REGISTER HERE → ● DESKercise 12:00pm-12:25pm INSTRUCTOR: Melissa REGISTER HERE → ● Dance Cardio 6:00pm-6:45pm INSTRUCTOR: Julia REGISTER HERE → ● Evening Yoga 6:30pm-7:15pm INSTRUCTOR: Carmen REGISTER HERE → ● Kickboxing 7:15pm-8:00pm INSTRUCTOR: Victor REGISTER HERE →	● Yoga 6:30am-7:15am INSTRUCTOR: Katrin REGISTER HERE →

KEY:

- Move More
- Be Well

Classes begin on January 3rd. Classes will not be held on 01/17 and 02/21.

Zoom password: **workwell**

Visit on.nyc.gov/upcomingevents for more information about upcoming classes and programs.



Internal Resources (direct links included)	Description
<u>Helping Healers Heal (H3)</u>	Holistic, proactive, and preventative staff wellness program that has been at the forefront of supporting employee well-being. Find your site wellness lead, peruse H3 documents, training content, and site-specific wellness resources.
<u>Emotional and Psychological Support Request Form</u> <u>H3 Peer Support Request Form</u>	If you are experiencing personal or professional stress, distress, burnout, have feelings associated to compassion fatigue, or recognize these or other similar symptoms in your colleagues, fill out this form for yourself, your team, or a colleague to receive the necessary confidential and private support from your local H3 program.
<u>Anonymous Support Hotline</u> 646-815-4150	Established to support staff who may be feeling fatigued, stress, anxiety/depression, or fear. A licensed mental health clinician will be available for brief psychological and emotional support or intervention, and can connect you to ongoing services if requested.
<u>NYC Employee Assistance Program</u>	A service that provides education, information, counseling and individualized attention to assist with a wide range of personal and social challenges to NYC employees and their family members.
External Resources (direct links included)	Description
<u>SAMHSA Disaster Distress Helpline</u> 800-985-5990	Provides 24/7 crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.
<u>NYC WELL Telephonic Support Services</u> 888-692-9355	Able to listen and help with problems like stress, depression, anxiety, or drug and alcohol use. For you or someone you care for.
<u>NY Project Hope Emotional Support Helpline</u> 844-863-9314	The Emotional Support Line provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency.
<u>Crisis Text Line</u> Text GOT5 to 741741	An anonymous texting service available 24/7. Starting a conversation is easy.
<u>National Suicide Prevention Lifeline</u> 800-273-TALK (8255)	A national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.
<u>Domestic Violence</u> 800-799-SAFE (7233)	Advocates are available 24/7 to talk to anyone who is experiencing domestic violence, looking for information or questioning unhealthy aspects of their relationship.
<u>Substance Abuse and Mental Health Services Administration Helpline</u> 1-800-662-HELP (4357)	A free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

