



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

HOW TO BUILD A WELLNESS PROGRAM

BURNING PLATFORM

Build platform to activate and engage; what info do you need to gather to build the business case and attain executive buy-in?

BUILD A COALITION

Who are your innovators who can help you implement? Cast a broad net to include champions across disciplines, departments, etc.

GOVERNANCE STRUCTURE

Who should be on your steering committee? Executive sponsor? H3 leads?

IDENTIFY RISK AREAS

Where do you anticipate the program will have the greatest impact and/or easiest deployment? (e.g. ED, ICU, L&D, BH) Identify crucial conversations.

INVENTORY RESOURCES

Which disciplines and departments have the human capital to support the program? What internal supports do you have for referrals?

IT INFRASTRUCTURE

Establish necessary IT support (e.g. intranet, public internet page, electronic tools for tracking and monitoring, feedback loop, referral resource links)

FIRST TRAIN-THE-TRAINER

Identify participants, seeking wide representation of departments, disciplines, service-lines, shifts, etc. (including both clinical and non-clinical)

COMMUNICATION PLAN

Determine multi-tiered plan to communicate awareness of program and culture change to leadership, general workforce, and managers/supervisors, as well as to internal and external partners

GAP ANALYSIS

What is needed to build out all three tiers of the program; what needs to be created from scratch that's not already there?

GROW MORE TRAINEES/PEERS

Establish a consistent facility-based communication and training plan, recruitment strategy, and crowdsourcing mechanism

GROW RESOURCES

Ensure equity and accessibility of internal and external resources, utilize feedback to fill gaps as they emerge, expand anonymous outside supports and internal expedited referrals

SUSTAINABILITY PLAN

Establish goals for all departments, disciplines, shifts, etc.

SUPPORT THE SUPPORTERS

Refresher courses, supervision groups, wellness events, recognition and celebration

QUALITY IMPROVEMENT PLAN

Collect and utilize data to grow and improve the program. Leverage data to identify trends of risks, clinical outcomes, etc. to enable proactive address