

THE WELLBEING COLLABORATIVE

of Arizona Health Professionals

November 2023

As we approach Thanksgiving, a time traditionally filled with gratitude and reflection, the Wellbeing Collaborative invites you to explore the intersection of thankfulness and the creation of safe spaces.

Strategic Initiative Spotlight

Supporting the creating of safe spaces is not just about physical environments; it's about cultivating an atmosphere where health professionals feel valued, heard, and supported.

Understanding Safe Spaces

In the heart of fostering wellbeing in healthcare settings lies the concept of 'safe spaces.' **But what exactly does this term mean?** A safe space is more than just a physical location; it's an environment of trust, respect, and openness, where individuals feel comfortable sharing their experiences, challenges, and ideas without fear of judgment or reprisal



Tools for Creating Safe Spaces

During the Wellbeing Summit, **Carisa Bamford**, *Clinician Experience & Development Sr. Director at Banner Health* shared 4 tools:

- ✓ Recharge Rooms
- ✓ Social Community Events
- ✓ Peer Support
- ✓ HELP-Second Victim

To Download the
Handout

[CLICK HERE](#)



Integrating Gratitude in Our Conversations

Gratitude in the workplace goes beyond surface-level benefits. For health professionals, where emotional and physical demands are high, feeling valued and appreciated can significantly impact wellbeing and job satisfaction. On the next page, you will find a couple of stories that highlight the power of gratitude in action!



If you want to **connect with others** through the power of **strategic storytelling**, we want to **invite you** to our upcoming workshops.

[CLICK HERE](#)



STORY HIGHLIGHT

DONNY GOLDEN'S GRATITUDE STORY



Donny Golden a Physician and an Experience and Development Sr. Consultant at Banner Health. He works with all Banner Health Providers and leaders to develop and provide resources to help make working in healthcare easier so they can make our customer's health care better.

The Depth of a “Thank you”

As I was in the waiting room waiting for my next appointment, I overheard an MA (Lisa) giving a patient their follow-up information. When the Lisa had completed giving the patient the information, the patient gratefully said “**Thank You**”. The MA responded “*No Problem!*” I saw the the patient had a confused look on their face as if to wonder “*is there a problem?*”

After the patient had left I walked over to Lisa and asked if I may I share an observation with her. She said “**yes**”.

So I started... “*Lisa, you gave great follow up information to the patient as he was leaving, information I know that was valuable and needed for his recovery. When he thanked you, I observed your comment was “no problem”. She looked at me puzzled and we dove into a conversation about that response; no problem. The conversation ended great but it felt me wondering.*”

What message does a response like “No problem” send?

After that, I found myself eating at Chic-fil-a with my family. When the server Amanda brought our food to the table I looked at her and said “**Thank You!**” In response, Amanda said “**my pleasure!**” Before she left, I stopped her and asked, “Amanda, can you help me understand why you said “**My pleasure?**”

Now, in all honesty, I expected this young lady to say “*because they told us to*”. But she didn't. Amanda looked at me and said “*I know you probably have worked all day and now you are with your family wanting to spend time with them eating a good meal. We are thankful you chose us and it is my pleasure to serve you.*”

It was at that moment I knew my server Amanda understood the depth of my “**Thank You**” and in response, she wanted me to know it was her pleasure to serve me. As health professionals, it is so important for us to understand the depth of a **thank you**. Most of the people we serve come to us because of some health concern. Some of them are fearful or uncertain of their next steps, and when they **thank us**, it is coming from the heart.

I invite us all to remember to use that moment and interaction to respond with the same depth of recognition.

STORY HIGHLIGHT

VIRGINIA (GINNY) BONNER'S GRATITUDE STORY



Virginia Bonner (Ginny) is a Nursing Development and Talent Management Consultant at Banner Health where she works to support leadership development programs and initiatives, with emphasis in nursing.

Butterscotch Pudding.

So, there I was talking with Victoria Baker, the director of dietary services. As the service excellence director, I wanted for her department to honor patient special dietary requests. We were on a mission to **WOW** our patients, and one way to **WOW** them was to accommodate their special dietary needs.

As Victoria and I were talking, she shared a story about **butterscotch pudding** that resonated with me. She said that one day, she received a call from a patient's family member, Mrs. Lawton's son. He asked if we would provide his mother with butterscotch pudding. He continued to explain that she had end stage cancer and was at a stage where all she would eat was butterscotch pudding.

Victoria recalled gladly saying "**YES**" and going to Costco where she bought a stockpile of butterscotch pudding, which they served to Mrs. Lawton. She recounted that before Mrs. Lawton was transferred to hospice care, the son made a special point to **thank her**, which was tremendously meaningful and impactful for her.

After sharing this story, Victoria agreed to providing special requests to patients and said she would gladly shop for any item needed to make a difference for them.

The **butterscotch pudding** story was then shared with our care team members, which started a chain reaction of staff *bending over backwards* to do special things for our patients. One unit put toasters on the unit floor so that we could serve hot toast. Another implemented quiet hours for patients and posted signs.

The chain reaction that resulted from butterscotch pudding story was empowering and heart-warming and it helped me realize how **one story** of going above and beyond has the power to inspire and move others in making a difference in people's lives.

So I encourage you to share a meaningful and moving story whenever you can. You never know that positive waves that it can make!