

Physical, Emotional & Social Wellness for UCSF Health's Revenue Cycle

2023-2024
Christina Delsman

Overview

This wellness grant focused on bringing activities centered on physical, emotional, and social wellness pillars to the ~500 staff in UCSF Health's Revenue Cycle.

These activities took the form of a Wellness Walk (physical), the purchase of Gratitude Journals and a Gratitude Workshop (emotional) for all staff, and three Virtual Coffee Breaks (social).

Data Snapshot

Virtual Coffee Break (11/23): 33 participants

Gratitude Journals Distributed (12/23): 492

Wellness Walk (1/24): 11 participants

Virtual Coffee Break (3/24): 35 participants

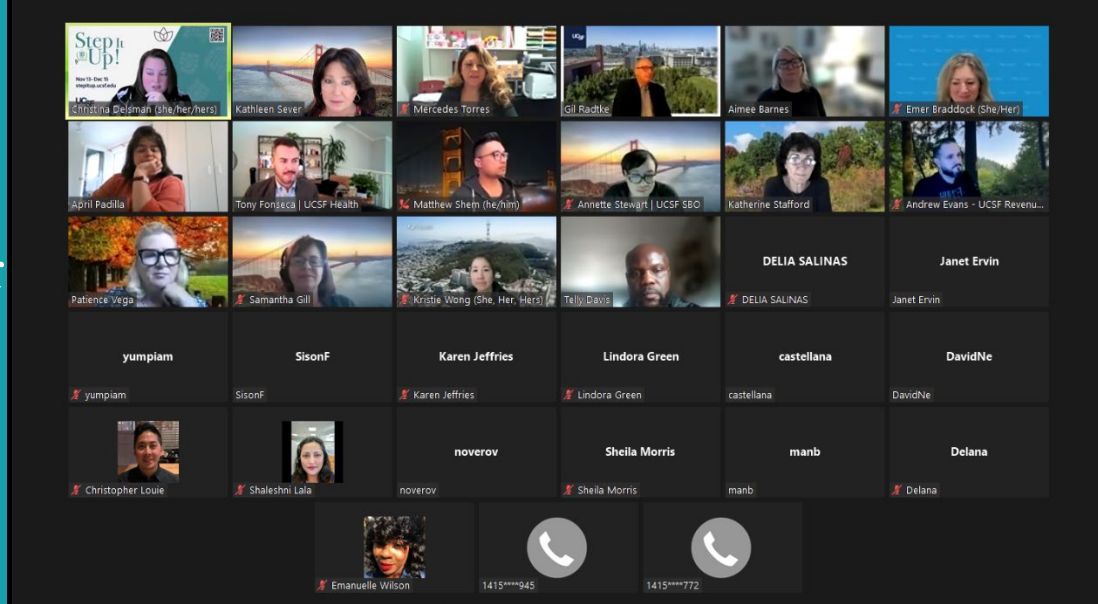
Gratitude Webinar (4/24): 86 participants

Virtual Coffee Break (6/24): 21 participants

Resources

Amazon.com (gratitude journals, Wellness Walk snacks, raffle gift cards)

Dr. Jessica Allanson (UCSF Faculty & Staff Assistance Program (FSAP))



Our first Virtual Coffee Break in November 2023 yielded ~35 participants.

Project Details

This wellness grant set out to support the physical, emotional, and social wellness of the approximately 500 staff in UCSF Health's Revenue Cycle department. With that, there were several facets to the grant: organizing wellness walks for the staff in Emeryville, virtual coffee breaks for discussing topics *not* related to work, and the purchase of gratitude journals and a gratitude webinar with an expert to kickstart a gratitude practice.

The original intent was to host three wellness walks this fiscal year (like what we've done in the past), but after limited participation in the first walk, we decided to pivot those efforts into organizing a year-end in-person gathering and spent the rest of the fiscal year focusing on other virtual events (e.g., virtual coffee breaks, live gratitude webinar). Because nearly all our Revenue Cycle staff are in hybrid (mostly work-from-home) arrangements, in-person events have proven tricky over time.

The three virtual coffee breaks (in which we split into small breakout rooms and chatted) yielded great participation – including leadership – which really helped champion the wellness programming efforts. We were able to discuss establishing healthy habits, improving sleep hygiene, and sharing resources that have positively impacted our social/emotional wellness this year. At the end of each virtual coffee break, I conducted a poll for feedback on what to focus on for the next coffee break. We also held gift card raffles for participants.

In December, my team and I purchased and distributed nearly 500 gratitude journals to all our Revenue Cycle managers (to distribute to their staff). In April, a custom gratitude webinar was facilitated by our own Dr. Jessica Allanson from the Faculty & Staff Assistance Program (FSAP). The webinar covered the benefits of a gratitude practice and tips on how to jumpstart this habit.

Project Challenges

The primary challenge faced in this mini-grant implementation was around in-person participation in our wellness walks. I had previously taken a poll asking staff whether they would come on-site *only* for a wellness event, with mixed feedback. Some staff were very enthusiastic and motivated by the prospect of wellness events, while others didn't see wellness events as reason enough to commute into the office. We gained real-life evidence of that poll feedback during our first wellness walk in January, in which only 11 folks attended. This caused us to shift gears and focus more resources on virtual events, which certainly bolstered participation and garnered greater engagement in wellness offerings overall (for both UCSF-wide offerings and Revenue Cycle-specific programming).

Our other challenge was around the distribution of the gratitude journals, but we were able to leverage our many Revenue Cycle managers to ensure we could facilitate the handoff of these nearly 500 journals.

Lessons Learned

The primary lesson learned was about the impact of virtual programming. We are living in a post-COVID world, in which people are demonstrating engagement virtually at levels we haven't seen previously. Additionally, I was able to leverage polling *during* my events (rather than sending post-event surveys), which provided me with a lot more data to work with and assisted in customizing future events with our staff's feedback in mind.

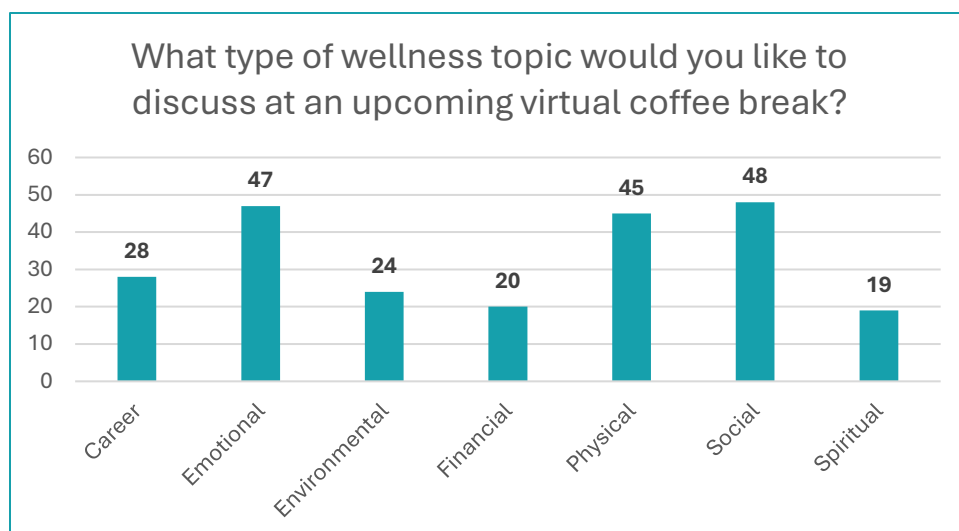
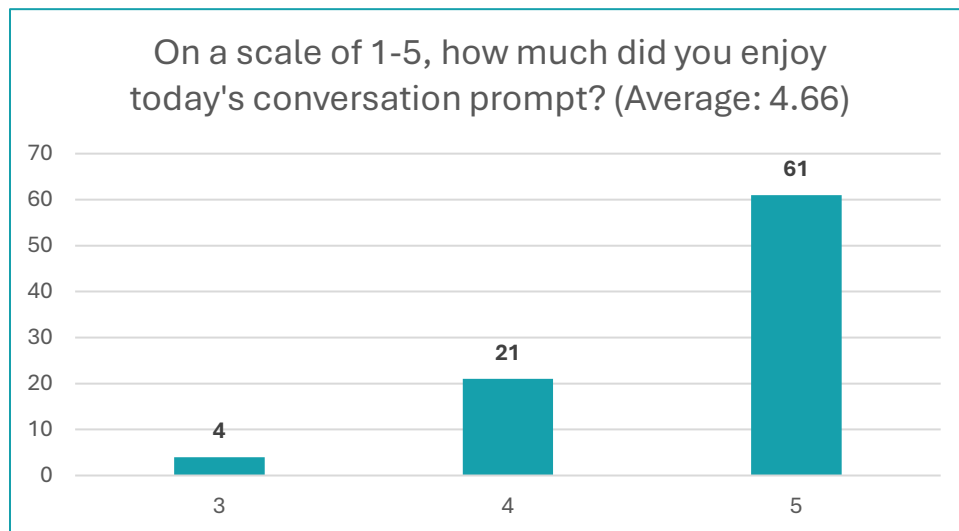
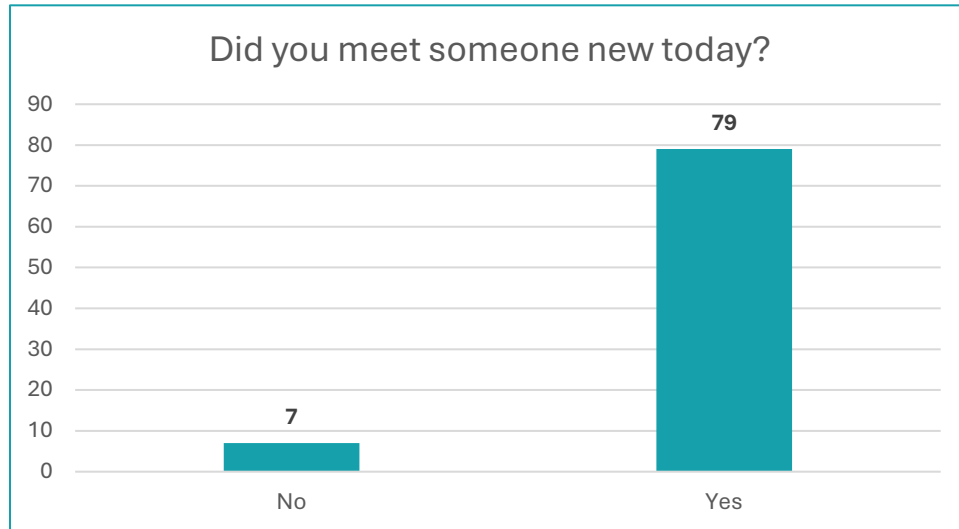
Additionally, by having our Revenue Cycle managers assist in the distribution of the gratitude journals, I found that their overall levels of engagement in all the wellness programming this fiscal year were higher than they had been in previous years. This was in part because they were "*forced*" to better understand the plan around this wellness programming than they had to previously. I plan to consider ways in the future that I can continue to leverage our numerous managers to both assist in the implementation of wellness programming and avoid unilateral implementation of wellness programming. This will certainly help further tailor programming to staff needs.

492 Gratitude Journals Purchased and Distributed to Staff



Poll Results from 3 Virtual Coffee Breaks


(aggregated)



Resources From Gratitude Webinar

(courtesy of Dr. Jessica Allanson (FSAP))

MATERIALS ATTACHED - Gratitude in Action: How one daily action can change your brain



To: Delsman, Christina






Cc: UCSF - Patient Financial Services; MGBS Team; Revenue Cycle Strategy Team; UCSF Admitting; RevMgmt; Rapposelli, Maria; Shem, Matthew; Borja, Genevieve; Dela Pena, Patrick; Ea, Sharon; Fong, Diane; Morris, Erik; Nelson, Lashay; Tse, Michelle; Wong, Xenia; Farquhar, Joseph; Warren, Leonardo Chase; BCHO PAO Dept; +8 others

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 Compassionate Body Scan Exercise.pdf 61 KB	 Finding Your Compassionate Voice Exercise.pdf 32 KB	 Gratitude in Action-Activities Handout-FSAP 4-3-2024.pdf 131 KB	 Gratitude in Action-FSAP-April 3 SLIDES.pdf 4 MB
 Gratitude Webinar References and Resources-November 2023.pdf 104 KB			

Good afternoon, everyone –

A big thank you to all who could attend this afternoon's Gratitude webinar hosted by Dr. Jessica Allanson from our Faculty and Staff Assistance Program (FSAP). I was really encouraged by the turnout; I hope that you found this session engaging and that at least some of the material resonated with you all.

As mentioned during the session, I'm sharing the materials from today:

1. Dr. Allanson's slide deck
2. Handout of activities we worked on together during the webinar
3. Compassion Body Scan exercise handout
4. Finding Your Compassionate Voice exercise handout
5. List of references and resources for further reading/exploration

I encourage everyone, including those who were unable to join us, to look through the attachments at your leisure and use them as you consider implementing a gratitude practice into your daily lives.

Thank you again and please let me know if you have any feedback or questions,
Christina

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UCSF Health

UCSF
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Gratitude Webinar
Slides - April 2024



Gratitude
Resources



Gratitude
Activities Handout



Compassionate
Voice Handout



Compassionate
Body Scan

Resources are clickable!