

Healing Hands: Celebrating Health Center Nurses

Thursday, May 12, 2022

THE NACHC MISSION

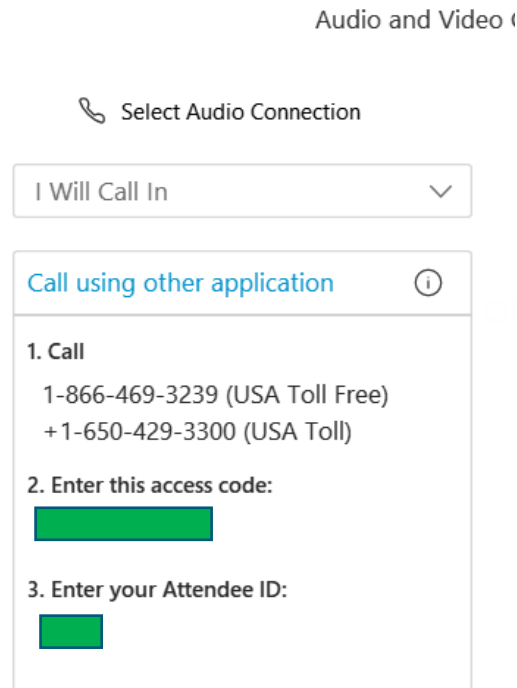
America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.

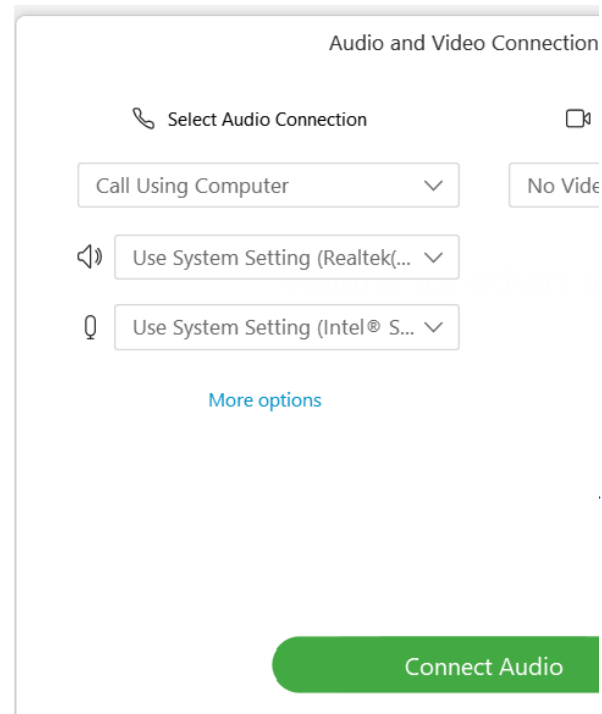


Ensure you've connected to audio!

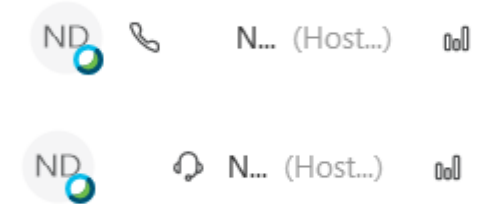
Option 1: "I Will Call In"
Follow the unique 3-step process on your screen



Option 2: "Call Using Computer"
You must have computer speakers and microphone

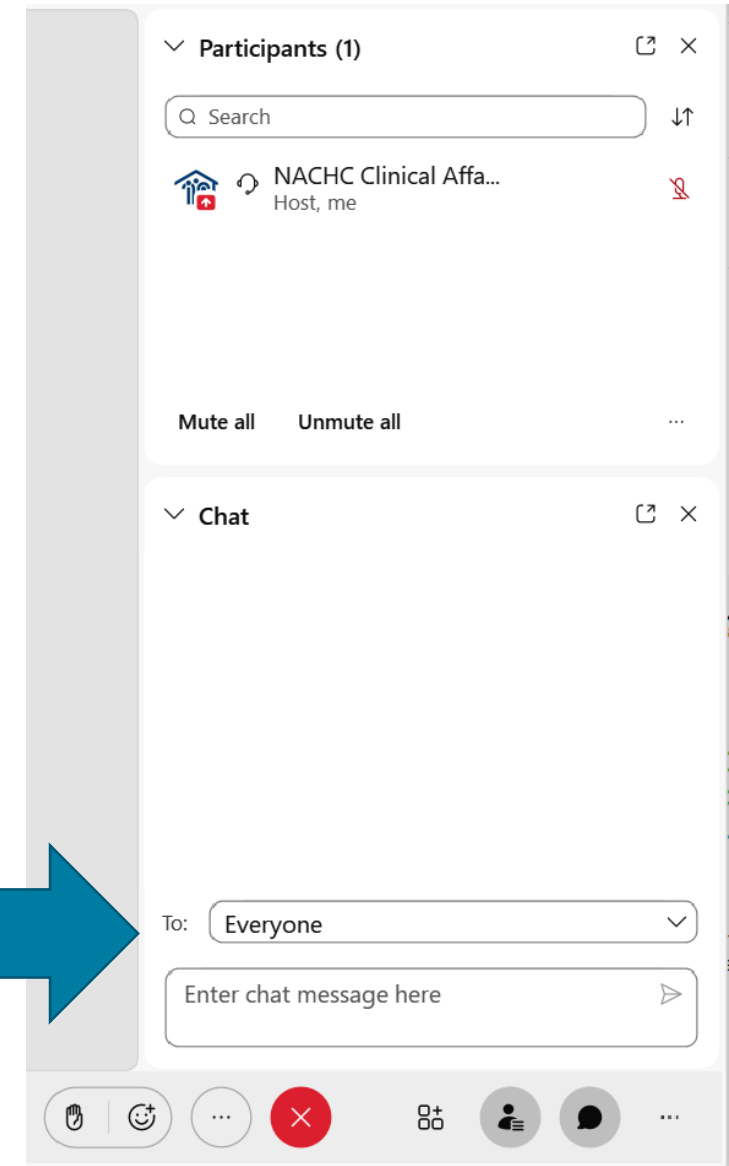


After connecting, if you don't see a phone/headset icon next to your name, please attempt to connect your audio again!



ASKING QUESTIONS VIA CHAT BOX

1. **The chat feature** is available to ask questions or make comments anytime.
2. **Click the chat button** at the bottom of the WebEx window to open the chat box on the bottom righthand side of the window.
3. **Choose “EVERYONE”**, as appropriate.
 - Type your question.
 - Click **“Enter”** to send your question.



Friendly Reminders

- Today's Event is being **RECORDED**
- All attendee lines have been **MUTED**
- The **CHATBOX** is open for the duration of this event
- Questions from the **CHAT BOX** will be answered after the presentation is completed.



Meet Today's Speakers



Moderator / Speaker

Wanda Montalvo, PhD, RN, FAAN

Senior Fellow and Team Lead Public Health Integration and Innovation

National Association of Community Health Centers (NACHC)



Joanne Dias, MA

Senior Faculty Member

Center For Creative Leadership – Societal Impact



Nancy J. Johnson, RN, PhD

Chief Executive Officer

El Rio Health

Learning Objectives

Upon participation in this webinar, nurse leaders and other care team members will be able to:

- Practice the behaviors that build psychological safety and discourage those that dismantle it.
- Promote at least three strategies to create safe spaces at work.
- Explore opportunities in their health centers to engage undergraduate nurses as future health center care team members.



Center for
Creative
Leadership®

PSYCHOLOGICAL SAFETY



WHAT IS PSYCHOLOGICAL SAFETY?

Psychological Safety is a climate where we:



...without fear of repercussion.

“A culture of psychological safety is going to be increasingly important in the future of work, in fact it will be a competitive advantage.” -Amy Edmondson

<https://thekairosproject.org/psychological-safety/>

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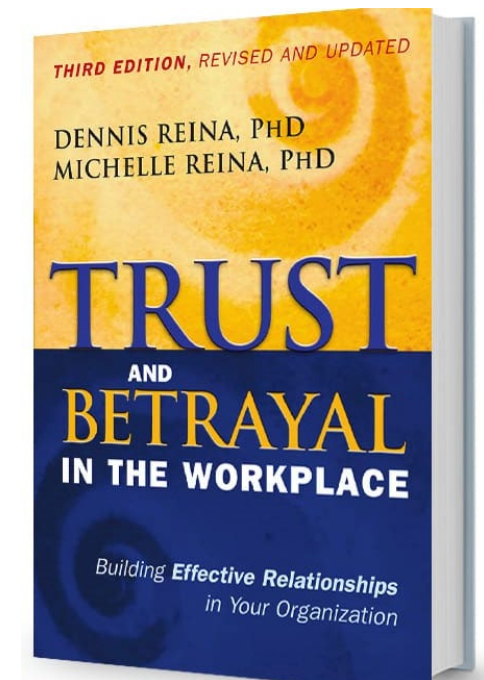
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TOOLS TO FOSTER PSYCHOLOGICAL SAFETY

- Group norms
- Anonymous polls and annotation (when virtual)
- Active listening
- Behavior list (building/breaking behaviors)
- Expectation setting & norm checklist
- Highlight failures as learning opportunities
- Set boundaries

BOOKS & RESOURCES

- [Article: Psychological Safety: an overlooked secret to organizational performance](#) by Joanne Dias & David Altman
- Article: [Improve Your Active Listening Effectiveness](#)
- [Website & Toolkit: Foster psychological safety](#) by re:Work and Google (based on study conducted at Google)
- [Website: Psychological Safety](#) by Amy Edmondson (creator of the term Psychological Safety)
- Webinar: [How Leaders & Leadership Collectives Can Increase Psychological Safety at Work](#)
- Latest research on leadership from CCL: www.cclinnovation.org





Emerging Nursing Leadership in Community

Nancy J. Johnson, RN, PhD

Chief Executive Officer

El Rio Health

Tucson, Arizona

Nursing Thoughts in Health Centers

- Deep Purpose – Who We Are
- Current Reality Then and Now - Needs of Those We Serve
- Who Nurses Are
- *“Create a great community health center for nurses to grow, lead, and thrive”.....Johnson, 2009.*



El Rio Health Mission and Values

What is Deep Purpose?

- **Mission:** *“To improve the health of our community through comprehensive, accessible, affordable, quality and compassionate care.”*
- **Cultural Beliefs and Values:**

Step Up

I am accountable for making El Rio a world-class health center.

I Matter

I make a difference by voicing my opinion and knowing I'm heard!

Break Boundaries

I work with others to achieve success.

Value Health

I take time for my own health to promote yours.

Honor Patients

I always put the patient first.

Create Tomorrow

I embrace effective change and seek innovative solutions.



Set the Stage: I Matter

What can we learn about our nurses?

- **Listening Sessions—What matters to you?**
 - Tell me about your purpose and experiences?
 - What makes you proud to work here?
 - When nurses are at their best, what does that look like?
 - What else can I do?
- **Quarterly/Engagement Survey**
 - Worries about safety, purpose/passion, do what we love, creativity, autonomy and choice, innovation, education, balance, and evolving as leaders
 - “If I could, I would.....”
- **Leadership Rounding**

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Beginnings and Progress

- **Assessment**
- **Planning**
 - Use of nurse provided data to develop nurse leadership as clinicians, educators and leaders
- **Actions**
 - Systematic Changes
 - Innovative Opportunities
 - Nursing Voices



Systematic Changes

- Dedicated Twice Monthly Time
- Morning Huddles
- Value Health Benefits
- Educational Scholarships
- Career Development-Entry positions to licensed nursing positions to leadership
 - Leadership Development Fellowships
 - NACHC Policy Fellowships



Innovative Opportunities

- Telephone and Discharge Care
- Population Health inclusive of Chronic Care Management and High-Risk Patients
- Care at Home
- Geriatric Care Management
- Well Population Management
- Integrated Care Model



Nursing Voices

- Community Coalitions
- State and Federal Policy
- Health Advisor to the City Mayor
- Op Eds
- Community Presentations and Board Memberships





Now is the Time.....

“Nurses are strong in their knowledge as well as vulnerability, hidden saints who inspire us, risk all in order to excel in patient care.....a healing presence for our patients, community, and organization”Enrique Serna, 2022.

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Resources

- American Nursing Association Healthy Nurse Healthy Nation: <https://www.healthynursehealthynation.org/>
- [Nurses You Should Know: Helping Change the Nursing Narrative \(jnj.com\)](#)
- Future of Nursing 2020-2030 / Campaign for Action: [Future of Nursing: Campaign for Action Homepage | Campaign for Action](#)
- The Nurse Antigone with Theater of War: [The Nurse Antigone – Nursing Stories](#)
 - Upcoming Event *The Nurse Antigone*: NYC Health + Hospitals on May 25 from 5pm to 7pm EDT. The registration link is: nurseantigonehh.eventbrite.com.
- RN-Mentor Podcast: [RN-MENTOR — Ali R. Tayyeb PhD, RN, NPD-BC,PHN \(alirtayyeb.com\)](#)



Q&A

Wanda Montalvo, PhD, RN, FAAN

Senior Fellow and Team Lead Public Health Integration and Innovation

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Contact Us

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Chief Executive Officer

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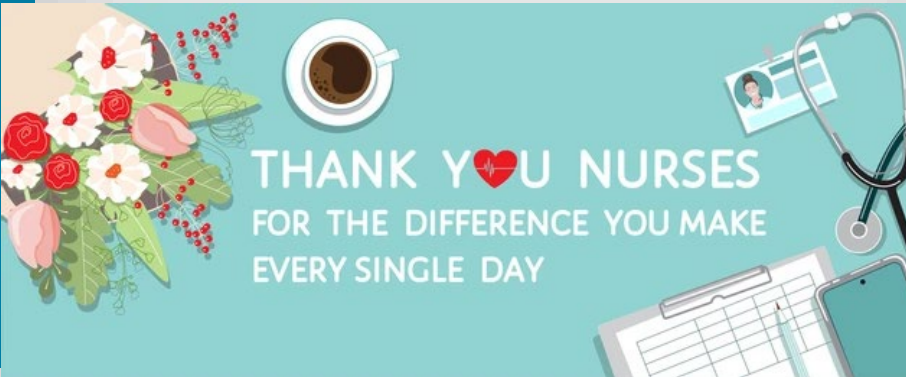
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Implementation Tools and Resources for Enhancing Equity-Focused PrEP Services

SESSION 1 5/12/22 1 - 2 p.m. ET
Introducing BluPrint as PrEP Program Resource

SESSION 2 5/19/22 1 - 2 p.m. ET
Engagement in Your Clinical Setting

SESSION 3 6/9/22 1 - 2 p.m. ET
Progress and Pitfalls in PrEP Programming

SESSION 4 6/16/22 1 - 2 p.m. ET
Using Data to Enhance and Inform PrEP Practice

REGISTER TODAY!





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Community Health Centers®

THANK YOU TO ALL COMMUNITY HEALTH CENTERS

#ThankYouCHCs

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