

PARTICIPANT HANDOUTS
“Lunchtime Learning” Professional Skill Development
Distance Learning Series Event #1:
Utilizing Mindfulness to Reduce Stress and Prevent Burnout

Presented by:

Lisa Hardmeyer Gray, Founder of Intrinsic, LLC and member of the Northwest Regional Primary Care Association Speaker’s Bureau

Live Broadcast Date/Time:

Wednesday, April 20, 2016

12:00–1:00pm Mountain Time / 1:00–2:00pm Central Time

Series Overview:

Join Community Health Association of Mountain/Plains States (CHAMPS) and Colorado Community Health Network (CCHN) for the [**“Lunchtime Learning” Professional Skill Development Distance Learning Series!**](#) These six one-hour webcasts will take place between April and September of 2016. Participants may attend any selection of events; all are designed to provide professional development and skills improvement as a component of a continuous process of advanced practice transformation, with the goal of positively impacting retention rates at Region VIII health centers. The events are primarily targeted at health center administrative and clinical support staff, although staff members from all levels of the health center are welcome.

Event Overview:

Recent studies are concluding that healthcare professionals are at higher risk for professional burn-out which characterized by a loss of mental, physical and emotional energy from continued job-related stress. Burn-out has been linked to poorer quality of care, patient dissatisfaction, medical errors and increased costs to organizations in staff-turnover. There is a need to offer innovative resiliency skills to people in the health care industry to adapt to a dynamically changing work environment. There is mounting evidence that Mindfulness skills are an effective means of preventing burn-out and developing resiliency skills.

Learning Objectives:

Upon completion of this session, participants should be able to:

1. Identify factors contributing to burn-out and the risks both personally and to the organization
2. Experience core Mindfulness practices for self-care
3. Experience skills to cultivate focus and resilience under pressure
4. Improve capacity for compassion with self and others
5. Understand the benefits of practicing mindfulness
6. Understand stress physiology and develop tools to respond rather than react to daily stress

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SERIES TIMELINE

- Event #1: Utilizing Mindfulness to Reduce Stress and Prevent Burnout
- Event #2: Creating a Productive Work Environment: Enhancing Teambuilding
- Event #3: Creating a Productive Work Environment: Decreasing Negative Attitudes
- Event #4: Creating a Productive Work Environment: Establishing Boundaries
- Event #5: Managing and Caring for Difficult Patients
- Event #6: Interpersonal Considerations for Care of Elderly Persons

Visit <http://champsonline.org/events-trainings/distance-learning> for complete details, including registration for individual events.

CHAMPS ARCHIVES

This event will be archived online and on CD-ROM. The online version will be available within two weeks of the live event, and the CD will be available within two months. CHAMPS will email all identified participants when these resources are ready for distribution. For information about all CHAMPS archives, please visit <http://champsonline.org/events-trainings/distance-learning>.

DESCRIPTION OF CCHN

Colorado Community Health Network (CCHN) is a non-profit organization representing the 20 Colorado Community Health Centers (CHCs) that together are the backbone of the primary health care safety-net in Colorado. CCHN is committed to educating policy makers and stakeholders about the unique needs of CHCs and their partners, providing resources to ensure that CHCs are strong organizations, and supporting CHCs in maintaining the highest quality care. For more information about CCHN, please visit www.cchn.org.

DESCRIPTION OF CHAMPS

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers so they can better serve their patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, please visit www.CHAMPSonline.org.

SPEAKER BIOGRAPHY

Lisa Hardmeyer Gray is a Certified Instructor of Mindfulness-Based Stress Reduction (MBSR) from the Center for Mindfulness at the University of Massachusetts Medical Center. Lisa has been teaching MBSR and Mindfulness training to patients, providers, leaders and staff of organizations since 2010. She works with individuals to build stress-management and resiliency skills. She also consults organizations on overall health and wellness, guiding them to become an employer-of-choice. Lisa is currently completing a Master's in Clinical Mental Health Counseling at Antioch University in Seattle, WA and a clinical internship with Neighborcare Health (FQHC) in Seattle, WA.



The Summer Day

Who made the world?
 Who made the swan, and the black bear?
 Who made the grasshopper?
 This grasshopper, I mean-
 the one who has flung herself out of the grass,
 the one who is eating sugar out of my hand,
 who is moving her jaws back and forth instead of up and down-
 who is gazing around with her enormous and complicated eyes.
 Now she lifts her pale forearms and thoroughly washes her face.
 Now she snaps her wings open, and floats away.
 I don't know exactly what a prayer is.
 I do know how to pay attention, how to fall down
 into the grass, how to kneel down in the grass,
 how to be idle and blessed, how to stroll through the fields,
 which is what I have been doing all day.
 Tell me, what else should I have done?
 Doesn't everything die at last, and too soon?
 Tell me, what is it you plan to do with your one wild and precious life?

-Mary Oliver

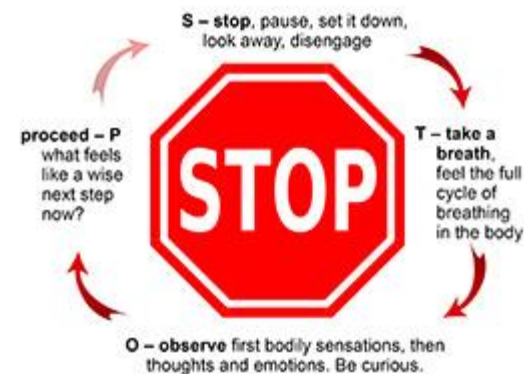


Mindfulness is paying attention, in a particular way, on purpose, in the present moment, without judgment.

Jon Kabat-Zinn

The STOP practice

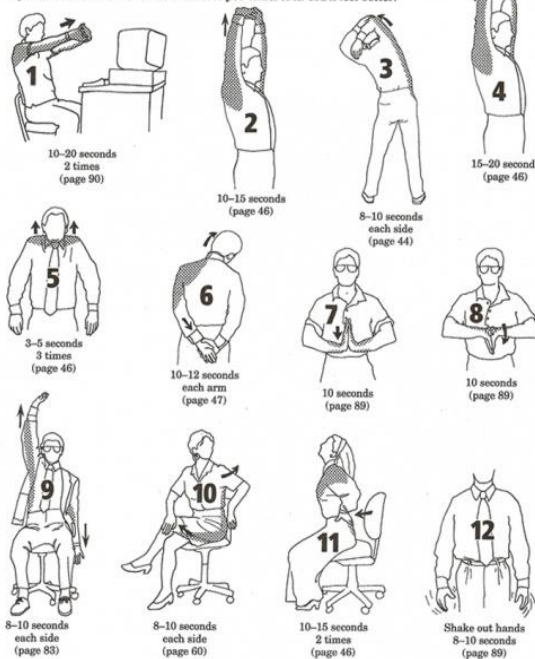
Feeling alarmed?
 Stressed? Reactive?
 Stop!



Computer & Desk Stretches

Approximately 4 Minutes

Sitting at a computer for long periods often causes neck and shoulder stiffness and occasionally lower back pain. Do these stretches every hour or so throughout the day, or whenever you feel stiff. Photocopy this and keep it in a drawer. Also, be sure to get up and walk around the office whenever you think of it. You'll feel better!

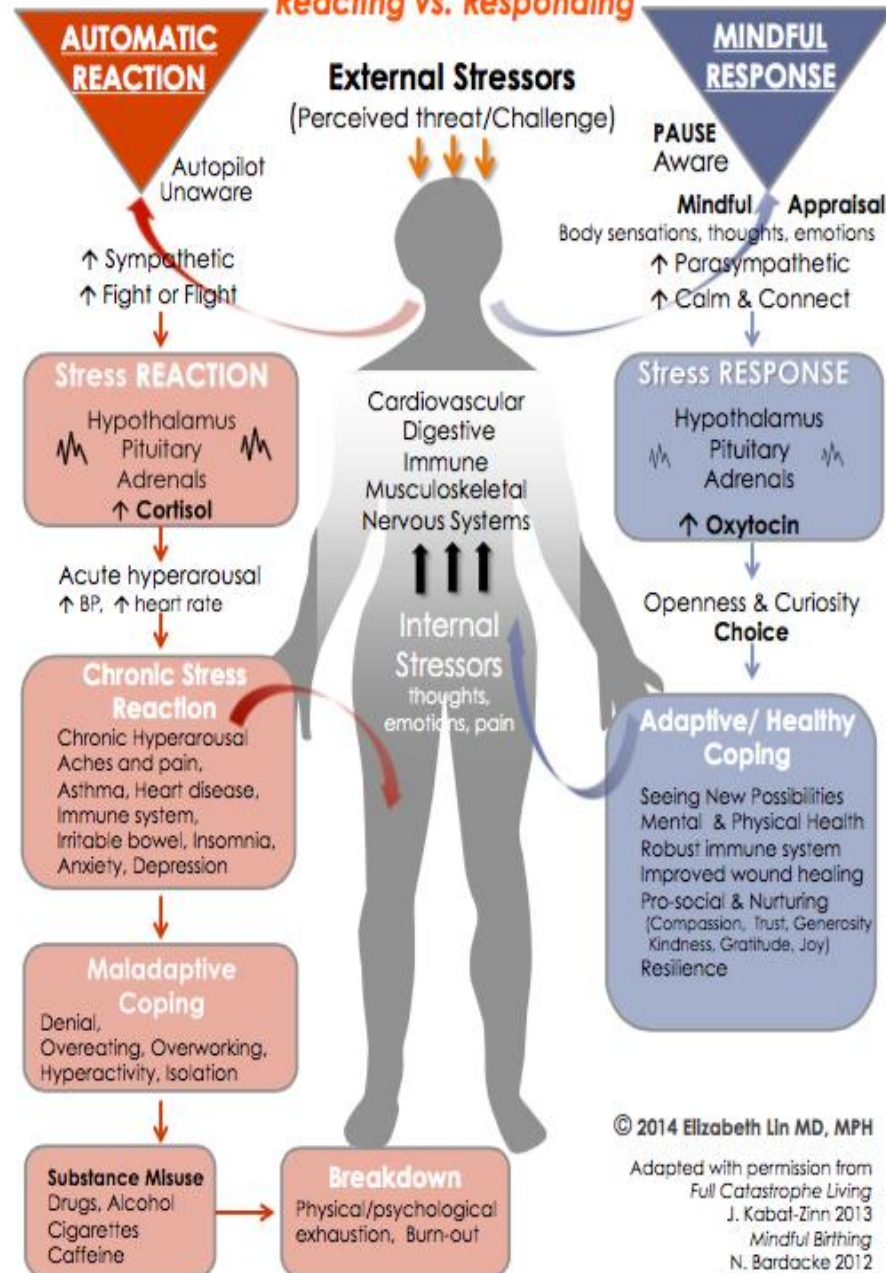


114 Routines

Stretching © 2000 by Bob and Jean Anderson. Shelter Publications, Inc.

COPING WITH CHANGE

Reacting vs. Responding



© 2014 Elizabeth Lin MD, MPH

Adapted with permission from
Full Catastrophe Living
J. Kabat-Zinn 2013
Mindful Birthing
N. Bardacke 2012
Graphics by R. Ryan



MINDFUL meetings

by **Dr Andrey Pavlov** and **Dr Jutta Tobias**
from the Cranfield Centre for Business
Performance

Most managers don't like meetings. They say they are boring, go on too long and often end without important decisions being made.

However, this needn't be the case. We recently carried out a study of meetings which found that they can actually be one of the most powerful tools managers have.

There is a catch though - it relies on people getting into a frame of mind that closely resembles the state of mindfulness so they can see things clearly and therefore make better decisions.

Mindfulness techniques enable people to be aware of the present moment without reacting too quickly to information. This allows new perspectives and innovative ways of doing things to be explored before making a decision.

At its core, mindfulness is 'engaged awareness'. Our research found that when the chair of a meeting leads everyone into a 'mindful space', people engage in a more effective way. Everyone's minds may still be busy but in an effective meeting, their attention is focused on specific priorities rather than on everything inside their head. By the chair taking responsibility for structuring and leading the meeting, everyone has the energy needed to focus and be aware of all that is going on throughout the meeting, observing the present moment in a non-judgmental and purposeful way.

Our study identified ten steps that a chairperson should follow to increase the likelihood of everyone in their meeting entering a 'mindful space' and engaging in an effective way.

1. Encourage openness

Those at the meeting need to feel they can speak openly without worrying about the repercussions of what

they say. A safe environment can be established by banning personal criticism and encouraging people to speak up.

2. Establish trust

An open atmosphere will also evolve if everyone at the meeting knows and trusts each other, as individuals will then share information and views more freely. This would not be the case if someone turns up at the meeting who has not been invited or is not expected to be there, which is why it is important to ask them to leave if that happens.

3. Ensure physical comfort

Research shows that all thoughts and emotions arise first as physical sensations which are interpreted by people as feelings which in turn influence their thoughts and decisions. It is therefore critical that those present are physically comfortable.

4. Ensure diversity of views

Inadequate diversity creates the danger of 'groupthink' - the belief among the group who are meeting that they and their decisions are invincible. To avoid this, ensure that those attending the meeting cover a range of backgrounds, perspectives and functions.

5. Allow expression of emotions

Emotions are an integral part of people's decision making, and mindfulness cannot emerge when emotions are explicitly or implicitly banned. It must be agreed upfront that reasonable 'venting' is okay and emotions are allowed.

6. Meet face-to-face

Personal contact is a powerful anchor which fosters commitment and a sense of ownership. Try to avoid teleconferencing and encourage people to speak directly to each other in person.

7. Respect people's limited attention span

Attention is a key resource for mindful decision making and it is limited. People are more likely to stay focused and fully engaged in meetings when they are kept brief and varied in format, with breaks and refreshments when needed.

8. Maintain personal focus

As the chairperson, you are the focus of everyone else's attention. What you say or do has an enormous impact on the attention and mindfulness of those around you. Therefore, you need to maintain personal presence, stay for the full length of the meeting and clarify the structure of the meeting when needed.

9. Allow new ideas and priorities to emerge

Mindfulness thrives on the present moment. Sticking rigidly to how the company has viewed business issues in the past takes attention away from what emerges 'there and then' in the meeting. You must stay involved in discussions as they unfold and avoid resisting the emergence of new priorities. When focused on what is required 'right here, right now', the relevant information is prompted and incorporated and the most effective and actionable decisions are made.

10. Shape the structure of the meeting

It is important for the person leading the meeting to shape the structure and purpose of the meeting as it unfolds; and stay alert throughout the meeting to keep it on track. This enables everyone else to focus on the present moment.

Although these ten points may seem obvious, you would be surprised at how few meeting chairs actually take them into account. Incorporating even a few of these suggestions will lead to more effective meetings. However, when implemented as a complete set, these actions will help everyone at the meeting to enter the 'mindful space' where old habits give way to new and effective decisions being made. **[MF]**

BENEFITS OF MINDFULNESS:

HEALTH BENEFITS:

Mental and Physical health:

<http://www.apa.org/monitor/2012/07-08/ce-corner.aspx>

<http://link.springer.com/article/10.1007/BF00845519>

[http://www.psicoterapiabilbao.es/wp-content/uploads/2015/12/three-year follow-up and clinical implications of a mindfulness meditation-based .pdf](http://www.psicoterapiabilbao.es/wp-content/uploads/2015/12/three-year_follow-up_and_clinical_implications_of_a_mindfulness_meditation-based_.pdf)

<http://www.positiveselfcare.com/wp-content/uploads/2014/08/AWanderingMindIsAnUnhappyMind.pdf>

For clinicians:

<http://jama.jamanetwork.com/article.aspx?articleid=184621>

<https://www.apa.org/pubs/journals/features/pst-48-2-198.pdf>

BUSINESS BENEFITS:

Forbes: Guide to Mindfulness at Work:

<http://www.forbes.com/sites/drewhansen/2012/10/31/a-guide-to-mindfulness-at-work/#308f0c036870>

http://www.kenan-flagler.unc.edu/~media/Files/documents/executive-development/unc-white-paper-bringing-mindfulness-to-the-workplace_final.pdf

<http://www.mindwork.co/what-is-workplace-mindfulness/the-research-on-mindfulness>

SCIENCE:

http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3004979/?_escaped_fragment=&po=35.7143

https://www.researchgate.net/profile/Britta_Holzel/publication/6288751_Differential_engagement_of_anterior_cingulate_and_adjacent_medial_frontal_cortex_in_adept_meditators_and_non-meditators/links/0c96051911886d0c7b000000.pdf

THE ATTITUDINAL FOUNDATIONS OF MINDFULNESS PRACTICE

(Adapted from *Full Catastrophe Living* by Jon Kabat-Zinn)

- Non-Judging
 - Taking the stance of an impartial witness to your own experience.
 - Noticing the stream of judging mind .. good / bad / neutral... not trying to stop it but just being aware of it.
 -
- Patience
 - Letting things unfold in their own time
 - A child may try to help a butterfly emerge by breaking open a chrysalis but chances are the butterfly won't benefit from this help.
 - Practicing patience with ourselves. "Why rush through some moments in order to get to other 'better' ones? Each one is your life in that moment."
 - Being completely open to each moment, accepting its fullness, knowing that like the butterfly, things will emerge in their own time.
 -
- Beginner' s Mind
 - Too often we let our thinking and our beliefs about what we 'know' stop us from seeing things as they really are.
 - Cultivating a mind that is willing to see everything as if for the first time.
 - Being receptive to new possibilities... not getting stuck in a rut of our own expertise.
 - Each moment is unique and contains unique possibilities.
 - Try it with someone you know – next time, ask yourself if you are seeing this person with fresh eyes, as he/she really is? Try it with problems... with the sky... with the dog... with the man in the corner shop.
 -
- Trust
 - Developing a basic trust in yourself and your feelings.
 - Trusting in your own authority and intuition, even if you make some 'mistakes' along the way.
 - Honour your feelings. Taking responsibility for yourself and your own well-being.

- Non-Striving
 - Meditation has no goal other than for you to be yourself. The irony is you already are.
 - Paying attention to how you are right now – however that it is. Just watch.
 - The best way to achieve your own goals is to back off from striving and instead start to really focus on carefully seeing and accepting things as they are, moment by moment. With patience and regular practice, movement towards your goals will take place by itself.
 -
- Acceptance
 - Seeing things as they actually are in the present. If you have a headache, accept you have a headache.
 - We often waste a lot of time and energy denying what is fact. We are trying to force situations to how we would like them to be. This creates more tension and prevents positive change occurring.
 - Now is the only time we have for anything. You have to accept yourself as you are before you can really change. Acceptance is not passive; it does not mean you have to like everything and abandon your principles and values. It does not mean you have to be resigned to tolerating things. It does not mean that you should stop trying to break free of your own self-destructive habits or give up your desire to change and grow.
 - Acceptance is a willingness to see things as they are. You are much more likely to know what to do and have an inner conviction to act when you have a clear picture of what is actually happening.
 -
- Letting Go
 - Letting go is a way of letting things be, of accepting things as they are.
 - We let things go and we just watch...
 - If we find it particularly difficult to let go of something because it has such a strong hold on our mind, we can direct our attention to what 'holding' feels like. Holding on is the opposite of letting go. Being willing to look at the ways we hold on shows a lot about its opposite.
 - You already know how to let go... Every night when we go to sleep we let go.





Utilizing Mindfulness to Reduce Stress and Prevent Burn-out

Presented by: Lisa Hardmeyer Gray
Founder, Intrinsic, LLC

In partnership with Northwest Primary Care Association

Wednesday, April 20, 2016, 12-1PM Mountain Time

Lunchtime Learning: Professional Skill Development Distance Learning Series, Part 1 pf 6

Hosted by: www.cchn.org

www.champsonline.org

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Interactive Poll

How knowledgeable do you feel about the practice of mindfulness?

- ▶ Not at all knowledgeable
- ▶ Somewhat knowledgeable
- ▶ Knowledgeable
- ▶ Pretty knowledgeable
- ▶ Completely knowledgeable



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Interactive Question

How many total people are watching this event at your computer (yourself included)?



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Learning Objectives

- ▶ Understand Burn-out
- ▶ Identify What Mindfulness IS *and* ISN'T
- ▶ Learn Benefits and Challenges of Mindfulness Practices for individuals and organizations
- ▶ Appraise evidence-based Research for Mindfulness in Stress--reduction and Resiliency
- ▶ Practice Mindfulness
- ▶ Review Stress Physiology and Neurobiology of Mindfulness
- ▶ Learn Best Practices and Strategies for bringing Mindfulness into your CHC

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Interactive Question

What percentage of health care professionals experience burnout?

- ▶ 20%
- ▶ 35%
- ▶ 60%
- ▶ 70%



Healthcare IT News

TOPICS SIGN UP MAIN MENU

Incomplete information means incomplete care.



Connect with the whole story

INTERSYSTEMS

Workforce

Burnout rampant in healthcare

Survey reveals 60 percent of healthcare workers experience burnout

By [Bernie Monegain](#) | April 30, 2013 | 09:57 AM

NCBI Resources How To

PubMed.gov
US National Library of Medicine
National Institutes of Health

PubMed

Advanced

Abstract

Radiol Manage. 2007 Nov-Dec;29(6):30-4; quiz 36-8.

Burnout among healthcare professionals.

Wood BD¹, Killion JB.

Author information

Abstract

*From many accounts healthcare professionals are at increased risk for professional burnout.

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From: **Burnout and Satisfaction With Work-Life Balance Among US Physicians Relative to the General US Population**
Arch Intern Med. 2012;172(18):1377-1385. doi:10.1001/archinternmed.2012.3199

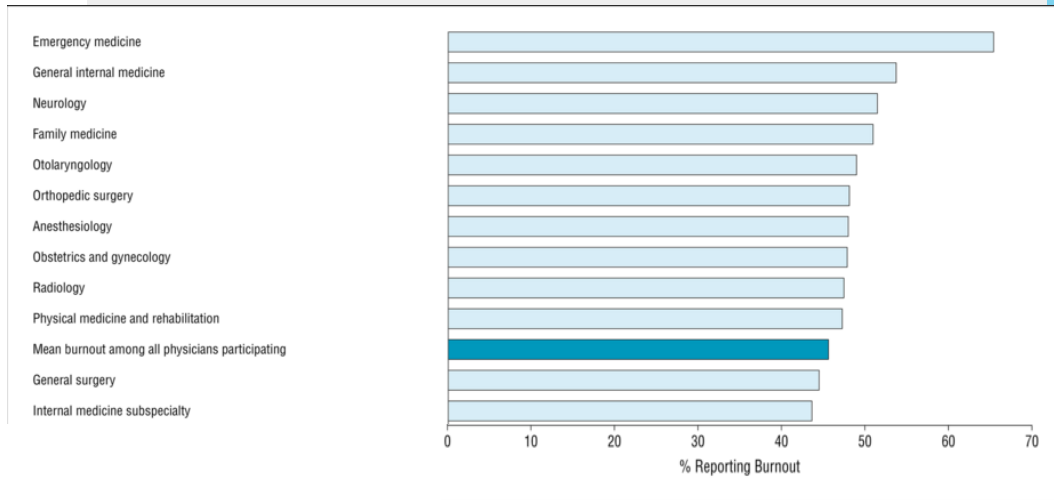


Figure 1. Burnout by specialty.

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Burn-out: Characterized by Three Spheres

EMOTIONAL EXHAUSTION - being emotionally overextended and exhausted by one's work

DEPERSONALIZATION - unfeeling and impersonal response toward recipients of one's service

DECREASED SENSE OF PERSONAL ACCOMPLISHMENT - lack of feelings of competence and successful achievement in one's work

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Interactive Question

Burnout is defined as...

- ▶ **EMOTIONAL EXHAUSTION** - being emotionally overextended and exhausted by one's work
- ▶ **DEPRESSION** - feeling a lack of motivation and decreased interest in things
- ▶ **DECREASED SENSE OF PERSONAL ACCOMPLISHMENT** - lack of feelings of competence and successful achievement in one's work
- ▶ **A and C**

Single Item Measure

- ▶ I feel emotionally burned out or emotionally depleted from my work
- ▶ I have become more callous toward people since I took this job – treating patients and colleagues as objects instead of humans.
- ▶ Single item measures of emotional exhaustion and depersonalization are useful for assessing burnout in medical professionals.

Trending?



Anderson Cooper



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amednews.com

AMERICAN MEDICAL NEWS



Using mindfulness to soothe physician stress

■ Doctors find relief from burnout symptoms in relaxation techniques designed to keep them focused on factors they control, such as patient communication.

By [KEVIN B. O'REILLY](#)—Posted Jan. 7, 2013

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The New York Times

Easing Doctor Burnout With Mindfulness

By [NE W. CHEN, M.D.](#)

SEPTEMBER 26, 2013 12:01 AM September 26, 2013 12:01 am



Credit: Joshua Bright for The New York Times

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JAMA[®]

The Journal of the American Medical Association

[September 23/30, 2009, Vol 302, No. 12](#) >

Original Contribution | September 23 2009 CLINICIAN'S CORNER

Association of an Educational Program in Mindful Communication With Burnout, Empathy, and Attitudes Among Primary Care Physicians

Michael S. Krasner, MD; Ronald M. Epstein, MD; Howard Beckman, MD; Anthony L. Suchman, MD, MA; Benjamin Chapman, PhD; Christopher J. Mooney, MA; Timothy E. Quill, MD

[\[+\] Author Affiliations](#)

JAMA. 2009;302(12):1284-1293. doi:10.1001/jama.2009.1384.

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FEATURE

What are the benefits of mindfulness

A wealth of new research has explored this age-old practice. Here's a look at its benefits for both clients and psychologists.

By Daphne M. Davis, PhD, and Jeffrey A. Hayes, PhD
July/August 2012, Vol 43, No. 7
Print version: page 64



Review

Making time and space: the impact of mindfulness training on nursing and midwifery practice. A critical interpretative synthesis

Louise Hunter MA, PhD, RM Senior Lecturer

Article first published online: 8 JAN 2016
DOI: 10.1111/jocn.13164

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Evidence-based Research

Study:

- ▶ 70 physicians in Rochester, NY
- ▶ 8 wk. MBSR (29-33 hrs.)
- ▶ 10 mo. follow-up

Measurements:

- Maslach Burn-out Inventory
- Jefferson Scale of Physician Empathy
- Physician Belief Scale
- Profile of Mood States

Results:

- ▶ Improvements in Well-being
- ▶ Increased Patient-Centered Orientation

Association of an Educational Program in Mindful Communication With Burnout, Empathy and Attitudes Among Primary Care Physicians

Michael S. Krasner, MD; Ronald M. Epstein, MD; Howard Beckman, MD; Anthony L. Suchman, MD, MA; Benjamin Chapman, PhD; Christopher M. Mooney, MA; Timothy E. Quill, MD

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Evidence-based Research: Abbreviated

Study:

- ▶ 30 primary care physicians
- ▶ Weekend course - 18 hrs.
- ▶ Baseline and 3 follow-up points

Measurements:

- ▶ Maslach Burnout Inventory
EMOTIONAL EXHAUSTION
DEPERSONALIZATION
PERSONAL ACCOMPLISHMENT
- ▶ Depression Anxiety Stress Scales-21
DEPRESSION
ANXIETY
- ▶ Perceived Stress Scale

Conclusions:

SIGNIFICANT BETTER SCORES

Participation associated with reductions in :

- ▶ indicators of job burnout
- ▶ depression
- ▶ anxiety
- ▶ stress

Abbreviated mindfulness intervention for job satisfaction, quality of life, and compassion in primary care clinicians: a pilot study.

[Fortney L¹](#), [Luchterhand C](#), [Zakletskaia L](#), [Zgierska A](#), [Rakel D](#).

[Ann Fam Med](#). 2013 Sep-Oct;11(5):412-20. doi: 10.1370/afm.1511.

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Interactive Question

The area of the brain that governs thinking and emotion and it is believed to influence decreases in anxiety.

- ▶ Anterior Cingulate Cortex
- ▶ Hippocampus
- ▶ Amygdala
- ▶ Pre-frontal Cortex

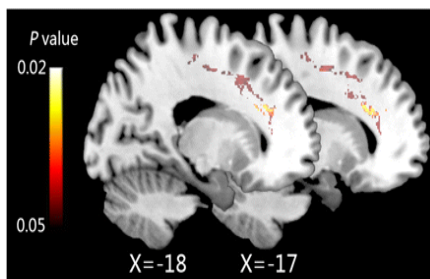


Why it Matters? Science of Mindfulness

Anterior Cingulate Cortex (ACC):

Thinking and emotion

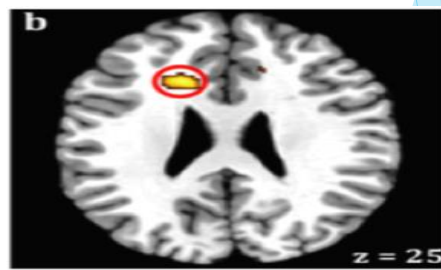
- Self-regulation



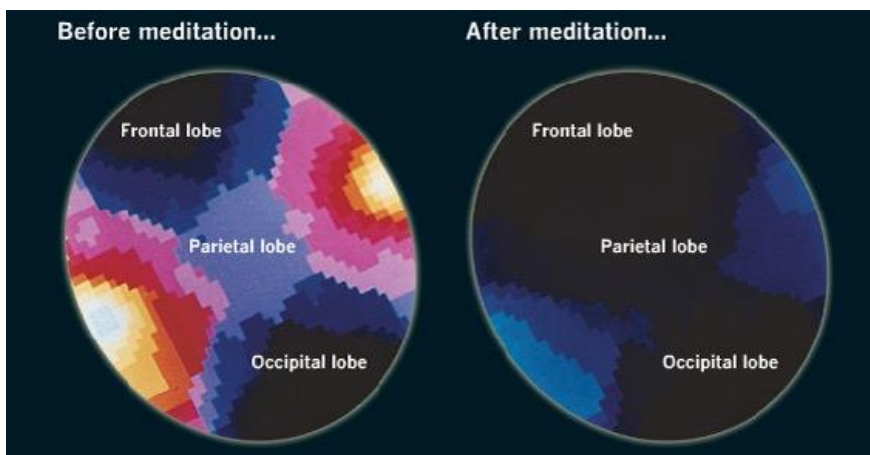
Hippocampus:

Learning, memory, self-awareness, compassion

- Increased gray matter



Brain Scan: fMRI



Interactive Question

What are the benefits of mindfulness

- ▶ Boosts Working Memory
- ▶ Decrease Emotional Reactivity
- ▶ Increase Cognitive Flexibility
- ▶ All of the above



Benefits for Staff:

- Stress Reduction
- Reduced Absenteeism
- Greater Productivity
- Better Communication
- Relationship Satisfaction
- Boosts Working Memory
- Increases Focus
- Increases Cognitive Flexibility
- Decreases Emotional Reactivity
- Increases Self-awareness
- Increased Job Satisfaction



What are the benefits of mindfulness
By Daphne M. Davis, PhD, and Jeffrey A. Hayes, PhD
July/August 2012, Vol 43

J Consult Clin Psychol. Author manuscript; available in PMC 2010 Apr 1.
Published in final edited form as:
[J Consult Clin Psychol, 2010 Apr; 78\(2\): 169-183.](#)
doi: [10.1037/a0018555](#)

Article [Journal of Behavioral Medicine](#)
June 1985, Volume 8, Issue 2, pp 163-190
First online:

The clinical use of mindfulness meditation for the self-regulation of chronic pain
Jon Kabat-Zinn, Leslie Lipworth, Robert Burney

Benefits For Patients:

- Increased immune functioning
- Improvement to well-being
- Improves symptoms of:
 - Anxiety
 - Depression
 - Chronic pain
 - Cardiovascular disease

▶ Family & Community Health: January 2003 - Volume 26 - Issue 1 - p 25-33 Complementary and Alternative Therapies

▶ Mindfulness Meditation, Anxiety Reduction, and Heart Disease: A Pilot Study

▶ Tacón, Anna M. PhD; McComb, Jacalyn PhD; Caldera, Yvonne PhD; Randolph, Patrick PhD

▶ J Consult Clin Psychol. Author manuscript; available in PMC 2010 Apr 1.

▶ Published in final edited form as: [J Consult Clin Psychol. 2010 Apr; 78\(2\): 169-183. doi: 10.1037/a0018555](#)

▶ Article [Journal of Behavioral Medicine](#) June 1985, Volume 8, Issue 2, pp 163-190

▶ First online: The clinical use of mindfulness meditation for the self-regulation of chronic pain

▶ Jon Kabat-Zinn, Leslie Lipworth, Robert Burney

The Washington Post

PostEverything

Meditation and mindfulness aren't as good for you as you think

There are negative side effects that no one ever talks about.

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Bringing Mindfulness to Work? Beware of the Peddlers

Companies are rushing to teach staff mindfulness. But some need to find more experienced teachers.

By [Stephany Tlalka](#) | February 25, 2015: [Mindful Magazine](#)



Practice: The Mindful Check-In

Mindful Check-In

Standing with awareness

Scanning body, noticing breath, thoughts, emotions

Working with wandering attention

What did you notice in your experience?

What seem to be the impact of doing this?



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What is Mindfulness? A process...

Mindfulness is paying attention in a particular way:
on purpose,
in the present moment,
and non-judgmentally.



Dr. Jon Kabat-Zinn

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What Mindfulness IS

- ▶ Training the Mind
- ▶ Turning off “auto-pilot”
- ▶ Cultivating presence



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What Mindfulness *ISN'T*

- ▶ New-Agey or a Religion
- ▶ “Not thinking” or Escaping
- ▶ Relaxation technique
- ▶ “My”ndfulness



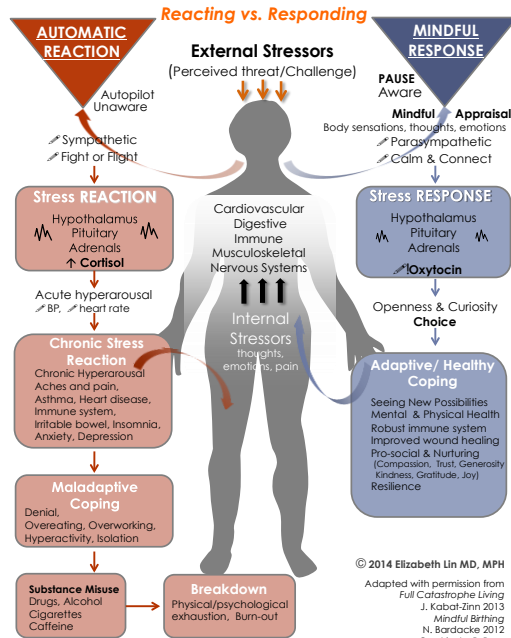
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THE BODY SCAN



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COPING WITH CHANGE



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MINDLESS REACTION



Unawareness

Disconnection
(from
experience)

Out of Balance

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MINDFUL RESPONSE

- ▶ Awareness
- ▶ Connection (to experience)
- ▶ Balance



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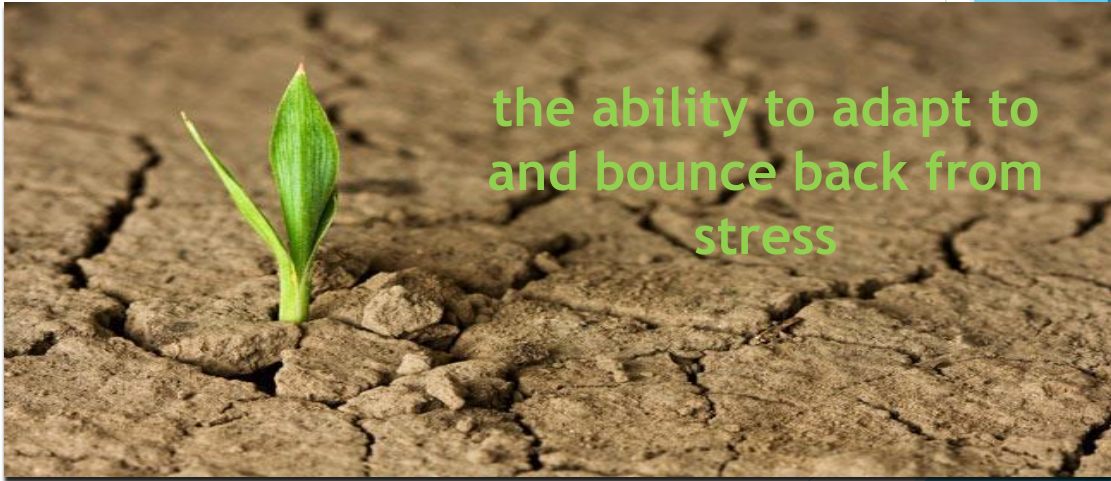
MINDFUL MOVEMENT



- raise body awareness
- lower stress
- decrease the incidence of injury
- increase energy
- improve concentration
- promote relaxation

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Resiliency



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Maslow's Hierarchy of Needs



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Foster

Mind - keep learning, get the tools you need to do the job at hand, connect w/ purpose/values at work (and home)



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The old way to deal with stress...

- ▶ Suppress
- ▶ Deny
- ▶ Workaholism
- ▶ Busyness
- ▶ Chemical
- ▶ Food
- ▶ Shopping



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Practice: Awareness of Breathing



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Becoming More Mindful: Formal Practices

- ▶ Formal practices shift the baseline
- ▶ Sitting & Walking Meditation
- ▶ Yoga / Qi Gong / Body Practices
- ▶ Regular is key
- ▶ Taking an MBSR class
- ▶ Workshops, Retreats, Organizational Trainings



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Real Life Possibilities - Informal Practices- Upon Arising-



- ▶ Mindful tooth brushing or shower
- ▶ Mindful breakfast
- ▶ Mindful check-in
- ▶ No radio or phone driving in

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Real Life Possibilities - Informal Practices-During the Day

Stop, breathe, be vs. “email apnea”

Take a Breath Break

Etch a sketch



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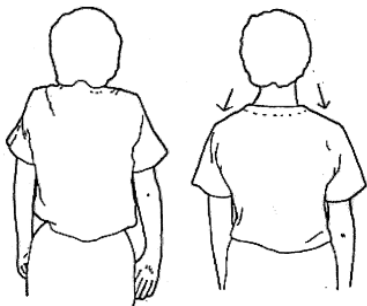
Real Life Possibilities - Informal Practices-During the day



- ▶ Washing hands
- ▶ Flight of stairs
- ▶ Walk to meeting
- ▶ Move your body

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Real Life Possibilities - Informal Practices-During the Day- Notice Your Body



- ▶ Clenched fist or jaw
- ▶ Heart rate
- ▶ Hunger
- ▶ Where are your shoulders?

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Use Reminders:

Low tech: (dots, post its, door knock, red light, phone ring)

High tech:

<http://stopbreathethink.org/>

<https://www.headspace.com/headspace-meditation-app>

<http://www.intrinsictrainings.com/resources1/>

Real Life Possibilities - Informal Practices-Coming and Being Home

- ▶ Device free dinner/evening/bedroom
- ▶ Gratitude or “heart” Journal
- ▶ Mr. Rogers moment



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Developing a Mindfulness Program in your Community Health Center

- ▶ **Initial training**
 - ▶ in-person training
 - ▶ online classes
 - ▶ recorded materials
 - ▶ Offer MINDFULNESS-BASED STRESS REDUCTION training followed up with opportunities for group or individual practice
- ▶ **Identify champions**
 - ▶ Set up a morning or lunch-time group, weekly to start then daily
 - ▶ using guided meditation with a pre-recorded session or with
 - ▶ a live instructor online
 - ▶ in person
- ▶ **Integrated Mindfulness into existing wellness programs**
- ▶ **Remain voluntary**
- ▶ **Support from management and the Board**

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Cost Effectiveness

- ▶ 8 wk. class - 5K - 7K for up to 25 participants. Some institutions subsidize classes- participants pay \$100
- ▶ Roughly \$400-500 /participant for 8 wk. class
27 Training hours
- ▶ Approx. \$10/hr. per participant
- ▶ Replacement of physician - min. \$250,000

Center for Mindfulness in Medicine, Health Care and Society

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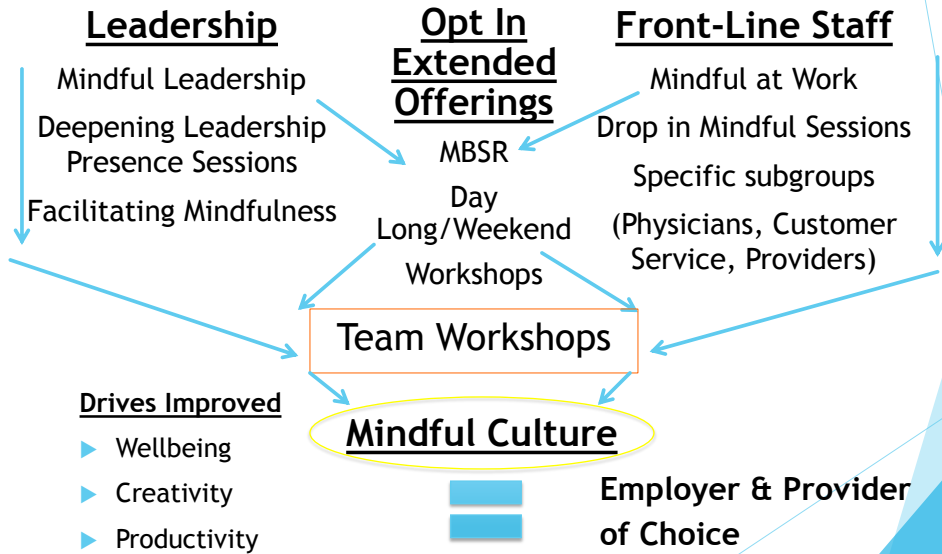
Create a Mindful Culture

- **BE AWARE.** Encourage employees to spend a few minutes before work each day to sit and be aware of the sensations of their breath and body.
- **TAKE FIVE.** Teach employees to use the STOP sign technique whenever they feel stressed:
 - - Stop what you are doing.
 - - Take five conscious breaths.
 - - Observe the sensation of the body and notice what you are thinking about.
 - - Proceed.
- **DO ONE THING AT A TIME.** Current research shows that multi-tasking is not effective and wandering mind is an unhappy mind.
- **TAKE TIME OUTS.** Encourage employees to take short breaks (1-5 minutes) every 90 to 120 minutes. Remind them to stretch, breathe, or walk during those breaks.
- **EAT LUNCH SOMEWHERE ELSE.** Encourage employees to eat their lunches away from their computers or desk.
- **LISTEN.** Encourage employees to practice active listening during meetings by being fully present for whoever is speaking.
- **NOTE ACCOMPLISHMENTS.** Encourage employees to make a note of what they accomplished at the end of every day.

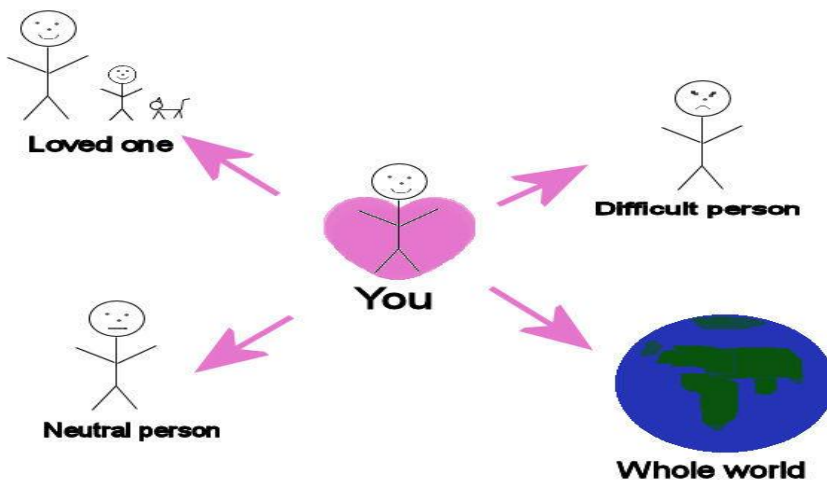
Staff Meetings

1. SELF CHECK-IN
 - ▶ Ask yourself, "What mental state am I in? At least 70% of communication is non-verbal."
2. GROUP CHECK-IN
 - ▶ Take 5 minutes to check in. Go around the room and have each person answer this question: On a scale of 1-10, how present are you right now?
3. STATE YOUR INTENTIONS
 - ▶ By stating this openly, it will give people permission to connect more fully.
4. ENGAGE STAFF IN OUTCOMES
5. DISTINGUISH THE PARTS
 - ▶ most meetings consist of one or more of the following:
 - Identifying problems, Generating ideas, Evaluating ideas, Making decisions, Planning next steps
6. WRAP IT UP
 - ▶ Questions you can ask to be mindful about how the meeting impacts the future?
 - What have we decided here today?
 - Who's going to do what, by when?
 - How will we resolve the issues that are still open?
 - What's likely to get in the way of us implementing what we agreed to today?

Parallel Paths and Multiple Offerings for Systemic Change



Kindness Practice



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Thank you!



LISA HARDMEYER GRAY Founder, Intrinsic, LLC
In partnership with Northwest Primary Care
Association

Please join us next month
for a next **Lunchtime
Learning Professional Skill
Development** webinar on
May 18, 2016!

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Thank You For Joining US!

Your opinions are very important to us.

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Each person should fill out their own Evaluation Survey.

Please refer to the SurveyMonkey link provided under the “Handouts” tab of the online event. The same link was provided in the reminder email sent out in advance of the event, and will be included in a follow-up email to those logging onto the live event. Please pass the link along to others viewing the event around a shared computer.

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