

# Listening Session

Health Center Leadership  
XX XX 2020



OMB approval control #: 0915-0379  
OMB expiration date:

# OMB Approval Statement

- Public Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is : **0915-0379**. Public reporting burden for this collection of information is estimated to average 2 hours per response, including the time for reviewing instructions, signing informed consent, and participating in the listening session. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N-39, Rockville, Maryland, 20857.

# Tell Us About You



- First name
- Role at your health center
- How long have you worked there?
- One major accomplishment for you or your health center

# We Want To Know



- How is workforce wellness impacting you and your health center?
- What is the culture like in your health center?
- What are you trying in an effort to improve joy in the workplace?
- How might you use the survey results?

# What's It Like For You?



- A. What about your work brings you pride and feelings of satisfaction?
- B. In your experience, what is the single biggest cause of burnout in your position?

# What's It Like There?



- A. How would you describe the culture of your health center in three words or fewer?
- B. By a show of hands, how many of you have a mission or documented vision/goals that include your staff in some way?
  - 1. How do you enact that mission/vision/goal specifically related to your workforce?
- A. What is contributing to burnout and lack of satisfaction of your staff?
- B. How has burnout or lack of satisfaction and joy in the workplace impacted your health center?

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# What's The Data Say?



- A. By a show of hands, how many of you are using an assessment of employee wellbeing, qualitative or quantitative?
- B. What are the most useful indicators around staff satisfaction?
- C. What are the most useful indicators around staff burnout?
- D. What is the most important reason that you are conducting the assessment?

# What's Working? What's Not?



- A. Tell me about some of your achievements related to improving joy in the workplace or reducing burnout.
- B. What barriers do you experience to implementing workforce wellbeing initiatives?
- C. Tell me about initiatives you tried that did not work.



# What's Next?



- A. Thinking about this final survey, what would you want to know from your health center staff?
- B. What's the value of these results to you?
- C. How might you use the data?
- D. How do you anticipate the survey helping improve workforce wellbeing?
- E. Envision success for your employees for a moment. What does success look like at your health center?
- F. Imagine there are no barriers, money and time are not an issue, what would you do to get to that successful place?

THANK YOU!

Questions?