

Otterbein University

## Digital Commons @ Otterbein

---

Masters Theses/Capstone Projects

Student Research & Creative Work

---

Spring 2022

# Resilience in Healthcare during COVID-19: Provider and Associate Well-Being at OhioHealth

Rachel Dosch

rachel.dosch@otterbein.edu

Follow this and additional works at: [https://digitalcommons.otterbein.edu/stu\\_master](https://digitalcommons.otterbein.edu/stu_master)



Part of the [Higher Education Commons](#), and the [Medicine and Health Sciences Commons](#)

---

### Recommended Citation

Dosch, Rachel, "Resilience in Healthcare during COVID-19: Provider and Associate Well-Being at OhioHealth" (2022). *Masters Theses/Capstone Projects*. 106.  
[https://digitalcommons.otterbein.edu/stu\\_master/106](https://digitalcommons.otterbein.edu/stu_master/106)

This Project is brought to you for free and open access by the Student Research & Creative Work at Digital Commons @ Otterbein. It has been accepted for inclusion in Masters Theses/Capstone Projects by an authorized administrator of Digital Commons @ Otterbein. For more information, please contact [digitalcommons07@otterbein.edu](mailto:digitalcommons07@otterbein.edu).



# Resilience in Healthcare during COVID-19: Provider and Associate Well-Being at OhioHealth

Rachel Dosch

## Introduction

Organization:  
OhioHealth

Department:  
Provider and Associate Well-Being

Site Supervisors:  
Laurie Hommema, M.D.  
Kristi McClure  
Lois Sallee

Faculty Supervisors:  
Dr. Paul Longenecker  
Dr. Erica Van Dop

Duration:  
August 1, 2021 – April 15, 2022  
250 total hours

## Goals

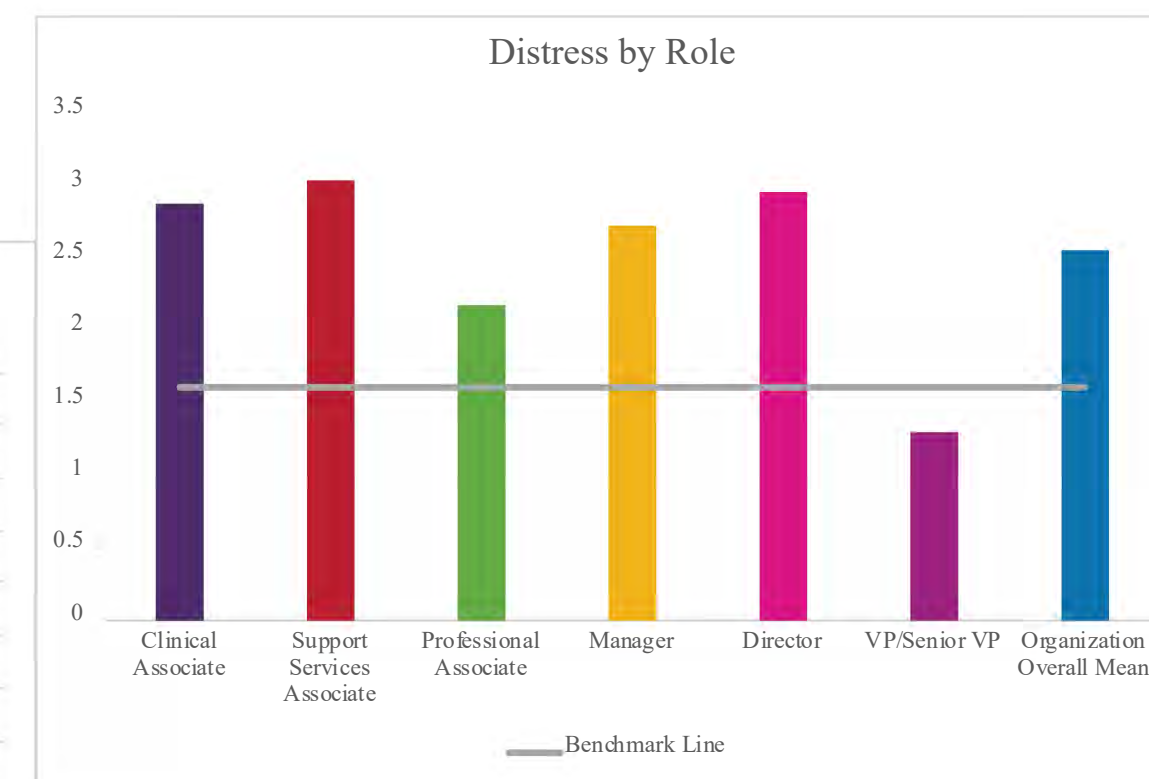
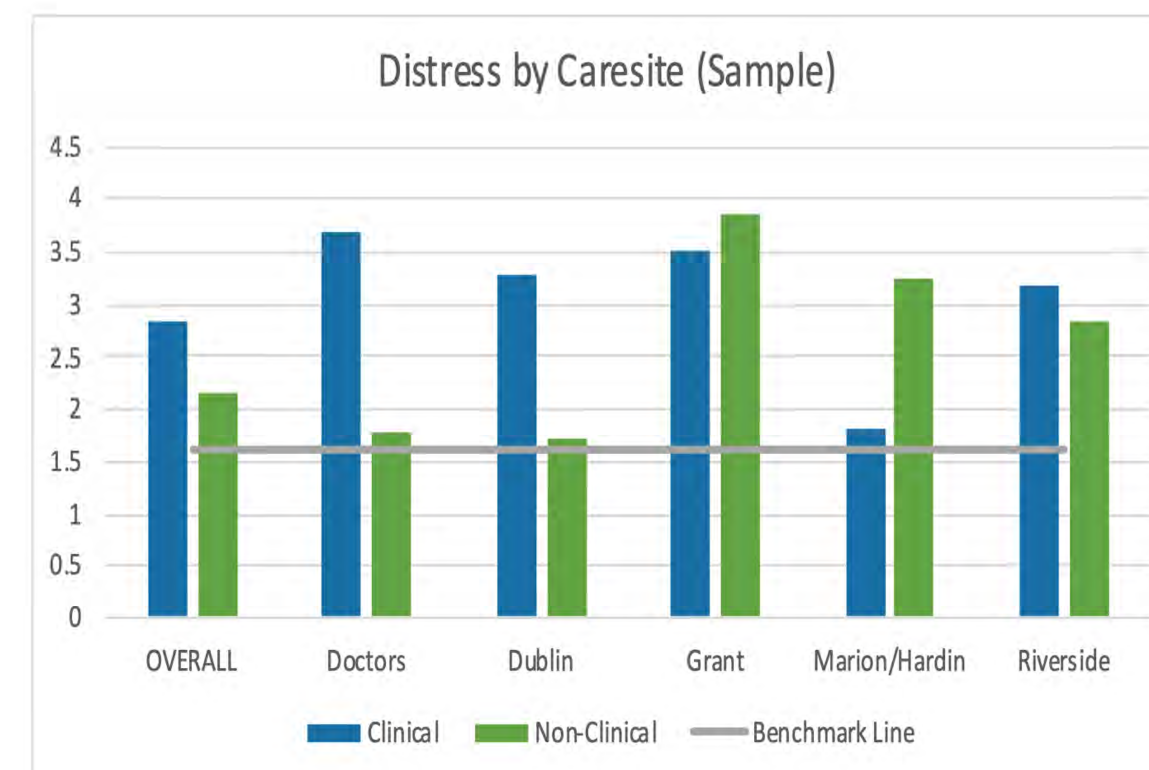
- 1) Gain understanding of OhioHealth Provider and Associate Well-being projects, work, and resources within the organization to improve provider and associate well-being.
- 2) Increase knowledge of marketing strategies utilized by the OhioHealth Provider and Associate Well-being team to share resources and tools with large associate population, and if applicable, help develop improved marketing strategies.
- 3) Assist with Mayo Well-Being Index data extraction for all OhioHealth care sites to better understand the culture of well-being within the OhioHealth organization.
- 4) Increase knowledge of associate well-being strategies and resources in healthcare settings through experiences and personal research.
- 5) Interview at least five (5) leaders outside of the OhioHealth Provider and Associate Well-being and OhioHealth Employer Services to improve personal networking and collaboration within the organization.

## Activities

### Mayo Well-Being Index

OhioHealth Provider and Associate Well-Being utilizes the Mayo Well-Being Index (MWBI) to gauge real-time distress and well-being data to drive process improvement. Associates and providers can take the MWBI once a month, and it asks questions to assess the person in the moment and provides immediate results and resources relevant to the answers selected. Units across the organization can ask for their MWBI data to better understand the current climate of their associates and/or providers and to make real, meaningful change based on the responses.

My role during my practicum experience was tagging the qualitative data by response categories, so when the data was pulled by care site or department, it is easy to quickly assess the responses and needs.



### Adopt-A-Unit Gifts of Resilience

Because of philanthropic support to the Well-Being Fund, the Adopt-A-Unit program was able to give high-priority units across the OhioHealth system "Gifts of Resilience." I was on the outreach team for this program and connected with managers to gather information about their unit and help them select a gift that their team would benefit most from. Gifts of Resilience outreach occurred in three rounds, and below are cumulative stats from the entirety of the program.

Gifts of Resilience Package Options:

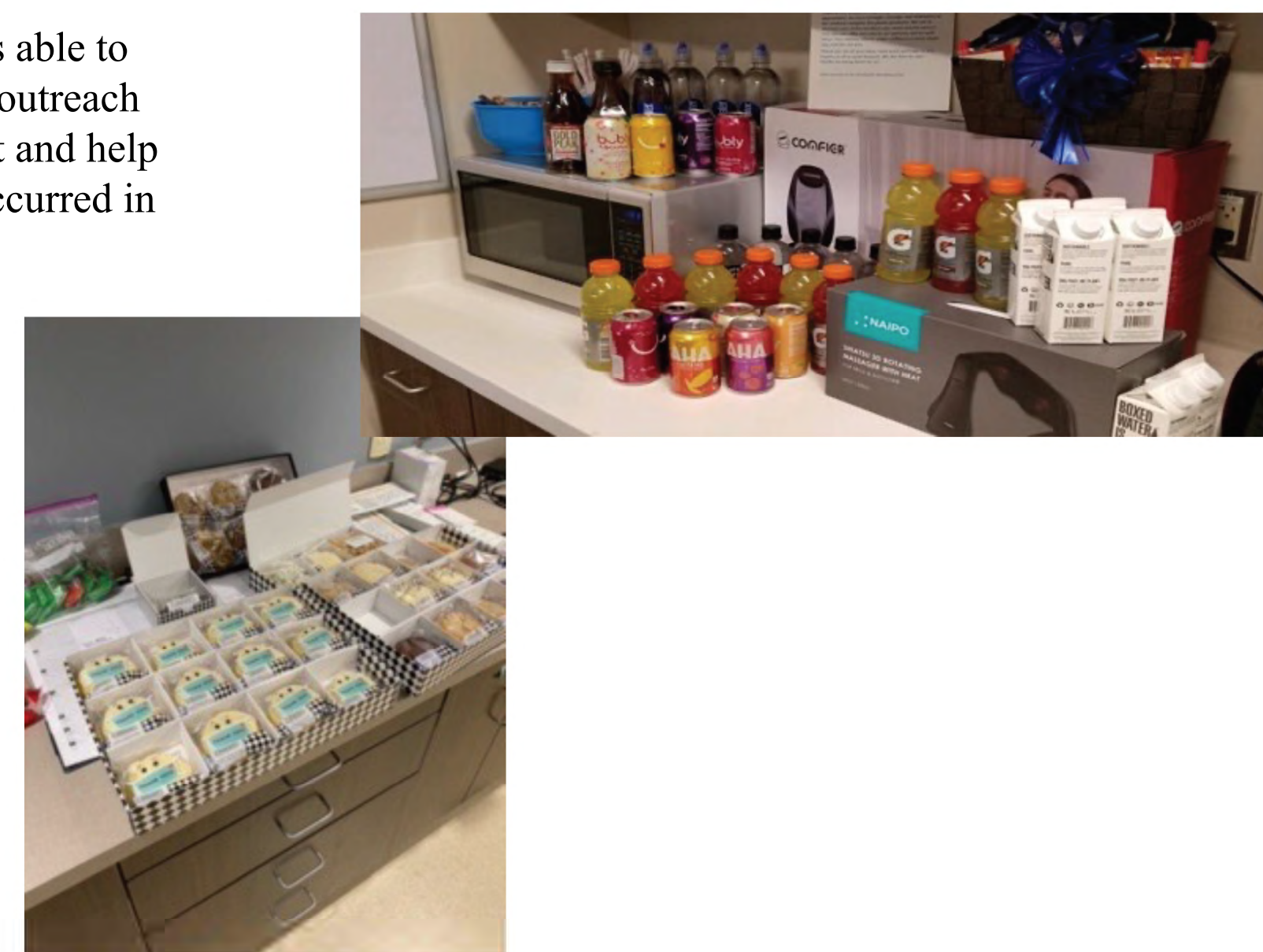
- Coffee Package
- Fuel Package (snacks)
- Cookie Package
- Self-Care Baskets
- Entertainment Package
- Create Your Own gift package

Gifts of Resilience Program Totals:

65 units  
2,253 total associates

Personal Outreach in Gifts of Resilience Program:

24 units  
709 associates



### OhioHealth Connection Interviews

**Kara Coates** – Director, Marketing Communications

**Heather Herron-Murphy** – Manager, Employee Assistance Program

**Molly Zwelling** – Wellness Consultant, Benefits and Wellness

**Todd Schneider** – Lean Promotion Office

**Julie Adams** – Program Director, Physician Leadership Development & Executive Coach

**Christina Lombardo** – Manager, Learning, Business Consultant & Instructional Design Teams

## Summary of Experience

My time with the OhioHealth Provider and Associate Well-Being team has been extremely insightful and beneficial. It is no secret that healthcare workers have been hit hard by COVID-19, and this team works tirelessly to identify and solve issues and truly make organization-wide impact. From giving informational talks upon request, presenting well-being data to leadership to emphasize the importance of this work, and constantly strategizing throughout the ever-changing pandemic, their work never stops. The fourth and fifth COVID surges occurred during my practicum experience, and I found myself constantly in awe of the work the Provider and Associate Well-Being team and their tenacity in moving the needle at an organization the size of OhioHealth. As an OhioHealth associate, I am proud to have worked with this team and cannot wait for all of the change they create in the future.

## Goal Achievement

- 1) Gained vast understanding of Provider and Associate Well-Being team through weekly meetings with supervisors, work group meetings, MWBI and Adopt-A-Unit projects, and learnings on best practices and the models their work is based on.
- 2) Attended weekly huddles with larger Resilience Operations Center work group to discuss ongoing and upcoming projects, how they are marketed, barriers and how to overcome them, and how work is divided between the team.
- 3) Spent a majority of hours tagging qualitative data on Mayo Well-Being Index to assist in process improvement at care site and department levels.
- 4) Conducted personal research and attended webinars to learn on best practices on resilience in healthcare as well as peer support programs.
- 5) I interviewed 6 leaders around the OhioHealth system to gain knowledge of their work and departments.