

# Wellness and Joy in Clinical Practice and Beyond

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Joy at Mayo





## **DISCLOSURE OF RELEVANT FINANCIAL RELATIONSHIP(S) WITH INDUSTRY**

- Aspen Green
- MeQuilibrium
- Pendulum Therapeutics

## **REFERENCES TO OFF-LABEL USAGE(S) OF PHARMACEUTICALS OR INSTRUMENTS**

- Nothing to disclose

# TODAY WE'LL DISCUSS:

1. Outline the changing healthcare landscape and its impact on clinicians and organizations.
2. Recognize the role that wellbeing and joy can play in healthcare settings.
3. Outline a process to bring about meaningful change on an individual, group or organizational level.











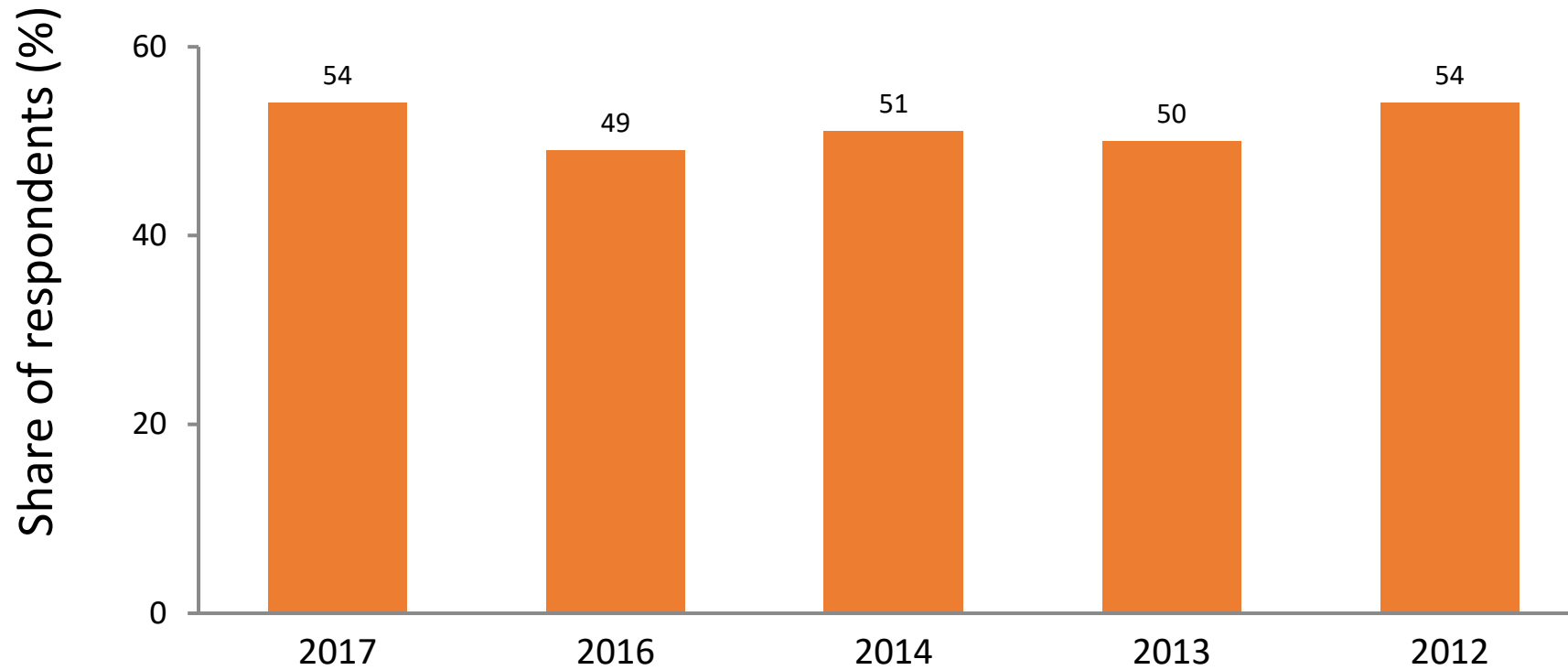








## Share of Respondents Who Stated Their Stress Level is Usually High in the United States from 2012 to 2017



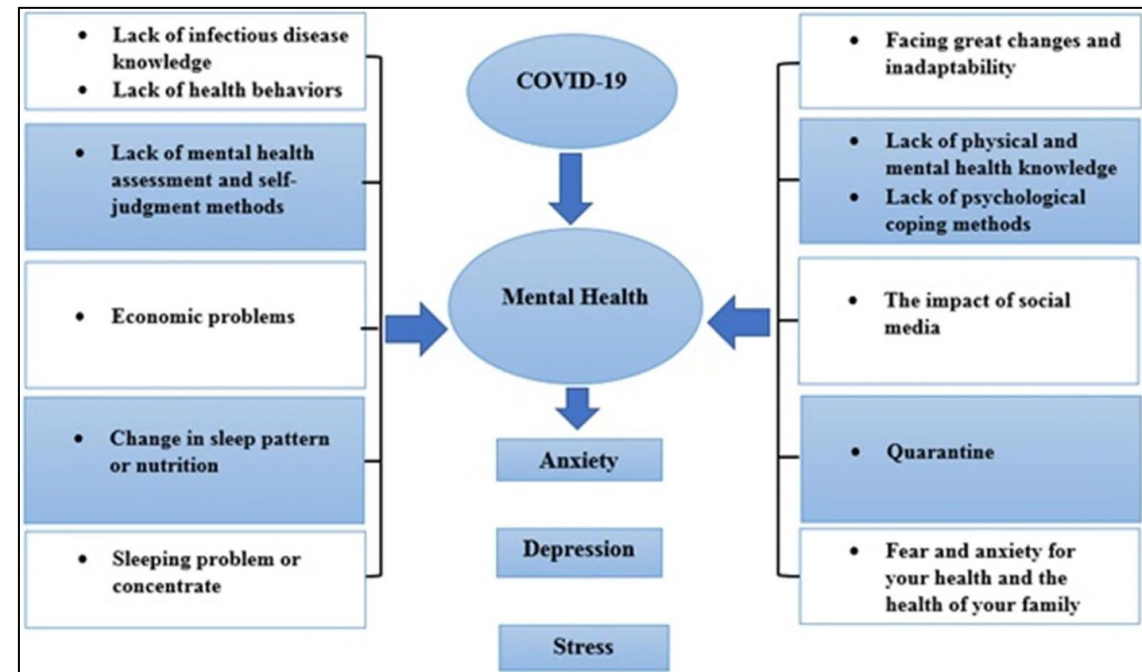
Statista 2019  
Stress & Burnout



# Prevalence of stress, anxiety, depression among the general population during the COVID-19 pandemic: a systematic review and meta-analysis

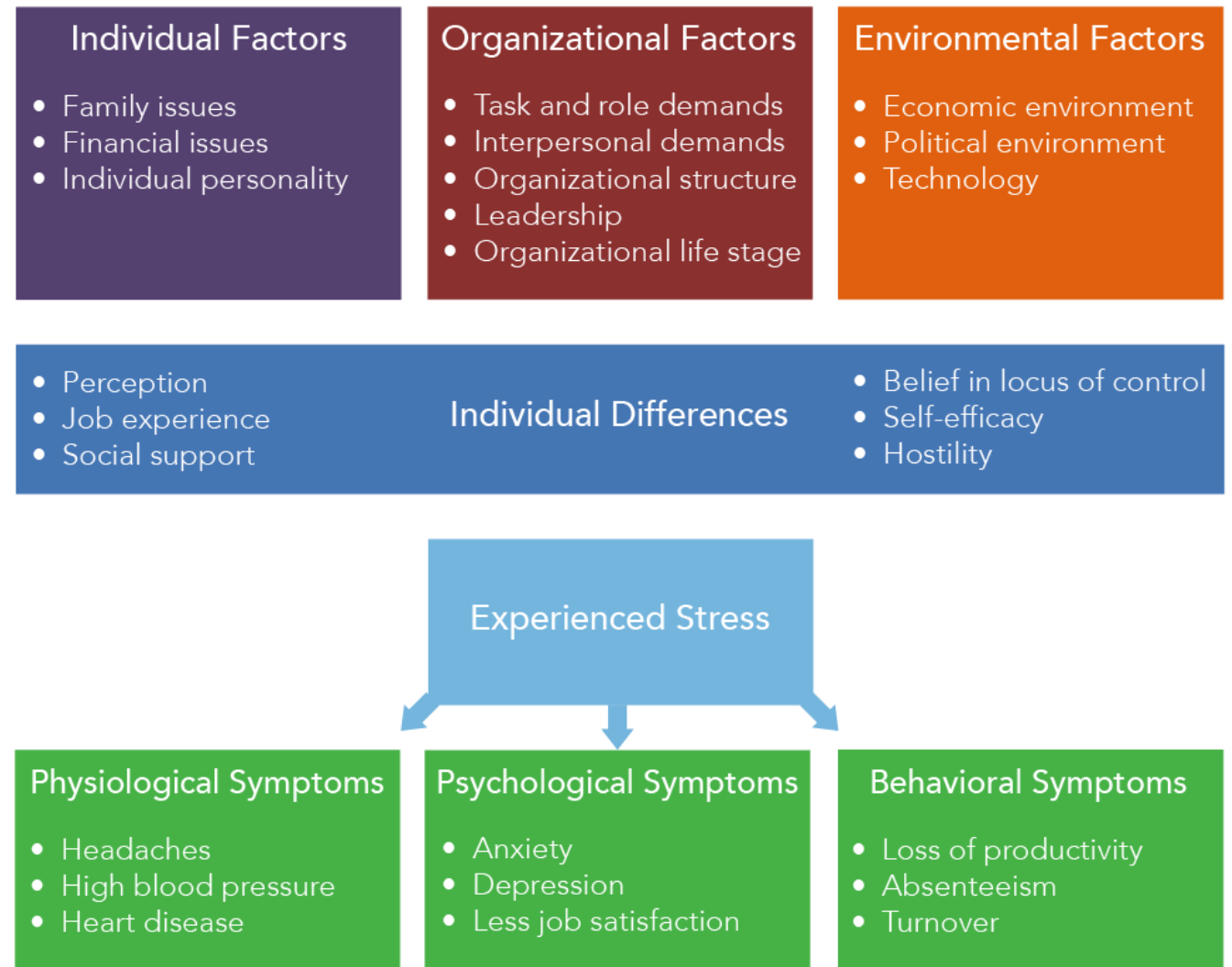
Nader Salari<sup>1,2</sup>, Amin Hosseinian-Far<sup>3</sup>, Rostam Jalali<sup>4</sup>, Aliakbar Vaisi-Raygani<sup>4</sup>, Shna Rasoulpoor<sup>5</sup>, Masoud Mohammadi<sup>4\*</sup>, Shabnam Rasoulpoor<sup>4\*</sup> and Behnam Khaledi-Paveh<sup>2</sup>

- Stress 29.6%
- Anxiety 31.9%
- Depression 33.7%

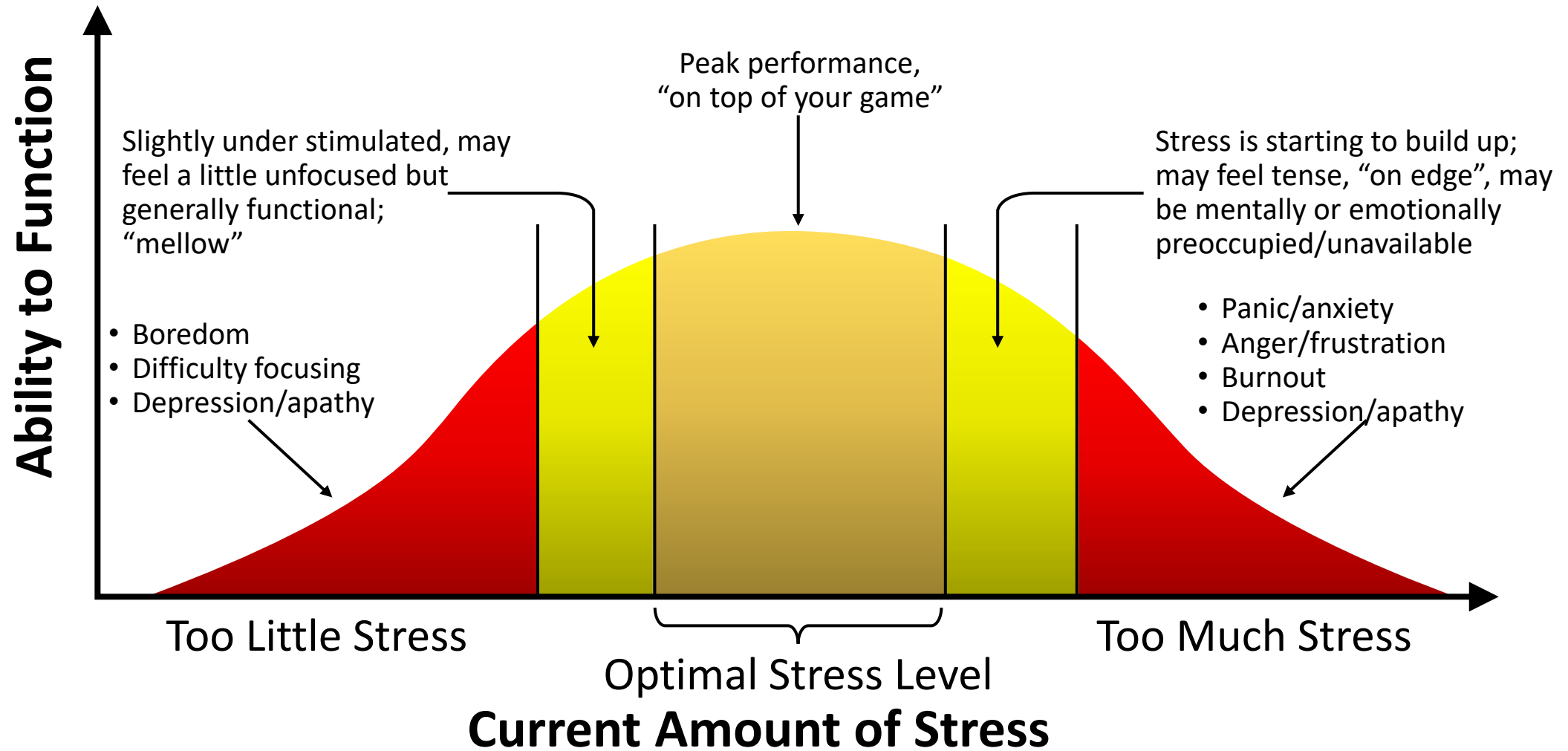




# How stress impacts an organization?







# Do You sometimes feel like this?



Exhausted



Cynical



Ineffective

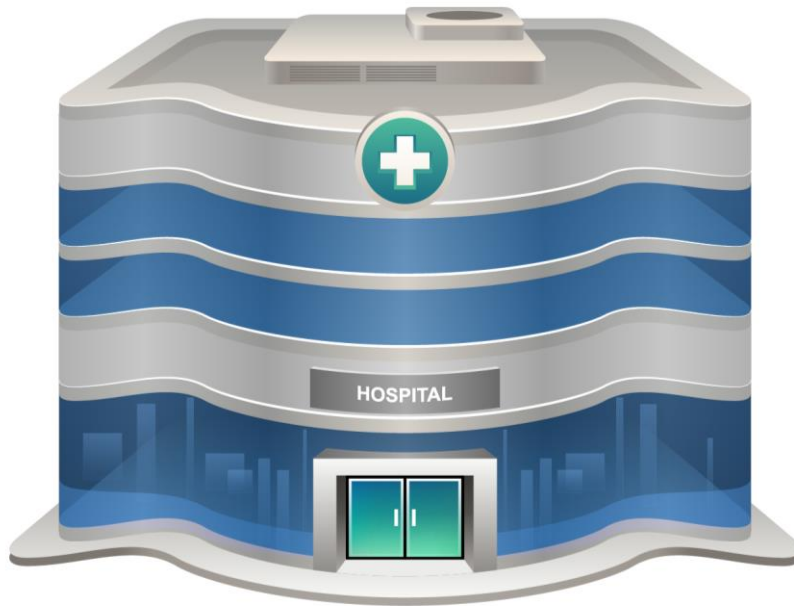


# What can be done to address the problem?

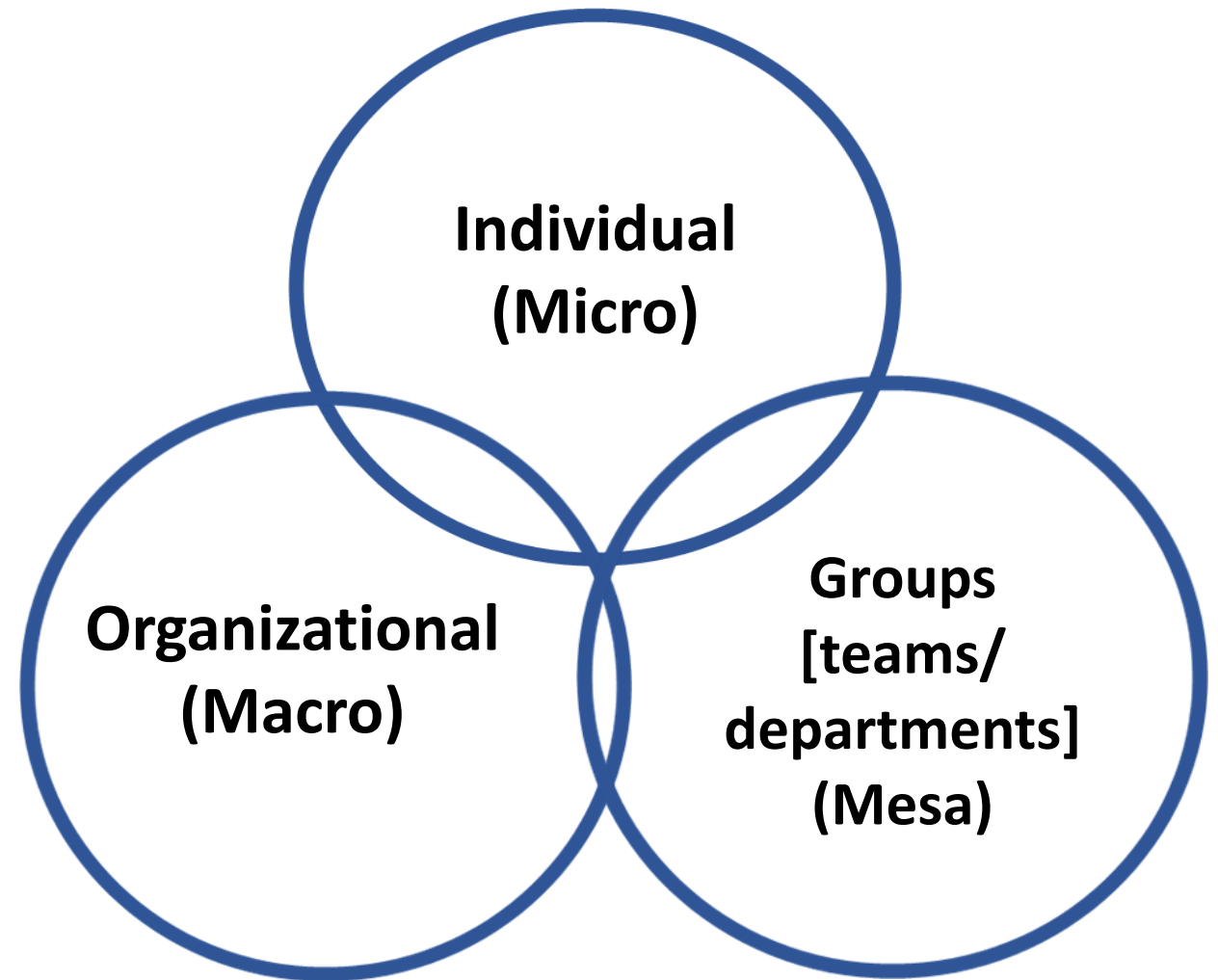
Organizational  
**Nurture**



Personal  
**Nature**



# Organizational System levels







### HEALTHY WORK ENVIRONMENT

Leadership addresses workload challenges, removes blockades and promotes physical and psychological safety to ensure work environments support employees to thrive.



### PERSONAL ENRICHMENT

Our employees feel a personal connection to Mayo Clinic's mission and values. They appreciate that Mayo has made emotional, financial and mental health as important as physical health.



### COMMUNITY AT WORK

Employees feel connected and have a sense of belonging at work.



### BEING VALUED

Employees feel respected, valued and empowered through equitable compensation and benefits, recognition and access to professional development.



### MEANINGFUL WORK

Employees feel purpose and meaning in work that aligns with their skill sets, strengths and values—experiencing both personal and professional fulfillment.

# Joy@Mayo

- Established in 2019 by incoming CEO Gianrico Farrugia
- Institute for Healthcare Improvement
- Joy lecture series
- Funded joy projects
- AMA Joy recognition





# Defining Joy

WHAT DOES IT MEAN AS AN ORGANIZATION



**WELL-BEING**

**self-  
actualization**

Well-Being is the active state of pursuing our full human potential and thriving personally and professionally.



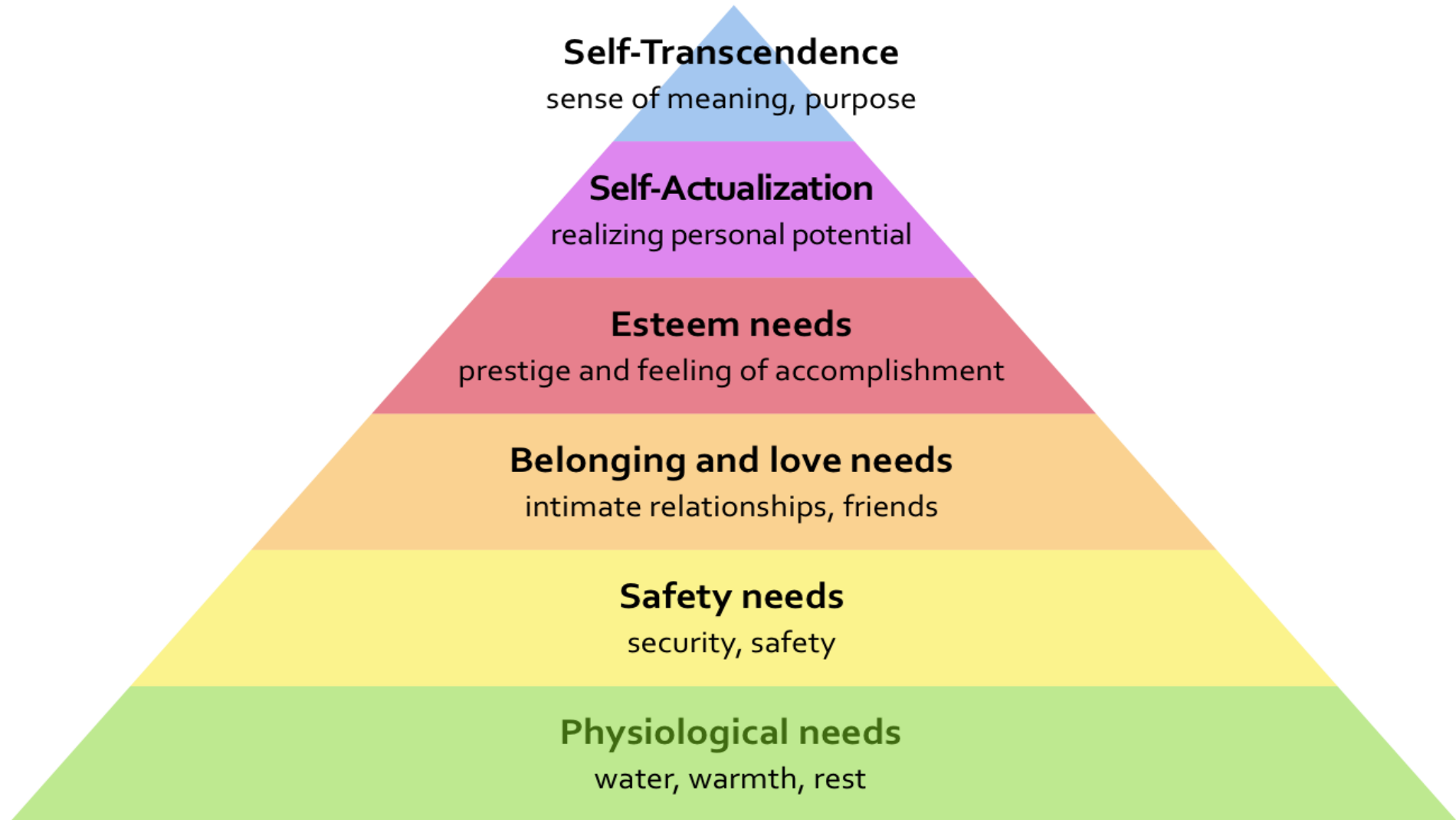
Distinction and connection between well-being (self-actualization) and joy (self-transcendence)

**JOY**

**self-  
transcendence**



Joy manifests through feeling connected to meaning and purpose resulting in a sense of belonging and fulfillment.





# Here are some reasons why joy is important in one's life:

Joy can:

- Improve physical and mental health, and overall well-being
- Help fight stress and pain, and boost the immune system
- Help people bounce back from negative experience
- Help people feel connected to others
- Promote kindness and raise moods
- Help people avoid health concerns like loneliness and anxiety





# Joy in Healthcare

- Improved patient outcomes
- Increase trust and satisfaction in the healthcare system.
- Decreased burnout and a greater sense of job satisfaction.
- Joyful people have a lower chance of having a heart attack, healthier blood pressure, lower cholesterol, weight management, and decreased stress levels.
- More likely to exercise, eat healthy foods, sleep better, and avoid smoking.
- Focusing on the joy can inspire care, compassion, and dedication that benefit relationships and organizational culture.
- Institute for Healthcare Improvement research has shown that joy in work is linked to reduced turnover, higher productivity, and improved patient experience, outcomes, and safety.

Diener, E., & Chan, M. Y. (2011). Happy people live longer: Subjective well-being contributes to health and longevity. *Applied Psychology: Health and Well-Being*, 3(1), 1-43.

Pressman, S. D., Jenkins, B. N., & Moskowitz, J. T. (2019). Positive affect and health: what do we know and where next should we go? *Annual Review of Psychology*, 70, 627-650.

Pressman, S. D., & Cohen, S. (2012). Positive emotion word use and longevity in famous deceased psychologists. *Health Psychology*, 31(3), 297.

<https://www.ihl.org/Topics/Joy-In-Work/Documents/IHJoyInWorkBibliography.pdf>



# Here are some ways that someone can experience more joy at work in healthcare:

- **Engagement:** Generate a sense of engagement around quality and safety programs in the healthcare institution
- **Helping others:** Do a small task to help someone else, which can create joy for both you and the person you are helping
- **Meaning:** Find meaning in your work, such as looking for challenges or opportunities that can help you grow as a professional
- **Community:** Cultivate an environment of community within the workplace through peer support
- **Safety:** Feel both physically and psychologically safe
- **Camaraderie:** Experience camaraderie with others at work
- **Policies:** Create policies that promote diversity and inclusion, which can create a safe space for employees to be their authentic selves
- **Praise:** Consistently deliver praise and recognition
- **Events:** Throw fun events that allow people to interact and bond
- **Wellness:** Incentivize wellness and make it fun

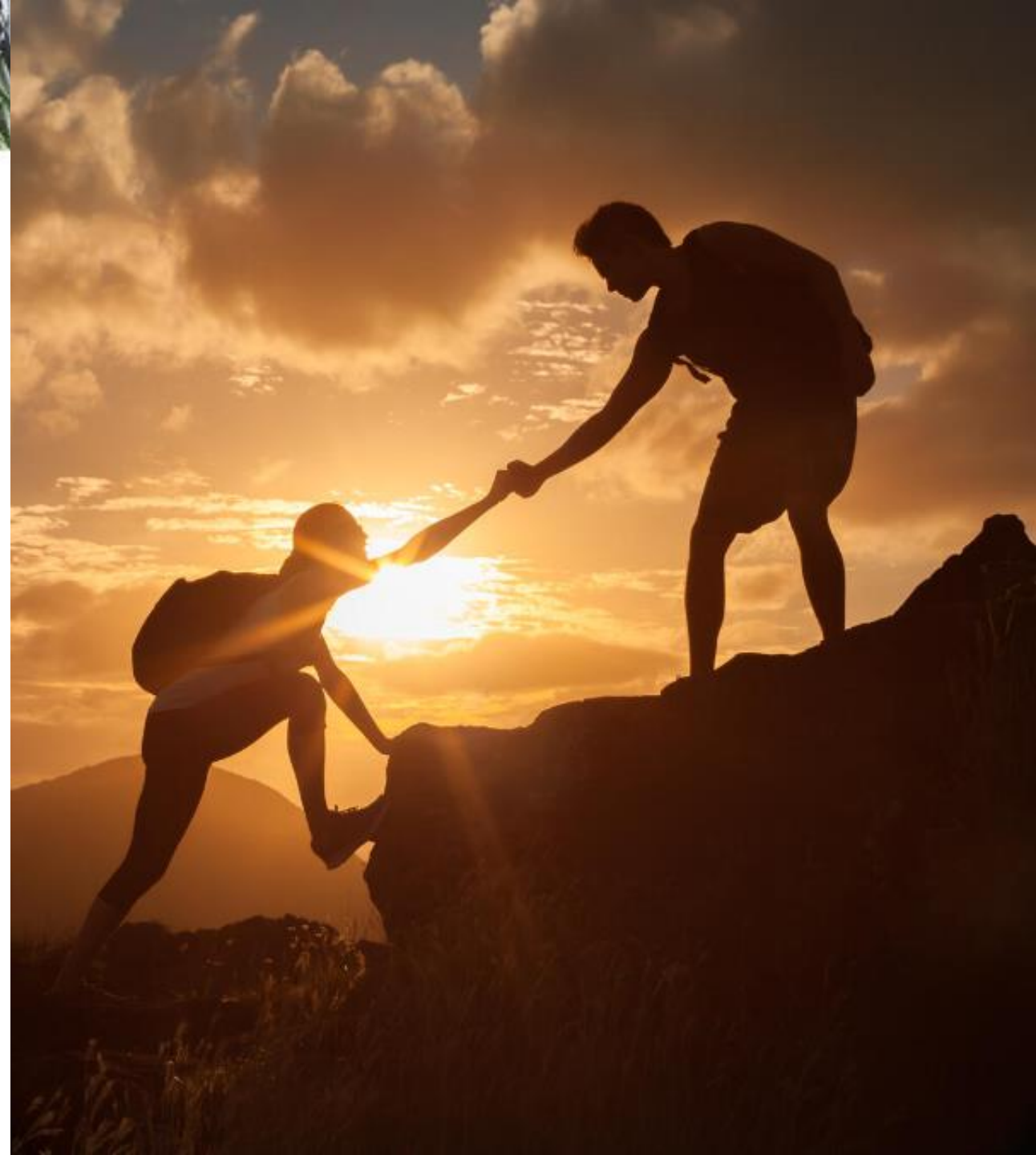


<https://www.allaboutlean.com/ikigai/>



# Leadership role of influence

- Servant leadership style
- Champion for well-being and joy
- Collaborative working style





# Vision

A vision can help you (your organization) understand where you want to be in life and provide direction for your goals and purpose









**"Vision without action is just a dream, action without vision just passes the time, and vision with action can change the world."**

**-Nelson Mandela**



How do we  
get from  
vision to  
results?

# Intentional Action



**Awareness/  
Mindfulness**

**Action**

**Values,  
Vision  
and Goals**

**Knowledge**





**Awareness/  
Mindfulness**

**Action**

**Values,  
Vision  
and Goals**

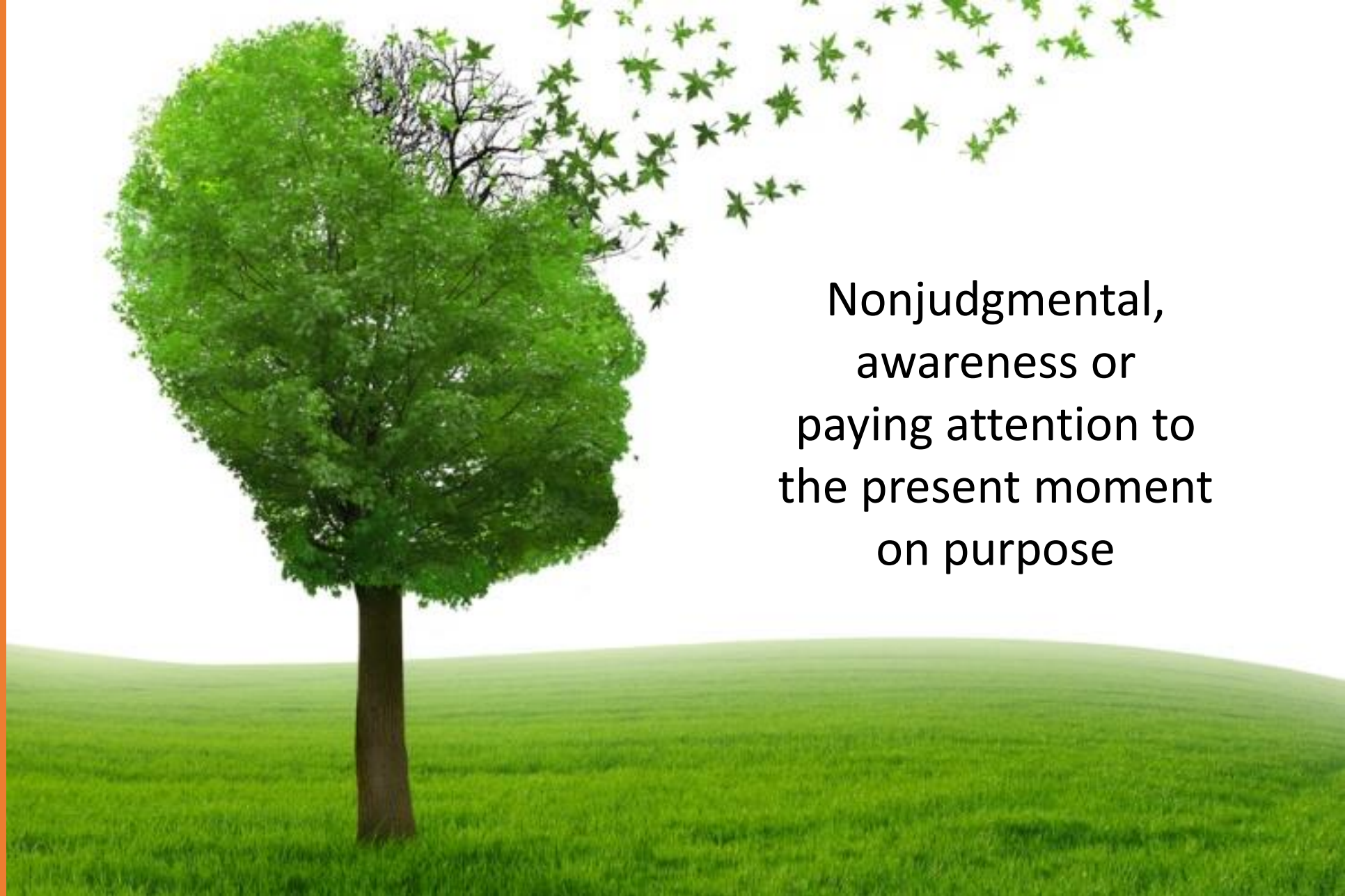
**Knowledge**



# PRACTICE MINDFULNESS

Studies show that mindfulness makes your brain less likely to be triggered by negative emotions AND strengthens your attention span, memory, and focus.

# What is Mindfulness?



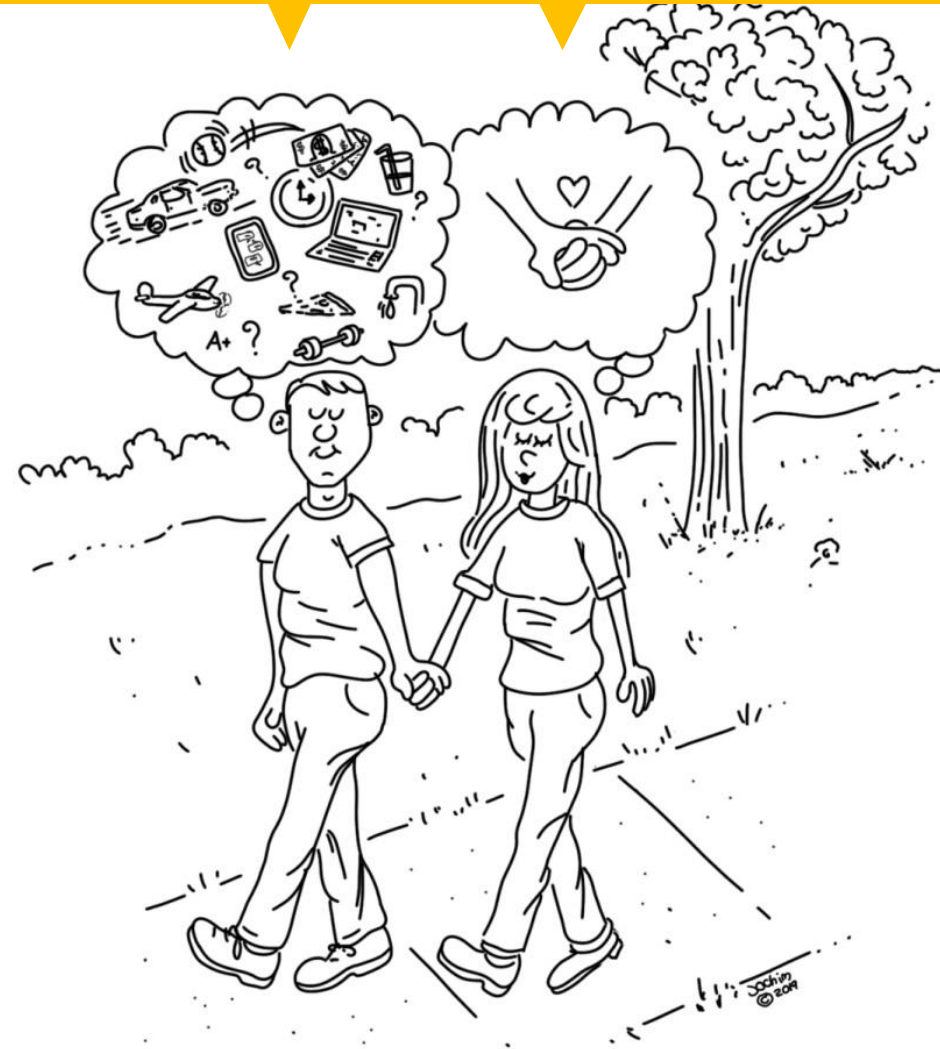
Nonjudgmental,  
awareness or  
paying attention to  
the present moment  
on purpose



Mind Full

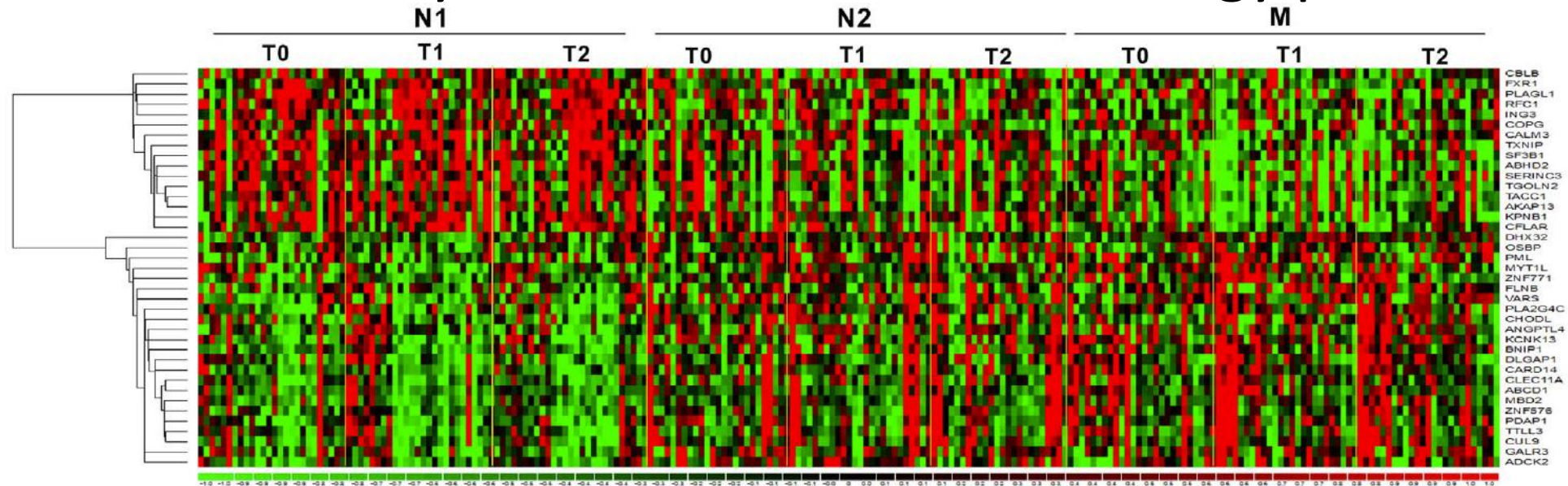
Mindful

# What is Mindfulness?



# Gene Expression

- >1500 differentially regulated genes
- Downregulation of inflammatory pathways
- Improved insulin utilization
- Increased ATP synthase/mitochondrial energy production





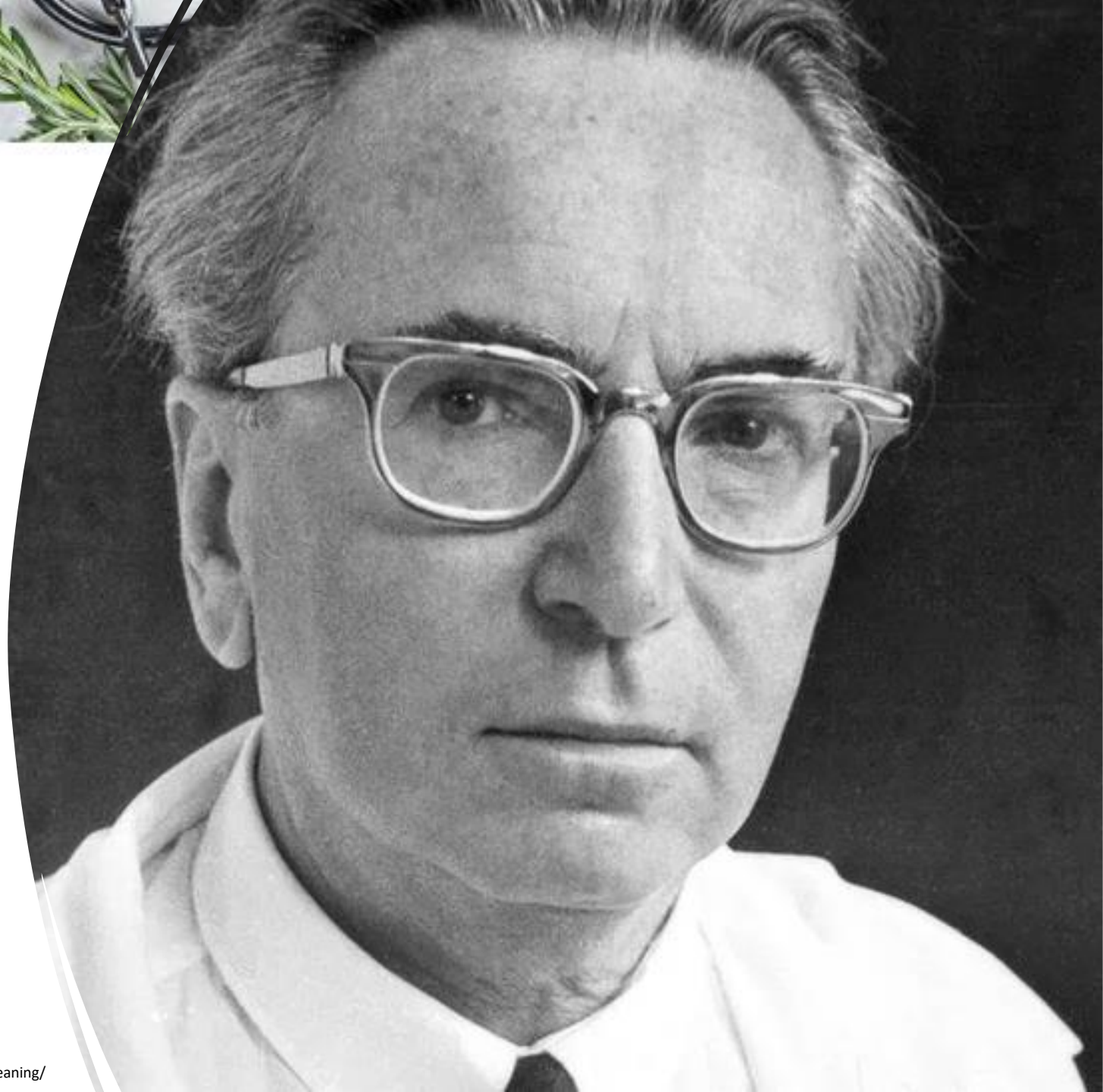
# What are the Benefits of Mindfulness for Decision Making?

Karelaia, Natalie and Jochen, Reb. Improving decision making through mindfulness. (2015). Mindfulness in organizations: Foundations, research, and applications. 163-189. Research Collection Lee Kong Chan School of Business

- **Enhance consistency of the decision with one's fundamental values**
- Notice when a decision should or could be made
- Facilitate option generation
- Improve the quality of information used to make a decision
- Better differentiate between relevant and irrelevant information
- Help recognize ethical challenges of decisions



"Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom."  
--Viktor Frankl



# Non-Judgmental Awareness

Paying Attention to the Present Moment on Purpose



**Formal Practice**



**Informal Practice**



# APPS

- Calm<sup>®</sup>
- HEADSPACE<sup>®</sup>
- Insight Timer<sup>®</sup>
- Mindfulness<sup>®</sup>
- 10% Happier<sup>®</sup>



# Organizational techniques to stay focused and present

- Emails
- Newsletters
- Messenger Boards
- Interest Groups
- Pins
- Huddles
- All Staff Gatherings
- Etc.





**Awareness/  
Mindfulness**

**Action**

**Values,  
Vision  
and Goals**

**Knowledge**



# Knowledge

## Reliable Resources

- Books
- Articles
- Podcasts
- TED talks
- Internet
- Healthcare providers
- Friends and loved ones
- Trusted advisors





Getty Images

# Knowledge at the Group or Organizational Level

- INTERNAL EXPERTISE
- EXTERNAL EXPERTISE
- LEARN FROM EXPERIENCE
- FEEDBACK FORM STAKEHOLDERS- ALL STAFF
- COLLABORATION WITH SHARED INTEREST GROUPS



**Awareness/  
Mindfulness**

**Action**

**Values,  
Vision  
and Goals**

**Knowledge**



# Action-The Science of Habits

- Move from goal to one small step – don't overcommit (mini-habits)
- Manage temptation
  - Adjust your **environment**
- **Remove/Add Friction**
- Habit stacking
- Find a buddy, a coach, a mentor
- **Become a part of a community**
- There's an app for that
- Manage your self-talk



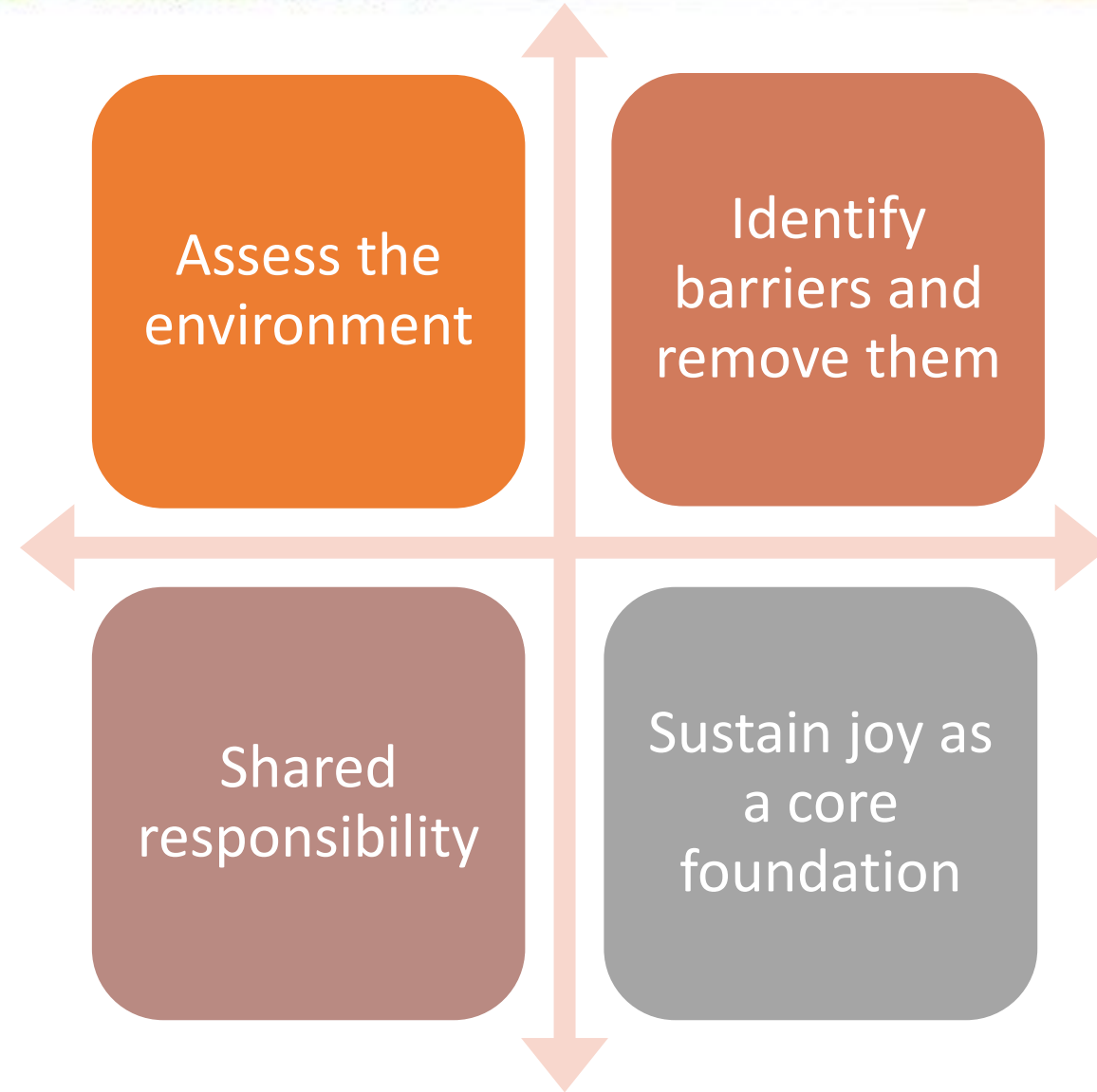


# Joy @ Mayo Clinic





# Setting the stage for Joy



# Mayo Clinic Impact of Joy

- Arizona campus 2022 Community Garden

10

Garden plots

22

Divisions

300+

Colleagues

## Results

At 3-month assessment,  
participants reported decreased  
burnout

- Enterprise 2022 Joy Grant Program

19,000+

Employees  
impacted by joy  
projects across  
the enterprise

100%

Would  
recommend to a  
colleague

~200

Joy projects  
implemented with  
favorable results

## Results

88% Employees – Felt it improved joy in  
their work area

85% Employees – Felt it positively  
impacted their personal feelings of joy

92% Employees – Felt Mayo Clinic took  
genuine interest in their well-being



# What is Joy and Why is it Important?

The feeling of being free, for the moment of worldly concerns...

-Dalcher Keltner

Thank you and may your days be filled with Joy





**Friday 3:30pm – 5:00pm**

**CME: Wellness and Joy in Clinical  
Practice and Beyond**

Please scan this QR code on you mobile  
or tablet device to access the session feedback survey



CME: Wellness and Joy in Clinical Practice and Beyond