



## BeWell

FALL 2021  
EDITION

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### 8 DIMENSIONS OF WELLNESS

Our wellness program's mission is to inspire employees to lead a balanced healthy lifestyle across all dimensions of wellness.



INTELLECTUAL



EMOTIONAL



PHYSICAL



SOCIAL



OCCUPATIONAL



FINANCIAL



ENVIRONMENTAL



SPIRITUAL

## Wellness Tips from the Top

CONVERSATION WITH GLORIA SANTOS, CHIEF NURSING OFFICER, VICE PRESIDENT OF PATIENT CARE SERVICES AT HOLY SPIRIT PENN STATE HEALTH.



### What does your role as Chief Nursing Officer look like from day to day?

I guide many decision-making processes. I spend a good part of my day in formal and informal meetings supporting the Holy Spirit team in their day-to-day work, ensuring we are providing the best care possible. I also prioritize

making rounds throughout the hospital because I want my team members to know that I have their backs. Establishing trust and transparency is an essential part of my work, so my time connecting with nurses and clinical staff is incredibly important.

### What does employee well-being mean to you?

I consider employee wellness to be a delicate balance between physical, emotional, mental, social, and spiritual wellness. These components make us who we are. Organizations that keep that balance in perspective and have supportive policies and procedures do an excellent job of fostering employee engagement, retention, and morale.

### How have you seen the health system prioritize the well-being of employees?

In the nine months that we've been with Penn State Health, I have seen our leaders support us in our work and encourage us to be creative and innovative in establishing a positive work environment for our team members. We do a very effective job at ensuring that we offer competitive wellness benefits. Specifically, I have been incredibly impressed with Penn State Health's commitment to time-off. In my years as a nurse, I have never seen an organization that prioritizes time-off for its employees so well.

### How have you seen Holy Spirit prioritize nurse well-being?

We recently added nutritious snacks and a hydration station so our team members can stay hydrated and nourished on the run. We also shared the Wellness Toolkit with our staff, outlining all of the wellness benefits available to employees. Wellness Toolkit can be accessed here: <http://bit.ly/PSH-BeWell> (URL is case sensitive).

### What do you do to prioritize your well-being?

I do a lot of things! I have refined my practice over the years because I recognize that I must be well if I want to be effective in my role. I have adopted an 8-dimension of wellness routine that involves nutrition, choices, physical activity, and trust in God. I eat a lot of vegetables and fruit, a little fish and meat, and drink lots of water. I also go for walks with my husband on the weekends, and more recently, have been using 5 lb weights to add in strength. It can be challenging for me to fit in more intentional time for exercise, so I regularly take the stairs up to my office on the 8th floor. I also have truly learned to disconnect from work when I take personal time off. This allows me to come back to work refreshed.

### What motivates you?

The joy of my life is my family. My husband and I have three sons, and my first grandbaby was just born! I love being a mom and grandmother.

### In the end, what will you hope that employees will say about wellness at Penn State Health?

I hope that employees will say that Penn State Health has the very best employee wellbeing and culture in the state. We are well-positioned for our employee family to say that - it just requires awareness of and participation in the employee wellness programs. Everyone wins with wellness - employees win, patients win, and providers win because there is better care for our patients at the bedside.

By Elizabeth Hivner, CHES, M.Ed, a Project Manager with Penn State PRO Wellness. She manages components of the BeWell employee wellness initiative for Penn State Health employees in partnership with Penn State Health Human Resources.





## BeWell Employee Wellness Website

The Human Resources Total Rewards team, in partnership with Penn State PRO Wellness, have been working to create the BeWell Employee Wellness website. The website, with an anticipated launch date of December 1st, will feature fresh, up-to-date wellness content, relevant topics, and information about upcoming events.

In coordination with launch, we will be offering a raffle where five randomly drawn employees will receive **10,000 Paws Up! points!**

To enter the raffle, employees must enter their name and @pennstatehealth.psu.edu email through the website December 1st – 8th. To enter the raffle, go to [bewell.pennstatehealth.org](http://bewell.pennstatehealth.org).



## Benefits Open Enrollment

Benefits Open Enrollment will be November 3 -17. Information on what's new for 2022 will be available in your Open Enrollment Newsletter, which should arrive at benefit-eligible employee's homes in late October.

### Here are a few reminders:

- Open enrollment is passive, meaning if you do not wish to make changes to your benefit elections, and do not wish to participate in a Flexible Spending Account for 2022, you don't need to take action. Your current 2021 elections will simply roll over into 2022.
- To participate in a Flexible Spending Account, Healthcare, or Dependent Day Care, you must make an election during Open Enrollment.
- If you enroll **new** dependents in medical, dental, or vision insurance, you must provide documentation proving your relationship to the dependent. For a complete list of the required documentation from the Infonet, visit mySolutions and search "Dependent Verification."
- Information on 2022 benefits are available 24/7 through the Virtual Benefits Fair at <http://bit.ly/pshbenefits> (URL is case sensitive).

# How to Spot and Reverse the Signs of Burnout



According to the World Health Organization, "burnout" means emotional exhaustion, plus depersonalization, and a reduced sense of efficacy. However, chances are, we do not need that formal definition. All of us have experienced it, especially over the past two years.

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## BUT WHAT CAN BE DONE ABOUT IT?

*By Dr. Leah Weiss, faculty of the Stanford Compassion Cultivation Program*

### FIRST

we can get to know and recognize it better. While we may associate burnout with the workplace, it actually can show up anywhere. For example, it might arise in parenting, as an arms race for having the most hardcore agendas for our kids, in which busyness is like a badge of honor.

Burnout is also a spectrum, not binary. At the early stages, it might just show up as having an excessive drive and pushing yourself to work harder and harder until you start neglecting personal care and needs. We might depersonalize others, seeing work colleagues purely in terms of their roles. Or we might depersonalize ourselves, seeing ourselves as to-do list ninjas rather than human beings.

At later phases, many people experience inner emptiness, depression, or collapse. It can look like intensive depression or like anxiety, depending on the person. Burnout can contribute to substance abuse as well.

As anyone who has experienced it knows, severe burnout is also a full-body experience. Recent research on burnout has focused on how burnout impacts our bodies, from enlarged amygdalas to changes in hormones and gastrointestinal problems. Other physical symptoms include hair loss, hormonal changes, even changes in one's speaking voice.

Lastly, as we emerge from the pandemic, it is also worth emphasizing that burnout takes a long time to recover from, like trauma. Burnout has a real impact on our self-worth and our ability to function even at fundamental levels.

**So, if you have seen that burnout has arisen in your life, what can you do about it?**

The answer to that question has two parts, each of which needs the other.

First, mindfulness can help us recharge and stay grounded. It can help us see the mindsets that increase the likelihood of burnout, like having a hero complex, believing burnout won't happen to us or internalizing a framing that sees busyness as a badge of honor.

Or, to take another example, are we very high on purpose and inclined toward self-sacrifice? Or are we low on purpose, and falling into a rut is more of a risk? Meditation can provide a sense of space and understand of what is happening within.

Meditation can also help us explore our coping strategies for feeling stressed about work or anxious about life. We can see if we sometimes throw ourselves back into our work over and over and over again. We can pay attention to the glass of wine that turns into four. We can try substituting fulfilling self-care activities for less productive ones. We can pay closer attention to health and sleep. If we notice these things, we become less likely to be the frog in the pot.

Penn State Health offers two free mindfulness practice community sessions every Wednesday from 5:15 p.m. to 5:45 p.m. and Friday from 1 p.m. to 1:30 p.m. via zoom. For more information, email [mindfulness@pennstatehealth.psu.edu](mailto:mindfulness@pennstatehealth.psu.edu). Some apps can assist with mindfulness practices, such as Sharecare, Calm, and Ten Percent Happier.





# Penn State Health OnDemand Virtual Mental Health Appointments

**OnDemand Mental Health Therapy** will enable patients ages 10 and older to see a licensed psychologist or counselor online to address common behavioral health challenges, such as anxiety, depression, and grief counseling. A typical session is 45 minutes. Therapists also can coordinate future virtual appointments with a psychiatrist if needed.

**Licensed psychiatrists** will provide psychiatric assessments, evaluations, and treatment through OnDemand Psychiatry. An initial consultation lasts 45 minutes. Psychiatrists can provide care and ongoing medication management for various conditions such as bipolar disorder, cognitive disorders, eating disorders, and obsessive-compulsive disorder.

**Patients using either the therapy or the psychiatry services** will receive an individualized treatment plan, and the provider may recommend future visits and/or medication. Only psychiatrists can prescribe medication, and they are not able to prescribe controlled substances through virtual visits. When appropriate, they can coordinate care with local primary care providers for prescription needs.

**Virtual visits are secure** and comply with Health Insurance Portability and Accountability Act patient privacy standards. Sessions

are not recorded. Patients have the option of sharing session notes with their primary care providers through the service and may also request a copy for their records.

**To schedule an appointment**, patients will need to create an OnDemand profile and be sure to enter their insurance information. Highmark subscribers will only be charged the copay or deductible amount at the time of the visit.

**Now through December 31st, 2021, employees and dependents covered under the Penn State Health medical plan have their copays waived.**

Patients covered by other insurance carriers will be required to pay at the time of service using a debit or credit card.

**Employees and their family members** may schedule their OnDemand Mental Health Therapy and/or Psychiatry appointments through the Penn State Health OnDemand website or the mobile app. Anyone who needs help setting up their account should contact the virtual health concierge team at **1-833-774-3627**.



# Time for that mammogram?

Penn State Health is proud to host Employee Mammogram Days during Breast Cancer Awareness Month. Female employees age 40 and older are invited to schedule their annual screening mammograms.



## **Berks County:** **Call 610-378-2246**

**Monday, Oct. 4 • 8 a.m.-7 p.m.**

**Thursday, Oct. 21 • 8 a.m.-7 p.m.**

Penn State Health St. Joseph Medical Center  
2500 Bernville Road, Reading

## **Cumberland County:** **Call 717-972-4900**

### **October 1-31**

7 a.m.-6 p.m. Monday-Friday

8 a.m.-noon Saturday

Penn State Health Camp Hill

Outpatient Imaging Center

875 Poplar Church Road, Camp Hill

### **October 1-31**

7 a.m.-8 p.m. Monday-Friday

Penn State Health Carlisle

Outpatient Imaging Center

1211 Forge Road, Carlisle

## **Dauphin and Lancaster counties:** **Call 717-531-6955**

**Wednesday, Oct. 6, Oct. 20 • 8 a.m.-6 p.m.**

Penn State Health Diagnostic Center

Union Deposit

4520 Union Deposit Road, Harrisburg

**Monday, Oct. 11, Oct. 25 • 4:40-7:40 p.m.**

**Tuesday, Oct. 19 • 4:40-7:40 p.m.**

Penn State Health Breast Center

30 Hope Drive, Hershey

**Monday, Oct. 4 • 8 a.m.-7 p.m.**

Penn State Health Lime Spring

Outpatient Center

2221 Noll Drive, Lancaster



# **PennState Health**





## BETTER HEALTH THROUGH PLAY:

# Why Adults Should Act Like Children

(Lindsay B. Curtin, PharmD, BCPS)

The simple suggestion of "play better to live better" might change your life. Research shows that playful adults are less stressed out, have better overall wellbeing, and are more effective at managing stress. An improved play-to-work ratio can even increase productivity and job satisfaction. Play "offers a sense of engagement and pleasure, takes the player out of ..time and place, and the experience of doing it is more important than the outcome," says Stuart Brown, founder of the National Institute for Play. Simply put, play is enjoyable, voluntary, and done for its own sake. Chances are, the grown-ups reading this are struggling to remember a day when play was a priority.

However, if you observe children, they seem to live in a state of play. Most juvenile species in the animal world are programmed for it. If you've ever listened to four young kids engaged in imaginative play you know that it opens the door to a dimension removed from the strict rules of reality. Just like a well-trained improv troupe, anything goes. Play is a prerequisite to healthy brain development in kids. It offers a safe place to take risks and make mistakes, allowing for an engaging environment for exploration, and a context for experimenting with decision-making. Children create, learn, adapt, and grow through play.

Humans are one of the few species where adults play, though not nearly as much as kids. Throughout history, civilizations benefited from play because it promotes sharing, collaboration, and cooperation. Adults that play improve connection, communication, and social wellbeing. Executive functions benefit too. Research shows that play-deficient rats have a smaller prefrontal cortex, the area of the brain responsible for decision making. When we deprive ourselves of play, we compromise learning, memory, and decision-making skills. Some forms of play like video gaming in moderation can even maintain cognitive health as we age!

Perhaps you think you're too stressed out to play. You are the perfect candidate for a playdate! Adults who self-report higher playfulness levels also report lower levels of stress despite the same number of stressors

in their lives. One theory suggests that playful people take a different perspective than less playful people and can better cope with similarly stressful situations. Incorporating lightheartedness, whimsy, creativity, or collaborative play can temporarily dial down stress intensity while introducing joy and pleasure into an otherwise discouraging situation. The point is not to ignore negative emotions or share toxic positivity but to experience delight in parallel with stress.

To the healthcare employee, play may seem like a waste of time. There are more important things to do, right? Leisure time and playfulness are acceptable and should be encouraged in the workplace to improve communication, collaboration, and team cohesiveness. Well-planned activities can improve positive emotions and rally the group behind a common goal. Activities must be curated to the workplace mission to avoid contradicting workplace objectives and eliciting unwanted behaviors.

Hopefully, you're convinced that play is valuable, but you may be questioning your skill. Perhaps you are afraid to be (gasp!) silly and carefree! The good news is that play can be scheduled, learned, and doesn't have to conform to anyone else's preferences. Some adults prefer recreation shared with friends (think ping-pong or softball), while others focus on playing through words, puzzles, and brain teasers (intellectual play). Others are creative or lighthearted and generally playful throughout their day. These individuals may be told that they don't take life too seriously. Still, others may be whimsical and eccentric, finding wonder in unusual details. Whatever your preference, play should accomplish nothing but resetting your busy mind.

### So how do we get started?

- 1 Check your adult ego at the door:** Adults tend to be more self-conscious than younger kids, so it may be intimidating to try something new. Overcome these feelings by finding your preferred type of play or starting small with a close friend.
- 2 Schedule time for leisure:** It may seem counter-intuitive to schedule play, but creating space in your day ensures you have the freedom to explore. If your calendar is full, try to place mini moments throughout your day. Are there a few minutes in between meetings or some time before dinner?
- 3 Silence the inner critic:** Remember that play is for the sake of play. Limit your rules and stop judging.
- 4 Unplug:** Don't take photos to document how playful you are being (or not being if you're on your phone). Don't think about how you're going to share this moment on social media when you're finished. These thieves of mindfulness and spontaneity can ruin a perfectly good playdate! Staging picture-perfect play misses the whole point. Put the phone down and fully immerse yourself in the experience. Your health and wellness will thank you.

Playful people tend to pursue enjoyable activities and report a greater appreciation for life. Play engages us and allows a break from the seriousness of adult life. It provokes passions and desires that get buried in grown-up obligations. Beautifully executed play can even serve as a mindfulness practice where we are fully present and enjoying the here and now. So, in the coming days, take a moment to thumb wrestle your neighbor, tackle that brain teaser, or belt your favorite song during your morning commute. You're bound to find new delight if you briefly ignore you are a poised and regulated adult and let go like a little kid.



# Communicating Effectively with Coworkers



## Improving your workplace communication skills is as simple as being a better communicator and a better listener.

### These Tips Can Help:

- 1. Avoid talking too much.** Think about what you need to say, and then choose the simplest way to say it.
- 2. Get the facts.** The reality is that no one ever knows all of the facts. Be willing to listen and consider other viewpoints.
- 3. Listen enthusiastically.** Give the person and their message your full attention.
- 4. Put emotions aside.** Don't let anger or jealousy stand in the way of attentive listening.
- 5. Avoid distractions.** Focus your attention on the person talking, maintaining eye contact.
- 6. Blame is unproductive.** Are you sure you made your ideas clear? It would be best if you remembered that you might be as much a part of the problem as anyone else.
- 7. Go easy.** It is tempting to offer an immediate solution to the problem. Instead, listen to all points of view and acknowledge the other person or people involved, so they know that their opinions are heard.

## Recipe



### Farmers Market Frittata

Try this healthy farmer's market omelette for breakfast, lunch or dinner. A delicious way to add vegetables to your meal, this baked omelette is packed with zucchini, mushrooms, tomatoes and baby greens. This quick recipe is gluten free, too.

#### Ingredients:

1/2 cup diced zucchini	1/2 cup egg whites, lightly beaten (about 2 egg whites)
1/2 cup sliced mushrooms	2 Tbsp 1% milk
1/2 cup diced tomatoes	2 Tbsp chopped fresh thyme or basil
1/2 cup chopped baby greens	
1 egg, lightly beaten	

#### Preparation:

1. Preheat oven to 400°.
2. Heat a 4- to 6-inch ovenproof omelette pan (stainless steel or cast iron) on high heat until hot. Remove from heat and spray with nonstick cooking spray. Reduce heat to medium, add vegetables and sauté until caramelized, about 3 to 5 minutes.
3. In a small bowl, lightly whisk the egg, egg whites and milk. Add egg mixture to the pan and reduce heat to medium-low. Cook eggs for 2 minutes undisturbed.
4. Sprinkle herbs over top of egg mixture and bake in oven for 5 to 8 minutes, or until eggs set and are puffed and a toothpick inserted in the center comes out clean. Remove from pan and serve hot.

#### Nutrition Facts

##### Serving size: 1 frittata

Per Serving: Calories: 186 Fat: 6g Saturated Fat: 2g Cholesterol: 166mg Sodium: 398mg Carbohydrates: 10g Fiber: 2g Protein: 24g  
Nutrition Facts

##### Serving size: 1 frittata

Per Serving: Calories: 186 Fat: 6g Saturated Fat: 2g Cholesterol: 166mg Sodium: 398mg Carbohydrates: 10g Fiber: 2g Protein: 24g

<https://prowellness.childrens.pennstatehealth.org/family/nutrition/recipes/#recipe/farmers-market-frittata>





# PennState Health

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PRO Wellness

## FREE Family Recipes

Delicious and nutritious family-friendly meals and snacks are one click away!

Visit the **FREE** digital recipe portal and try a recipe with a healthy twist. Remember, simple changes equal big results!

Take a bite out of these tasty ideas — visit:

➔ <https://bit.ly/RecipePortal>

**Savor**  
heart-healthy  
options



**CRUNCH**  
vegetarian  
options



**sip**

diabetic-  
friendly



**SNACK**

gluten-free  
recipes

