

Well-Being Consultants: The Bridge Connecting Resources and Staff

Session 60

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Speakers

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- Katie Mullin, IMFT-S, LICDC-CS
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Disclaimer

- We have no real or perceived conflicts of interest that relate to this presentation.

Objectives

1. Participants will be able to describe how having well-being experts at a local level and a system level contribute to overall culture of the system from the frontline to the c-suite.
2. Participants will be able to demonstrate how well-being programming increases positive organizational change.
3. Participants will be able to explain the value a well-being expert brings to local leaders by supporting them through organizational change and challenges.

Well-Being at OhioHealth

Well-Being at OhioHealth

*WE take care of those who take care of others, so that OhioHealth can continue to provide **safe, high quality, patient-centered care.***

Our Strategy



Support mental health and reduce stigma



Create and sustain positive work and learning environments



Institutionalize well-being as a long-term value

Based on National Guidelines

Culture of Well-Being

- Transparency, trust and fairness
- Inclusion and belonging
- Psychological safety and Just Culture
- Values alignment
- Recognition/appreciation

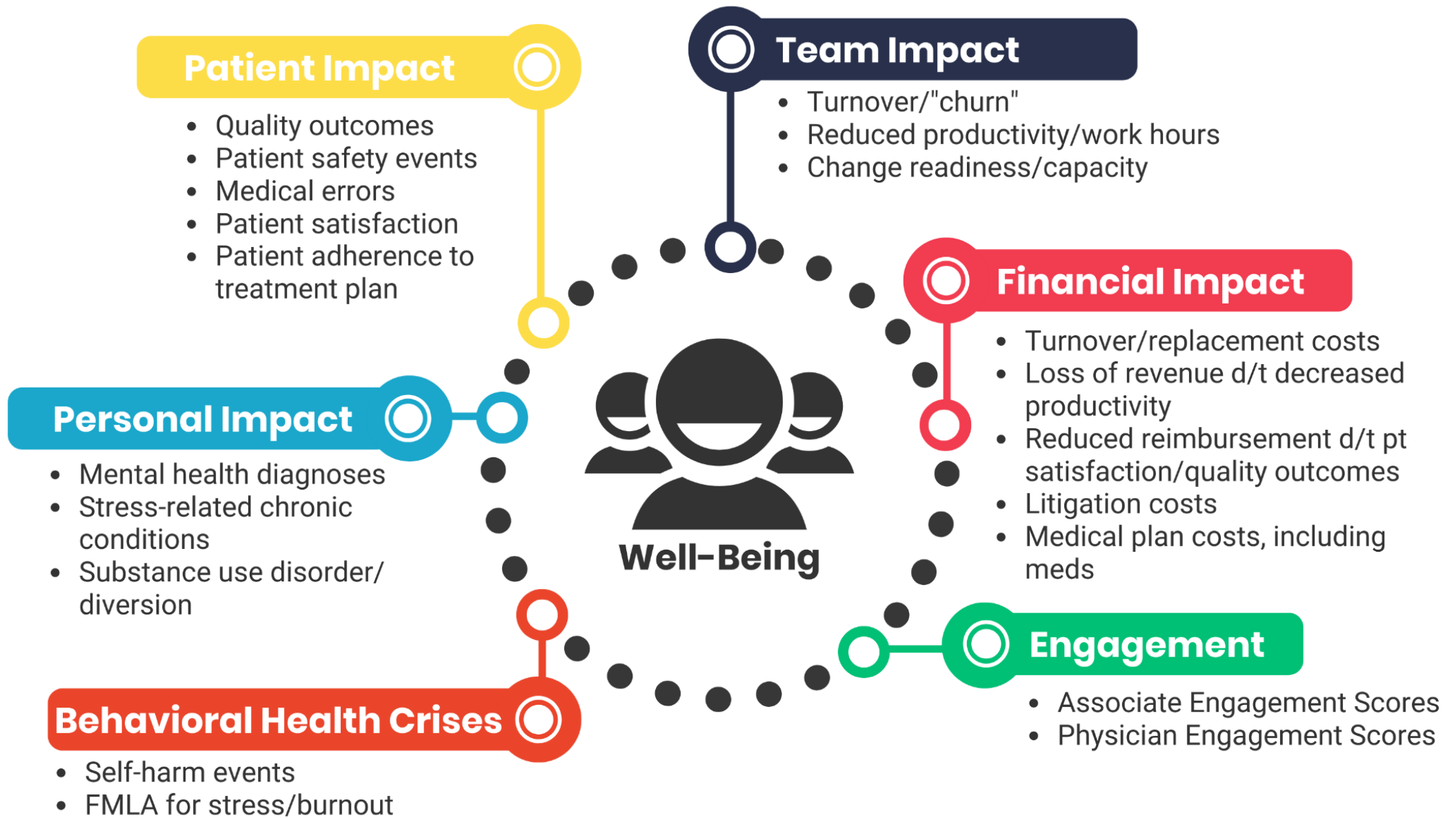
Individual Factors

- Self-valuation
- Crisis intervention/safety nets
- Peer support
- Reduced mental health stigma
- Health promotion
- Financial resources
- Resources for life needs (child/elder care)



Workplace Efficiency

- Reduced administrative burden
- Realistic staffing with predictable scheduling
- Performing at top of license
- Input into decision making and process improvement
- Effective and efficient communication



OhioHealth Well-Being

A Journey of Growth
and Alignment

FY25
Lateralization
and Equity

FY24
Organizational
Alignment

FY23
Program/System
Team Expansion

FY22
Overcoming
Siloes



8,460



13,280



17,500



24,547

Lives Touched Each Year

Senior Consultant Role

Extrinsic Drivers

We serve as *local well-being experts* and “the voice at the table” to help leaders make informed decisions about the things that we **can change**

Intrinsic Drivers

We *increase awareness* of programs that help associates and providers cope with the distressing aspects of healthcare that we **can't change**

Well-Being Center Services

Highly **confidential** resource available to all OhioHealth associates, physicians, residents, and APPs

To ensure **ease of access**, services are provided **in-person** at the Well-Being Center, **virtually** via HIPAA compliant Zoom platform, and on location **at individual care sites**

Services for All:

**SAME DAY
SUPPORT**

**NO COST
COUNSELING**

**WELL-BEING
@CARESITES
PROGRAM**

**MINDFULNESS-
BASED
INTERVENTIONS**

**WELL-BEING
GROUP SERVICES**

Additional Services for Physicians, Residents, and APPs:*

**EVALUATION AND
TREATMENT RECS**

**EDUCATION AND
PROFESSIONAL
CONCERNS**

**WELL-BEING
CHECK-INS**

**HEALTH AND
WELLNESS
COACHING**

**FOR YOUR
SUCCESS**

WE CARE SUPPORT PROGRAM

Providing evidence-based immediate, short- and long-term emotional support to individuals and teams who experience distressing events in the workplace.

Because **WE Care.**



**WE Care
Critical
Incident
Response**

**WE Care
Peer Support**

**WE Care
Reflections**

**WE Care
Fur You**

**REACH[©]
Suicide
Prevention**

Well-Being Portfolio



Local Well-Being Experts



Senior Consultant Start Dates

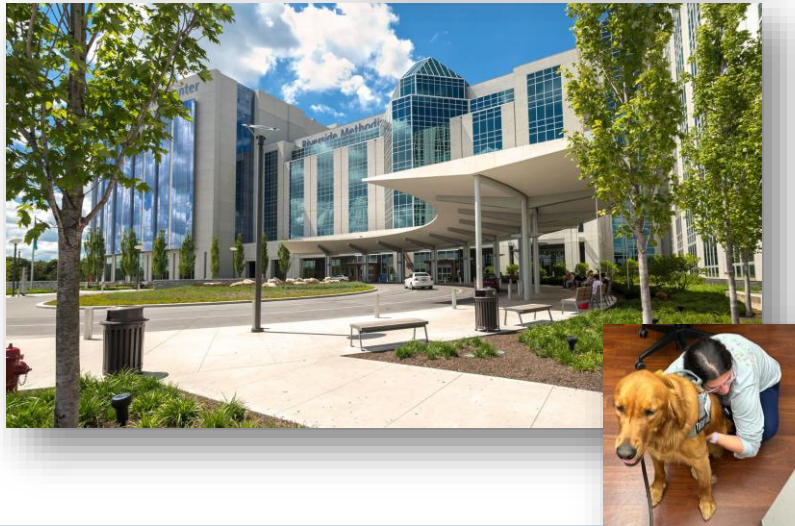
Doctors – June 2023

Grant – June 2023

Dublin/Grady – January 2024

Riverside – March 2024

OPG – March 2025



Grant Medical Center

Megan Thomas

Grant Medical Center



Grant Medical Center



Pandemic exacerbated the need for increased support



Pockets of work was being explored

bringing EAP on site

creating recharge spaces

Offering virtual platforms for support



Barriers to accessing support

Awareness of the resources

Location & availability

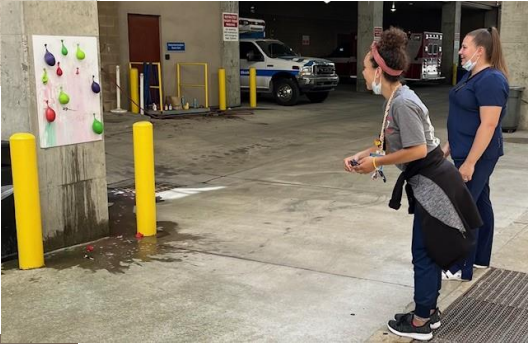
Burn out

Grant Medical Center

- Pilot Project: "POP-UPs"
 - Proximity, Personalized, & Facilitated
 - Peer Support
 - Leadership support
- Takeaways
 - Accessible well-ness interventions matter
 - Meet people where they are



Grant Medical Center



Doctors Hospital

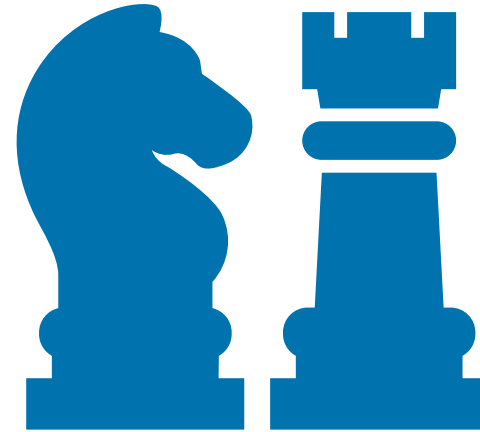
Brandi Eddy

Progression of Role:

Year One



Year Two
and Beyond



Doctors Hospital

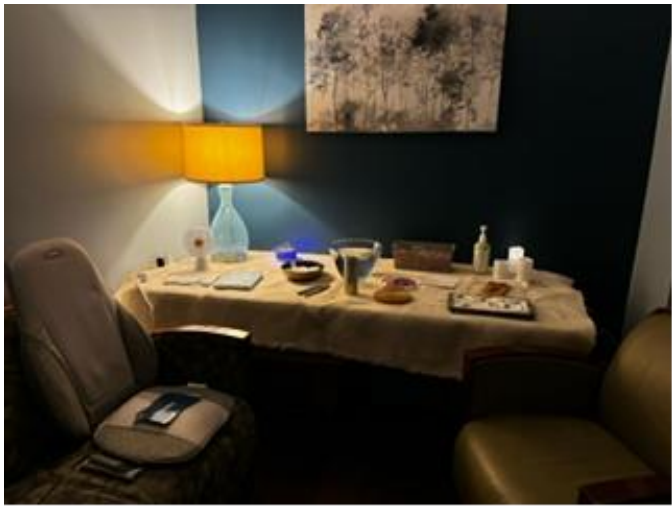
Well-Being

- Talk about it everywhere.
- Ensure standardized follow up to critical incidents.
- Partner with local leaders to ensure well-being is a part of care site strategy and growth.



Culture

- Support Engagement Surveys
- Plan and execute events to support joy at work
- Support recognition efforts
- New Associate Orientation Revamp



Dublin Methodist and Grady Memorial Hospitals

Tammi Wolfe

Building a culture of well-being



System Well-Being

DMH/GMH Executive Team

DMH/GMH Well-Being Steering Committee

Executive Sponsor: Jodie Wegmiller

Chair: Tammi Wolfe & Co-Chairs: Heather Taylor

DMH/GMH Well-Being Team

We Care
Reflections

Recharge
&
EAP

Community

Rounding

Signature
Events

Building a culture of well-being



OhioHealth Dublin Methodist & Grady Memorial Hospital Well-Being Team Charter

PURPOSE

The OhioHealth Dublin Methodist Hospital (DMH) & Grady Memorial Hospital (GMH) Well-Being Team provides a forum for associates to promote the culture of a positive work and learning environment to reduce burnout and distress. This team will collaborate, create, and promote evidence-based strategies in support of the OhioHealth Well-Being Framework encompassing the Efficiency of Practice, Culture of Well-Being, and Personal Resilience.

GOALS

Primary goals of the OhioHealth DMH/GMH Well-Being Team:

- Foster an environment that enhances joy in work.
- Support Organizational Strategic Framework & OhioHealth Nursing Strategic Plans.
- Provide associate insight to assist leadership in forging local strategies to support efficiency of practice (*resources, staffing, workload, training, policies, processes*), culture of well-being (*trust, respect, inclusion, career development, time away*), and personal resilience (*physical, emotional, social, spiritual, financial health*).
- Prioritize and embrace We Care Support Programs that provide evidence-based immediate, short- and long-term emotional support to individuals and teams who experience distressing events in the workplace.

Well-Being Recharge Space



Secret Sauce



HRO Skill: Preoccupation with failure (It's okay – give it a try)



Strong leadership support and commitment (especially C-Suite)



Strong collaboration with a variety of departments (need them all)



Get frontline support and participation



Keep it Fresh – Try new things!



Always be on the lookout for new team members

Riverside Methodist Hospital

Katie Mullin

Riverside Methodist Hospital

- Largest hospital in the system
- Relationships
- Process, not people
- Seeing where well-being fits in all aspects of the hospital organization

justculture ldm
rechargespace
csi heroes
rlt
wpv
ofm artscollaborative
sert aes nao
goodvibetribe
wellbeing

WE Love Our Pups!



OhioHealth Physician Group

Richelle Haines



OPG

- 200 + sites
- Well-Being Team Rolls-Up through OPG
- Connect directly with local leaders
- Regional Support & Trainings
- Continuous Improvement



OhioHealth System Impact

Well-Being Is a Team Sport

As *well-being experts*, we partner with teams across the system, each other, and provide consultation services in support of broader organizational goals.

Well-Being is Foundational to our Mission!

Our Internal Partners

Quality and Patient Safety

Mission and Ministry

Nursing

HR Benefits and Wellness

Associate Safety

HR Culture, Engagement and Inclusion

Leadership Development

Medical Affairs

Employer Solutions

Physician Leadership Academy

Graduate Medical Education

Provider Recruitment

Our Growth

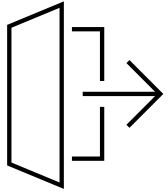
8,460
FY22

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FY23

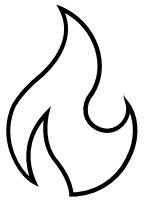
17,500
FY24

24,547
FY25

Economic Factors



Between 2021–2022,
more than
145,000
healthcare providers
left the industry



In 2023, **1 in 2**
healthcare workers
experienced symptoms of
burnout

Societal costs
attributable to *health
worker burnout*
are estimated to
exceed
\$4.6 billion
annually

Questions?



THANK
YOU!