America’s Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.
Housekeeping

• Today’s session is being recorded and will be made available to registrants in approximately one week.

• This webinar will be 90 minutes in length including Q&A.

• All lines have been muted upon entry. Please use the chat features and the Q&A box to communicate with your peers and presenters.
Welcome
Cindy Thomas, Director
Leadership Development & Training
Participants in today’s webinar will be able to:

- Embed positivity interventions into their organization’s daily operations.
- Build a collective confidence so that staff teams take ownership over new mindsets, routines, and ways of working.
- Mobilize optimism and joy in work through supportive networks and team-based learning to help staff regain balance.
Today’s Experts

**Shawn Achor**
- Harvard Professor
- Researcher
- NYTimes Best Selling Author
- Positive Psychology Expert

**Joey Marie Horton**
- Chief Executive Officer
- North Country Family Health Center (NY)
- Happiness Advantage Certified Trainer
NORTH COUNTRY FAMILY HEALTH CENTER

- Medical
- Behavioral Health
- Dental
- WIC
- Insurance Assistance
- Enabling Services

- 45,500 FQHC Visits
- 11,500 COVID-19 Visits
- 12,700 Patients
- 4,000 WIC Participants
- 4 Community Based Sites
- 14 School Based Sites
Our Happiness Journey

**JUNE 2017**
Be Brilliant Employee Culture Defined

**JANUARY 2021**
3 Good Things Challenge

**SUMMER 2021**
Organization wide H.A. training & Brilliantly Orange Culture Defined

**SEPTEMBER 2021**
Brilliantly Orange Sparks Committee Formed & Orange Frog Action Plan Developed

**MARCH 2020**
COVID-19 Pandemic Hits

**APRIL 2021**
NACHC H.A. Webinar

**AUGUST 2021**
Employer of Choice Strategic Goal Approved by Board
HAPPINESS ADVANTAGE IN ACTION

- 21 Day Challenges
- Brilliantly Orange Sparks Committee
- Weekly Good Thing Email
- Changing Social Scripts
- Celebration Boards
- Employee Recognition
- Joy Bombs
ELIZABETH

“I would say my favorite part is actually the BOS committee. I am already a very doing person at heart and like to do things to make my coworkers feel happy and appreciated and with the committee we can reach out to other parts of the organization and spread our happiness.”

ROBERT

“I have always been a very positive person and was always the guy told to “take it down a notch” when saying good morning to co-workers at other places of employment. The Orange Frog training helped remind me of my positive self and has given me a boost of energy. Its ok to be that guy. I even have a new orange color themed kitchen and just ordered an orange couch for my new apartment to match.”

HOLLY

“Going through the happiness training helps me to realize that my happiness that I carry with me all the time is not just something that I think is a gift, but also something that I can share with my colleagues and our patients. Helping my staff to feel happy each day helps them feel invigorated and enthusiastic about the work that they do.”
BARB

"Before the introduction of the Happiness Advantage, I was so burnt out I couldn’t find the good in anything I did throughout the day. Journaling 3 gratitudes has changed my whole perspective on how I look at things. It is amazing how I can find joy in the day by focusing on the positive, no matter how small it may seem. I find myself much more productive, creative, and energized throughout my day."

HEATHER

"This initiative has changed my thought process when it comes to both my professional and personal life. It has taught me to focus on the positive first. My team is now sending good things each week before I ask for them and we celebrate the small things by sending thank you cards and doing small celebrations. The teams are excited to do their monthly celebration boards at their clinics. This has had a great impact on the school-based health team!"

ANGEL

"Being an introvert by nature, Orange Frog has helped improve my comfort zone when it comes to connecting or reaching out to staff I don’t work with every day. The steps the BDS committee has taken has allowed us to get to know our coworkers in a different light that we would have never known otherwise. It has really brought a significant bonus to my work life."
Overall, the entire organization experienced improved results across every Clari³ty measurement.

- Ability to embrace change – improved by 20.7%
- Burnout – dropped by 7.6%
- Optimism – improved by 11.3%
- Overall, I feel things at work are great. I am happy – improved by 14%

A particular bright spot shone through with the Executive and Management teams.

- Ability to embrace change – improved by 26.5%
- Burnout – dropped by 23.5%
- Optimism – improved by 28.9%

Response Rate: 77.3%
SUSTAINMENT OF THE HAPPINESS ADVANTAGE

- Board & Leadership Commitment
- Incorporation into Strategic Plan
- Performance Evaluations
- Visual Reminders
- Continuous New Staff Training
- Engagement with the Community
Thank you

jhorton@nocofamilyhealth.org
Questions, Comments, Discussion
NACHC’s Workforce Resiliency Learning Opportunities with The Happiness Advantage

**Virtual Workshops: Leading Positive Team Performance Through Resilience and Happiness**

3-part learning series based upon Achor’s Happiness Advantage | Orange Frog (HAOF) curriculum

**OFFER #1**
- Session 1: **April 27, 2022**: 11:00am – 5:15pm ET
- Session 2: **May 17, 2022**: 12:00pm – 2:00pm ET
- Session 3: **June 1, 2022**: 12:00pm – 2:00pm ET

**Offer #2**
- Session 1: **May 12, 2022**: 11:00am – 5:15pm ET
- Session 2: **June 1, 2022**: 3:00pm – 5:00pm ET
- Session 3: **June 16, 2022**: 12:00pm – 2:00pm ET

**Virtual Train the Trainer (TTT): The Happiness Advantage | Orange Frog**

**Train the Trainer (TTT) Program**

2-day virtual classroom learning; a required component/prerequisite to the certification practicum

**Date:** **June 7 & 8, 2022**: 11:00am – 5:15pm ET

Health Center Resources

ARE YOU LOOKING FOR RESOURCES?
Please visit our website www.healthcenterinfo.org
Thank you

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