



SUPERVISOR WORKGROUP

JANUARY 11, 2023



AGENDA

- Welcome and Introductions
- Goals for Group
 - Brainstorming ideas
 - Subcommittees as needed
- Projects and Tools
- Hot Topic: Burnout

INTRODUCTIONS

- Brooklyn Health Home Team:
 - Rebecca Hoberman, Clinical Director, rhoberman@maimonidesmed.org
 - Brian Timmermans, Clinical Operations and Quality Improvement Manager, btimmermans@maimonidesmed.org
 - Matthew Caiazzo, Quality Analyst, MCaiazzo@maimonidesmed.org
 - Erin Huder, Program Associate, ehuder@maimonidesmed.org



- Forum for ideas
- Discuss relevant topics specific to the supervisory role

- Share tips, tricks, and best practices
- Develop tools to support your work



GOALS AND IDEAS

PROJECTS AND TOOLS

- How do you use the current tools?
 - Care Manager User Guide
 - Chart Review Tool
- Upcoming tools:
 - Supervisor User Guide
 - Your input is important!

HOT TOPICS: BURNOUT

- Somatic issues
- Impatient, Irritable
- Anxious
- Depression
- Withdrawing
- Loss of interest in things
- Hopeless/Helpless
- Disorganized
- Avoiding or not completing task
- Everyday situations are difficult to manage
- Trouble concentrating
- Work Performance decreases
- Interactions with co-workers becomes strained
- Decreased motivation and job satisfaction

WAYS TO TALK ABOUT IT

- Set up a time to talk
- Create a safe space
- Open dialogue
- Setting boundaries
- Be realistic
- Set goals
- What can be delegated or reassigned
- Know your limits
- Have resources available/What does your agency offer?
- Be willing to ask for help yourself
- Mirror the behaviors you are asking for

TOOLS TO ADDRESS IT

- Encourage taking their earned time off
- Be positive
- Express gratitude
- Celebrate progress
- Check ins
- Lead by example
- Work/Life balance
- Offer resources- as appropriate/available

EXAMPLES OF WAYS TO START THE CONVERSATIONS

- Hi, I wanted to check in and see how you are feeling. It seems like there has been a lot of x going on with your members. What would like to talk about today?
- Let's sit down and look at ways to find different ways to manage your caseload, since you are covering for other's on vacation this month, maybe there are other options we hadn't thought of before.
- Your work is really good. And you are a person who has such a great attitude, but I have noticed that recently you have seemed slightly off. What would you find helpful?
- I have always appreciated this about your work, and it seems like this has been less enjoyable or easy for you recently. What's been going on?

THANK YOU

Next Supervisor Workgroup: April 19, 2023

Any Questions?

