



Case Management Redesign

Meditation: Developing Mindfulness for Case Managers

October 12, 2023

HEALTH MANAGEMENT ASSOCIATES

Public Meeting Notice

- Please note this meeting is open to the public and is being recorded.
- Anything said during this meeting may be part of the public record.
- We will not discuss the CMA RFP or related issues.
- Please direct your questions about the CMA procurement to HCPF.

Poll: Who Is Here Today?



Agenda

- **Introductions, Recording & Meeting Guidelines (5 min)**
- **Let's Be Present Together (3 min)**
- **Meditation: Developing Mindfulness for Case Managers (40 min)**



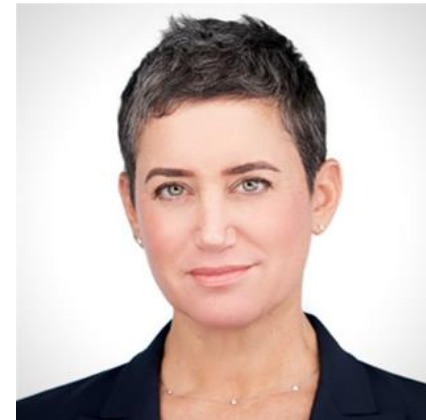
Presenters



Rachel Johnson-Yates
she | her



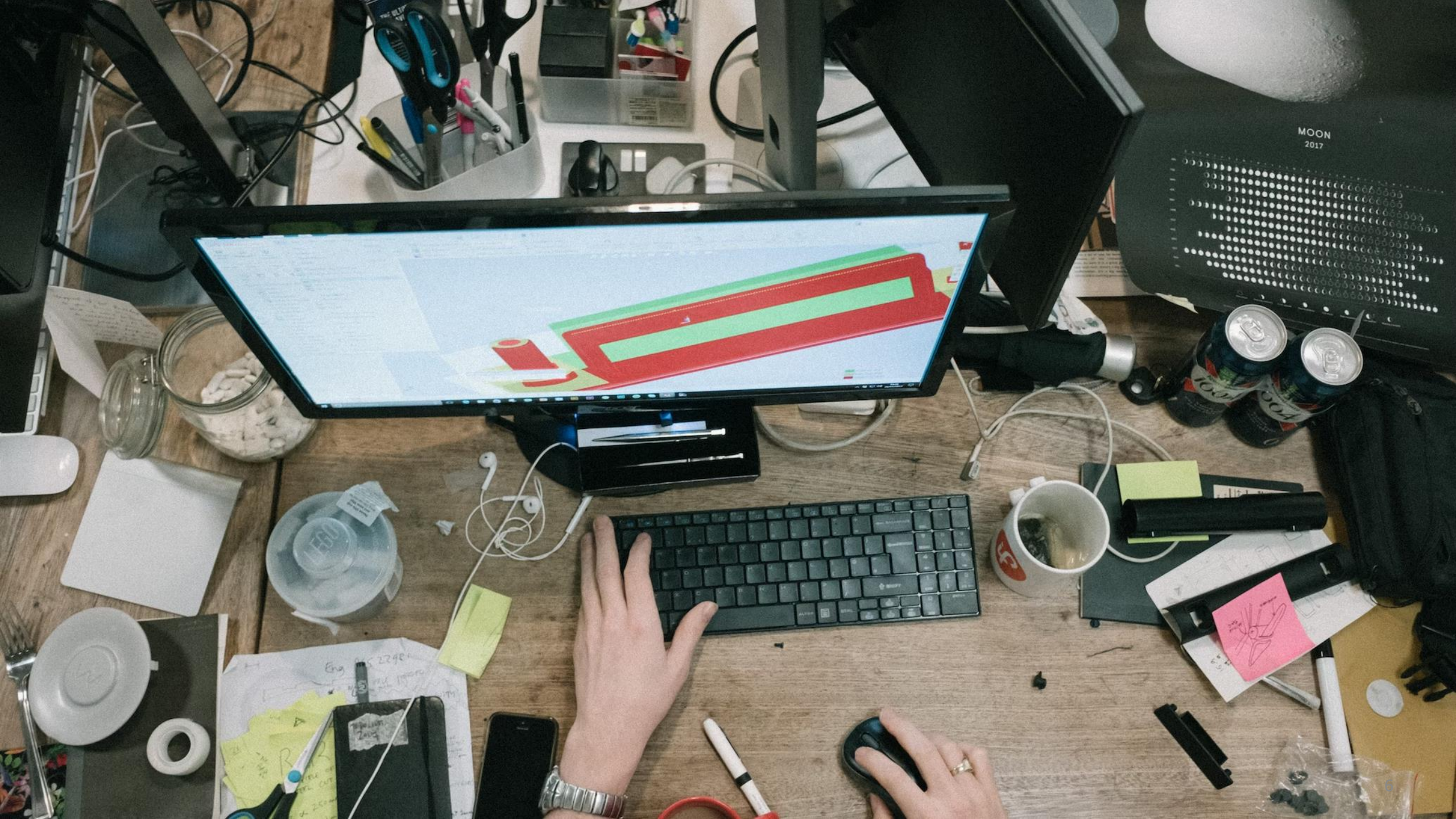
Courtney Thompson
she | her



Deborah Rose
she | her



Megan Beers
she | her



A woman in profile, facing right, with her eyes closed. She is wearing large, light-colored, fan-shaped earrings and a ring on her finger. Her hands are positioned near her chest. The background is a solid blue color.

Let's Be Present Together

HEALTH MANAGEMENT ASSOCIATES

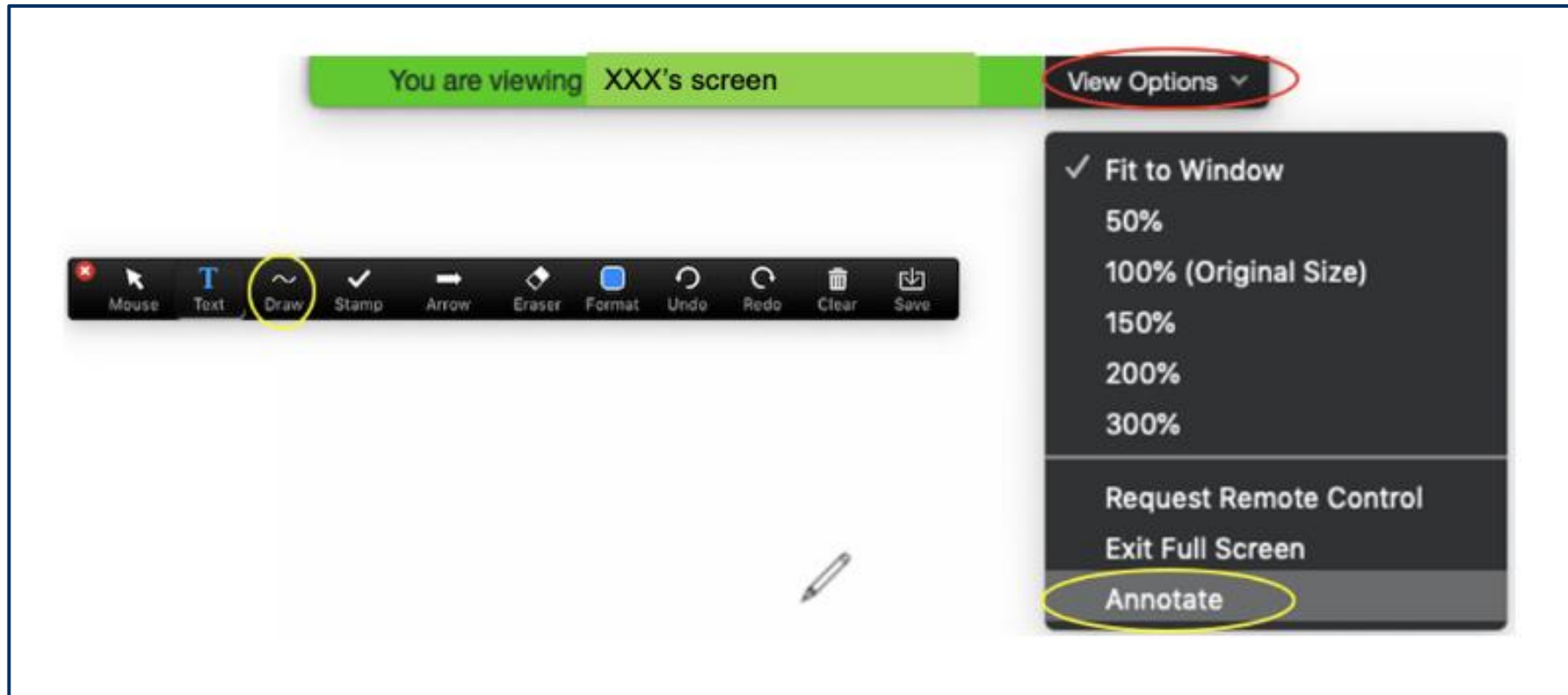
“Meditation” stems from *meditatum*, a Latin term meaning “to ponder”

What is Mindfulness?

- The basic human ability to be present, aware of where we are and what we're doing, and not be overly reactive or overwhelmed by what's going on around us
- Noticing
- A practice
- A choice
- Occurs along a continuum
- Progress, not perfection

It's not just *how* you take care of yourself, it's *why* you take care of yourself.

How to Annotate



Mindfulness Check In

When are you the least present?

When are you the most present?

Our First Mindfulness Exercise!

- Notice your surroundings
 - What sounds do you hear?
 - What do you smell?
 - How does it physically feel to sit/stand where you are?
 - What thoughts are popping up?

The Mind-Body Connection

- Our thoughts impact our bodily systems
- When we are better able to regulate our minds, our bodies follow
 - Breathing
 - Heart rate
 - Blood pressure



Why Does Mindfulness Matter for Case Managers?

- The role of case managers can be stressful
- Case managers juggle constant change
- Case managers often absorb the stressors of their clients and members' families in addition to their own personal stress
- Quality relationships are about being present
- Supports collaboration and teamwork
- Facilitates mentorship and coaching



Is Meditation Beneficial?

84% of people who meditate do so to reduce stress and anxiety

53% of people who meditate say it improves memory and concentration

Meditation is thought to reduce insomnia by as much as 50%

PTSD (Post Traumatic Stress Disorder) can be reduced by as much as 70% if you practice mindfulness meditation

You could improve your attention span if you practice meditation for four days

Anxiety can be reduced by 60% if you meditate for between six and nine months

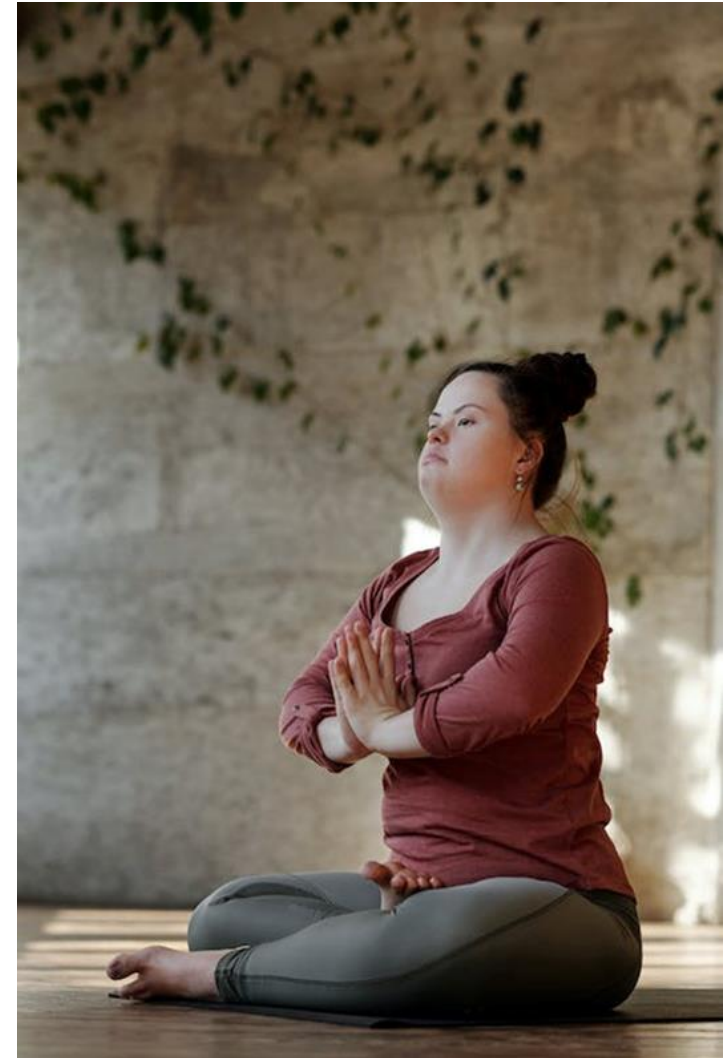
A heart attack is less likely if you practice meditation

80% of people who practice meditation say it lowers their blood pressure

If you suffer chronic pain or lower back pain, meditation could help

Types of Meditation

- **Mindfulness Meditation**
- **Progressive Muscle Relaxation**
- Spiritual Meditation
- Focused Meditation
- Movement Meditation
- Mantra Meditation
- Transcendental Meditation
- Loving-Kindness Meditation
- Visualization Meditation



What Does Mindfulness Look Like?

- Acknowledging the impact of the energy we bring into a room
- Taking ownership that it's ok to not feel ok
- Being genuine
- Developing a propensity to *respond* rather than *react*
- Knowing when you need a break and honoring that however you can
- Being able to think more clearly
- Being a healthy contributor to relationships
- Again... it's all on a continuum



Which Areas of Case Management Lead to You Feeling:

Gratitude/Fulfilled

Overwhelmed and/or Reactive

Trauma and Helping Professionals

- Helping professionals tend to have higher rates of trauma than the general population
- Vicarious trauma
 - One survey of 300 helping professionals found that:

40% thought about their work with traumatized clients without intending to

22% reported feeling detached from others

26% felt emotionally numb

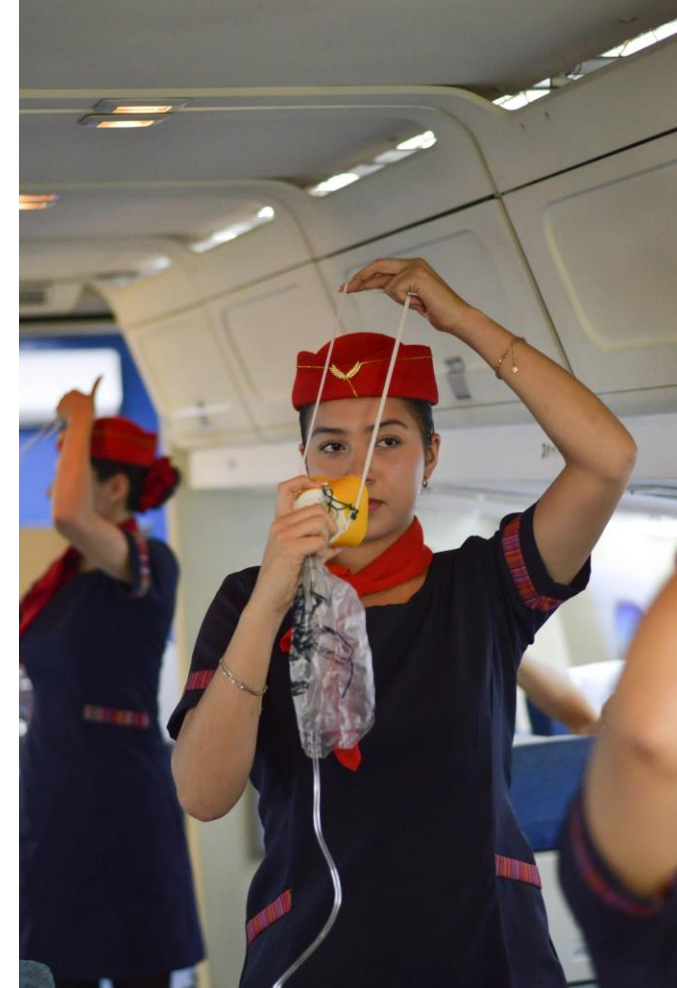
28% had a sense of foreshortened future

27% reported irritability

28% reported concentration difficulties

Why Does Mindfulness Matter?

- We must be well to provide high-quality care
- Work is constant and can be stressful
- We often witness dehumanizing situations
 - Justice-involved
 - Those who are unhoused
 - Bias and discrimination
 - Lack of services and resources
 - Unfair treatment
 - Abuse or neglect
- We deserve to *thrive* rather than survive



Mindfulness Myths and Facts

Myth: I can sit down, close my eyes, hum a little bit, and totally clear my mind.

Fact: It's about training your brain to slow down the spiral and be less reactive, to notice what's happening from an objective viewpoint.



So How Do I Do It?!

- Reminder, mindfulness is a practice
- It starts with the breath
- Notice *when* (not, if!) your mind wanders, and bring it back to the breath
- Certain practices work better for certain people
- Helps with
 - Anxiety
 - Sleep
 - Tension Headaches
 - Blood Pressure
 - Physical Pain
 - More!

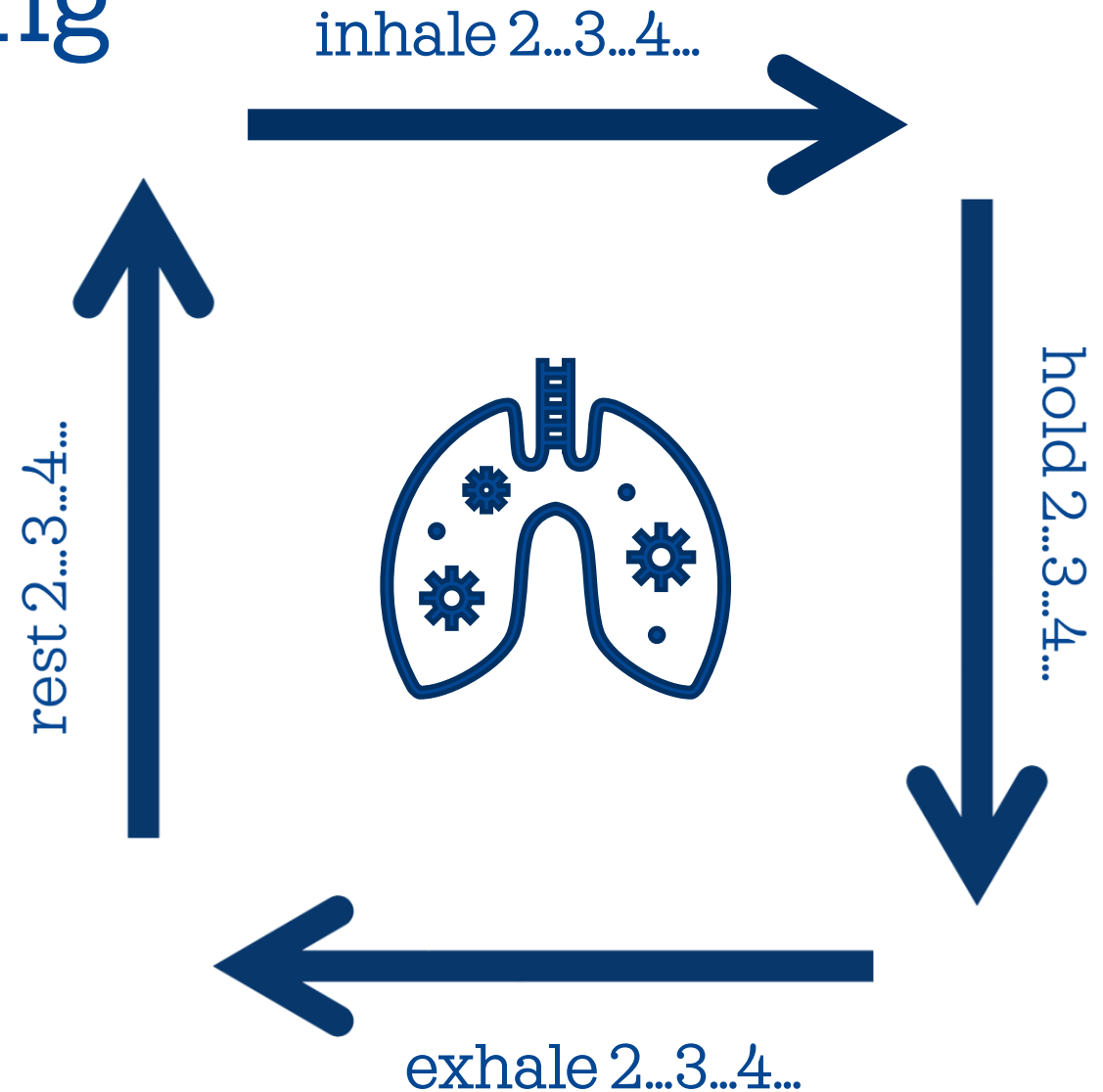


Progressive Muscle Relaxation

- A practice where one slows their breath, and progressively focuses on different areas of the body
- Each area is noticed, then intentionally relaxed while maintaining intentional breath

Square/Box Breathing

- A simple technique that can help you feel grounded
- Breathe in for 4 seconds, hold for 4 seconds, exhale for 4 seconds, and repeat
- It might be helpful to visualize something that brings you peace



Biofeedback

- Practice at home!
 - When you are feeling stressed, stop and take your pulse
 - Write it down
 - Spend 5 minutes with a guided meditation, box breathing, progressive muscle relaxation, or other technique
 - Take your pulse again!
 - Did it decrease?
 - How might your health be impacted by a daily practice?

Mindfulness At Work

- Some ways to create space for mindfulness at work
 - Schedule transition times between activities (Just like this session!)
 - Set an intention before each new activity
 - *I am going to be focused and not distracted when I am with this client*
 - *Instead of snapping at this person, I'm just going to internally notice when I am feeling annoyed*
 - Creating and maintaining boundaries
 - *Set aside time for lunch, or a set departure time*
 - *Don't answer email/phone/etc. in your downtime*
 - Focusing on one task at a time
 - *Close email while writing case notes*
 - *Put away your phone while in meetings*

Let's Brainstorm!

- How, *specifically*, can you make a change to be more mindful at work?

History of Meditation

- India (appx 5,000 to 3,500 BCE)
- Hindu tradition of meditation includes Yogis and Sages (rishis)
- Became mainstream around the turn of the millennium
- We see forms of meditation in many faith, religious, and non-religious groups alike



Resources

- YouTube
- Spotify/Apple Music
- Headspace App
- Calm App
- Local meditation groups on [meetup.com](https://www.meetup.com)

Upcoming Learning Collaboratives

- **Dignity of Risk**
 - November 16, 2023, 1:00-1:50 pm MT



References

- <https://mindworks.org/blog/history-origins-of-meditation/>
- <https://www.mindful.org/what-is-mindfulness/>
- <https://liveanddare.com/history-of-meditation>
- <https://www.apa.org/topics/stress/health>
- <https://thrivemyway.com/meditation-stats/>
- <https://www.healthline.com/health/mental-health/types-of-meditation>
- <https://scholarworks.lib.csusb.edu/cgi/viewcontent.cgi?article=2156&context=etd>
- <https://www.sciencedaily.com/releases/2007/01/070104144711.htm>

Contacts

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Thank You!

