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# **COURSE: SUPPORTING PROVIDER WELLBEING**

Curious about the Psych Hub digital learning experience? Start streaming on-demand video content today by accessing an open course developed in tandem with the Nathanson Family Resilience Center through UCLA Health. Gain valuable insights on resilience in workplace settings, including navigating challenging interpersonal conflicts, managing high-stress environments, and preventing occupational burnout – all at no cost to you. As employers cultivate a strong, competitive workforce, they also seek solutions to address workplace stress and mental health at-large. By cultivating a culture of resilience – or the ability to bounce back and excel after confronted by challenges – each workplace will ensure an environment of greater well-being, creativity, higher job satisfaction, and organizational commitment.

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## LEARNING HUB OVERVIEW

ESTIMATED COURSE LENGTH: 1 hour 45 minutes

CE CREDITS: 1.75 CEs

TARGET AUDIENCE: Mental Health and Medical Providers, Healthcare Staff, Case Managers, Caregivers, Coaches, First Responders, and other pertinent professionals

LEVEL OF INSTRUCTION: Introductory

PREREQUISITE(S): None

INSTRUCTIONAL METHOD: Self-paced; interactive; hybrid of audio, text, video, and learning checks

ACCESSIBILITY ACCOMMODATIONS: Closed captioning of audio and video components. *In order to request further accessibility accommodations, please email [support@psychhub.com](mailto:support@psychhub.com).*

COST: FREE

REGISTRATION: To enroll in this or any other Psych Hub Learning Hub, go to [lms.psychhub.com](https://lms.psychhub.com), click “Log In” to create a new account or access your existing account, return to [lms.psychhub.com](https://lms.psychhub.com) to access a list of Learning Hubs, click the title of the Learning Hub in which you are interested, and follow the instructions on the page.

## LEARNING OBJECTIVES

After completing this course, you will be able to describe and employ the following:

1. Describe and summarize the benefits of resilience in comparison to the risk factors associated with lowered professional wellbeing, including secondary traumatic stress and moral injury.
2. Describe and apply cognitive appraisal and the cognitive triad as tools for emotion regulation as well as common thought distortions that apply to the workplace.
3. Discuss and summarize effective workplace communication strategies, boundary-setting skills, and resilience-building resources.

## MODULE OVERVIEWS

### MODULE 1: SELF AWARENESS

- The signs and symptoms that might affect wellbeing
- Evaluating emotional states
- Practicing self-reflection as a way to build self awareness

## **MODULE 2: EMOTION REGULATION**

- The role of stress in emotion dysregulation
- The connection between thoughts, feelings and actions
- Applying tools of emotion regulation to positively impact wellbeing

## **MODULE 3: EFFECTIVE COMMUNICATION**

- The challenge of communicating under stress
- How effective communication can positively impact the wellbeing of self and others
- Application of effective communication techniques

## **MODULE 4: BOUNDARY MANAGEMENT**

- How challenges with boundary management can lead to burnout, secondary traumatic stress and moral injury
- Application of strategies for effective boundary management

## **MODULE 5: PROFESSIONAL WELLBEING**

- Work-related obstacles to wellbeing
- How core skills work together
- Review of key concepts from the course

## **COURSE COMPLETION REQUIREMENTS**

To complete the course, learners must do the following:

- Take the pre-course assessment (no score requirements)
- Review all modules
- Take the post-course assessment (passing score: 80% or higher\*)
- Complete the course evaluation

*\*Learners may attempt the post-course assessment as many times as necessary to receive a passing score.*

## **CONTINUING EDUCATION INFORMATION**

For more information on Psych Hub's continuing education programs, email [ce@psychhub.com](mailto:ce@psychhub.com).

## **DISCLOSURES**

Catherine Mogil has no relevant disclosures to make.

Dr. Brown receives royalties from Research Foundation for Mental Hygiene for the commercial use of the Columbia Suicide Severity Rating Scale.

Psych Hub receives financial support from organizations in the healthcare industry, but these entities do not control or direct Learning Hub content. Psych Hub as well as planning and review committees have no relevant financial interests to disclose. Psych Hub's Conflict of Interest Policy can be found in the footer of [lms.psychhub.com](https://lms.psychhub.com).

## CONFLICT OF INTEREST RESOLUTION

Conflicts of interest have been resolved through peer review of content by a non-conflicted reviewer.

## COMMERCIAL SUPPORT

No commercial support was provided for this activity.

## PROGRAM GOAL

The goal of this continuing education program is to provide national board certified health & wellness coaches with information on resilience in workplace settings, including navigating challenging interpersonal conflicts, managing high-stress environments, and preventing occupational burnout. Please note that this content is introductory, so it is best suited for professionals who are early in their career or looking to ensure that their foundational knowledge is up-to-date and accurate.

## CURRENT APPROVALS

### *NATIONAL BOARD FOR HEALTH AND WELLNESS COACHING (NBHWC)*



This CE course is approved by NBHWC for **1.75** continuing education units (CEP # 100190). Course Number Approval: **CE-000009-3**.

## CE CREDIT CALCULATION

Continuing education credits are calculated by averaging pilot test times, rounded down to the nearest quarter hour. This allows for inclusion of interactive elements (e.g., assessments) and learner variance. However, regardless of pilot test times, the number of continuing education credits will never exceed 2 hours more than the combined video and voiceover length.

Average Pilot Test Length: **1 hour 54 minutes**

Combined Video and Voiceover Length: **1 hour 28 minutes**

## TIMED COURSE OUTLINE

Since the course is interactive and each learner will proceed at their own pace, timing is not exact. These are approximations based on average pre/post-test time of pilot testers as well as the run-time of course videos and voiceover. This course does not have to be completed in one session.

### *COURSE ACTIVITIES FOR CE CREDIT (≥ 1 HOUR 47 MINUTES)*

- Pre-Course Assessment (9+ minutes)
- Prologue (3+ minutes)
- Self Awareness (14+ minutes)
- Emotion Regulation (24+ minutes)
- Effective Communication (18+ minutes)
- Boundary Management (14+ minutes)
- Professional Wellbeing (16+ minutes)
- Post-Course Assessment (9+ minutes)

### *COURSE ACTIVITIES NOT FOR CE CREDIT*

- Participant Evaluation (5-10 minutes)

## OBTAINING CERTIFICATES OF COMPLETION

After completing the pre-course assessment, reviewing all modules, completing the post-course assessment with a score of at least 80%, and completing the participant evaluation, learners will automatically receive a certificate of completion.

## ACCESSIBILITY ACCOMMODATIONS, GRIEVANCES, & REFUNDS

Psych Hub's Grievance Policy, which includes information on filing grievances, requesting a refund, and requesting accessibility accommodations, can be found by clicking [here](#) or navigating to the footer of [lms.psychhub.com](https://lms.psychhub.com).

## COURSE AUTHORS

To submit questions or comments for course authors, email [ce@psychhub.com](mailto:ce@psychhub.com).

### **BRENDA BURSCH, PhD**

*PROFESSOR AND CLINICAL PSYCHOLOGIST, UCLA DEPARTMENTS OF PSYCHIATRY AND PEDIATRICS*

Dr. Bursch is a professor and clinical psychologist in the UCLA departments Psychiatry and Pediatrics. Her area of clinical specialization is working with medically ill individuals and their family members. Since 2015, she has been developing science-based interventions for UCLA health professionals that are designed to protect them from the impact of the high stress and trauma that they encounter at work. She is currently serving on the leadership team for the

UCLA Health/DGSOM COVID-19 Wellness and Mental Health Workgroup. She also has contracts with a variety of organizations outside of UCLA to develop employee Mental Health and Resilience Programs.

## **PATRCIA LESTER, MD**

*UCLA JANE AND MARC NATHANSON FAMILY PROFESSOR OF PSYCHIATRY*

Dr. Lester is the UCLA Jane and Marc Nathanson Family Professor of Psychiatry, Director of the Nathanson Family Resilience Center, and Medical Director of the Child and Family Trauma Service. Dr. Lester's research and clinical work have been dedicated to the development, evaluation, and implementation of family centered prevention and treatment for families facing the impact of military deployments, traumatic events, and parental illness.

## **CATHERINE MOGIL, PsyD**

*ASSOCIATE CLINICAL PROFESSOR, UCLA SEMEL INSTITUTE FOR NEUROSCIENCE AND HUMAN BEHAVIOR*

Dr. Mogil is an associate clinical professor at the UCLA Semel Institute for Neuroscience and Human Behavior in the David Geffen School of Medicine. She is a licensed clinical psychologist, serving as the director of training and intervention development for the Nathanson Family Resilience Center. She is the director of the Family Development Program and the Stress, Trauma and Resilience Clinic. Working with children of all developmental stages, Dr. Mogil has been involved in several intervention-development and translational-research projects examining the efficacy of parent-assisted interventions for infants and toddlers in foster care, for school-age children with developmental disabilities, and for adolescents with autism spectrum and other disorders.

## **SYSTEM REQUIREMENTS**

Accessing this Learning Hub requires an internet connection. The following technology can be used for access:

### **OPERATING SYSTEMS**

- Windows 7/8/10, any edition
- macOS 10.6 and above
- Any phone or tablet with an internet browser

### **INTERNET BROWSERS**

- Any standard internet browser (i.e. Chrome, IE, Firefox, Edge, Safari)

## **ADDITIONAL INFORMATION**

### **CONFLICT OF INTEREST DISCLAIMER**

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**COURSE CREATION DATE**

2/27/20

**PSYCH HUB CONTACT INFORMATION**

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