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Wellness Technologies in Supporting the Health of Public/Healthcare Workers

Wellness - the active pursuit of activities, choices and lifestyles that lead to a state of holistic health.

Ref: The Global WellNess Institute

The Importance Of Leadership In Turbulent Times....

Compassionate leadership

in practice means leaders listening with fascination to those they lead, arriving at a shared (rather than imposed) understanding of the challenges they face, empathising with and caring for them, and then taking action to help or support them.



Virtually all health care staff are committed to providing high quality and compassionate care. They represent probably the most motivated and skilled workforce in the whole of industry. However, we impose on them a dominant command and control style that has the effect of suppressing their ideas for new and better ways of delivering patient care. (Ref: Michael West & Suzie Bailey)

The Importance of Wellness

The Stories of 6 Important People

**Frontline
Clinical Care**

(Niece)

Well Elderly

(Mother)

**Vulnerable
Young
Person**

(Friend)

**Well Young
Person**

(Daughter)

**Health Care
Technology**

(Wife)

Student

(Nephew)

Jodie (Niece)

- Age 30 years
- Paediatric ICU Nurse (NHS)
- Used free apps provided by NHS, Headspace, Calm, Unmind (mindfulness, yoga and exercise)
- Online psychological support from Psychology and Psychological medicine teams who have provided fortnightly seminars on sleep and self compassion
- Access to online counselling and NHS healthy minds service.
- Online CBT

Jodie says

"The last 4 months have been really tough. I trained as a Paediatric ICU nurse and have suddenly had to learn how to care for adults which has been a real challenge. We have had access to some amazing free apps as part of the NHS. Access to the online counselling through the employee assistance programme has been really useful. The wellness apps were helpful



Reta (Mother)

- Age 89
- Retired
- No medication, fully mobile, mentally active. Slightly deaf so appreciates face to face contact.
- Coped well with the isolation
- Daily walks
- iPad and FaceTime to stay in contact with family members

Reta says

The iPad has been really useful to keep in touch with my family during the lockdown. I can manage to use a mobile phone and Facetime on the iPad but not much else. If older people could learn to use an iPad to speak with family it would improve their mental health. The main thing is being able to see some ones face. When you are a bit hard of hearing it is useful to see some ones face so that you can see their lips moving.



Megan (Friend)

- Age 23
- Profoundly deaf from birth, renal transplant when she was 2, cochlear implant at 3.
- Nursery Nurse Assistant
- Facebook presentations with subtitles
- Freeflow app to share photographs
- Work for Wellbeing – mindfulness and yoga
- Zoom and Skype to stay in touch with friends
- Wearable device to monitor exercise / steps and diet



Mum says

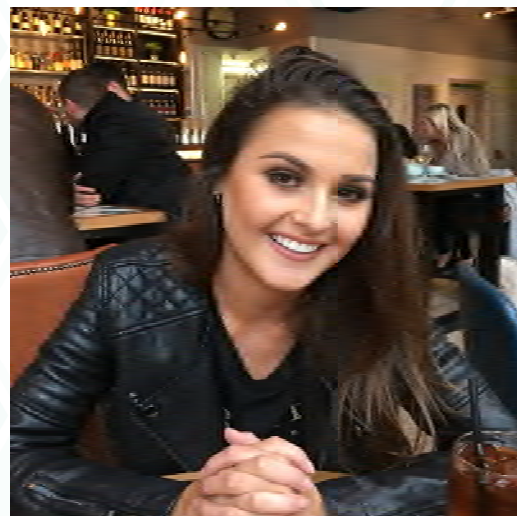
"This has been a very difficult time for people who are deaf. Wearing a face mask makes it hard for Megan to understand people who cannot sign. Her mental health has been affected by lockdown and at first she had no idea why she could not go out. The hospital has only contacted us by phone which has meant that all the conversations have been with me rather than with Megan which isn't appropriate when my daughter is 23."

Megan says

"Ugh. I have felt very lonely. I have spoken with a counsellor who uses 'sign' on Zoom. That helped."

Lauren (Daughter)

- Age 26
- Actress and Teacher
- Meditation apps
- Exercise classes on You Tube
- Taught fitness classes on Zoom
- Taught dance classes on Zoom
- IGTV
- Motivation classes on Instagram live



Lauren says

"The last few months have been an interesting time. As someone who needs a routine I got up early for online exercise classes and established a timetable round my online teaching commitments. Technology contributed in a positive way to my mental, physical and spiritual wellbeing – it could have been very different for someone like me who's mental health at time has been a bit fragile. I have continued with the healthier live style that I established during the height of the pandemic."

Mandy (Wife)

- Age 57
- Chief Information Officer
- Exercise apps
- MS Teams to work from home
- Fitbit for steps and miles
- Zoom for video conferencing
- Set up 'attend anywhere' for GP's



Mandy says

"The technology that I was able to use at home reduced a lot of the stress that I would have associated with a 4 month lockdown. We were able to continue and in some cases accelerate projects because of the availability and performance of the technology. It would have been very stressful to have had long communication gaps with my work colleagues."

Tom (Nephew)

- Age 21
- Final year Student (Geology)
- Zoom for weekly quizzes
- Virtual running club using Strava
- Final exams online over 48hrs
- Fitness tracker for competitions
- Online work experience in banking, commercial law, mgmt. consultancy



Tom says

"This isn't how I wanted to spend my final year at university. No opportunity to celebrate, no end of year events and no graduation ceremony. The university have tried to maintain contact through social media and VC platforms which has been quite good."

Final Thoughts

- The stories from the six important people have all mentioned technology.
- The technologies are relatively simple and intuitive to use.
- Many of the technologies have been an aid to communication in the form of widely available video-conferencing platforms.
- The stories from the six important people have all mentioned mental wellbeing and have made the link between the technology and improving their own mental health.
- The HIMSS Analytics annual survey in 2017 found that CIO's in all European countries wanted to improve their leadership skills.
- The 2020 HIMSS analytics trend-barometer found that technical foundations for telehealth were already widely available in Europe before the pandemic.
- Video conferencing is now not only being used for improving wellbeing but to deliver direct patient care.
- For some the technology used in the last 5 months has been life changing.

THANK YOU



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