



Taking Care of Our Workforce

Lessons Learned from St. Jude Children's
Research Hospital

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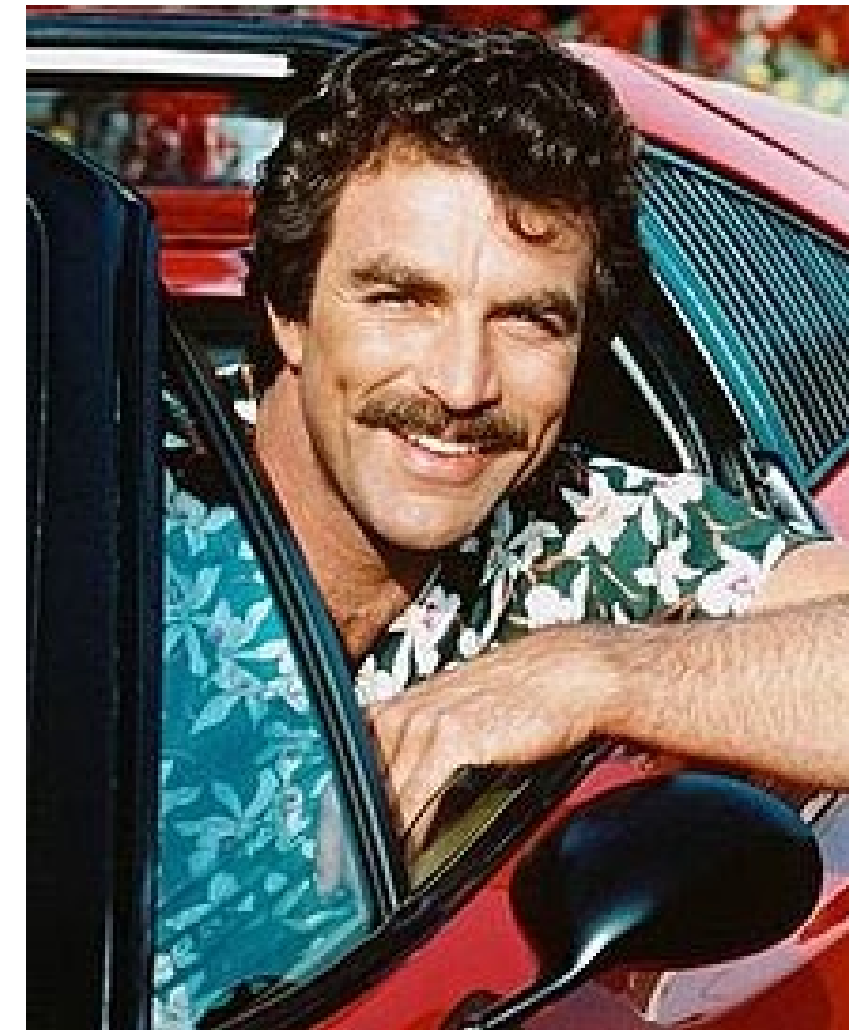
CENTERSTONE

Are You/We the Problem?



Get Your House in Order

- Understand specific stress of programs/positions
- Don't make assumptions
- How long ago did you do that job?!



Do Not Be Like This – Do Better!

#1 complaint from staff!

Supervisors are:

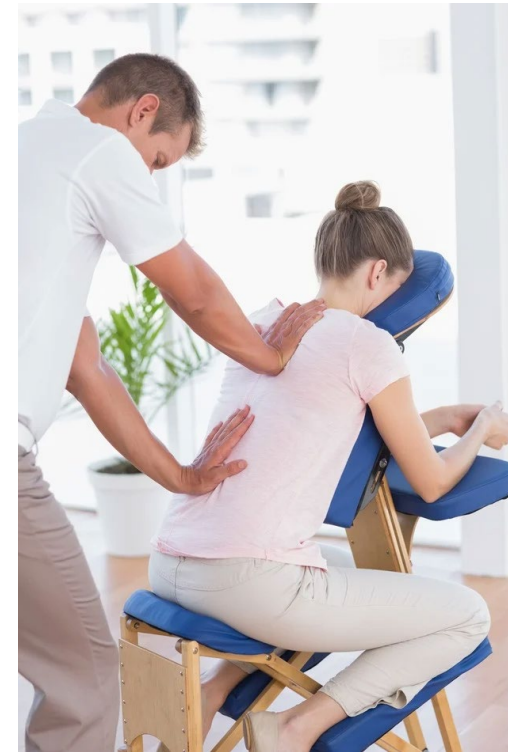
- out of touch
- disconnected from the “real work”
- Ill-informed in day-to-day processes
- often tone deaf



True regardless of department or program

Weaving Real Support into the Fabric

- Work with Wellness/HR
- Take assistance to them
- Respite space
- On-site massages
- Therapy dog for staff
- Routine time for staff-only
- Be there in times of crisis
- Regular time to debrief
- Onboarding process
- Ongoing encouragement



When Employee Assistance Program is Warranted

