



COMPASSION IN ACTION WEBINAR EXECUTIVE SUMMARY: TOWARD A HEALING ORGANIZATION WITH DR. KEN EPSTEIN

WHAT IS A HEALING ORGANIZATION?

The shift towards greater efficiency, productivity and profitability, combined with increasing pressures from payors, has created a gap between the moral foundation guiding the healing professions and the realities of academic, health and healing work.

In this webinar, **Dr. Ken Epstein** explains the characteristics of organizations that induce and perpetuate trauma through inequitable practices and policies, hierarchical decision-making, and reactivity rather than intentional reflection. Becoming a Trauma-Informed System (TIS) and ultimately a healing organization requires systemic change that promotes connection, coherent meaning-making, and inclusive collaboration to address and prevent the ways organizations can induce stress and harm on its employees and the community.

WHAT CAN HEALTHCARE WORKERS DO TO FOSTER HEALING?

Dr. Epstein says, “Questions are our superpower.” He proposes questions to prompt self-reflection (the mirror) about what we see, what we believe, and what we do – as well as questions about the organizational context (the landscape).

HOW CAN HEALTH LEADERS CREATE CULTURES AND ORGANIZATIONS THAT FOSTER HEALING?

Transformational organizational change requires persistent leadership intentionality and focus.

Relational leaders embed and sustain culture change by:

- Focusing on adopting TIS Principles
- Adapting those principles to the culture and context of their organization
- Aligning organizational culture change efforts consistent with their strategic plan
- Eliminating silos in the implementation of change

Leaders specifically must focus on relentless efforts to measure and cultivate culture change; developing inclusive structures to reflect and build on the wisdom of direct care and administrative staff.

Specific activities for them to undertake include:

- Trauma-informed education and training
- Ensuring alignment of values and practices with quality improvement, policy, and practice change
- Ensuring racial equity and justice are in the center
- Celebrating health and well-being.

To learn more and view the full webinar visit:

theschwartzcenter.org/programs/compassion-in-action-webinars

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