

HealthProCHOICES

A newsletter for participants in the Health Professionals' Services Program (HPSP)

September 2019

"The secret of change is to focus all of your energy, not on fighting the old, but on building the new."

- Dan Milliman



New Team Member

Kristen Ott, MSW, is HPSP's newest Agreement Monitor. Kristen has a master's degree in social work from Portland State University in Portland, OR where she focused on medical social work with youth and adults, specifically in the field of oncology. She has worked at local area hospitals and for The American Cancer Society, in Seattle, WA. In her spare time she volunteers for Portland Community Football Club, a non-profit providing opportunities for low income youth to play soccer. In addition, Kristen enjoys cheering on The Timbers, Portland's Major League Soccer Team and cooking.

July 2019 Satisfaction Survey

The July 2019 HPSP Participant Satisfaction Survey was sent to all licensees enrolled in the program for at least four months. Thank you to all who participated!

In the July 2019 survey, responses were received from 35 Health Professionals' Services Program (HPSP) licensees with responses from participants of all four HPSP participating boards: Oregon Medical Board, Oregon State Board of Nursing, Oregon Board of Pharmacy, and Oregon Board of Dentistry. In total, there were 80 responses from HPSP participants during year nine (July 1, 2018 – June 30, 2019). Important feedback for the year:

	Agree or Strongly Agree
Understands the program's statutory monitoring requirements	95.1%
Program treats me with dignity	82.6%
Program treats me with respect	86.3%
Program requirements are clearly explained	85.1%

Overall, licensees participating in HPSP feel they are treated with dignity and respect. Responses for the year indicate that 95% of respondents understand the program and approximately most participants feel the program treats them with dignity and respect.

Ten written responses were received for the period. Five written responses were very positive and thanked HPSP for the program and the support it provides. Two of the five positive comments were specific about the excellent work of agreement monitors. Four of the other five responses were depictions of four participants' views that the program is punitive. One comment was specific to the stress that a licensee feels by worrying that they will forget to check for their daily test notification.

The HPSP Advisory Committee will review the Year 9 Satisfaction Survey at the next Advisory Committee Meeting.



Health Professionals' Services Program
www.rbhmonitoring.com

HPSP: 888.802.2843

HPSP Outreach

The HPSP Team is scheduling informational sessions on HPSP. If the administrators of your health care workplace are interested in learning more about HPSP, please ask them to contact Christopher Hamilton, Ph.D. for more information or to schedule a meeting. Dr. Hamilton can be contacted by email chamilton@reliantbh.com or by phone 503- 802-9813.

Coping With Major Life Changes

Major life changes such as getting a new boss or having a baby affect all aspects of your life. Whether positive or negative, change can be difficult to adjust to.

"All major changes involve a component of loss at their center," says Cara DiMarco, Ph.D., a counselor in Oregon and author of *Moving Through Life Transitions With Power and Purpose*. "That loss might involve loss of a particular routine, loss of opportunities, loss of a sense of yourself or a loss of hope."

As a result, most people going through major life transitions can expect to feel varying levels of anxiety, stress, confusion and possibly self-doubt. These feelings should not become persistent, however, but should decrease over time. If they don't ease and your ability to function in daily life becomes significantly impaired, you may need professional help.



The adjustment period typically is uncomfortable, but you can do things to make change easier on yourself.

Expect Disruption

In the vortex of change, many people expect to go on without missing a beat, as if the change were a minor inconvenience. But this attitude isn't realistic. "While it's essential that we're able to be productive in the midst of change, we also need to allow ourselves to not feel fully centered, to not feel absolutely on top of our game," Dr. DiMarco says.

If you're starting a new job, for instance, and are used to performing at 95 percent, don't expect to be up to speed immediately.

Focus On the Known

In the midst of change, "people tend to over-focus on the unknown," Dr. DiMarco says. "This is only natural, because that's where most of their anxiety lies. But some things you just can't know until you're in the middle of the experience."

To avoid needless worry and self-doubt about changes at hand, focus on the known elements that are present in the new situation.

Anticipate Change

Change is inevitable, so it's helpful to plan for it. "Being prepared allows you to have more options and be aware of potential obstacles," Dr. DiMarco says.

If you have children in high school, for instance, you know they will soon leave home—and you'll have more time to yourself.

To establish several game plans for coping with empty-nest syndrome and making good use of your free time, sit down with someone—a career counselor, personal counselor or trusted friend—and use the person as a sounding board.

Pinpoint Patterns

How do you move through change? What sorts of feelings and reactions tend to consistently recur? "These are the kinds of questions to ask yourself when your life is stable so you can develop your own personal tool kit of coping strategies when change ensues," Dr. DiMarco says.



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Look for Meaning

Change disrupts the continuity of life, but even the most difficult and traumatic changes can be useful. "You can learn from every experience," Dr. DiMarco says. You might have never chosen that life-changing experience or the lesson it taught you about yourself or the world, but if you can find the meaning or valuable outcome behind it, that experience will become part of your internal world, rather than an external agent acting on you.

That mind-set, Dr. DiMarco says, "increases your sense of personal control and power. By extracting something out of change, you can create a sense of mastery."

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