Keynote Address: Preparing for Change

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Good morning, AAMAS!!!
Let’s wake up & warm up!

Audience activity #1

- Please stand
- Please introduce yourselves to your neighbors & tell them one thing you are thankful for
- We will do some collaborative work today
Speaker Introduction

› Licensed Professional Counselor Supervisor
› Ph.D. candidate in Education
› Clinic Administrator II for Head Start Mental Health at the Center for Health Care Services in San Antonio, TX
› Adjunct Professor of Psychology, Northwest Vista College (The Alamo Colleges)
› Private Counseling Practice, Background in Community Counseling
› Consultant with helping organizations
› Research background in adult multicultural learning

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Objectives for Session

 Educate you about processes of individual & organizational change
 Assist you with planning for personal change and becoming more adaptable in the face of organizational change
 Motivate you to set goals for personal change and to successfully overcome barriers to change
Adult Learning Environment
- Not just your regular keynote...
- Adults don’t learn by listening; they learn by taking ownership of their learning
- Participation, comments and questions are welcome!
- I’m also here to learn from you...

The Times are Changing....
- Health Care Reform
- Composition of the Workforce
- Demographics/Populations Served
- Technology
- Finance/Efficiency
- Globalization
- Spirituality

Goals of Health Care Reform (HHS.GOV)
- Strengthen Health Care
- Advance Scientific Knowledge and Innovation
- Advance the Health, Safety, and Well-Being of the American People
- Increase Efficiency, Transparency, and Accountability of HHS Programs
- Strengthen the Nation’s Health and Human Services Infrastructure and Workforce
Concise rationale for health care reform

- The economic impact of health care is tremendous and treatment is not always perceived as efficacious today.
- Multicultural competence is also a focus.
- There is a belief that health care coverage should be better and more widespread since the health of U.S. citizens affects the success of the country.
- With this reform comes an emphasis on concepts such as efficiency, affordability, prevention, health education, wellness programs, medical homes, expanded coverage, patient satisfaction, anti-fraud, and data-driven decisions amongst others.

Now that we have put things into perspective

- Regardless of your personal opinion of actual health care reform, it helps to learn the facts about the issue and to put it into perspective.
- The bottom line is that researching the reasons for change, whether we agree or not, gives us a rationale for understanding the basis for change.

Further topics to explore...

- Try to anticipate any work-related changes based on your understanding of health care reform.
- Acknowledge any fears you may have about these anticipated changes.
- Feel free to refer to the personal change worksheet.*
Activity: Pair share...

- Speak with your neighbors about any work-related changes you are anticipating.
- Were there any similarities or differences in the information discussed?

Explaining change

- Overview of reasons for organizational change.
- Overview of Process of organizational change.
- How does organizational change affect individual workers?

Organizational Change

- Change in organizational contexts is complex and multifaceted.
Organizational Health

- Both organizations and people go through stages of change. Just as people are living entities and subject to evolution, organizations are also constantly evolving.
- Organizational “health” depends on its ability to adapt successfully to the current demands of consumers, stakeholders, and what is happening in the world.
- Organizational change requires the workers within the organization to adapt to the conditions of change.
- The process of personal change, even if only in the organizational context, can affect us as individuals in very profound ways.

Activity #3: Working together

- There should be a bundle of materials at your table.
- With the group of people around you, take the materials and build a tower as high as you can.
- Good luck!

Process Discussion

- What was the exercise like for you?
- What were the challenges you faced?
- If you could do the activity again, what would you do differently?
- Were the odds of winning fair in your opinion? Why or why not?
- What information or instructions would have helped you to do a better job?
Change in Organizational Context

1. Organization receives info & interprets meaning in line with org mission/vision
2. Leadership determines org changes & communicates broad concepts to all
3. Managers apply directives to individual units/dpts, determine processes & provide training to workers
4. Work performance & outcomes of new processes are periodically evaluated using fidelity tools & modified as needed
5. New information is considered as it is received by the organization & incorporated into existing processes

Bridging Organizational & Personal Change

How will organizational change affect me as an individual?

- Org expectations + Change directions = New professional identity for each worker

Change is ever present

- Change is the nature of reality
- Planning for change will increase your chances of being able to cope with change
- Coping has to do with accepting and adapting to change in a healthy manner
- The opposite of coping is becoming emotionally “stuck” or experiencing trauma
More about change

- Each change we experience can spark other changes in our lives
- We can feel the impact of change all throughout the change process
- Personal change has to do with adaptation & learning

Activity: Pair Share

- Think about a time when you made a major change in your life
- With your partner, share a little about that experience
- What was the biggest adjustment that you had to make?
- Where did you struggle?

Stages of Change model (based on Kubler-Ross’s model)
Change also brings challenges
- Resistance based on fear
- Overwhelming emotions
- Learning/ trial & error
- Communication issues
- Structural changes

Why people resist change
- Fear of the unknown (perceived threats)
- Fear of loss (loss of status, freedom at work, etc...)
- Changes in personal identity or role
- Fear of not being able to adapt or learn new skills (fear of failure)
- Unable to properly handle stress associated with change (coping)

Change can be positive...
- Sense of strength & satisfaction
- Greater capacity for reflection and learning
- Personal and spiritual growth
- Becoming a role model and a leader
- Becoming a stronger part of the team at work
- Producing more quality healthcare services and making bigger contributions to the field and to humanity
Recipe for Successful Personal Change

› Set Yourself Up for Success
  • Set goals
  • Know yourself
  • Seek inspiration and motivation
  • Build support systems
  • Access help in times of difficulty
  • Look within
  • Practice healthy stress management
  • Assess and revise your goals
  • Reward yourself

Change & Stress

Activity: Belly Breathing

❖ Stress can lead to anxiety during the change or transition process
❖ Deep breathing can take us out of the fight or flight mode to soothe anxiety & encourage planned action/ rational thinking
❖ Let’s practice! Breathe with me....
Blowing bubbles…

Mindfulness/self talk
- Being “present” in the moment
- Mindfulness is being aware of your thoughts, without reacting emotionally to them
- Be aware of negative thoughts and replace them with positive ones
- Instead of “I can’t do this!” tell yourself, “There must be a way to do this.”

Support systems
- Try to identify true friends and close family members who can listen to you and speak with you during difficult change processes
- Consider speaking with a therapist or religious leader if you feel that change is becoming overwhelming or unmanageable
- Use online resources such as support groups to establish connections
Celebrating Success!!!

- Last but not least, celebrate each of your successes along the way!
- How do you like to celebrate?

In conclusion...

- Change is a necessary part of life
- Organizational change and personal change are intertwined
- The individual change process becomes more manageable when you plan for it, try to understand the reasons for the change, manage stress in healthy ways, ask for help, and use your support systems.

Thanks so much, AAMAS!

- If you have any questions or comments you would like to share with me, feel free to email me at melonso@student.uiwtx.edu or visit my website at http://christiemelonsonlpc.vnweb.com
- Have a great week!