

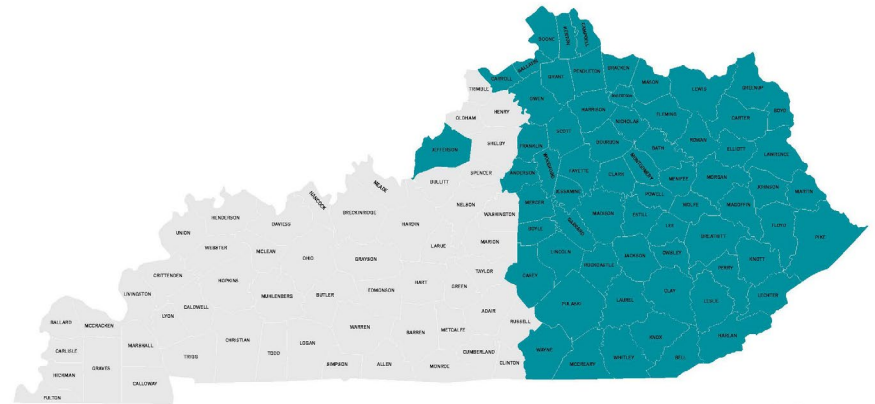
BLUEGRASS  
care  
navigators

The logo graphic consists of four horizontal, curved bands that fan out to the right. The top band is yellow, and the subsequent bands transition through light green to a darker teal color.

Expert. Connected. Care.

# Bluegrass Care Navigators at a Glance

- Headquarters: Lexington, KY
- 7 regional offices serving Northern, Central and Eastern Kentucky
- Rural, Suburban & Urban markets
- Provider of:
  - Hospice, Home and Community based services, including home primary care to frail & seriously ill
- The Joint Commission Accredited
- Patients Served annually: 20,000
- Team Members: 750
- Free standing, community based



# Preparing a Workforce for a looming Crisis

- Communication
- Standardization
- Workforce Supply Strategies
  - Standard
  - Contingency
  - Crisis
  - Catastrophic

# Engaging a Workforce During the Pandemic

- Personal & Professional Support
  - Flexibility
  - Individualized
  - Surveyed often to hone-in on needs
- Culture: Focused on Core Values

# What we Learned about our Team

- The Professional Quality of Life Scale (PROQOL) was circulated to all BCN team members in February 2021.
- 70% reported feeling worn out by their work as a helper.
- 64% reported feeling overwhelmed by their work assignment and that their work was never ending.
- Depression ranked 4<sup>th</sup> in diagnosed chronic conditions amongst BCN claimants and is approximately 50% higher than the benchmark. ADHD ranked 7<sup>th</sup>.
- ***ER Visits for these conditions incurred a total cost of \$46,131 in Q1***

For Internal Use Only

# Wellbeing Innovation

## Compassion Project & The BCN Way

- Mindfulness Moments
- Schwartz Rounds
- Code Lavender
- New Employee Self Care Groups
- Reimagining Grief Bereavement Groups
- **Compassionate Leave Policy**
- Mental Health Normalization Campaign in May 2021
- Focus on Suicide Prevention in September 2021
- You Are Not Alone Marketing Initiative with WLEX
- **Calm App**

For Internal Use Only

# Workforce Innovations

- 24/7 Support Center
- Expanded use of non - licensed team members
- Partnerships with other providers
- Legislative and Regulatory Advocacy

# Liz Fowler

## President and CEO

[lfowler@bgcarenav.org](mailto:lfowler@bgcarenav.org)  
(859) 321-7484

Follow Bluegrass Care Navigators:  
**@bgcarenav**



For Internal Use Only