

A PRESCRIPTION FOR PROFESSIONAL
WELLNESS

PODCAST
Workbook

The Quest for
Meaningful Work in
Pharmacy Practice

By Amy Oliver and Dr. Carly Crewe

Sponsored by The Ontario Pharmacists Association



ONTARIO
PHARMACISTS
ASSOCIATION

Advocating Excellence
in Practice and Care

Amy Oliver
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A Message From

THE ONTARIO PHARMACISTS ASSOCIATION

The Ontario Pharmacists Association (OPA) is pleased to present this 8-episode podcast series entitled 'A Prescription for Professional Wellness'.

OPA recognizes the need to support the wellness and engagement of the pharmacy community. Pharmacy professionals spend day in and day out being active members of our patient's care teams and giving so much in order to promote the health and wellbeing of others. Now, more than ever, we need to focus on taking care of each other, and ourselves so that we can move from surviving as a profession to thriving.

The past two years have been the most demanding of the pharmacy profession and of society. We are proud of the work you have done and the contributions you have made. This along with a clear awareness that frontline pharmacy providers have sacrificed many things, including pieces of themselves, to continue to serve our communities.

This podcast is one of the initiatives OPA is putting forth to help promote professional wellness, prevent burnout, and move forward fully engaged in the meaningful work of all pharmacy professionals as we strive to serve our communities now, and into the future.

Personal Reflection:

What do you NEED from your work:

Physically?

Emotionally?

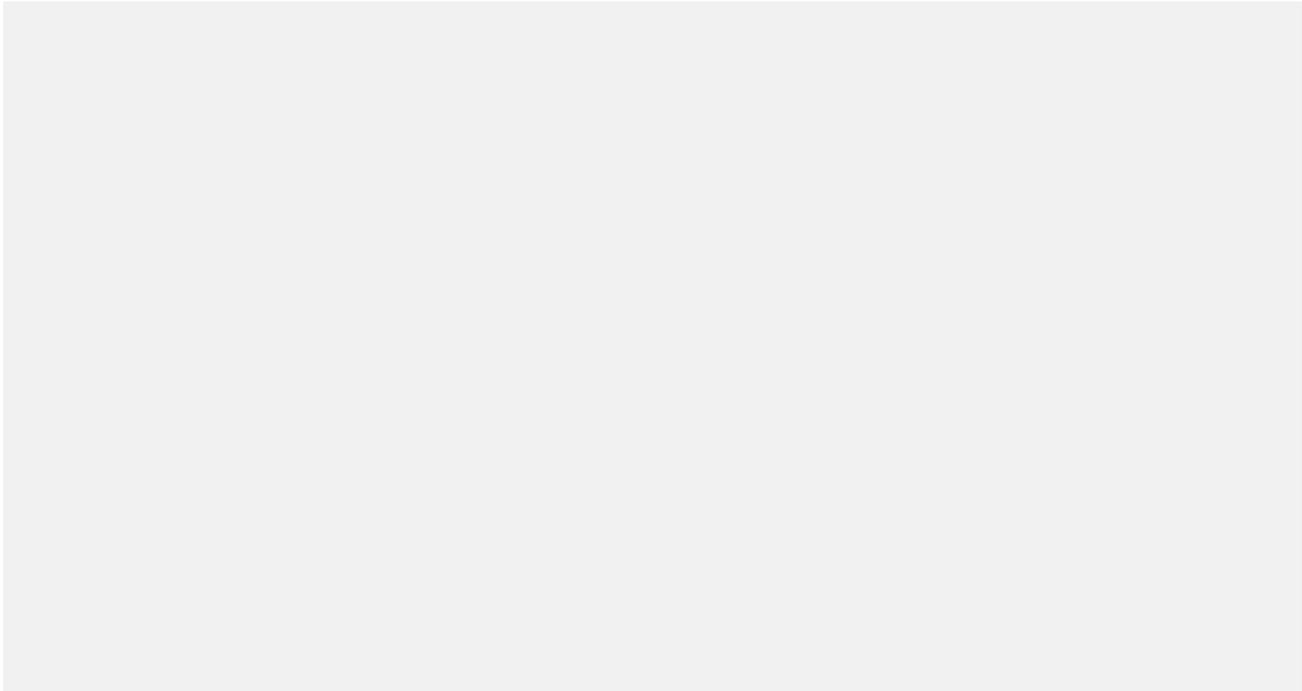
Financially?

Professionally?

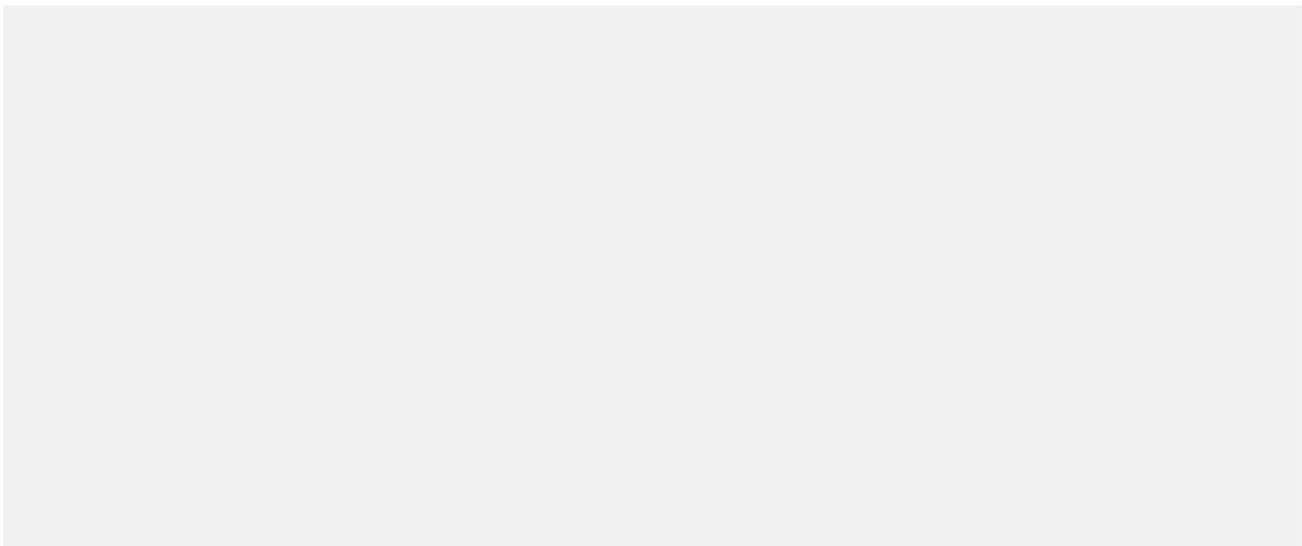
Location?

Safety?

Are the needs you have being met? If not, what shifts would be needed to make you feel differently? If they are being met, what would take them from good to great?



If every time someone asked you “What do you do?” they instead asked you “What do you love in your work?” – how would you respond?





ENGAGEMENT IS ...



ENERGY AND RESILIENCE

Enthusiasm to
keep trying when
the work is
challenging

PRIDE

Dedication,
involvement, and a
sense of meaning
and significance

ABSORPTION

Enjoying work so
much you lose
track of time

Your Reflections:

A large, empty rectangular box intended for the reader to write their reflections on the concepts of engagement.

LEADING WITH VALUES

Our values drive our behaviours and thoughts. Doing some deep internal work towards values-based leadership is powerful.

Check the values that mean the most to you.

- | | |
|--------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> ACCEPTANCE | <input type="checkbox"/> HEALTH |
| <input type="checkbox"/> ACCESSIBILITY | <input type="checkbox"/> HONESTY |
| <input type="checkbox"/> ACCOMPLISHMENT | <input type="checkbox"/> INDIVIDUALITY |
| <input type="checkbox"/> ACCOUNTABILITY | <input type="checkbox"/> INTEGRITY |
| <input type="checkbox"/> CARE | <input type="checkbox"/> JUSTICE |
| <input type="checkbox"/> CHARITY | <input type="checkbox"/> OPTIMISM |
| <input type="checkbox"/> COLLABORATION | <input type="checkbox"/> PERSEVERANCE |
| <input type="checkbox"/> COMPASSION | <input type="checkbox"/> RESOLVE |
| <input type="checkbox"/> COMMUNITY | <input type="checkbox"/> RESPECT |
| <input type="checkbox"/> COMPETENCE | <input type="checkbox"/> RESPONSIBILITY |
| <input type="checkbox"/> CONNECTION | <input type="checkbox"/> SERVICE |
| <input type="checkbox"/> COOPERATION | <input type="checkbox"/> STRENGTH |
| <input type="checkbox"/> DEPENDABILITY | <input type="checkbox"/> STRUCTURE |
| <input type="checkbox"/> DISCIPLINE | <input type="checkbox"/> SUSTAINABILITY |
| <input type="checkbox"/> EMPATHY | <input type="checkbox"/> THOUGHTFULNESS |
| <input type="checkbox"/> EQUALITY | <input type="checkbox"/> TRUST |
| <input type="checkbox"/> ETHICAL BEHAVIOUR | <input type="checkbox"/> TRUTH |
| <input type="checkbox"/> FAIRNESS | <input type="checkbox"/> OTHER: <input type="text"/> |

PERSONAL VALUES STATEMENT

Example:

"I value the opportunity to collaborate with members of my community, serve others, and work towards financial independence for everyone"

Create your personal values statement using some of the values you chose on the past page.

PERSONAL MISSION:

This is a statement of direction that guides your actions. Your mission statement should incorporate your values and broad goals.

Consider the following reflection questions when drafting your statement.

1. WHAT ARE MY VALUES?
2. WHAT IS MY PURPOSE?
3. WHAT IS MY ULTIMATE PERSONAL GOAL?
4. WHAT IS MY ULTIMATE PROFESSIONAL GOAL?
5. WHAT DO I ENJOY MOST?
6. HOW AND WHERE DO I MAKE THE MOST IMPACT?
7. WHAT DO I WANT MY LEGACY TO BE?
8. WHAT ACTIONS CAN I TAKE?

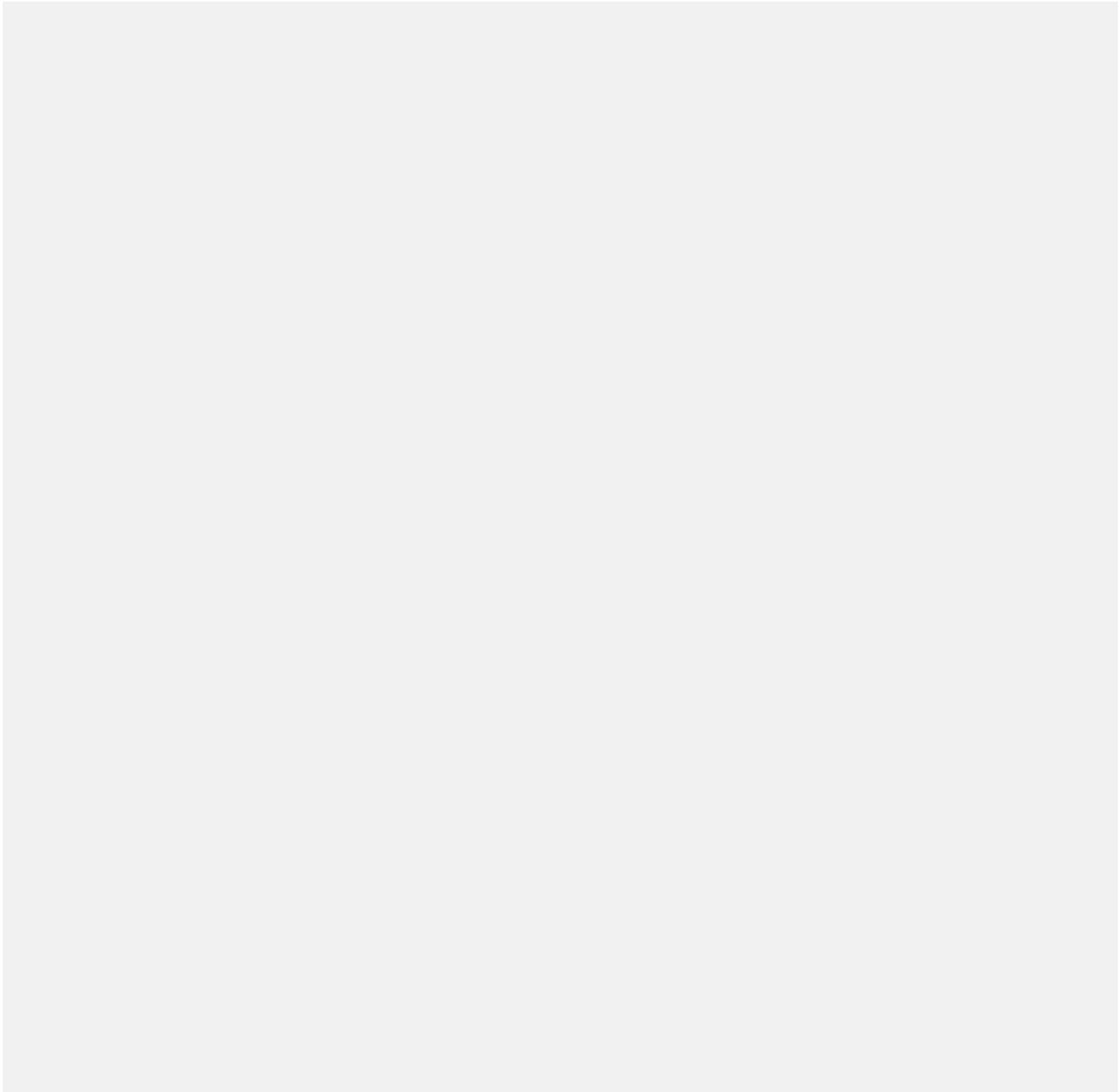
PERSONAL MISSION STATEMENT

Example:

"My personal mission is to improve the financial literacy of my community by offering dependable, respectful, and accessible financial education services to low income and underprivileged populations"

Create your personal mission statement.

Brainstorm some examples of how you can combine your personal passions with the work that you love to do? (Remember, the first rule of good brainstorming is to get ideas down on the page BEFORE you pass any judgement on them).



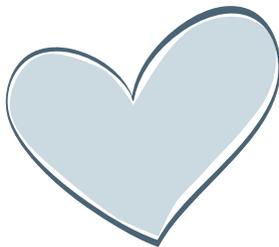
HEAD HEART & HANDS

HEAD - “I AM MENTALLY ENGAGED IN THE WORK”

This is about appealing to the mental challenge and logic of a person. Does the person find the work challenging and can they see that putting in the mental effort in this job will be rewarding? Is their capability and intelligence matched with the role? What are the facts and data in their day-to-day role that will keep them engaged at work.



HEART - “I AM EMOTIONALLY ENGAGED IN THE WORK”



If their heart is connected then there is an emotional connection to the work and they understand why the work is important. It aligns with their values. This can be achieved through storytelling and personal connection to the work. There may be various reasons for this heart connection, including the social aspect of working on a team, it could be the work makes a difference in someone’s life.

HANDS - “I AM ENGAGED IN DOING THE WORK”

Even if someone is mentally and emotionally engaged in the work, they may not be doing the work. There needs to be practical evidence that the work is getting done. There could be resourcing issues, timing issues, and prioritization. There could also be a gap in skill sets, or perhaps the head and heart aren’t in it making it difficult to get the work done.



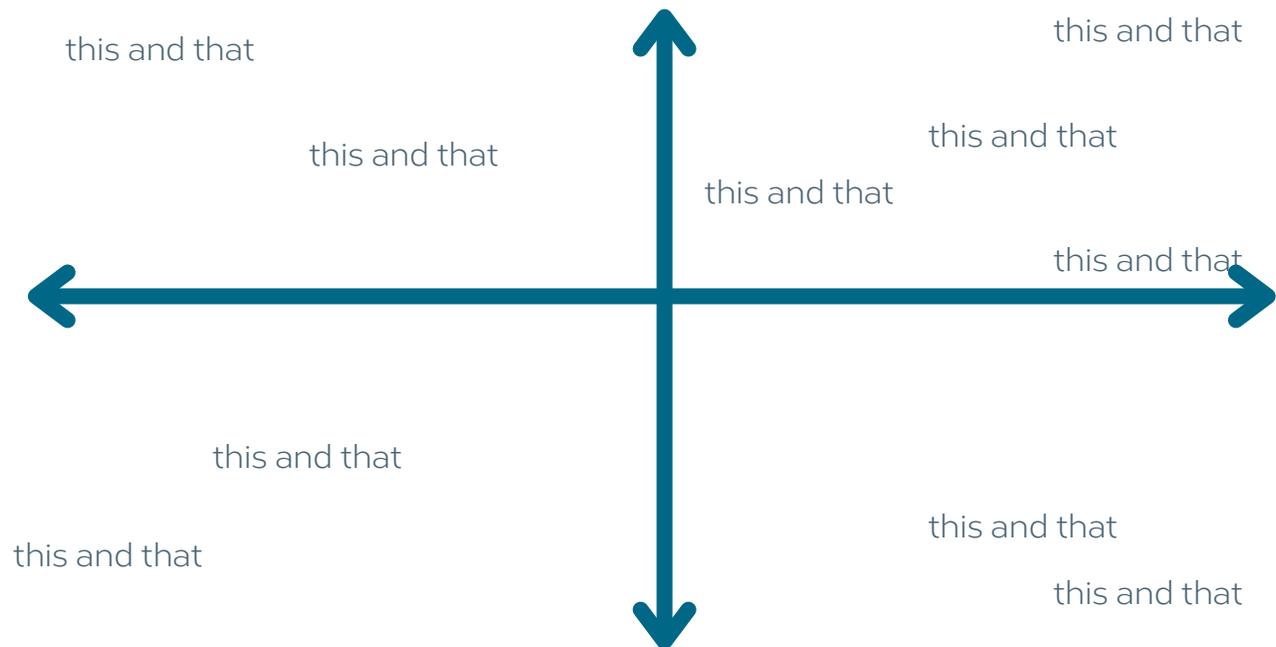
JOB CRAFTING

What does meaningful work look like to you?

On the following page you'll see a page, split into 4 quadrants.

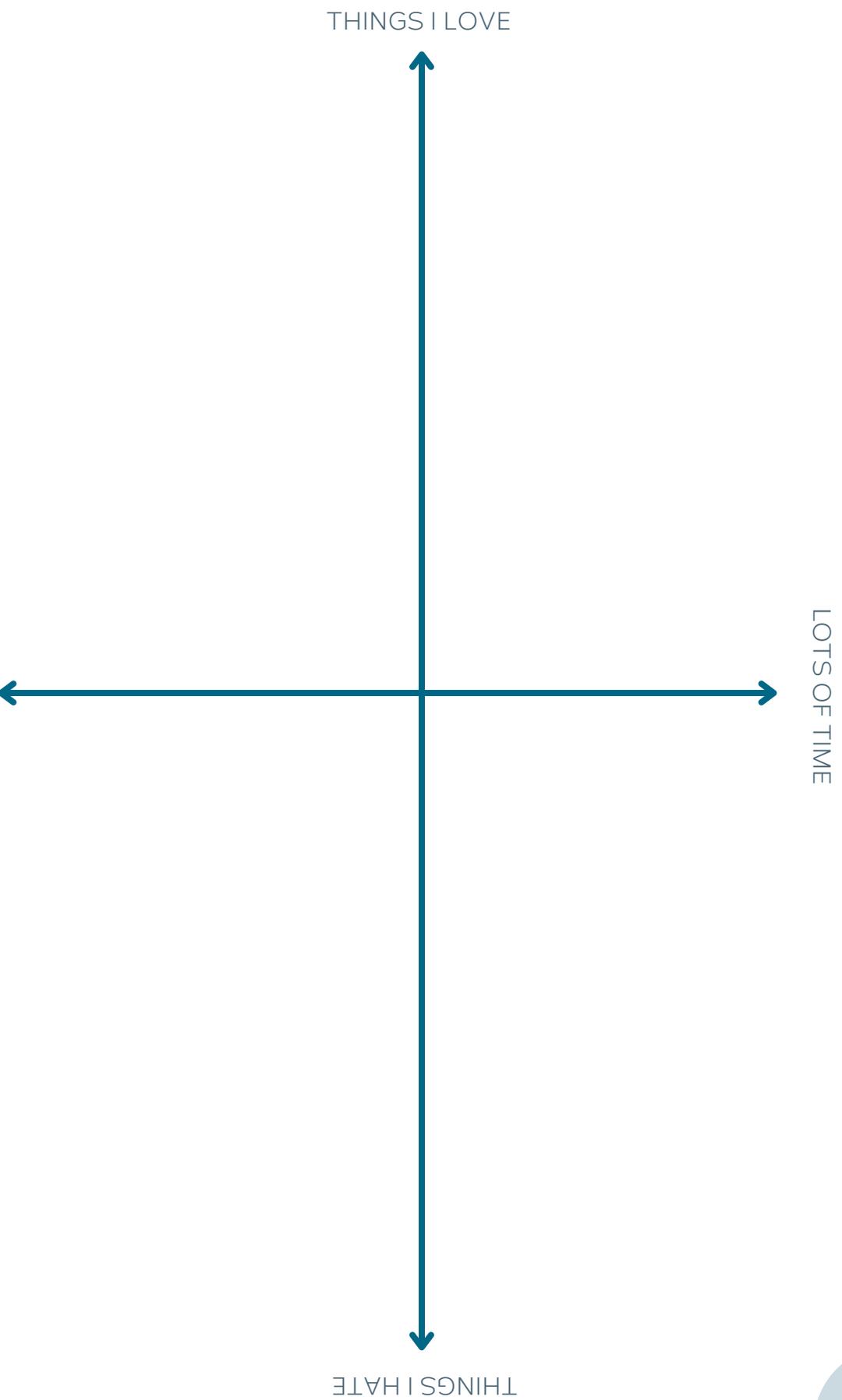
On this page, plot everything you do in your work and include the things you don't do but wish you did.

The chart will look something like this when finished.



Now you plot – so you write down all the things you do in your work from patient care services to administrative tasks to where you work, to how you work.... And you plot them somewhere on this sheet.

Write as many things on there as you can. And remember to incorporate the things you wish you were doing by putting them in the “things I love but spend little time on” space on your sheet.

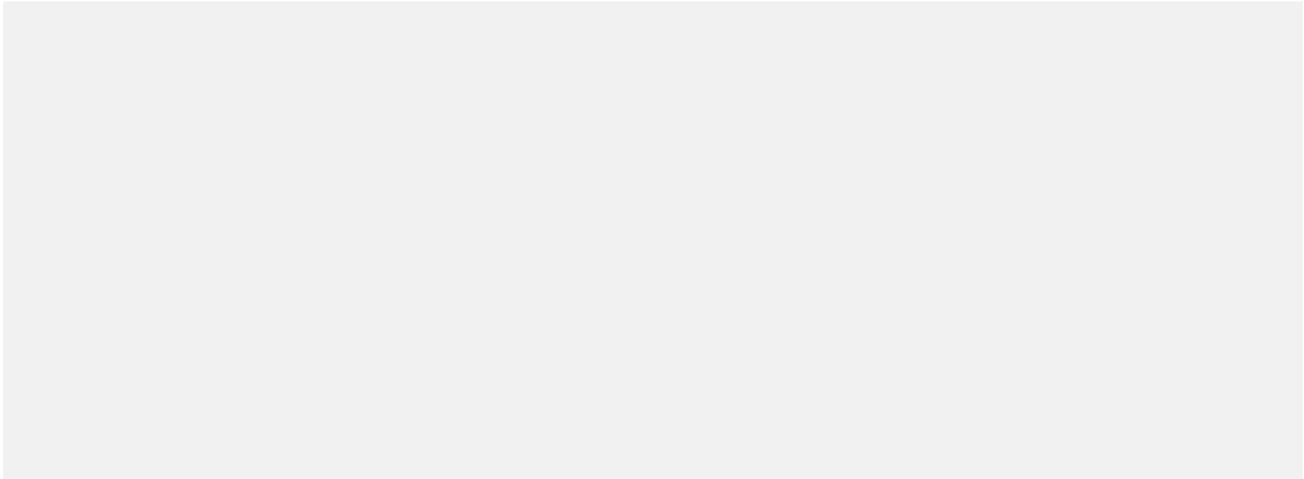


Describe some of the best days you have ever had at work. What made them so great?

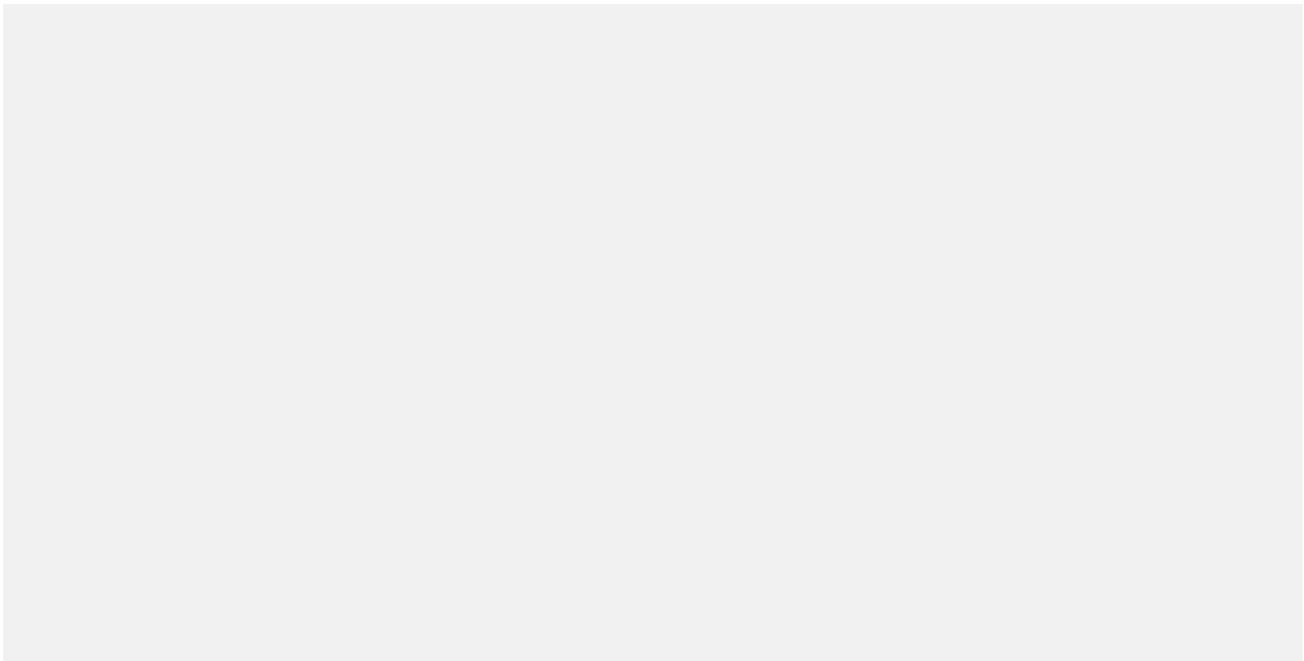
What were the factors that contributed to them being so great? What intentional steps can you take to do more of that?

ASSUMPTIONS

When you feel worried or doubtful about making small or large changes in your work, what are you thinking? What are the assumptions that you are making?



How can you find out if the assumptions are facts or only assumptions?





PROMISE ME YOU WILL NOT SPEND SO
MUCH TIME TREADING WATER AND
TRYING TO KEEP YOUR HEAD ABOVE THE
WAVES THAT YOU FORGET, TRULY
FORGET, HOW MUCH YOU HAVE ALWAYS
LOVED TO SWIM.



- TYLER KNOTT GREGSON

Describe here what meaningful work means to you.

Bios

AMY OLIVER

MBA, BSCPH, RPH, PMP, CLC

Amy Oliver is an experienced healthcare executive. She is president of Amy Oliver + Co, offering trusted advisory services and professional coaching to practice owners, leaders, academics, and organizations in health and social sectors.

Amy holds an MBA with a dual concentration in Organizational Leadership and Health Administration. She is a pharmacist, a Certified Leadership Coach, and a globally certified Project Management Professional. Amy holds certificates in Emotional Intelligence and Advanced Strategic Management and Leadership.

Amy has won multiple health sector and leadership awards and most recently has been selected as a member of the prestigious 2020 Governor General Canadian Leadership Conference.



CONNECT:

c: 204.292.0663

e: amy@amyoliver.ca

w: amyoliver.ca

Bios

DR. CARLY CREWE MD, PSYCHOTHERAPIST



Dr. Carly Crewe, MD is a mom to twin toddlers, modern day nomad and MD Psychotherapist specializing in women’s mental health. Dr. Crewe is the Founder and Owner of Eunoia Medical Clinic, an innovative and dynamic virtual microclinic that provides comprehensive treatment of mental health disorders in women. Carly believes that when women are well, they have the power to heal and change the world. Her mission is to revolutionize women’s mental health care, from fragmented and haphazard to a holistic, comprehensive and integrated approach that meets every woman where she is and addresses the multidimensional reality of mental health.

Dr. Crewe combines her knowledge of eclectic psychotherapeutic modalities (including CBT, DBT, holding and coaching techniques) with experience in both integrative modalities, nutritional psychiatry and psychotherapeutics (medications for mental illness) to provide a unique and comprehensive approach to the treatment of mental illness in women. Unlike traditional psychotherapists, Dr. Crewe is a trained physician which expands her therapeutic toolbox to the use of medication and nutritional supplementation to support the healing process in her patient

Carly is an Amazon best-selling author and her viral poem “The Sled” has been shared over one hundred thousand times on social media. Her book, *You Are Not Your Anxiety* launched on Amazon in July, 2021.