

# SHIFTING TO A WELLNESS MODEL

Presented by **Verity Turpin, MEC, CPA, CMA**  
Assistant Vice-Provost, Student Affairs  
Dalhousie University





# Agenda

- Leadership lens & focus
- Challenge & opportunity
- Shifting to a wellness model
- Wellness programming
- Key contacts at Dalhousie



# Leadership lens & focus

- Leadership lens:
  - Currently Assistant Vice-Provost, Student Affairs
  - Leading Dalhousie's first Student Wellness Strategy (2014 – 18)
  - Shifting to a wellness model including stepped care (2014 - present/ongoing)
  - Implementing an interprofessional collaborative healthcare model (2015 – present/ongoing)
- Focus:
  - evidence-based solutions that create measurable impact on students' wellness
  - taking a holistic, campus-wide approach to wellness



“THE BEST WAY TO  
PREDICT YOUR FUTURE  
IS TO **CREATE IT**  
- PETER F. DRUCKER



# LEADERSHIP



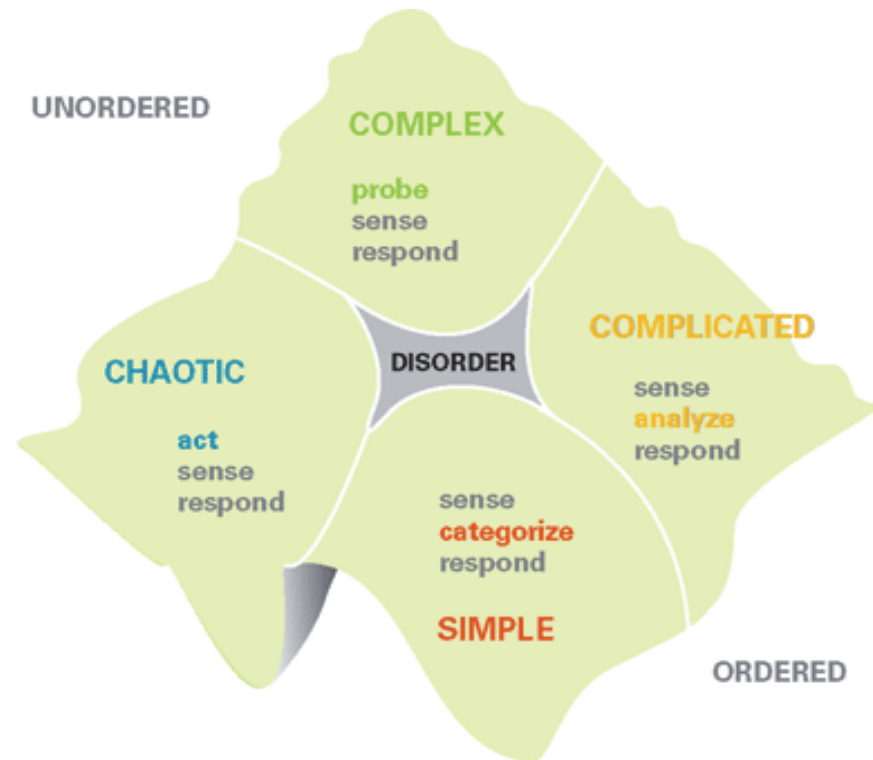


# Challenge & opportunity

- Leading in complexity
- Unprecedented demand for student mental health support/services
  - Interprofessional collaborative healthcare model
  - Case management
  - Stepped care
- Focus on holistic wellness
  - Social determinants of health/nine dimension of wellness
  - New wellness programming



# A Framework for Dealing with Complexity



Leading in complexity – there is *at least* one right answer

Listen, problem-solve, consult, pilot, monitor, adjust and relaunch...

Boone, Mary E., & Snowden, David J. (2007). A Leader's Framework for Decision Making. *Harvard Business Review*. November



# Challenge & opportunity

- Leading in complexity
- Unprecedented demand for student mental health support/services
  - Interprofessional collaborative healthcare model
  - Case management
  - Stepped care
- Focus on holistic wellness
  - Social determinants of health/nine dimension of wellness
  - New wellness programming





## Lessons Learned

**WHAT GETS  
MEASURED GETS  
MANAGED.**

**- PETER DRUCKER**



# Lessons Learned

- Strategic scorecard format
- Evidence-based key performance indicators (KPIs)
  - *Industry Standard* → *Target* → *Actual Performance*
- Holistic assessment: quality, operations, student experience
- Financial modeling and forecasting
- Storytelling & reporting

# Lessons Learned



<sup>5</sup> Kotter, John P. and Cohen, Dan S. *The Heart of Change*. Boston: Harvard Business School Press



# FOCUS

- Evidence-based solutions that create measurable impact on students' wellness
- Taking a holistic, campus-wide approach







# Shifting to a Wellness Model

- Leveraging Faculty partnerships & high-impact practices:
  - School of Nursing
  - School of Health and Human Performance
  - School of Psychology and Neuroscience
- Interprofessional approach including Student Affairs, Faculties & student groups:
  - Stepped care
  - Academic advisors
  - Access and accommodations advisors
  - Athletics & recreation
  - The PROsocial Project
  - Dalhousie Student Union
  - Assistant Deans, Student Affairs
- Wellness programming:
  - New approach to health promotion/outreach
  - Resilience Program
  - Inquiring Minds
  - On Track





# Resilience program

- Partnership between Student Affairs, School of Health & Human Performance and Vendura Wellness
- Addresses feelings of being overwhelmed, anxiety, and perceived stress
- Combines mental & physical health with mental performance
- Combines prepared and live materials and content delivery
- Students get:
  - expert advice
  - an e-workbook of activities
  - access to online resources
  - certified resilience training



The Q-Life online program can help you prepare for dealing with everyday challenges and stress!

What you get:

- Expert advice
- Simple activities to help build your resilience
- Online resources from professionals in nutrition, sleep, psychology and exercise
- Certified resilience training for your resume and CCR

Register to get this \$500 program for FREE!

[dal.ca/resilienceproject](http://dal.ca/resilienceproject)

Course begins October 4, 2017

Q-Life is available for free to all Dalhousie students and full-time King's College students





# Inquiring Minds

- An initiative of the Mental Health Commission of Canada (MHCC)
- Pilot project, participating with 6 other Canadian institutions
- 3-hour workshop to improve student resilience, student capacity to help their peers, and reduce mental health stigma
- Workshop delivered by our Social Worker and trained Student Health & Wellness Engagement Team student staff
- Weekly (free) training as of October 17
- All research & data collection will be done by the MHCC, with weekly updates





# On Track

- Based on research:
  - Lizzio's Five Senses of Success: Capability, Connectedness, Purpose, Resourcefulness, Academic Culture
  - Council for the Advancement of Standards (CAS) for orientation and advising
- Holistic advising training across the university (both campuses)
- On Track Programming:
  - Register on Track
  - Start on Track – In Person
  - Start on Track – Online
  - Stay on Track
  - Back on Track – including Wellness Coaching



# Key Contacts

- Verity Turpin, AVP, Student Affairs
- Emily Huner, Director, Operations, Student Health and Wellness
- Joanne Mills, Director, Counselling & Psychological Services
- Dr. Glenn Andrea, Medical Director
- Christina Elgee, Advance Practice Nurse

