

SIU Medicine's Center for Human and  
Organizational Potential (cHOP)  
Report 2018-2020

Associate Dean: Susan Thompson Hingle, MD,  
MACP, FRCP, FAMWA



December 6, 2020

Dear Dr. Kruse and Dr. Klamen,

cHOP celebrates its second anniversary in January 2021. We have had the opportunity to reflect on the past two years and are pleased to report that we have been successful in creating inclusive partnerships and programs that have helped to advance organizational and individual well-being as well as personal and professional development. We believe that we are helping to make SIU Medicine an organization whose employees thrive, thus making us better able to meet our mission of assisting the people of central Illinois in meeting their healthcare needs through education, patient care, research and service to the community.

We have assembled a phenomenal team that is responsible for the many successes to date. Each of cHOP's three pillars, Leadership and Excellence, Professional Development, and Wellness, have assembled advisory groups as well as collaborative groups who assist in our work. Collaborations and partnerships are the cornerstone of work, and we have had the privilege of working collaboratively with numerous Departments, Units, and individuals.

The opportunities provided through responsibility for the employee engagement survey were helpful in developing relationships throughout the organization and in identifying both high level and Departmental specific needs. Numerous consultations, facilitations, and work occurred in follow-up of the survey. We will be launching the next survey in the fall of 2021.

Our cHOP grant program, though modest in financial amounts, was a strategic way of empowering individuals in our organization to get involved with our wellness and professional development work. It also served as an organizational needs assessment of sorts. Many of the individuals who applied for grants were people who would not have otherwise been able to implement their projects. We are looking forward to working with the Office of Marketing and Communications to celebrate the work of the grant recipients.

The Covid-19 pandemic was an unexpected proof of concept opportunity for cHOP to assist our staff, learners, faculty and community as we all traveled the challenges of the pandemic. The racial and socioeconomic inequities that were exposed and exacerbated by the pandemic offered an opportunity for cHOP to engage collaboratively with the Office of Equity, Diversity and Inclusion in meaningful work that can no longer be ignored.

cHOP is a unique organizational component, and we are currently working on finding opportunities to disseminate our work so others can learn from our experiences.

I would like to express gratitude to you for believing in our concept, team and work. We wouldn't be successful without your support. Please join in celebrating our accomplishments of the first two years of our existence that are documented in this report.

Sincerely,

Susan Thompson Hingle

Susan Thompson Hingle

**cHOP Statement of Purpose:** To create an environment in which inclusive partnerships unleash the individual and organizational potential of our people and communities to learn, thrive and excel

**cHOP Vision:** Personal and professional potential realized for all

**cHOP Strategic Goals 2019-2024:**

- Governance structure, systems, and culture reflect that all members of the community are respected, valued, and heard such that equity is the standard
- Leaders model and foster transparency, accountability and engagement in growth opportunities
- Leaders improve and maximize personal and professional potential in their areas.
- Coaching is an organizational habit
- Build organizational resiliency for change
- SIU is the employer of choice in the region
- SIU is the healthcare provider of choice in the region
- SIU strengthens the culture of learning and wellness at all levels.

## **cHOP Teams**

**cHOP Core Team**

Cathy Canham – Office Manager

Susan Hingle – Associate Dean Center for Human and Organizational Potential

Debra Klamen – Executive Associate Dean Education and Curriculum

John Mellinger – Director Leadership and Excellence Pillar

Stacy Sattovia – Co-director Professional Development Pillar

Leslie Smith – Director Culinary and Integrative Medicine

Boyung Suh – Co-director Professional Development Pillar

Sookyung Suh – Director of Change Management

Christine Todd – Chief Wellness Advocate

David Ziebler – Director of Employee and Organizational Development

**Leadership and Excellence Advisory Group**

Anna Cianciolo  
Susan Hingle  
John Mellinger  
Stacy Sattovia  
Sookyung Suh  
Laura Worrell  
David Ziebler

**Professional Development Advisory Group**

Susan Hingle  
Debra Klamen  
Hilary Sanfey  
Stacy Sattovia  
Boyung Suh  
Sookyung Suh  
David Ziebler

**Professional Development Collaborative Group**

Dale Buck Hales  
Patrice Jones  
Delores Kirby  
Stacy Sattovia  
Kimberly Stolba  
Boyung Suh  
Shelley Tischkau  
Jo Turley

**Wellness Advisory Group**

Christine Todd  
Susan Hingle  
Debra Klamen  
Stacy Sattovia  
Leslie Smith  
Sookyung Suh  
Wendi El-amin

**Wellness Collaborative Group**

Christine Todd  
Aliza Hasan  
Allison Sutphin  
Ann Jurgens  
Aziz Khan  
Barbara Tuthill  
Cindy Davidsmeyer  
Leslie Smith

Debra Klamen  
Dee Kirby  
Doug Carlson  
Rik Constance  
Haley Plattner  
Jace Battrell  
James Gilchrist  
Jeffrey Cozzens  
John Flack  
Jordyn Mathias  
Julie Robb  
Karen Broquet  
Karen Kales  
Kari Wolf  
Kim Stolba  
Kristie Parkins  
Kristin Lessen  
Laura Shea  
Lisa Adams  
Lisabeth DiLalla  
Lucinda Buescher  
Matthew Woodbury  
Merit Sullivan  
Michael Neumeister  
Mila Maring-Simms  
Nancy Kyrouac  
Natalie Dougherty  
Patricia Frank  
Reuben Bueno  
Robert Abrams  
Ruta Kulys  
Sam Perry  
Sam Richey  
Sarah Leaf  
Shelley Tischkau  
Sookyung Suh  
Sophia Ran  
Stacy Grundy  
Stacy Sattovia  
Steve Sandstrom  
Susan Hingle  
Taran Ley  
Wendi El-Amin

**cHOP Grants 2019-2020**

<b>Grant Recipient</b>	<b>Description</b>
Pediatrics (PAIR) Haneme Idrizi etal	Staff-Faculty collaborative learning program
Library (Leadership) Taran Ley	Purchase of leadership evals/group report
External Affairs – Girls Be Heard Erica Austin	Provide the “Girls Be Heard” program to high school girls
Carbondale-Fall Round Up Allison Sutphin	Provide SOM event for Carbondale employees and families
Carbondale-Building Liaison Emergency Plan Samuel Perry	Purchase emergency supplies including handheld radios
Carbondale- Community Gatherings Nancy Henry	Team building Activities
Radiology-Resident Well Being/Prof. Dev. Thymur Chaudhry	Develop/deliver wellness curriculum
FCM – Kids Health Harbor Rebecca Howard	Wellness program for families in foster care
Population Science & Policy Tracie Johnson	Wellness Program/employee activities
Internal Medicine – Marcella Bland	Wellness/Mother’s Room
Medical Library Taran Ley	Study Treadmill
Risk & Safety Ann Jurgens	Be Aware – Be Well Program
Medical Students	Leadership Development Program
Medical Students	Sister to Sister Program
Y4 Student-SP Appreciation Lauren Grant	Standardized Patient Appreciation
Library-Lori Thompson	Books for Clinic Waiting Rooms

Culinary Medicine Leslie Smith	Team Communication Session
General Internal Medicine Akshra Verma	Diabetes Prevention Program
Surgery Kim Stolba	Book Club
Office of Community Initiatives and Complex Care- Abigail Ivancicts	Team Building Program - Escape Room
Office of Marketing & Communications- Maria Ansley	Equipment for capturing videos related to COVID 19

**Partnerships:**

Allyship program (Alliance for Women In Medicine and Science, Office of Equity, Diversity, & Inclusion and Medical Humanities)

Anti-racism Task Force (OEDI)

Bike to Campus meeting (Springfield Parks and Recreation, Springfield Bike Club)

Burnout in Rural Physicians (Populations Science, American Medical Women's Association)

Collaboration, Communications, and Time Management Task Force (Family and Community Medicine)

COVID Online Dance Party (with AWIMS)

Culinary Medicine Facebook Live Events ( Enos Park Neighborhood Association)

Dance Parties (Julio Barranzuela, SIU Medicine Community Health Worker)

Equity Ambassador Program Change Management Planning (OEDI)

Illinois Critical Access Hospital Network Leadership Development Fellowship (ICAHN and Population Science and Policy)

Medical Assistants and MA Supervisors Needs Assessment (Human Resources)

Mentorship and Coaching Collaborative (AWIMS, HR, Continuing Professional Development)

National Academy of Medicine Action Collaborative on Clinician Well-being and Resilience

Physician Coaching (Memorial Health Systems)

Physician Pipeline Preparatory Program (OEDI)

Project Management and Collaboration Tools Research (Information Technology, Office of Marketing and Communication)

Promotion and Tenure Working Group (AWIMS, P and T Committee, Leaders)

Residency EQi2.0 Study (Pediatrics)

Service Satisfaction Survey Design (IT)

Town Hall Series- working remotely, managing remote team, coaching, team building, conflict management, WebEx etiquette, etc...(HR)

Town Halls focusing on employee wellness, inclusion, equity, etc...Topics explored childcare, working from home, anxiety, managing insomnia, work life balance, reframing trauma , LGBTQIA issues in healthcare, anti-racism at SIUSOM, trauma informed care (AWIMS, OEDI, and Medical Humanities)

Training Administrators of Graduate Medical Education (TAGME) certification (Office of Graduate Medical Education)

Trauma Recovery Center Grant planning, coaching, consulting, education

Unsung Heroes Campaign (OMC)

11<sup>th</sup> Annual (Virtual) Teaching and Learning Symposium Co-Planning (Academy for scholarship in Education)

### **Other Highlights of Leadership and Excellence Pillar (Official launch May 2019)**

Accelerate leadership development program – launched October 2020 (36 participants)

Book clubs (5 completed, 3 in progress)

International Coaching Federation certification (John Mellinger)



“Leadership Forum” created on the Hive

Support group for SIU SOM community members pursuing an MBA

### **Other Highlights of Professional Development Pillar (Official launch March 2020)**

Early Career Faculty Development Program - launched on October 2020 (51 new faculty members)

cHOP Professional Development Workshops : Conversation Series (2019-2020: 7 sessions, 2020-2021: 8 projected sessions)

cHOP Professional Development Workshops : Medical Education Series (2019-2020: 7 sessions, 2020-2021: 8 projected sessions)

### **Other Highlights of Wellness Pillar (Official launch October 2018)**

AMA Covid Wellness Survey and Pulse Surveys

Balint Group leaders trained (12) and 2 groups started with another 3 in planning stages, including one via Project Echo model

Creation and launch of “The Village” on the Hive

REVAMP Newsletter (Relationships, Engagement, Vitality, Accomplishments, Meaning, Positive Emotions)

Wellness Wednesdays in collaboration with Integrative Medicine and Culinary Medicine (topics explored: acupuncture, yoga, healthy recipes, stress management, Qi Gong, Herbal Medicine, Insomnia)

Employee Assistance Program Awareness Campaign

Employees with DM2 Support Groups

Healthy Food Options (team assembled)

### **Other Highlights of Integrative Medicine**

- Hired 2 Licensed Acupuncturists (Doctors of Acupuncture and Oriental Medicine) (Dr. Tanuja Arany and Dr. Corey Myers)
- Webinars to Walter Reed Military Hospital (2 Grand Rounds: 1 by Dr. Leslie Smith and 1 by Dr. Tanuja Arany)
- Functional Medicine now offered at SIU Medicine: Dr. Leslie Smith is the only Functional Medicine MD in greater Springfield area

- Integrative Medicine Clinic at SIU Nominated for "Best of Springfield 2020" in the category of "Holistic Health Center"

### **Other Highlights of Culinary Medicine**

- Hired Culinary Medicine Registered Dietician Educator (Charlyn Ware)
- Involved in "Local Food Local Places" conversations with Downtown Springfield, Inc and other local stakeholders; focused on creating partnerships with several community members
- Created a simple cookbook for use in Enos Park School and Helping Hands rehousing efforts, among others
- Culinary Medicine elective for MS4's in March 2020
- Teaching kitchen plans finalized with architects (build-out put on hold due to COVID)

### **Other Highlights**

- Coaching (60+ coachees, over 600 hours of coaching provided over past 18 months)
- 2019 Employee Engagement Survey and Pulse Surveys
  - 34 Post Survey – Results Meetings were held
- Retreat Facilitations
  - Family and Community Medicine
  - Foundation
  - Internal Medicine
  - Marketing and Communications
  - Neuroscience Institute
  - Pediatrics
  - Psychiatry
- Team and group coaching sessions (6)
- Teamwork consultations (9)

## **External presentations and workshops**

1. "cHOP: Strategic Integration of CPD into an Organizational Development Initiative." Poster presentation. Society for Academic Continuing Medical Education, annual meeting. February 2020. Miami, FL. (Sattovia S, Worrall L, Suh B. )
2. "Clinician Well-Being and Professional Fulfillment During Covid-19" Grand Rounds, Oregon Health Sciences University, Portland, OR, June 2020 (Susan Hingle)
3. "Creating Gender Equity in Your Workplace" ACP National Webinar, November 2019 (Susan Hingle)
4. "Crucial Conversations" WEL National Cohort Meeting, Chicago, IL. May 2019 (Susan Hingle)
5. "Ethics, Deprofessionalization and Physician Well-Being" ACP IM Annual Meeting,. Philadelphia PA, April 2019 (Susan Hingle)
6. "Everybody In: Critical Actions We Must All Engage in To Achieve Gender Equity", Grand Rounds, West Virginia University SOM, Morgantown, WV, April 2020 (Susan Hingle)
7. "Everybody In: Critical Actions We Must All Engage in To Achieve Gender Equity", University of Illinois SOM, November 2019 (Susan. Hingle)
8. "Everybody In: Critical Actions We Must All Engage in To Achieve Gender Equity", Oregon Health Sciences University, Internal Medicine Grand Rounds, Portland, OR, November 2019 (Susan Hingle)
9. "Everybody In: Critical Actions We Must All Engage in To Achieve Gender Equity", University of New Mexico SOM, Internal Medicine Grand Rounds, Albuquerque, NM, October 2019 (Susan Hingle)
10. "Everybody In: Critical Actions We Must All Engage in To Achieve Gender Equity", Georgetown University SOM, Washington, DC, May 2019 (Susan Hingle)
11. "Everybody In: Critical Actions We Must All Engage in To Achieve Gender Equity", Council on Medical Specialty Societies meeting, Chicago, IL May 2019 (Susan Hingle)
12. "Everybody In: Critical Actions We Must All Engage in To Achieve Gender Equity", American Academy of Hospice And Palliative Medicine, Annual Conference, Orlando, FL. March 2019 (Susan Hingle)
13. "Everybody In: Critical Actions We Must All Engage in To Achieve Gender Equity", Colorado State Medical Society, Loveland, CO. February 2019. (Susan. Hingle)
14. "Feedback: A Critical Skill for Leaders" WEL National Cohort Meeting, Chicago, IL. May 2019 (Susan Hingle)
15. "Fostering An Inclusive and Engaging Culture" American College of Physicians, IM Annual meeting, Philadelphia, PA. April 2019 (Susan Hingle)

16. "How to Achieve Gender Equity" National Academy of Medicine Twitter Chat, November. 2019 (Susan Hingle)
17. "How to Run an Effective and Engaging Meeting" WEL National Cohort meeting, Chicago, IL. May 2019 (Susan Hingle)
18. "I Can't Get no Satisfaction: Increasing Individual Wellness And Professional Satisfaction", American College of Physicians, IM Annual Meeting, Philadelphia, PA. April 2019. (Susan Hingle)
19. "Leadership Styles: Finding Your Own Way of Leading" American College of Physicians, IM Annual Meeting, Philadelphia, PA. April 2019 (Susan. Hingle)
20. "Leadership Styles: Utilizing your Strengths" WEL National Cohort Meeting, Chicago, IL. May 2019 (Susan Hingle)
21. "Moments of Courage: Moving Your Career and LifeForward", ACP Oregon Chapter Meeting, Portland, OR, November 2019 (Susan Hingle)
22. "Personal Resilience for Physician Well-Being" American College of Physicians, IM Annual Meeting, Philadelphia, PA. April 2019 (Susan Hingle)
23. "Wellness for Women Physicians". American College of Physicians, IM Annual Meeting, Philadelphia, PA. April 2019 (Susan Hingle)
24. A Conversation About Leadership. American Board of Family Medicine Pisacano Scholars Leadership Program, 2020 (virtual). (John Mellinger)
25. A New Vision for Healthcare, Illinois ACP Chapter meeting, December 2020 (Susan Hingle)
26. Building Your Perfect Career: What You Need to Know from the American Board of Surgery. Women's Leadership in Surgery Conference, 2020 (virtual). (John Mellinger)
27. Exploring Motives, Processes, and Outcomes of Reflective Capacity Development of Academic Medicine Faculty (Boyung Suh & Stacy Sattovia, February 2020, Academy of Human Resource Development International Research Conference in the Americas (Boyung Suh & Stacy Sattovia))
28. How to Create a Leadership Development Journey Map: A Strategy for Sustainable and Customized Leadership Development, AAMC 2020, November 2020 (Sookyung Suh, John Mellinger)
29. HRD and Medical Education for Human and Organizational Potential (Boyung Suh & Heeyoung Han, February 2020, Academy of Human Resource Development International Research Conference in the Americas (Boyung Suh & Heeyoung Han) February)
30. <https://www.sages.org/free-sages-webinar-lessons-from-covid-on-living-and-thriving-as-surgeons/> (John Mellinger)
31. Keynote Speaker, Wellness During Medical School, University of Queensland Oschner Medical Program White Coat Ceremony, January 2020 (Susan Hingle)
32. Leadership in Turbulent Times: A Look Back, and a Look Ahead. Illinois State Civil Service Council of Councils 23<sup>rd</sup> Annual Meeting Keynote Address, 2020 (virtual). (John Mellinger)
33. Overcoming Impostor Phenomenon for Self-care and Wellness, ACP Women in Medicine month, national webinar, September 2020 (Susan Hingle)

34. Overcoming Impostor Phenomenon for Self-care and Wellness, ACP Women in Medicine month, Delaware webinar, September 2020 (Susan Hingle)
35. Overcoming Impostor Phenomenon for Self-care and Wellness, University of Connecticut, webinar, November 2020
36. Self-assessment Based on Leadership Style Inventory OTTAWA 2020 Conference, March 2020 (Sookyung Suh, John Mellinger)
37. Times Up for Sexual Harassment in Pediatrics, webinar for national Pediatrics Chairs, August 2020 (Christine Todd and Susan Hingle)
38. Using the Nonprofit Balanced Scorecard (BSC) Framework as a Strategic Professional Development Management System (Boyung Suh & Stacy Sattovia, July 2019, 2019 GFA and GWIMS Professional Development Conference (Boyung Suh & Stacy Sattovia)
39. Utilizing Diversity, Equity and Inclusion Principles for Organizational Change, AMA, national presentation, November 2020 (Susan Hingle)
40. Wellness for Physicians through Equity and Leadership, Hofstra University, Internal Medicine Grand Rounds, December 2020 (Susan Hingle)
41. Wellness for Physicians through Equity and Leadership, Minnesota ACP Chapter meeting, November 2020 (Susan Hingle)
42. What Motivates the Way We Work, Teach and Learn? SAGES Reimagining the Practice of Surgery Webinar, 2020, (John Mellinger)

### **State/National/International Committee Involvement (related to cHOP)**

Academy of Medical Educators of Europe Faculty Development Special Interest Group (Sookyung Suh)

American Board of Family Medicine (John Mellinger)

American Board of Surgery (John Mellinger – Chair)

American College of Physicians Well-Being and Professional Fulfillment Committee (Susan Hingle - Chair)

Central Group on Educational Affairs Faculty Development Special Interest Group (Boyung Suh)

Illinois Department of Professional Regulations Accupuncture Board (Leslie Smith - Chair)

Illinois State Medical Society Council of Education (Susan Hingle)

Illinois State Medical Society Women's Committee (Christine Todd)

Illinois State Museum Society Board (Christine Todd)

Integrative Health Policy Consortium (Leslie Smith)

International Conference on Physician Health Planning Committee (Susan Hingle)

Korean Academy of Human Resource Development (Boyung Suh)

Society for Academic Continuing Medical Education Communication Committee (Stacy Sattovia)

Society for Academic Continuing Medical Education Investment Subcommittee (Stacy Sattovia)

Society of American Gastrointestinal and Endoscopic Surgeons (John Mellinger)

