



mhca's e-Newsletter

Vol. 4, Issue 10
Published April 2020

Don't Be a Hero

Leaders are readers – and we read a lot at **mhca**. In a recent Friday Feedback survey, members said they read an average of 14 books a year in addition to articles and blogs. We consume a lot of information. This past month, I've been reading countless blog posts and news articles on the COVID-19 outbreak and how different businesses and organizations are working together to treat the sick, develop a vaccine, and meet the basic needs of both those in quarantine and those on the front lines. And also numerous articles on what recovery may look like

As I sat down to write this month's article and considered the sea of information I'd consumed on leadership, innovation, crisis communication and more, a few thoughts rose to the top of my mind:

1. I am so glad our members have each other to turn to during times like this.
2. I hope we're doing enough to meet them where they are and remind them that they aren't in this alone.

About a week ago, Randy Conley wrote a post for the weekly [Blanchard Leader Chat](#) about 5 leadership lessons he gleaned from watching [Captain Sully's Minute-by-Minute Description of The Miracle On The](#)

Hudson. He wrote, “Crises call for collaboration. There are too many issues at hand for one person to handle, and if the leader tries to play the hero and doing everything themselves, it will only lead to failure.”

This morning, I read a **news article** about two frontline medical workers in New York who had recently taken their lives. It was a long article detailing the level of trauma healthcare workers are now exposed to daily and the toll it is taking on their mental health. Two experts interviewed for the article agreed that peer-to-peer support among workers is important and advocated for brief huddles where peers could "share their pain, sadness, or frustration" with others who face similar situations. The article went on to say, “It's important for anyone on the front lines of any emergency not to become convinced that they are superhuman — and for the rest of us to avoid labeling them as such.” Dr. Shauna Springer, a licensed psychologist and trauma-recovery expert at the Stella Center in Illinois, was quoted saying, "We mean well when we call them heroes, but there's an invisible pressure that comes with that. People are resilient until they're not. And so people who are called out as resilient are often more reluctant to acknowledge human struggles and to reach out when they need help.”

I guess what I'm trying to say is -these are difficult times and though we are physically isolated from one another right now, you can always reach out to your **mhca** peers for help, resources, or advice. We have tried to create multiple avenues for you to access the support you need:

- The **Member Documents** area of our website has a treasure trove of sample **crisis response resources** as well as a variety of other helpful documents so you don't have to recreate the wheel
- Our **General and CEO ListSers** provide instant access to ask and respond to questions from peers, share an observation, or just offer encouragement
- Our weekly **CEO Coffee Breaks** are an opportunity to video chat with a handful of your fellow **mhca** CEOs from across the county to share experiences and ideas

If you need help accessing any of these resources - or there is anything else **mhca** can do to support you right now, please just let us know. As we celebrate 35 years of mutually beneficial association, it's clear that we truly are #BetterTogether.

Keep in touch!

Additional Resources

Qualifacts COVID-19 Resource Center for Behavioral Health:

qualifacts

<https://qualifacts.com/qualifacts-covid-19-resource-center/>



Simplifying Complexity™

EHR technology and services for behavioral health and human services.
Keeping you ahead of the accelerating pace of change.

- ✓ Connect Strategically
- ✓ Operate Efficiently
- ✓ Make Data-Driven Decisions
- ✓ Use a Differentiated Platform

Elevate the quality of care for every individual and community you serve.

qualifacts 866.386.6755 | info@qualifacts.com | qualifacts.com

Unsubscribe from Monthly Minute Newsletter

1876 Eider Court, Suite A
Tallahassee, FL 32308

mhca
1876 Eider Court, Suite A
Tallahassee, FL 32308

TEL: (850) 942-4900

If you don't want to get similar messages from us in the future, you can Unsubscribe or Opt-Out by clicking the following link:

https://mhca.com/index.php?option=com_civicrm&task=civicrm/mailing/unsubscribe&reset=1&jid=&qid=&h=