

# Capacitar Multicultural Wellness Education: Best Practices for Self-Care & Community Outreach

## OUTCOMES ANALYSIS

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The Capacitar training series reported below was provided at El Rio Health in Tucson, Arizona and included four 2-day Modules (plus a makeup training) between January - September 2023.

### **Total CME/CPD Credits Issued**

40.5 AMA PRA Category 1 Credits™

11.25 Nursing CPD credit hours

### **Speaker/Facilitator:**

Patricia Cane, PhD

Founder/Executive Director, Capacitar International

### **Primary Target Audience:**

Primary care clinicians (all disciplines) serving under-resourced, culturally marginalized patient populations.

### **Educational Need**

The influence the practitioner's state of well-being has on patients and patient care cannot be overstated. Poor wellbeing adversely impacts the clinician's ability to provide high quality care and is associated with increased medical errors, unsafe prescribing behaviors, and decreased empathy that compromise patient-centered interactions. According to several U.S. studies, the widespread disruption, anxiety, and stress left in the wake of the COVID-19 pandemic disproportionately affected healthcare workers, with primary care physicians experiencing the highest levels of anxiety and depression leading to unprecedented levels of provider burnout, and a significant contributor to the "great resignation" of healthcare professionals from the workforce. Even before the pandemic, provider burnout had already reached crisis levels and remains a pervasive issue to this day.

Mindfulness interventions, such as mediation, breathwork, movement-oriented mindfulness exercises, and guided visualization, among other protocols comprising the "Mind-Body-Spirit" (MBS) healing paradigm, are well-researched and shown to be highly effective for managing provider burnout. By restoring the practitioner's sense of harmony, balance, and connectedness, the incorporation of evidence-based MBS practices helps the clinician to become more emotionally regulated, thus influencing better, more effective patient interactions that are characterized by compassion, empathy, and cultural humility.

### **Program Overview**

The Capacitar Multicultural Wellness Education Program, Best Practices in Self Care & Community Outreach program is a highly successful model of MBS interventions focused on trauma healing, self-care, and empowerment guided by principles of holism, multi-systemic connectedness, and balance. Comprising four separate training modules, this program was offered in person at El Rio Health between January 20 and September 30, 2023. The two-day training modules were held at 3-month intervals over a Friday/Saturday for 11.25 hours of accredited educational instruction each. An abridged make up session for "Module 1" was also provided due to high demand from interested participants who were unavailable to participate in the initial

January training. This added session was approved for 6.75 hours of accredited CME instruction. Throughout the series, participants learned about the theories and practices rooted in diverse Eastern and indigenous cultural traditions and world views around health and healing. Participants learned how to perform effective MBS healing techniques that emerged from these healing paradigms and experience first-hand the impact of these practices on their sense of wellbeing. Additionally, participants explored the application of the MBS modalities with others in various settings, including with family, community groups, and in the practice setting with teams and/or as part of a more integrative and culturally responsive approach to patient care. MBS techniques taught by the Capacitar program included: Body Movement/Tai Chi; Pal Dan Gum; Finger Holds; Switching; Emotional Freedom Tapping (EFT); basic Acupressure; Holds; Meditation, guided visualization & breath work; among others.

The educational format for each session includes didactic presentations, “lab-intensive” application of the MBS practices on self and with others, discussion and reflection in small and large groups, independent study, and application of MBS skills learned in personal life and the professional settings between training modules. Based independent study and practice, participants continue to reflect on their experiences during group discussion at each subsequent training session.

### 2023 Capacitar Multicultural Wellness Training Schedule

Date	Module Description/Focus	CE/CME Credits Issued
Jan 20-21	<b>MODULE 1:</b> <i>Basic Practices, Team Development, &amp; Popular Education Methodology</i>	11.25 Nursing CPD credit hours
Mar 30	<b>MODULE 1</b> ( <i>make-up training</i> )	6.75 AMA PRA Category 1 Credits™
Mar 31-Apr 1	<b>MODULE 2:</b> <i>Trauma Healing &amp; Transformation</i>	11.25 AMA PRA Category 1 Credits™
Jun 23-24	<b>MODULE 3:</b> <i>The Energy Field &amp; Healing Methods</i>	11.25 AMA PRA Category 1 Credits™
Sep 29-30	<b>MODULE 4:</b> <i>The Elements, Emotional Healing, &amp; Integration of the Training</i>	11.5 AMA PRA Category 1 Credits™

### Desired Outcomes:

1. Adoption and regular, sustained use of MBS practices for self-care to manage stress and prevent burnout.
2. Better function in job performance due to decreased psychological markers of stress and fatigue and improved states of emotional wellbeing.
3. Increase adoption of MBS practices part of an integrative approach to more holistic and culturally responsive patient care.
4. Improved patient encounters (as perceived and reported by clinician participants).
5. Improved employee engagement in activities that contribute to an organizational culture of wellness, team unity, and compassionate, transformational, emotionally intelligent leadership.

## RE-AIM Framework for Evaluating Impact

The Reach, Effectiveness and Adoption elements of the popular RE-AIM Framework were utilized to evaluate the impact of this longitudinal training program on the desired outcomes. Data sources for the evaluation included

registration and attendance records, individual session feedback surveys (including a brief demographic questionnaire), and notes from group discussions where participants were asked to share the impact of the training on their quality of life, both personally and professionally. In addition, several scientifically validated well-being assessments were administered to attendees at 3-month intervals (between March & September 2023) prior to each training module to capture any trends in participant's overall sense perceived stress, stress resilience, and vulnerability to symptoms of burnout over time. These included the Freiburg Mindfulness Inventory, Perceived Stress Scale, Brief Resilience Scale, and the Professional Quality of Life Health Scale for Healthcare Workers, which assessed for compassion satisfaction (CS), burnout, and secondary traumatization (ST) related to their professional role.

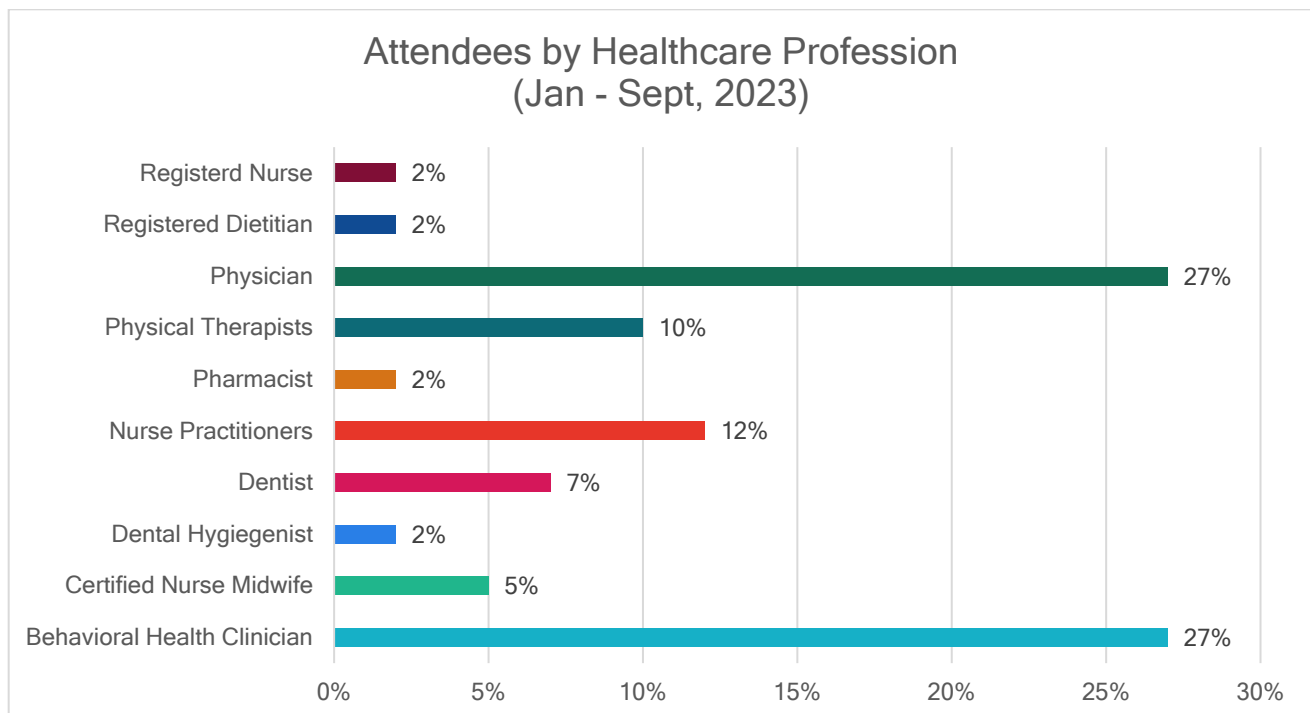
*NOTE: January Module 1 participant data and session feedback was incorporated with the evaluation results, but this the participant wellbeing measures and a few survey questions referenced below first appeared in the data collection methods in March just before the M1 make up training.*

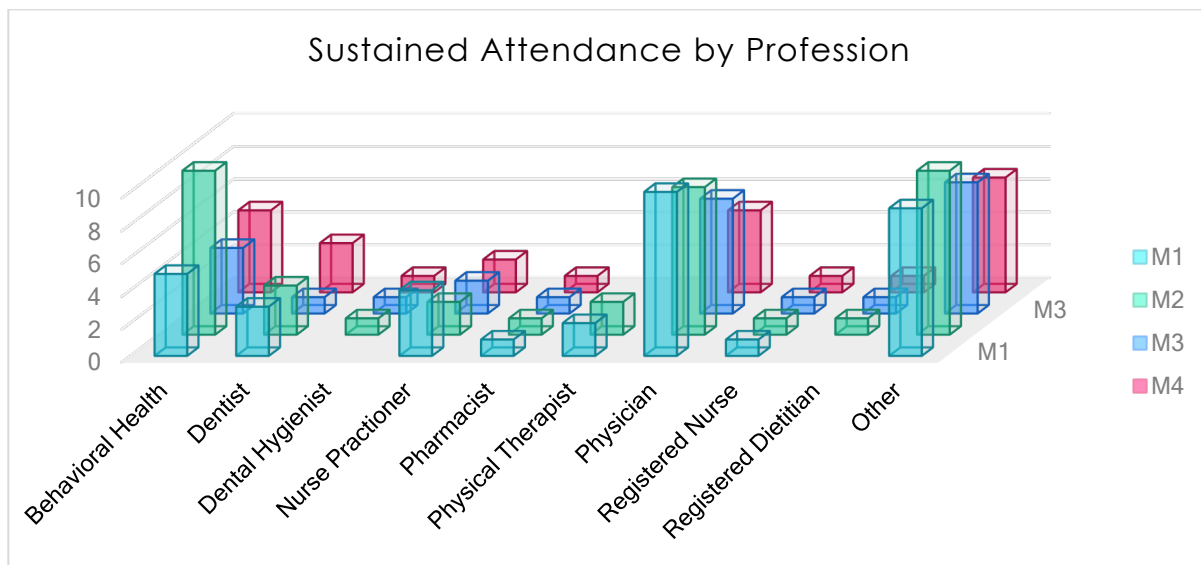
## REACH

The Reach element of the RE-AIM framework was used to determine if the intended audience was effectively reached looking at number of participants, number of and distribution of participating healthcare professions and attendee workplace wellness characteristics, such as perceived levels of stress, resilience, and professional quality of life.

### Participant Demographics

The target group for this program were primarily licensed healthcare clinicians practicing within the El Rio Health System. El Rio healthcare administrators and center managers were also recruited to participate, but registration was free and open to everyone. Of the 55 total unique attendees who engaged in one or more of the trainings offered between January and September 2023, 51 (93%) were El Rio Health employees; and 42 (76%) were licensed primary care clinicians. Physicians and behavioral health professions made up 54% of the primary target audience.





Across the series, **58% of all individuals reached through the training series attended at least 3 sessions** ( $n=32$ ) and **36% successfully completed the entire 4-module series** ( $n=20$ ), earning Capacitar International’s certification for “graduating” their 4-module program. **75% of Capacitar graduates were licensed primary care clinicians**, including 5 physicians, 5 behavioral health clinicians, 2 nurse practitioners, 1 dentist, and 1 pharmacist.

### Wellbeing and Workplace Wellness

The initial wellbeing measure results show that the participants of the *Capacitar Best Practices for Self-Care & Community Outreach* program were mostly already familiar with and frequently using some basic MBS practices. Results from survey data show that 72% of agreed or strongly agreed that they used basic MBS practices, such as meditation and breathwork, as part of a self-care routine prior to starting the Capacitar Wellness Education training. Several validated wellbeing measures, completed by 42 attendees in March 2023, revealed that **Burnout** and **Secondary Traumatic Stress (STS)** (dimensions measured by the ProQOL) were not areas of concern for attendees. Only one person’s result indicated a high level of burnout and no individual scored high for secondary traumatic stress. The average scores for burnout and STS were 14 and 13, respectively (scores under 12 are indicative of low levels of burnout). **Perceived stress** was low (51%) or moderate (42%). **Compassion satisfaction** – the pleasure derived from the feeling of being effective in your work – was remarkably high, with 76% of respondents who scored for “high” levels of compassion satisfaction. The most common CS score was 30, which is the highest possible score for this dimension! **Resilience** (aka the ability to bounce back from stressful situations) was moderate, with 76% of participants scoring in this range, and 16% who scored as having high resilience. The average scores from the Freiburg **Mindfulness Inventory** was 40 out of 56.

### EFFECTIVENESS

The Effectiveness element was used to analyze the impact of the training intervention on the desired outcomes at the individual level in terms of changes in knowledge and competence, as well as an analysis of attendee satisfaction, which influences participant’s willingness to adopt changes in practice.

**“This training has changed me for the better.”**

– Anonymous, MD

Survey respondents were asked to rate their agreement with a series of statements at the end of each module

related to their understanding MBS interventions and how they relate to improve wellbeing, trauma healing, cultural humility, and culturally-responsive application of practices when working with others. The charts below

show a steady increase in perceived knowledge and competence around these core topic areas based on their agreement ratings (using a 1-5 rating scale) with each corresponding statement.



### Attendee Satisfaction & Personal Insights

Attendees were highly satisfied with the training, and this is evident from the data cited above in reference to the high rates of sustained attendance and rates of adoption of the educational content into their personal and practice settings. Attendee average rating of the overall quality of the training, including format, educational design, and quality of the information provided, was 4.9 on a scale from 1 to 5. The effectiveness part of this analysis is also powerfully illustrated in attendee comments provided in the session feedback surveys. Here are some examples:

**“I appreciate the evidence-based approach that Dr. Cane brings to these ancient practices that were dismissed in the past. It helps to have science-supported practices.”**

*“This training allowed for a different level of personal reflection and understanding.”*

*“During the tapping (EFT) practice I had a realization about a conflict with a colleague – this led to a sense of peace and self-empowerment.”*

**“You made me a believer.”**

*“I learned there are very simple and practical ways to gain mental clarity of thought for myself and how to use them to help others – both staff and patients.”*

*“Amazed at how simple techniques like these can really help oneself and others to cope with stress and traumatic events.”*

*“It was very rewarding to learn to be more mindful of my own reactions and responses.”*

*“I now realize that I have many practices to help me manage secondary trauma and compassion fatigue. The training allowed me to identify gaps in my self-care practices and motivates me to continue to take care of myself so I can continue to care for others.”*

**“This training demonstrates our ability to empower our patients.”**

*“I thought it was important to note that many of the symptoms of trauma and stress can be managed by using these practices. As an Indigenous person, I have always used holistic practices for my own wellbeing, so I think it will be greatly beneficial to our clients and patients to use these practices as well.”*

*“I realized I was good at balancing things in my life overall, but I was holding on to pain and resentment - this work helped me let go and work through that.”*

*“Sometimes I am too tired or busy to fully see my surroundings and how that is impacting the energy around me. I learned importance of keeping my center and how to trust my intuition more.”*

## ADOPTION

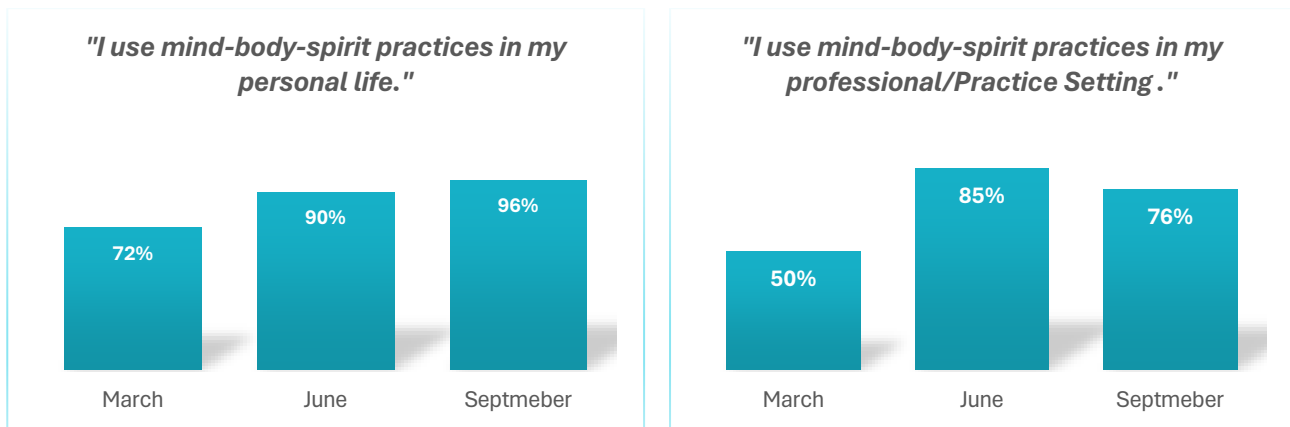
This element was used to analyze attendee’s willingness to adopt behavior changes using MBS interventions for personal self-care across organizational departments, as well as in patient care settings.

**“I see how training groups in these practices can contribute to culture shift within an organization.”**

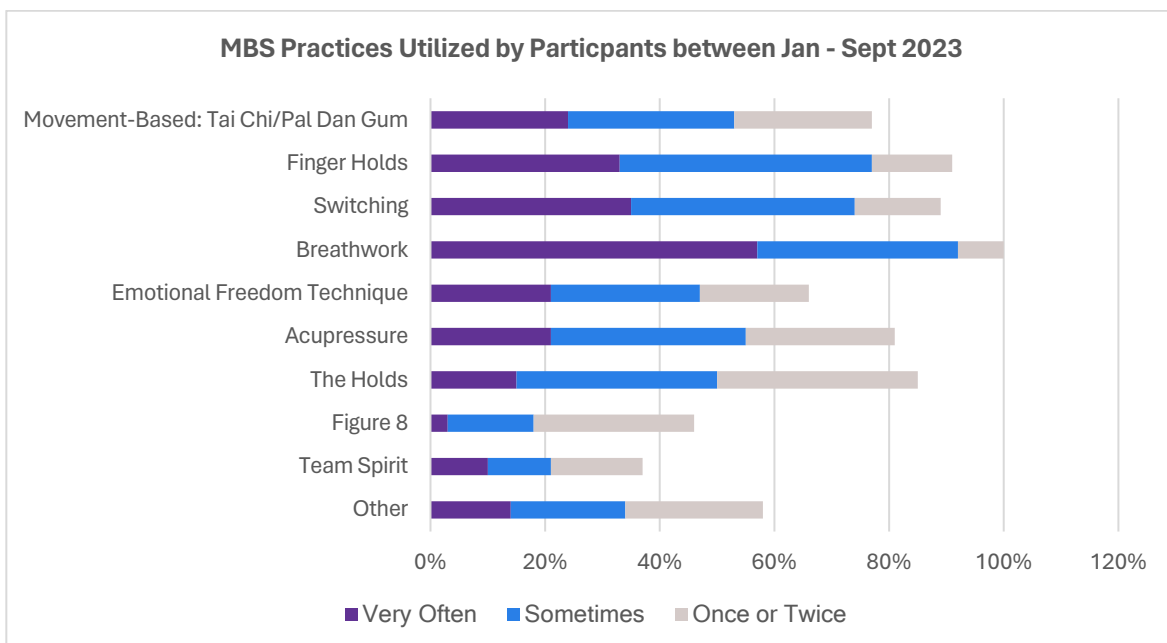
**Just about every department in El Rio’s integrated care system was represented among attendees, including three members of its executive leadership team.** The department settings of participants included family medicine; telehealth; behavioral health; oral care; physical therapy; dietitian services; pharmacy; tribal health; special immunology; quality; and of course Employee/Patient Health and Wellness. The impressive multi-level distribution of attendees maximizes the collective impact and sustained effectiveness of the training, as well as the reach for improving engagement in future MBS interventions delivered at El Rio Health.

Participants readily adopted several new MBS skills for managing stress and emotions into their regular self-care practice and in professional and patient care settings and attendees largely sustained the new behaviors throughout the training. Those who agreed or strongly agreed with the statement, *“I use mind-body-spirit practices in my personal life”* increased by +26% between the March and September 2023, while participants that agreed or strongly agreed with *“I use MBS practices in my professional setting”* increased by +50%!

***“This session has renewed my commitment to myself to be more intentional at doing these practices daily.”***



By the conclusion of the series, **96% of learners were regularly using at least one MBS technique for managing their wellbeing** (up 33% from the March trainings), **68% of whom were practicing “very often”** (at least once a week) during the previous six months. The top three practices used most frequently in personal and professional applications during this period were Breathwork (for managing anxiety & stress) with 100% adoption, followed by Switching (for grounding and centering), and Finger Holds (for managing emotions).

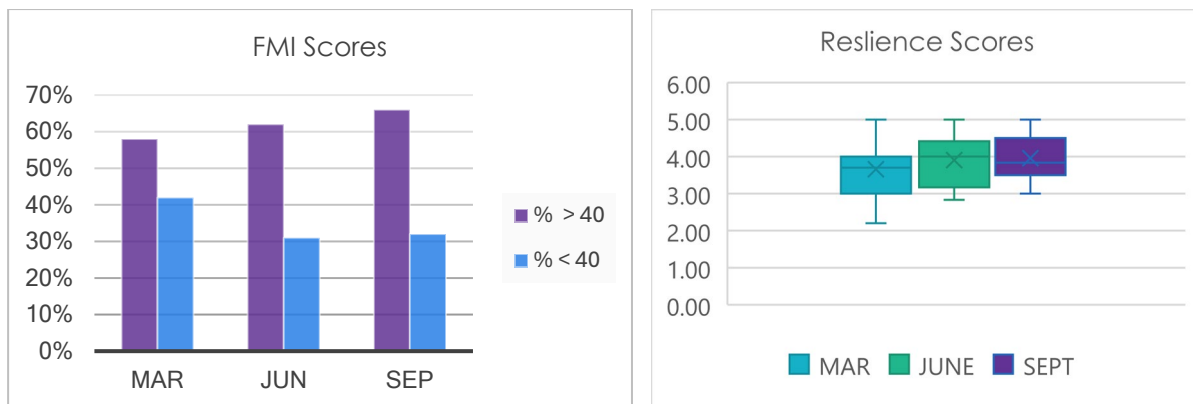


The data strongly supports that the intervention was highly effective at achieving the desired outcomes for the learners (listed in the introduction). As one attendee shared:

*“I came into these trainings a little skeptical, however, as I continue to learn I can now feel the energy shift while practicing techniques. My sleep is much better, and I feel as though I can face times of high stress in a much calmer and present way.”*

The increased frequency with which attendees have been applying MBS practices over the 9-month training period also correspond with the improvements in Mindfulness and Resilience scores taken from the Freiburg Mindfulness Inventory (FMI), a 14-item scale used to assess tendencies to engage in mindfulness, and the Brief Resilience Scale (BRS) which measures for perceived ability to bounce back from stressful situations. For both measures higher scores indicate higher levels of that characteristic. Attendee’s **average mindfulness scores increased by +7.5%** (from 40 to 43 out of 56 points possible) between March and Sept, the % of **attendees with scores greater than 40 increased by +14%** (58% to 66% from Mar - Sept), and the % of attendees with **scores less than 40 decreased by (-24%)**.

A total of 6 points are possible on the BRS. Scores above 4.3 are indicative of “high resilience,” while scores under 3.00 reflect low resilience. Although attendee’s resilience levels remained moderate overall, there was a slight improvement in average resilience scores (+8% from 3.67 in March to 3.95 in Sept). **The % of attendees reporting “High Resilience” increased by +81%** (from 16% with high resilience in March to 29% with high resilience in September). The number of **attendees with “Low Resilience” decreased by -100%**.



The popular education approach – a learner-centered, participatory style of education, delivered in-person in an intimate group setting where participants share about their ideas, understanding, and lived experiences – was incredibly effective in achieving the desired outcomes for attendees. *“This session has renewed my commitment to myself to be more intentional at doing these practices daily,”* someone remarked. Indeed, the data reflects an increase in participant’s regular, sustained use of MBS practices for self-care and this change in behavior correlates with the corresponding increase in participant’s perceived mindfulness and increased scores for high resilience.

### Integrating MBS Skills Into the Practice-Based Setting:

At the start of the training series, only about half of attendees were using the MBS paradigm and tools as part of an integrative approach to patient care, but by September, 76% of attendees had started to share some of the practices with their patients. Below are some of the “intent-to-change” statements relevant to their professional or patient-care settings in feedback surveys leading up to the final training:



*“I see many patients who are anxious in general or anxious prior to a procedure. I anticipate teaching people a few techniques for relaxation and re-framing perspectives.”*

*“I will use the practices to calm down patient’s nervous system to facilitate learning and listening during psychoeducation, and plan to teach them self-help skills to utilize on their own.”*

*“I am going to lead an opportunity for El Rio staff to practice some of these techniques with me and others. I also would like to start a Capacitar group with the patients we serve.”*

***“I will be presenting one technique a month during our clinical and dental leadership meeting.”***

Not only did the dental department present techniques with their colleagues, but they also adopted a new technique with patients using a simple acupuncture method to help lower their blood pressure with great success! *“We started using the pressure hold for dental patients that present with a high blood pressure reading,”* said one attendee. *“It has helped to reduce the number so we can proceed with dental treatment that requires anesthetic.”* Adopting this simple and effective practice helped the dental department avoid having to re-schedule patients, and this alone is pretty remarkable! Below are more examples of attendee adoption in professional/practice settings:

*“I’ve shared links to the Capacitar videos with my patients so they can learn the techniques of self-awareness and self-care.”*

***“Professionally, I have a whole new set of tools to share with patients to help them to improve their overall wellbeing. Many of my patients are very appreciative to be given exercises that are not medicine or that are complimentary to medicine.”***

*“I use some of the techniques on a daily basis to gather my thoughts and have utilized the techniques with patients and residents to lower BP.”*

*“I host a regular Teams meeting once a week where we practice Capacitar exercises.”*

## DISCUSSION

Considering each 2-day education session required a commitment over Friday and Saturday and a significant investment of CME or PTO time (not to mention half the weekend), the sustained engagement across the training series was impressive. Most participants completing at least three training modules. This fact alone is a remarkable testament to how valuable participants regarded this training for its potential impact on their personal and professional wellbeing.

While the initial wellbeing measures revealed that only one-or two participants reached by this intervention had been experiencing high levels of burnout, stress and exhaustion, the vast majority were doing relatively well with respect to their professional quality of life – their characteristics did not resemble those healthcare professionals who are described in national studies about the ever-present provider burnout crisis in the U.S. Nevertheless, participants unanimously experienced a positive and often profound impact on their sense of wellbeing, and many felt even better equipped to navigate periods of heightened pressure and strain by what learned. This program effectively deepened participant’s understanding of MBS practices and, as one attendee stated, *“it reinforced my commitment to my self-care.”*

A strategy for engaging more providers in future MBS interventions like this who may be more vulnerable to burnout than this first cohort of learners could include conducting a needs assessment using the ProQOL or

another tool that can help clinicians and healthcare leaders better “identify gaps in their self-care,” as one attendee put it, and thus be more open to making time for the next educational opportunity. Additionally, a more targeted outreach and recruitment strategy where leaders help identify colleagues and recruit them to the training, while also leveraging prior attendees as “ambassadors” who can help generate participants by sharing about their own experiences, insights gained, the impact it had on interactions with patients, when applicable. Several attendees have already been active proponents of the Capacitar techniques. One participant even started a weekly MBS-based wellness activity break, hosted virtually every Monday afternoon for all interested staff. It’s self-care advocates like these that can effectively influence positive “culture shifts within the organization” around holistic principles of healing and self-care.