



# PERMA Profiler

Meaning Making

United  
Healthcare®

# Earning CEUs



- CEUs are available for the 7 content modules as a series (7 CEUs total)
  - One pre- and post-series assessment required for the program as a whole
  - OptumHealth Education saves all CEU credit documentation on their website
  - <https://www.optumhealtheducation.com/>
- Accreditation opportunities include:
  - American Medical Association PRA Category 1 Credit™ by the Accreditation Council for Continuing Medical Education
  - Continuing Nursing Education by the American Nurses Credentialing Center's Commission on Accreditation
  - Accreditation Council for Pharmacy Education
  - Pharmacy Tech Certification Board
  - Case Manager Certification by the Commission of Case Manager Certification
  - American Board of Social Work Certification and American Psychological Association Certification and National Board for Certified Counselors Certification

# Meet Our Faculty

## Rodrigo Olivares



Rodrigo is a master level social worker and has close to 20 years of experience in child welfare, direct behavioral health treatment, suicide care and leading large behavioral health organizations. Before joining UnitedHealth Group, Rodrigo served as Chief of Operations and Clinical Officer for the Crisis Response Network (CRN) in Tempe, AZ in addition to a number of leadership positions with La Frontera of New Mexico and Arizona. Rodrigo has previously served on several boards/committees at the local, statewide, and national levels and currently serves on the Children's Action Alliance board of directors. Rodrigo holds a M.S. in Social Work with major concentration in family focused practice with Latino individuals and families from the University of Texas Pan American in Edinburg, TX.

## Kate Warren



Kate's career and personal experience has led her to work with complex care members as part of the Clinical Redesign's housing program. Kate started her career as a project manager leading technology projects and process operations for large corporations. When her passion called her to do more to help the most vulnerable populations, she took several years to volunteer for groups that worked directly with our community. Currently, Kate integrates her project management skills and passion for people as the Housing Operations Advocate, working to ensure the program is sustainable and has the capacity to assist many more vulnerable people. Kate holds Masters Degrees in Geography and Pastoral Ministry. In her free time she is a Court Appointed Special Advocate (CASA) volunteer, advocating for children in foster care.

# Check Point

Today's presentation includes material that may elicit complex feelings for some individuals. Please sign out at any time the material being presented causes you discomfort or distress.



This informational training is an overview of current research and its applicability to current practices. Always defer to your business unit's specific policies. When in doubt, always check with your supervisor.

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# Learning Objectives

At the end of this course you will be able to:

- Identify why meaning making is important.
- Define the PERMA Profiler.
- Define how to administer the PERMA Profiler.
- Discuss how to use the information gathered from the PERMA Profiler.

# What is Meaning Making?

- How a person interprets, understands, or makes sense of life events, relationships, and themselves
- Positive Psychology experts believe one can discover meaning
- Helps a person cope with things that happen throughout their lives
- Helps us study thoughts, feelings and behaviors, with a focus on strengths to build up the good in life



# Meaning Making & PERMA

**P**

Positive (or Negative) Emotions

**E**

Engagement

**R**

Relationships

**M**

Meaning

**A**

Accomplishment

**H**

Health



# Connection to Care Philosophy and Practice

- Positive Psychology
  - Connection between meaning and happiness
  - PERMA
- Person-Centered Care
- Motivational Interviewing
- Stages of Change





# The PERMA Profiler

The screenshot shows a Microsoft Excel spreadsheet titled "PERMA\_Profiler\_Questionnaire". The spreadsheet contains a questionnaire form with a light blue header and several rows of questions. A dropdown menu is open for question 13, showing the value "0" and the letter "A".

Row	Question	Value	Letter
13	How much of the time do you feel you are making progress towards accomplishing your goals? 0=never, 10=always	0	A
14	How often do you become absorbed in what you are doing? 0=never, 10=always	0	E
15	In general, how often do you feel joyful? 0=never, 10=always	0	P
16	In general, how often do you feel anxious? 0=never, 10=always	0	N
17	How often do you achieve the important goals you have set for yourself? 0=never, 10=always	0	A

# Statements on PERMA Profiler

How lonely do you feel in your daily life?

How much of the time do you feel you are making progress towards accomplishing your goals?

Taking all things together, how happy would you say you are?

How often are you able to handle your responsibilities?

In general, how often do you feel joyful?

How often do you lose track of time while doing something you enjoy?

How often do you achieve the important goals you have set for yourself?

To what extent do you generally feel you have a sense of direction in your life?



# Role Play of Meaning Making

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# Facilitate the PERMA Profiler

- Establish safety and comfort
- Explain reason to complete the profiler
- There are no right or wrong answers
- Score statements on a 10-point scale
- Use profiler as opportunity to foster discussion and connections to previous conversations or disclosures



# Language Used for Meaning Making & PERMA Profiler

Tell me about times in your life when you were immersed in what you were doing.

Do you remember times when you felt you were taking good care of your health?

Do you remember moments when you were fully supported in reaching your goals?

Can you tell me about times when you felt you had a sense of purpose?

# How to Use Information from PERMA Profiler

- There are no prescriptive actions based on results
- Focus on individual's goals and wishes; use things that bring meaning moving forward as reference
- Connect desires to health outcomes and goals
- Begin conversations about finding what brings joy
- Use information from PERMA Profiler to inform ongoing care plan

# Personal Next Steps

1. Complete the PERMA Profiler for yourself and reflect on the experience in your Personal Journal
2. Print PERMA definition to ground care planning and relationship building
3. Expand use of keywords, such as flow, to more frequently use that reference in interactions
4. Review requirements of your role – and identify a standing milestone for facilitating a PERMA Profiler



## Journal Prompt

Complete the PERMA Profiler for yourself and reflect on the experience.

# Key Takeaways

1

Meaning making is the process of how a person interprets, understands, or makes sense of life events, relationships, and themselves.

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2

The PERMA Profiler equips you to measure overall well-being and positive functioning.

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3

Engage in a discussion around the things that help the individual find “flow”.

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4

Employ a Person-Centered approach to the activity to help foster conversation and build a meaningful relationship.

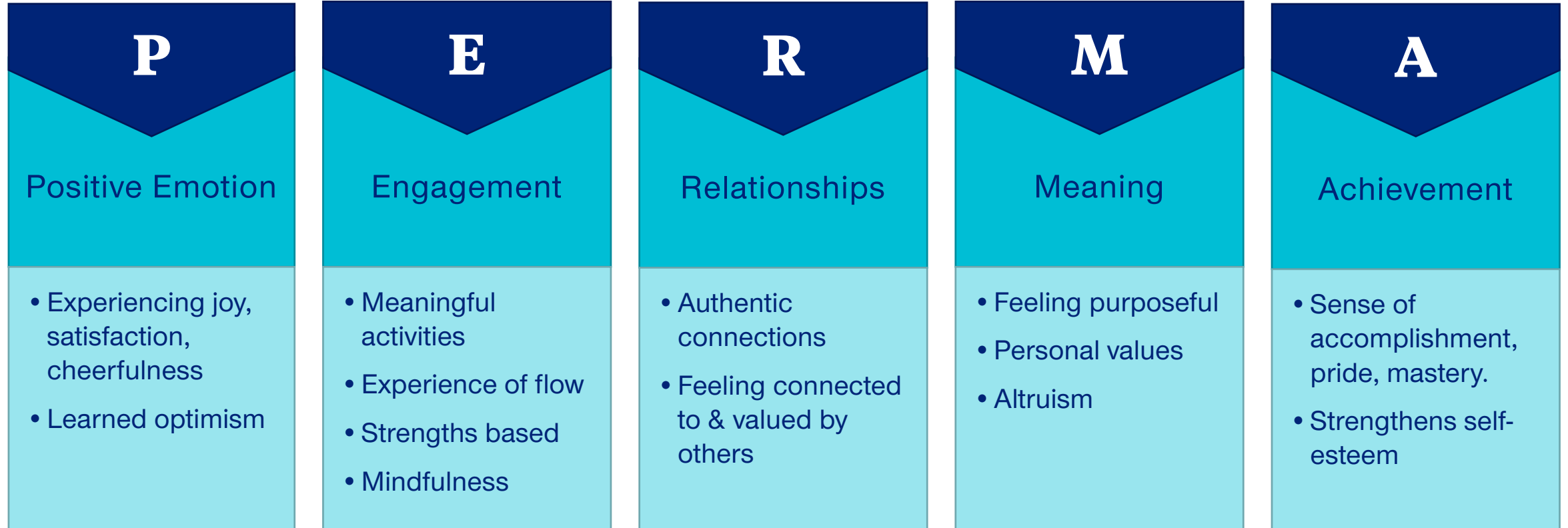




# **Additional Resources**

# PERMA™ Theory of Well-Being

Foundation of Positive Psychology



# Language Resource Guide

Use the questions below to prompt conversations based on where the patient has lower scores. For example, if the patient has a lower score in Relationships, use the conversation starters under (R) Relationships to promote that discussion.

## (P) Positive Emotion

- To what extent do you currently experience positive emotions?
- What activities give you pleasure in life or make you feel good?
- What brings you positive emotions?
- What three things went well yesterday? Why did they go well?
- How do you express gratitude to others? How can you express gratitude more in your day to day life?

## (E) Engagement

- During which activities do you lose track of time?
- What percentage of your time do you spend in the present moment?
- What activities do you get completely absorbed in?
- What are your biggest strengths? How do you use those strengths in your daily life?

## (R) Relationships

- How would you describe your relationships with other people?
- Which are your most important relationships, and why?
- What relationships bring you joy and support?
- Think about a relationship that you wish were stronger? What can you do to improve that relationship?

## (M) Meaning

- To what extent are you doing things today that are valuable and worthwhile to you?
- What are the activities or people who make you feel rooted in something larger than yourself?
- What larger purpose or cause do you feel drawn and connected to?
- Who or what matters most to you? Are there opportunities to focus on these things that matter most?

## (A) Accomplishment

- What activity would you pursue even if you didn't win/earn/succeed in it?
- What do you enjoy doing just for the sake of it?
- What would you like to accomplish in the next week, month, and year?
- What past accomplishments are you most proud of?

# PERMA and the PERMA Profiler

- [PERMA Profiler](#) (online tool – with free account registration)
- [PERMA Profiler](#) (paper-based tool)
- [Flourish: A Visionary New Understanding of Happiness and Well-being Hardcover](#) – April 5, 2011 by Martin E. P. Seligman

Sources: [Authentic Happiness site](#), University of Pennsylvania

Dr. Peggy L. Kern, [Questionnaires](#) and [PERMA Profiler](#),

[The PERMA-Profiler: A brief multidimensional measure of flourishing](#) by Julie Butler & Margaret Kern

# Learning Circle Guide: Meaning Making & PERMA Profiler

Directions: In your self-defined Learning Circles, a peer facilitator leads a discussion and/or role-play leveraging the talking points below to process the training content from the most recent learning event. Please reflect on all learning topics to date as you discuss today's content including personal life experiences and how these topics might be woven into your day to day work with UHG and ultimately impact those we serve.

- Based on what you learned in this session, share some ways that you or your organization prioritizes "meaning-making"? Or how might your organization/approach prioritize meaning making?
- How might you encourage someone to act upon the information in a PERMA Profiler?
- The PERMA Profiler isn't limited to individuals served by your organization. How might you propose using the PERMA profiler as a teambuilding activity? How might you use it to have a conversation with your manager?
- Discuss the statements presented on the PERMA Profiler: how does this activity connect/differ to the Values Card Sort?
- If time permits and volunteers are willing, engage in a role-play where you practice the PERMA Profiler. Focus on:
  - Explanation of the activity
  - Describing flow and the importance of meaning making