Resiliency Training

What is it, why is it important, and where does it fit?
What is Resilience?

- Resilience is the ability of people to cope with stress and crisis, and then rebound quickly.
- Highly resilient people have stress-resistant personalities. They don't fall apart during crisis; they're able to cope well with adversity, and learn valuable lessons from their tough experience.
In other words......

- Your resilience is a function of:
  - your ability to cope
  - and the availability of resources related to health/well-being
Why is resilience important?

- Today, more than ever, resilience is needed in the workplace.
- Employees are experiencing on-going change in the workplace. They’re asked to take on new responsibilities, learn new skills, and do more with less.
- Highly resilient workers are able to cope well with high levels of on-going, disruptive change.
- They’re able to change to a new way of working when the old way is no longer possible. And they sustain good health and energy when under constant pressure.
Evidence for Change

- Health care work force injuries are 30x greater than other industries
- 60% respondents of MD survey are considering leaving practice
- 70% knew at least one MD who left practice due to poor morale
- 37% of newly licensed RNs are thinking of leaving their job
- 13% vacancy rate for RNs
- Few CEOs have taken up the challenge to transform their organizations

*Through the Eyes of the Workforce*, Lucian Leape Institute at the National Patient Safety Foundation, Feb 2013
Impact of Burnout on Critical Care Nurses

- Emotionally exhausted: 50%
- Difficulty sleeping: 60%
- Clinically depressed: 20%

The prevalence and impact of post-traumatic stress disorder (PTSD) and burnout syndrome (BOS) in nurses.

Prevalence in nurses n=332

98% of those with diagnostic criteria for PTSD were positive for BOS. Co-existence of PTSD and BOS has a dramatic effect on work and non work-related activities and perceptions.
Burnout is common among physicians in the United States, with an estimated 30% to 40% experiencing burnout.
The role of resilience in integrating employee safety with patient safety culture

A strong safety culture is the key to better outcomes for both employee and patient health and safety.

Resilient employees are effective healthcare team members, able to focus on the safety and well-being of their patients and themselves.

Burned-out employees often lack the capacity to focus on safety and quality improvement efforts, which in turn can lead to preventable errors and injuries.

Preventable harm impacts healthcare workers as well as patients.
What can leadership do?

- Role modeling of:
  - Stress management
  - Personal-professional balance
- Demonstrate how much they value the well-being of their physicians and employees
- Give employees tools to help combat burnout

Preventing Burnout in Academic Medicine, Mark Linzer, MD: *Arch Intern Med.* 2009;169(10):927-928
Saleh KJ, Quick JC, Sime WE, Novicoff WM, Einhorn TA. Recognizing and preventing burnout among orthopaedic leaders. *Clin Orthop Relat Res* 2009;467 (2) 558- 565
Before we care about quality, we have to care about our work, and before we can care about our work, we have to take better care of ourselves.
Resilience is a skill that can be learned!
WISER = Webinar Implementation for the Science of Enhancing Resiliency

Focused on the caregivers and their needs; to help them build capacity and bounce back from burnout.

Designed for caregivers in formal or informal leadership roles, as well as executives, staff physicians, and nurses.

Provide participants with real-time feedback on burnout, depression, health behaviors, human limitations and human nature.

Resiliency training will provide you with tools to have in your personal toolbox that you can draw upon when needed.

Participants are given a structure with protected time to practice using the tools presented.
Duke University
WISER Resiliency Training Webinars

**What:**
- A series of eight 60 minute pre-recorded webinars
- Created and delivered by Dr. Bryan Sexton, PhD., Duke University
- WISER was created for healthcare workers who want to decrease burnout and improve work-life balance.

**Why:**
- To enhance your resilience for your own well-being, and the well-being of your staff and patients.
- Potential benefits to participants documented in the literature include reduced depressive symptoms, improved psychological well-being, improved working memory, improved immune function, improved sleep, improved coping with emotional upheavals and improved relationships.
Duke University

WISER Resiliency Training Webinars

**When:**
- Webinars will be available beginning in June 2014 through October 2014
- You may schedule the webinars at your convenience
- Webinars must be viewed in order
- Participants must take pre- and post-WISER assessments

**Continuing education credit hours available:**
- You and your staff can earn 8 continuing education credit hours (IACET CEUs) upon completion of the entire series and corresponding webinar quizzes
- No partial credit for partial completion can be offered at this time

**October 23, 2013 Science of Resiliency Training introductory webinar featuring Dr. Bryan Sexton**
Resiliency Tools

- Signature Strengths
  - Three good things
  - Observation without evaluating

- Self Aware
  - know strengths
  - know weaknesses

- Mindfulness
  - Awareness without passing judgment
  - Judgment is draining

- Self Care
  - Circadian rhythms
  - Practicing “safe stress”

- Purpose
  - Being a part of something bigger than yourself
  - Events are not about you

- Relationships
  - “How to work with a jerk”

- Social support
- Support/Validation
- Showing gratitude

- Time Outside
- Nutrition
- Fatigue Mgmt

- Resilience Writing
  - “Healing the Healer”

- Blame and Forgiveness
- Awareness of Negative Loops

Resiliency Tools
WISER Training Topics

- **WISER #1**: Introduction to Resilience
- **WISER #2**: Fatigue Management
- **WISER #3**: Mindfulness
- **WISER #4**: Dealing with Difficult Colleagues
- **WISER #5**: Resilience Writing #1
- **WISER #6**: Resilience Writing #2
- **WISER #7**: Resilience Writing #3
- **WISER #8**: Coping with Change and End of WISER review

This is a rewarding experience for participants, full of self reflection, validation, coaching, and recharging those nearly-dead batteries.
February 2014 MHA Resilience course participants
“4 words describing your course experience”
This is a gift

- Resilience will NOT prevent challenges from coming your way.
- Resilience WILL help you be prepared mentally for whatever comes your way – whether taking on an increased workload, dealing with difficult co-workers, or dealing with other workplace challenges.
- Resilience will not only help you survive in the workplace, it will help you thrive!