

Building Resilience and Self Care



National Critical Care Outreach meeting.
June 14th Ko Awatea

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Aims

- **To increase awareness about work on Positive Psychology and Resilience relevant to healthcare staff.**
- One thing you can do in your area to improve staff resilience
- One things you can do to improve your resilience

Well Being – Why in the Workplace?



- Economic sense – EON estimate saving 28,000 with healthy workplace initiatives
- Health of Doctors has impact on Health of Patients
- Our work has a known impact on us
- Drivers - costs and well being - but in healthcare also compassion and patient safety

Impact of our work



- Significant Stress & Burn Out rates in nursing
- 87% ED nurses affected by their work, 68% stress affecting their health, 56% significant stress evoking incident (Ching)
- 77% critical care nurses agreed that it was emotionally exhausting to become involved repeatedly with families in need of support
- Evidence that using 'distancing' (as opposed to 'engaging' or 'seeking social support') as coping method impacts on patient care (Nagy 1999)

Effect of acute and chronic job demands on effective teamwork behaviour in medical emergencies



- Acute cog, emotional and physical strain contributed significantly to predictors of individual teamwork behaviours
- Acute emotional strain was the strongest predictor of effective team working behaviour
- Long term exposure to emotional demands strongly increased risk of emotional experiences resulting in strain in acute situations
- “There is urgent need to prevent or reduce a build up of job strain from high acute and chronic demands, particularly of the emotional kind”

Effect of acute and chronic job demands on effective teamwork behaviour in medical emergencies



- “We urge doctors, nurses and their managers to acknowledge the debilitating effects of stress on performance and to find ways to prevent or reduce build up of strain from the particular emotional demands associated with their job”
- Back up support
- Supervision
- Debriefing
- Team work training

Emotional Safety Strategy



- Reviewed literature about impact on staff of working in CCC.
- Reviewed literature of potential interventions.

Positive Psychology



- “Conditions and processes that lead to optimal well being of individuals, teams and organisations.”

Lucy Hone

* Positive Psychology Exercise

Positive Psychology and Resilience



- Move away from focus on stress and burnout to positive psychology and resilience
- Resilient people rebound quicker

What makes a Healthy Work Place?



- Healthy lifestyles
- Work life balance
- Teamwork (humour, socialising, celebrations, clarity of goals)
- Being valued
- Being supported
- Being communicated with
- Good leadership

Reigan (2011) Staff focus groups – Waitamata Region

What might make someone resilient?

- Physical – exercise, sleep, diet, relaxation
- Connectedness/Support
- Flexible thinking – cognitive skills, mindfulness
- Positive emotions – experiencing these as well as stress. 1:3 (Fredrickson) and 1:5 (Gottman) ratio.
Gratefulness

5 winning Ways



CONNECT

TALK & LISTEN, BE THERE, FEEL CONNECTED

TAKE NOTICE

REMEMBER THE SIMPLE THINGS THAT GIVE YOU JOY

KEEP LEARNING

EMBRACE NEW EXPERIENCES, SEE OPPORTUNITIES, SURPRISE YOURSELF

GIVE

YOUR TIME, YOUR WORDS, YOUR PRESENCE

BE ACTIVE

DO WHAT YOU CAN, ENJOY WHAT YOU DO, MOVE YOUR MOOD

5 WAYS TO WELLBEING

Connect . Give . Take notice . Keep learning . Be active

Heke tika oranga, he taonga tuku iho, he pūkanga ake, ake te arotanga, te manawaru

 Mental Health Foundation
of New Zealand
www.mentalhealth.org.nz

USA Army Work



Physical

Performing and excelling in physical activities that require aerobic fitness, endurance, strength, healthy body composition and flexibility derived through exercise, nutrition and training.

Emotional

Approaching life's challenges in positive and optimistic way by demonstrating self control, stamina and good character with your choices and actions

Social

Developing and maintaining trusted, valued relationship and friendships that are personally fulfilling and foster good communication including a comfortable exchange of ideas views and experiences.

Family

Being part of a family unit that is safe, supportive and loving and provides the resources needed for all members to live in a healthy and secure environment

Spiritual

strengthening a set of beliefs, principles or values that sustain a person beyond family, institutional and societal sources of strength.

Physical

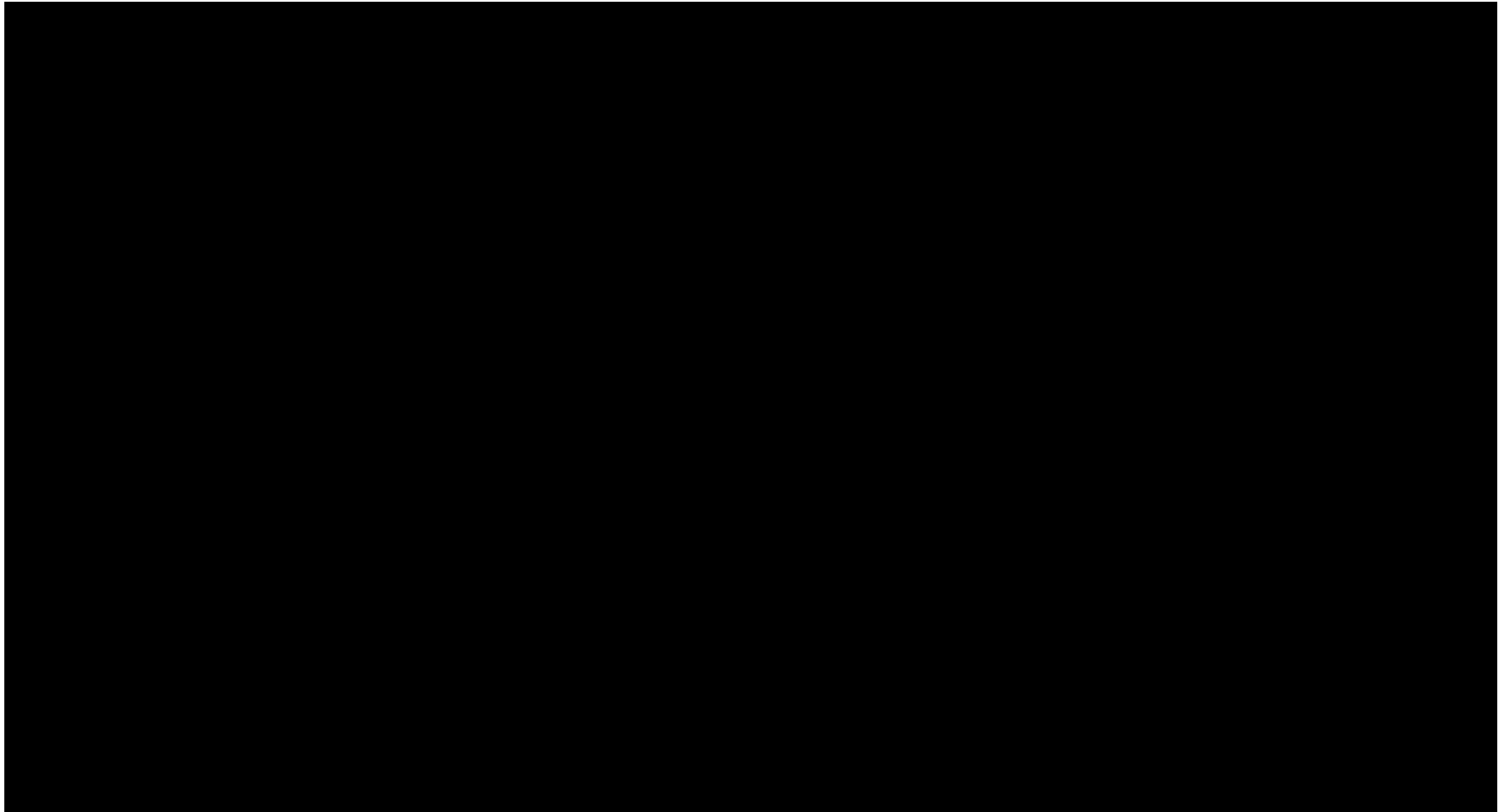
- Exercise
- Sleep – shifts
- Eating – especially shifts
- Middle no more?!

Connectedness/Support



- Attention to this in our teams (esp with our newcomers).
- Critical Incident Management - defusing after distress.
- Schwartz round – opportunity to talk as a team about the human impact of our work.
- Supervision/Coaching and Mentoring – restorative as well as educative function. Supervision has been identified in numerous studies as key support for staff in relation to stress and trauma of their work.

How welcoming is your team?!



Positive Emotions



- Promote positives
- Gratitude
- Celebrate success
- Fun at Work

Flexible Thinking -Mindfulness Exercise



- A way of paying attention, in the present moment, to yourself, others and the world around you.
- To teach a different relationship with thoughts – seeing them as just thoughts, responding not reacting
- Enables you to shift perspective – stand back a little and witness what is going on. Develops our capacity for objectivity re internal and external experiences (but not distancing)
- Each time you bring attention back, you are laying down deposits in the neural networks that are connected with sustained attention

Mindfulness - Efficacy

- Efficacy in many patient groups
- Brain changes
- Association with Emotional Intelligence.
- Improved mind fitness in marines –
- Biotech company in USA – 8 week MBSR - More engaged in their work, energized and less anxious. Increased immune response to flu jab (Davidson 2003)

Mindfulness – Efficacy (cont)



- Krasner et al (2009) studies 70 primary care doctors doing MBSR found reduced distress and burn out and improvement in well being. it also expanded capacity to relate to patients and enhanced patient centered care.

Mindfulness at Middlemore



WORKPLACE MINDFULNESS

Introducing a one day intensive - aimed specifically at doctors or those who want to attend the course but struggle to schedule 4 weekly sessions.



This practical and experiential one day intensive includes:

- Guided instruction in both formal and informal mindfulness practices
- Instructional CDs and workbook.

100% staff say it impacted on them
professionally



“more present in stressful situations”

“less reactive”

*“more able to focus on the moment – I can do
my work faster”*

- 95% felt it has made a some or great positive change in their reactivity at work
- 97% felt there had been some or great positive change in their ability to handle stressful situations

What have colleagues noticed:

“Seems calmer”

“Not getting overwhelmed by stressful situations”

“Much more present and confident”

Comments:

“My manager attended the course last year and speaks highly of it. There is also a noticeable change in his demeanour and stress response. I would like to see if I can obtain the same benefits form the programme”

“I am now able to be as present with the last patient on my list as the first”

Ideas within our settings



Culture change – embed this in the culture

- Emotional Safety Strategy specific to your staff group
- Self Care/Resilience focus in Annual Review?
- Interventions for physical health – “Middle no more”
- Informational care (blogs)– shifts, physical health, diet and exercise
- Supervision/coaching and mentoring – restorative as well as educative.
- Attention to team working and support.
- Schwartz round/reflective practice. Opportunity for staff to share their experiences and feelings about their work and share coping resources.

Ideas within our settings (cont)



- Critical Incident Management – not just for big incidents
- Resilience training and resources made available to staff
- Mindfulness Based Stress Reduction.
- EAP - support available when needed
- Gratitude – say thank you
- Celebrate success – promote positives
- Fun at work?

In your setting?

- What can you do in your setting? - Ask your team?

In You?



- This is about a culture change – will start with senior staff.
- Good mental health and poor mental health is highly contagious.
- How strong a part of the culture in your work place is caring for ourselves and caring for each other?

Duty of Self Care



“Without a compassionate response to ones own distress, nurses may have a diminished capacity to respond to the suffering and distress of others”

Rushton (2008)

Resources



Web

- www.positivepsychology.org.nz
- www.calm.auckland.ac.nz
- mindfulness.auckland.co.nz
- www.umbrella-health.com

books

- 'The Mindful Work Place – Developing Resilient Individuals and Resonant Organizations with Mindfulness'. Michael Chaskalson
- 'Fish – A remarkable Way to Boost Morale and improve results (Lundin SC, Paul H & Christensen J)

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