



Minnesota Hospital Association

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.



**KEEP
RESILIENT
AND
BOUNCE
BACK**

In other words.....

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

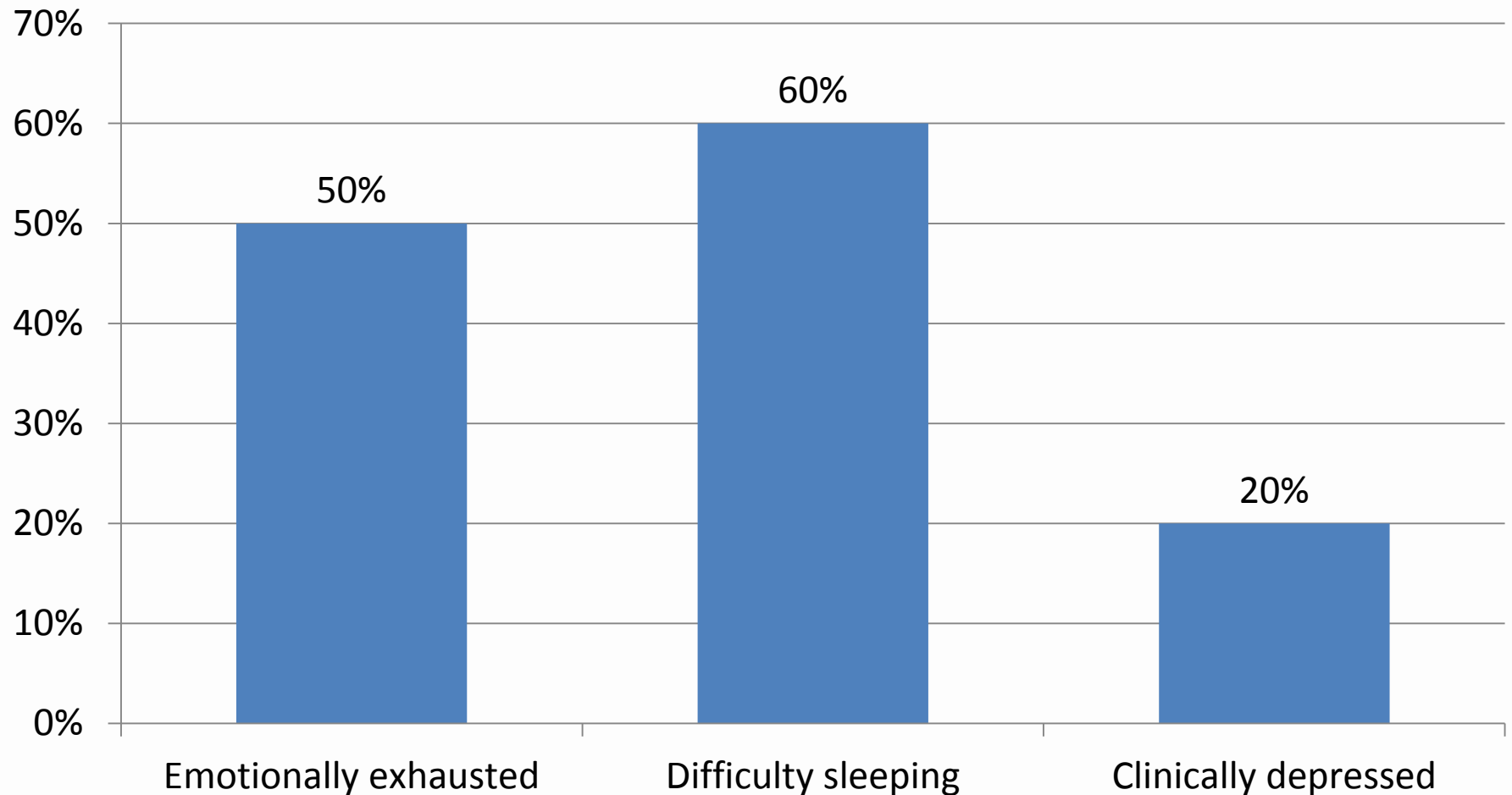
Why is resilience important?

- 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

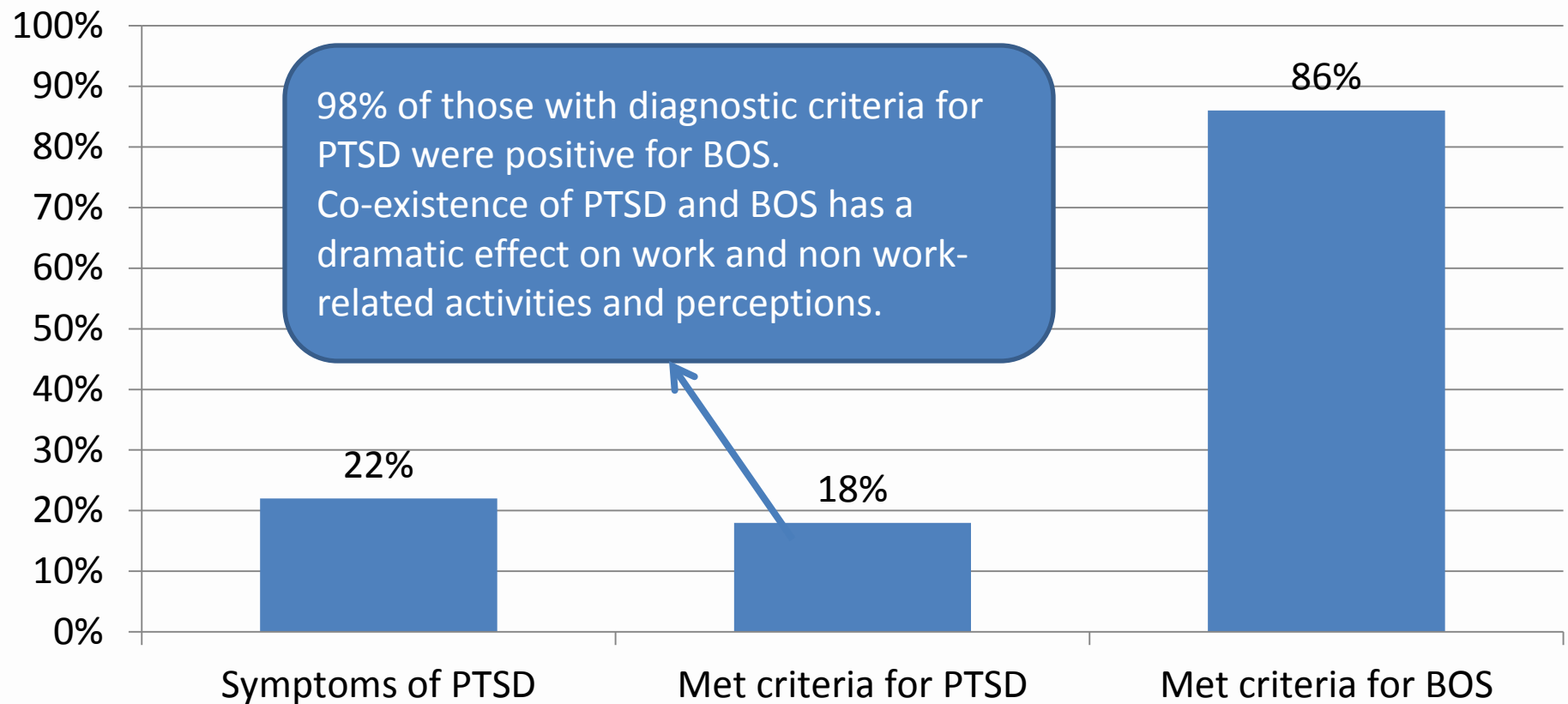
Impact of Burnout on Critical Care Nurses



Sexton, et al. (2009). Palliative Care.

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

Prevalence in nurses n=332



Depress Anxiety. 2009;26(12):1118-26. Mealer M, Burnham EL, Goode CJ, Rothbaum B, Moss M.

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Physician Burnout

A Potential Threat to Successful Health Care Reform

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DISCUSSIONS OF BARRIERS TO SUCCESSFUL IMPLEMENTATION of the Patient Protection and Affordable Care Act have largely focused on legislative, logistic, and legal hurdles. Notably absent from these discussions is how the health care reform measures may affect the emotional health of physicians.

Burnout is common among physicians in the United States, with an estimated 30% to 40% experiencing burnout.¹ Many aspects of patient care may be compromised by burnout. Physicians who have burnout are more likely to report making medical errors, score lower on instruments measuring patient care, and are more likely to retire early and have decreased job satisfaction.

Physician burnout is associated with increased medical errors and patient safety concerns.

Burnout is associated with decreased on-call availability, decreased personal and professional control, and decreased patient care.

Some aspects of health care reform are likely to exacerbate many of these stressors and thus may have the unintended consequence of increasing physician

such as those expenses associated with reporting quality-based measures, will be an additional ongoing practice expense. These and other new regulations and reporting requirements (eg, requiring reporting of patient outcome data and guideline adherence for payment) will also increase the administrative burden for physicians on each patient for whom they provide care. Indeed physicians in Massachusetts report seeing more patients,² reducing the time they spend with each patient, dealing with greater administrative requirements, and experiencing a detrimental financial impact after implementation of the Massachusetts Health Insurance Reform Law.³ If physicians nationally have a similar experience with health care reform, it is likely to result in increased workload that will exacerbate the challenge physicians have balancing their personal and professional life. Thus, health care

reform may increase physician workload, which may lead to increased medical errors and patient safety concerns.

Health care reform may also increase physician stress, which may lead to decreased on-call availability, decreased personal and professional control, and decreased patient care.

Health care reform that are likely to improve patient care and reduce physician workload and stress. The introduction of a standardized claim form, as proposed in the Patient Pro-

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

Viviers S, Lachance L, Maranda M-F, Menard C. Burnout, psychological distress and overwork: the case of Quebec's ophthalmologists. *Can J Ophthalmol* 2008;43 (5) 535- 546



Becoming Resilient

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.

The Good News

Resilience is a skill that can be learned!

Duke University

WISER Resiliency Training Webinars

- WISER = **W**ebinar **I**mplementation for the **S**cience of **E**nhancing **R**esiliency
- 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:**

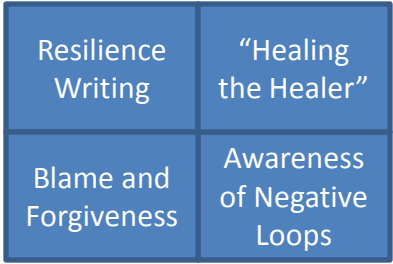
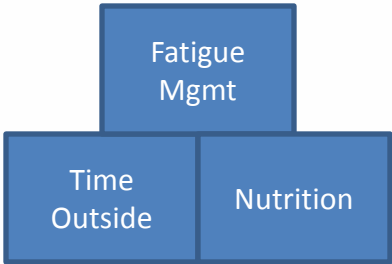
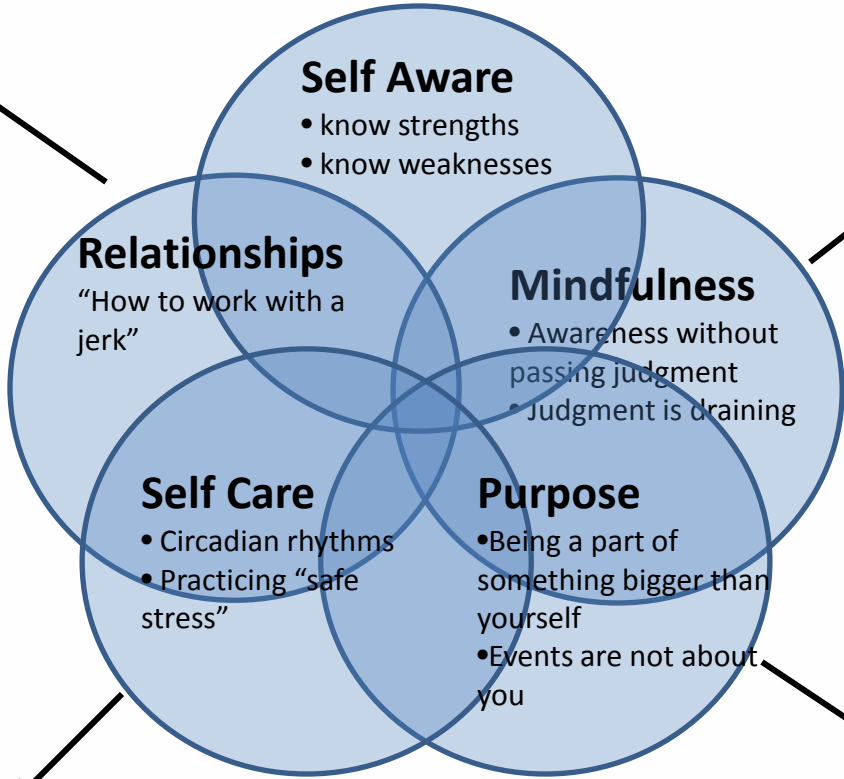
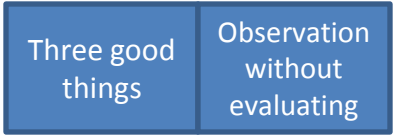
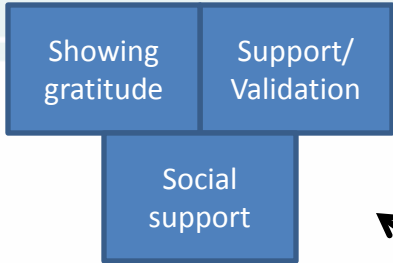
- You and your staff can earn 8 continuing education credit hours (IACET CEUs) upon completion of the entire series and corresponding webinar quizzes
- No partial credit for partial completion can be offered at this time

- [October 23, 2013 Science of Resiliency Training introductory webinar featuring Dr. Bryan Sexton](#)



Resiliency Tools

Signature Strengths



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.

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!

