Healthy Team: Fostering resiliency in your workplace
Strengthening Resiliency
Objectives

- Recognize the early signs and root causes of distress in yourself and your team
- Discuss practical strategies to improve individual and team resiliency
- Learn to measure the impact of integrating resiliency in your network
My Story: First Day on Call
Discussion:

• Name some words, phrases, or actions that indicate to you someone is experiencing burnout or putting up their defenses at work.
Signs of Individual Burnout aka Defenses

- Disconnected/Isolated
- Depersonalize/judge
- Disrespect for self/us
- Fatigue/busy-ness
- Poor posture/tight jaws
- Health issues
- Cranky
- Sarcastic/hilarious
- Isolated
- Lacks innovation
Signs of Workplace Defenses

• Stressed, rigid colleagues with strong jaws
• Struggles of balancing & focusing on what matters
• Lack of mid-level engagement in strategic planning & staff engagement in goal setting
• Lack of intentionality in setting organizational culture
• Lack of ability in translating values into action
• Lack of relaxation, play & celebration
Discussion, continued:

• One example that contributes towards individual or organizational defenses or “burnout”

• Catalog that example in one of three root causes and share why:
  - Lack of control
  - Lack of purpose/meaning
  - Demand-resource imbalance

• Is this solve-able? Will it matter in 2 hours, 2 weeks, 2 years? Can the matter be reframed?
Reframe Thinking

Change the way you view the world and you change the world
Common Thought Distortions

- All or nothing
- Mental filter
- Mind reading
- Fortune telling
- Magnification
- Should statements

- Emotional reasoning
- Personalization
- Perfectionism
- Approval seeking
- Comparison
- Self-righteous
BATHE in Reframing

**Best:** What’s the best thing about this situation?

**Affect or Account:** How did that make you feel?

**Thankfulness:** For what are you most thankful about in this situation?

**Happen:** How can you make positive things like this occur more often as it relates to this situation?

**Empathy or Empowerment:** I know you can do it.

“The optimist sees opportunity in every danger, the pessimist sees danger in every opportunity” – Winston Churchill

Baim, Peg Clinical director, Mass General
Stress Makes us Sick

- 1 in 2 Americans have a chronic disease
- 1 in 4 have multiple chronic diseases
- 91% of all Rx filled are for chronic disease
- 76% of physician visits are for chronic disease
- Chronic diseases are responsible for 7 out of 10 deaths in the U.S.
- 99% of Medicare and 83% of Medicaid go towards chronic diseases
- $3.2 trillion is spent on healthcare in U.S.; 86% of that is on chronic diseases

NCCDPHP 2016; HIEHS 2015; Johns Hopkins University Partnership for Solutions 2000
Your workplace has a greater impact on your health, than your family doctor.
Being Stressed is Expensive

- Errors increase 464% when we are sleep deprived
- Costs U.S. employers $500 billion annually due to absenteeism, reduced productivity levels & employee turnover
- The best indicator of job satisfaction is good mental & physical health
- #1 reason for leaving a job is poor morale & leadership
Physician Mental Health

- 400 physicians die by suicide each year, a rate more than 2X that of the general population (Andrew & Brenner, 2015).
- Prevalence of emotional exhaustion among primary care nurses: 23–31% (Gomez-Urrizla et al, 2016).

Source: nam.edu/clinicianwellbeing
Why focus on resiliency in healthcare?

- Mass General reduced clinical encounters of cancer survivors by 43% through 3RP; saving patients $2,500 annually & the hospital $2.5 million. [PLOS ONE | DOI:10.1371/journal.pone.0140212 October 13, 2015](http://www.bravewell.org/current_projects/clinical_network/institute_health_healing/)

- Allina employee research study, Resilience Training, was shown to decrease average depression scores by 71% & increase quality of life scores by more than 70%. This evidence lead to the program being covered 90% by Allina’s self insurer [http://www.bravewell.org/current_projects/clinical_network/institute_health_healing/](http://www.bravewell.org/current_projects/clinical_network/institute_health_healing/)

Resiliency Toolbox

- Relax: Get Out of Survival Mode
- Focus Your Attention: Reflect on Your Values
- Be Intentional: We Excel When We Focus on What Matters
- Connect Actions to Values: Play
- Align Your Values with Others: Build Your Ecosystem
Healt-thy Team

- Lack of control
- Value misalignment/Lack of purpose
- Demand-resource imbalance
- Fatigue; Self-medication

Healthy Team

- Ability to reframe
- Value alignment/purpose
- Focus on what matters
- Relaxed; Self-Compassion

Resilience:

- Internal/external
- System Navigation: value prioritization
- Resources: we all have the knowledge, skill, time, motivation
Integrative Re-Source’s Resiliency Framework – The 6 P’s

- **People**: strength of social connectedness
- **Purpose**: alignment with values
- **Process**: act on values
- **Policy**: cascade values into work culture
- **Profit**: measure cost savings
- **Planet**: offering dignity to the senses & showing environmental stewardship

Based on peer reviewed, evidence-based research in psychology, nursing, medicine, neurosciences & org management
Informed by existing frameworks & policies for resiliency education & training
Resiliency Training Programs

Any program specifically designed to enhance individual, group, or population resilience. Programs are always forward-looking, seeking to prepare participants for future stresses and challenges.

Operational Spectrum Framework

- Generalized Stress
- Resilience-Directed
- Multiple, Broad Populations
- Universal Application

Purpose: What type of stress is the program seeking to mitigate?

Focus: Is resilience development the end goal or a means to another goal?

Design: For whom is the program designed?

Application: How is the program administered and applied to the population?

- Trauma-Induced Stress
- Resilience-Mediated
- Single, Specific Population
- Targeted, Indicated Application

Contact Integrative Re-Sources to help you create opportunities to integrate resilience practices within your team that is engaging & delivers results.


cami@resiliencysource.org
Healthy Team to Keep thy Team

- Relax
- Focus your attention
- Be intentional
- Connect actions to values
- Align your values with others
Identify one strategy that would help your workplace be healthier or happier.
Thank you