Integrative Re-Sources

Heal*thy* 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

Image source: https://support.google.com/legal/answer/3463239?sa=X&ved=2ahUKEwiInonX9pjgAhVm0YMKHVA7CIIQIZ0DegQIARAB

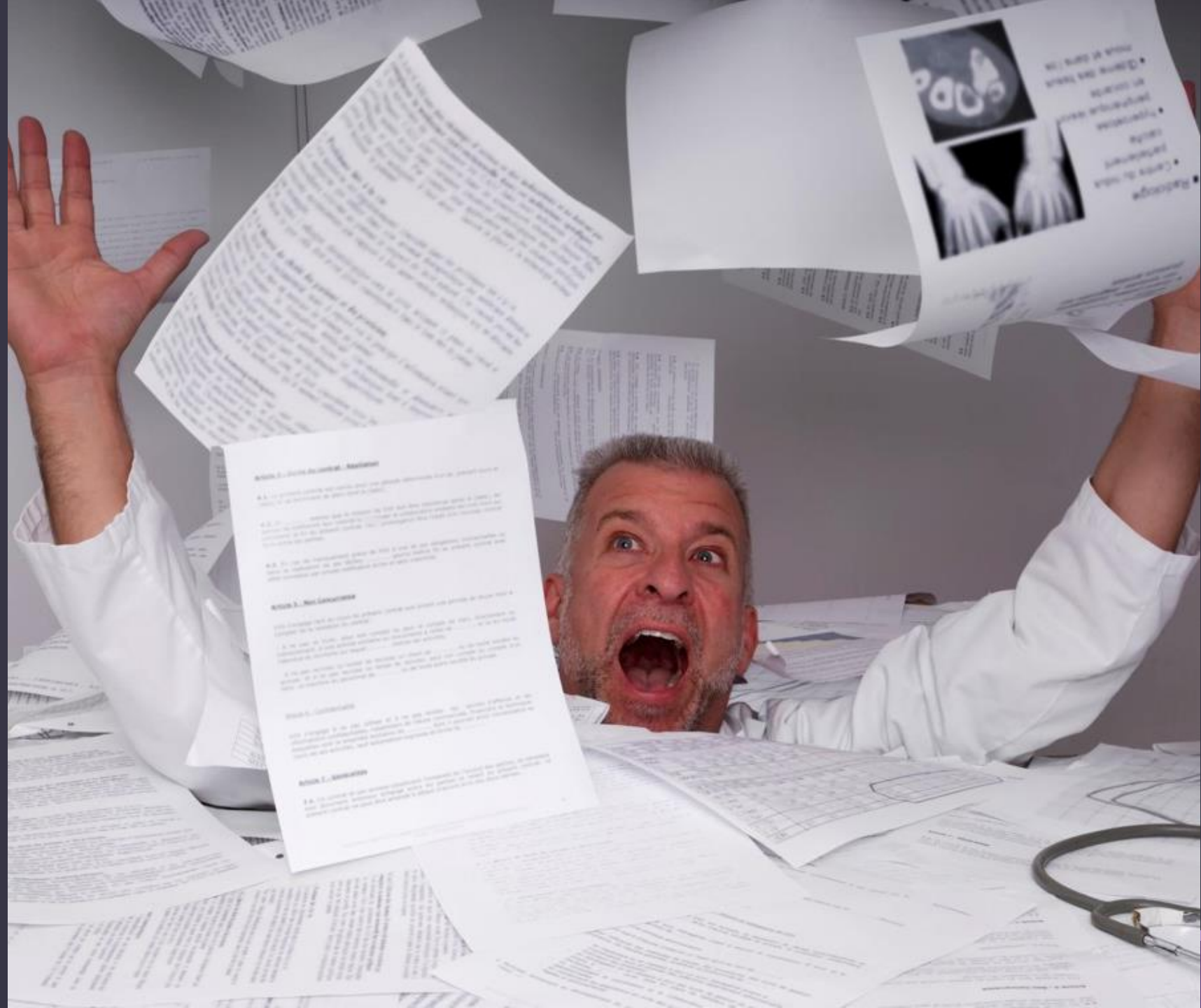
My Story: First Day on Call

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

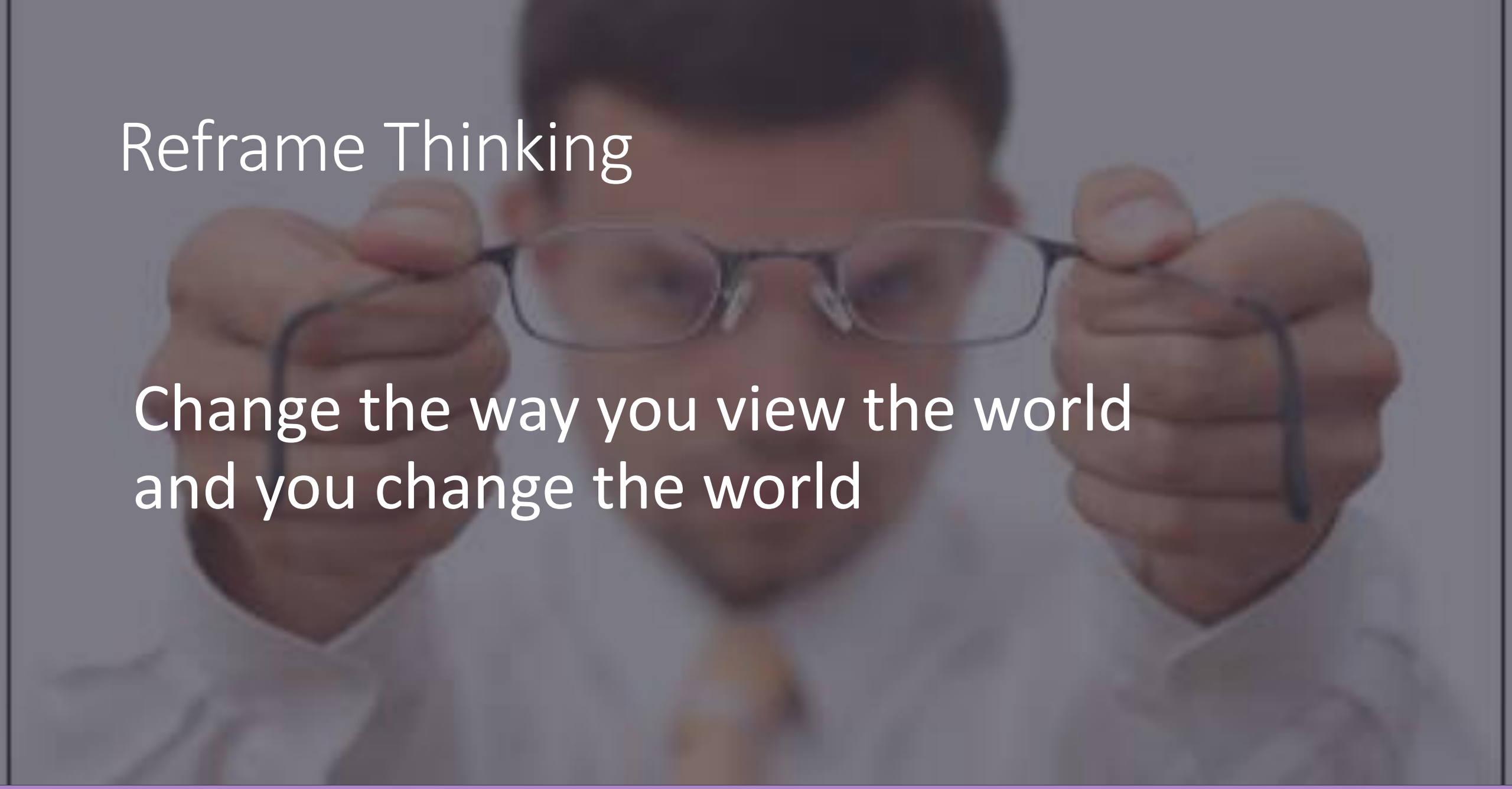
- Stressed, rigid colleagues with strong jaws
- Struggles of balancing & focusing on what matters
- Lack of mid-level engagement in strategic planning & staff engagement in goal setting
- Lack of intentionality in setting organizational culture
- Lack of ability in translating values into action
- Lack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

Baim, Peg Clinical director, Mass General

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

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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

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

- 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/

- Nurses who actively participate in the development & strengthening of their own personal resilience reduce their vulnerability to workplace adversity (excessive workloads, bullying, restructuring, etc.) & thus improve the overall healthcare setting https://onlinelibrary.wiley.com/doi/full/10.1111/j.1365-2648.2007.04412.x; https://www.collegianjournal.com/article/S1322-7696(14)00115-2/pdf

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

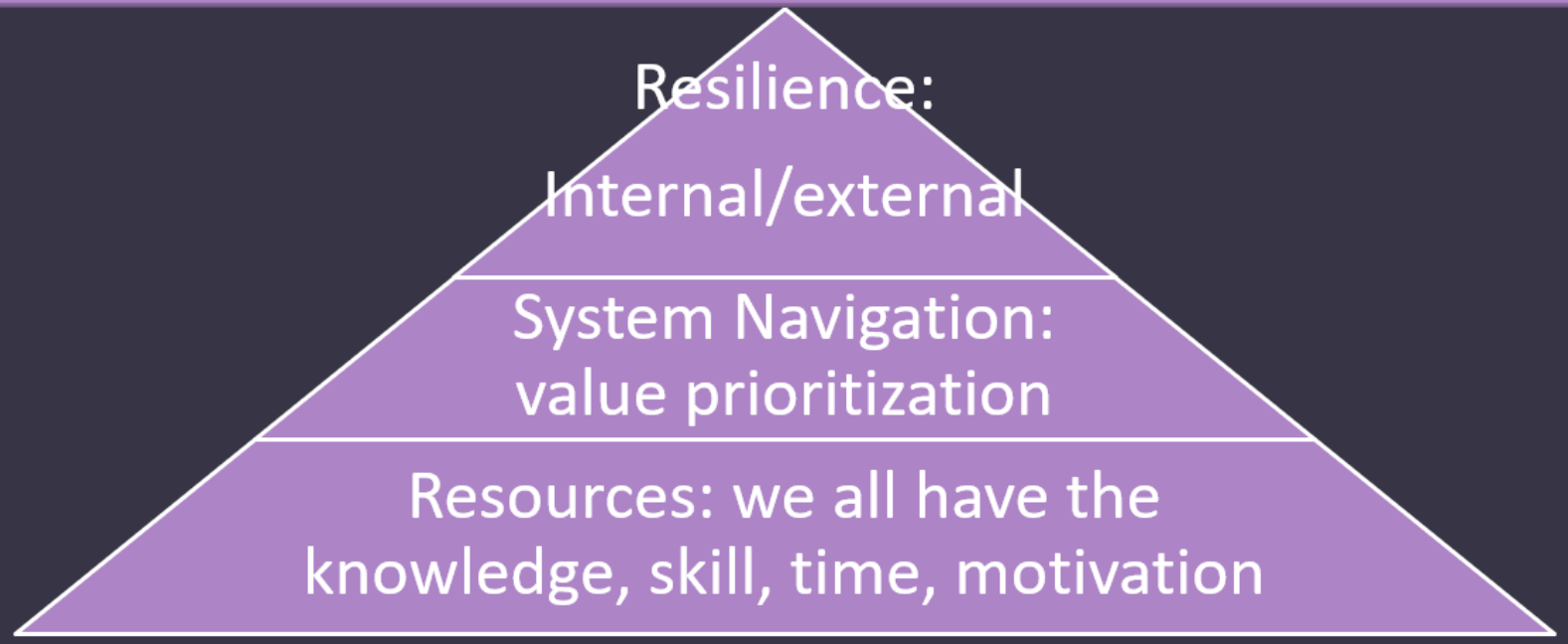
ALIGN YOUR VALUES WITH OTHERS: BUILD YOUR ECO-SYSTEM

Heal-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



Integrative Re-Source's Resiliency Framework – The 6 P's

People- strength of social connectedness

Purpose- alignment with values

Process- act on values

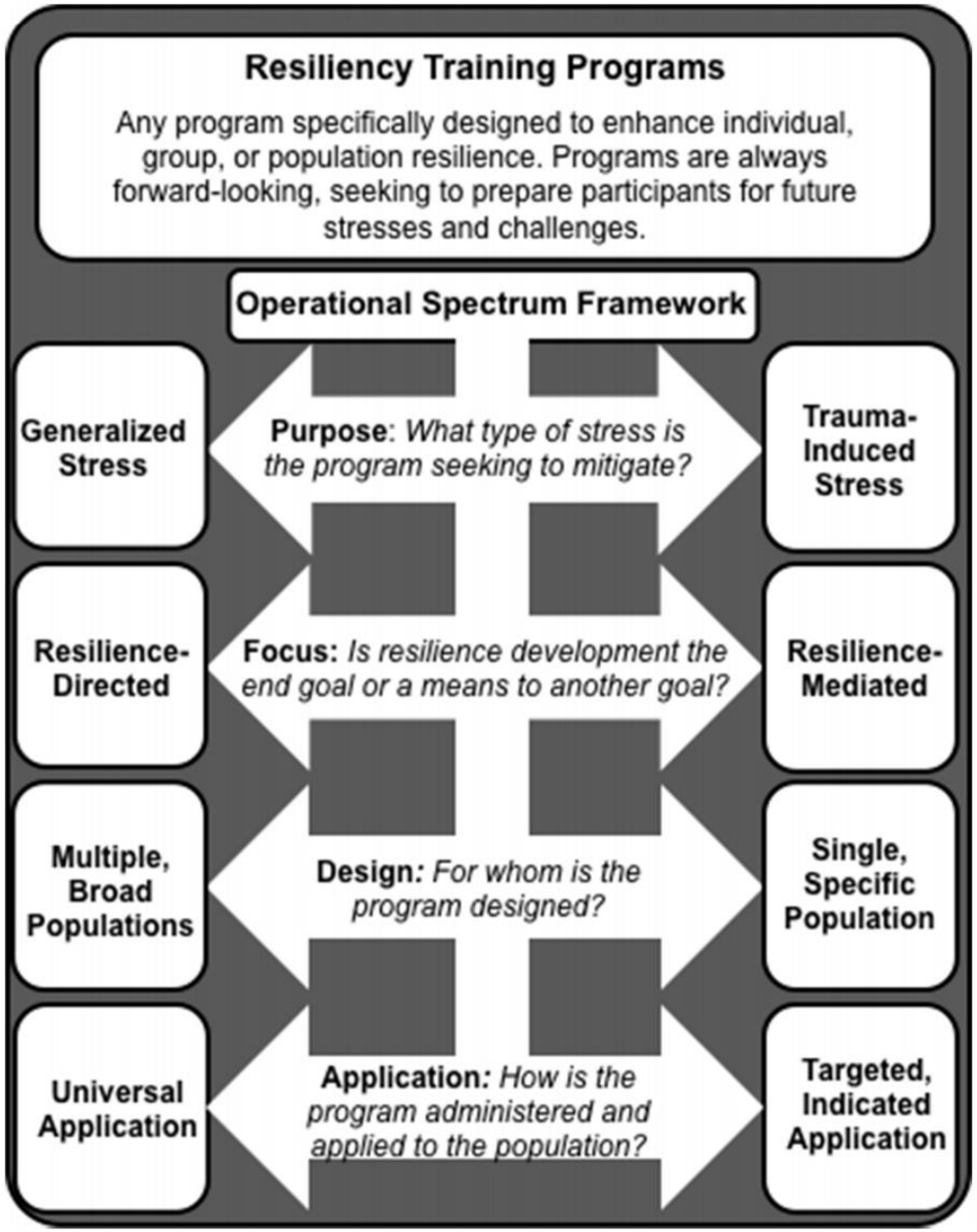
Policy- cascade values into work culture

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

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



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Leppin, A. L., Bora, P. R., Tilburt, J. C., Gionfriddo, M. R., Zeballos-Palacios, C., Dulohery, M. M., Sood, A., Erwin, P. J., Brito, J. P., Boehmer, K. R., … Montori, V. M. (2014). The efficacy of resiliency training programs: a systematic review and meta-analysis of randomized trials. *PloS one*, *9*(10), e111420. doi:10.1371/journal.pone.0111420

Heal*thy* 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

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