

Building Resiliency Through Wellbeing Management: A Discussion

For Healthcare Providers



Discussion:
What do you do when the gravity of life pulls you toward stress, burnout and compassion fatigue?

**Using wellbeing and
resilience to manage**

Cultural Competency and Trauma-Informed Care

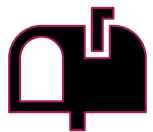
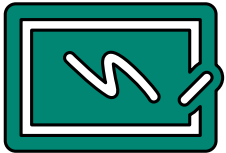
"Mercy Care believes that we ensure the provision of high-quality services by fostering collaboration, respect for differences, preferences, language and other cultural needs within the communities we serve.

We believe that culturally and linguistically-responsive programs that promote building on people's strengths and values while reducing the effects of traumatic and other adverse experiences achieve positive health outcomes and create welcoming environments."

How does this relate to our discussion today?

ALL THE TIME is the right time for cultural and trauma humility.

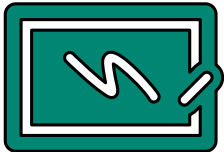
You're Invited!



Invitation

Special invitation to **untether yourself** from what might bind you to other responsibilities for the next few minutes, so that you can be mindfully present, open to **learning/contributing/exploring**, and enjoy the moments ahead.

What are we going to think/talk about today?



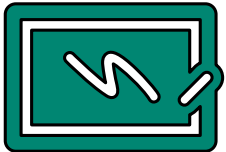
Topics

- Definitions
- Responsibility
- Triple Aim
- Causes
- Impact
- Remedies
 - Mike's
 - Practical Workplace
 - Yours
- Resources



Please join me in this discussion

How do you describe
or define **resilience**?



Definitions

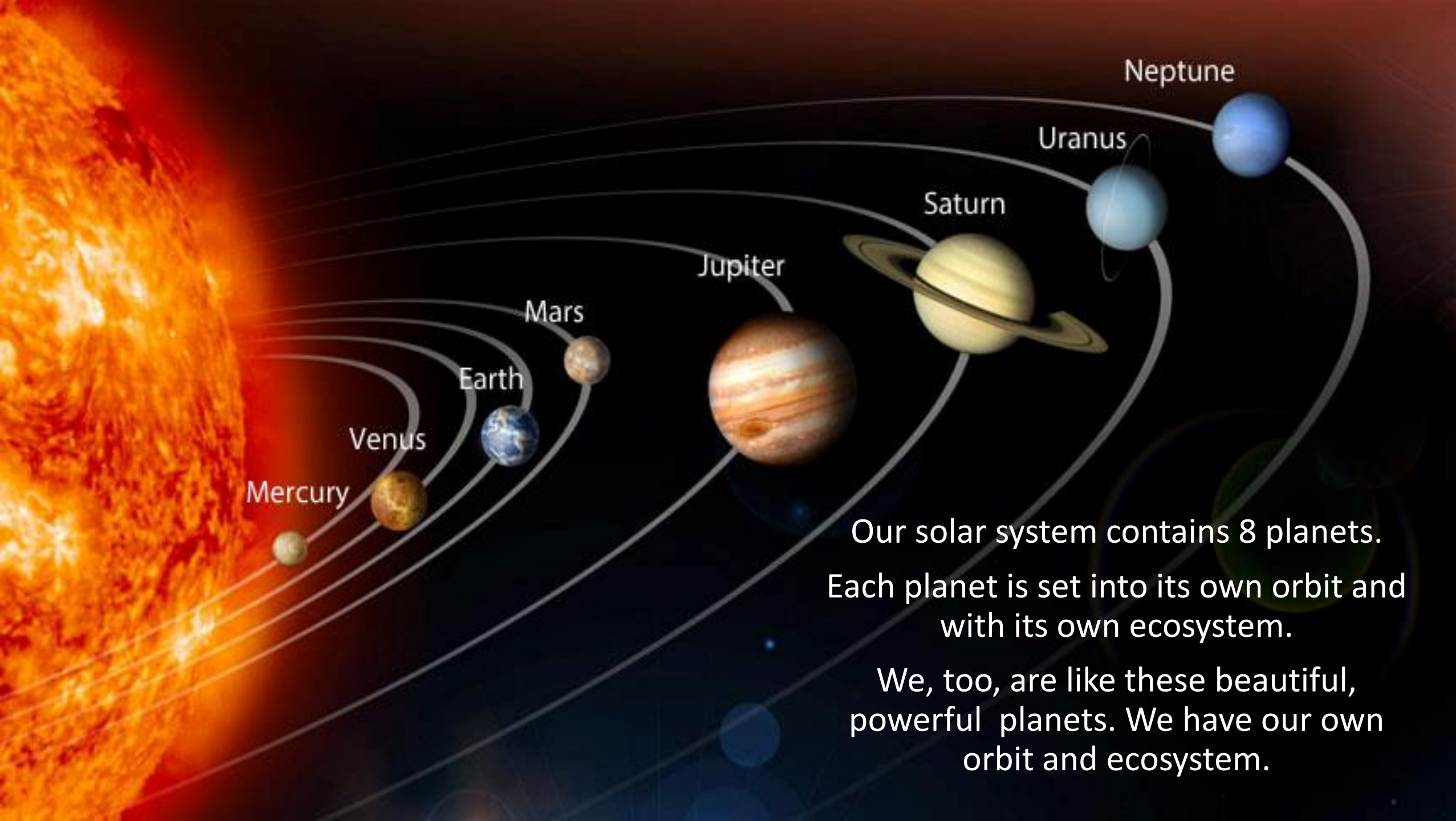


Resilience

“Resilience is the process and outcome of **successfully adapting** to difficult or challenging life experiences, especially through mental, emotional, and behavioral flexibility and adjustment to external and internal demands.”

We all have a natural state (physically, mentally, spiritually, wellbeingly) in which we reside. The gravity of life pulls us away from that natural state and into an orbit in which we may not be our best self.

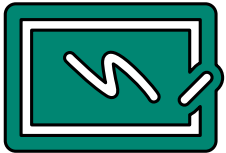
Resiliency is the function of returning to our life’s natural orbit.



Our solar system contains 8 planets.
Each planet is set into its own orbit and
with its own ecosystem.

We, too, are like these beautiful,
powerful planets. We have our own
orbit and ecosystem.

How do you describe
or define **Wellbeing**?



Definitions

Wellbeing

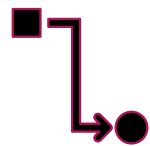
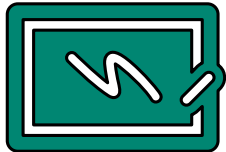


“The active pursuit of activities, choices and lifestyles that lead to a state of **holistic health.**”

Wellbeing is when I feel not half, but whole.



Let's connect
Wellbeing and
Resilience.



Making the Connection

Wellbeing

My natural orbit, when what I am doing makes me feel whole.

Resilience

What I do to return myself to my natural orbit.

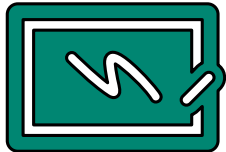
When we get out of sync with our orbit, it's our responsibility to recognize it and address it.

“Self-care is not an add-on. It is a necessary component. The front-line people must be in-shape, disciplined in how they take care of themselves.”

Bruce Perry, US Psychiatrist, Researcher, Teacher



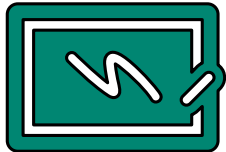
What is the
**responsibility to
manage wellbeing
and resilience?**



Responsibilities

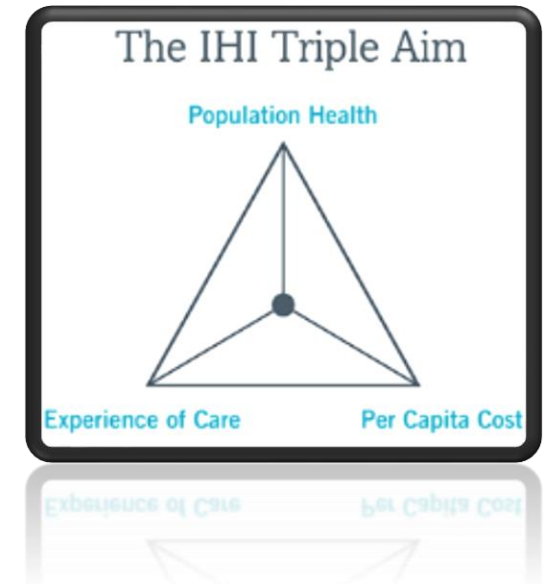
- We do **no one justice** if we deplete ourselves of our ability to offer our best, personally or professionally.
- As much as we take care of our work, we need to take care of ourselves. Some may say the order should be to **take care of self first**, then take care of work.
- In order to professionally serve others to the best of our ability, some may say there is an **ethical responsibility** to be aware of what impacts us, and to implement remedies.
- National Association of Social Workers, Code of Conduct, 2021:
- Professional **self-care is paramount for competent and ethical social work practice**. Professional demands, challenging workplace climates, and exposure to trauma warrant that social workers maintain personal and professional health, safety, and integrity. Social work organizations, agencies, and educational institutions are encouraged to promote organizational policies, practices, and materials to support social workers' self-care.

What is the
**responsibility to
manage wellbeing
and resilience?**

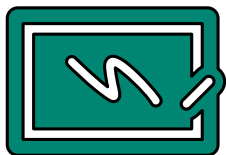


Triple Aim

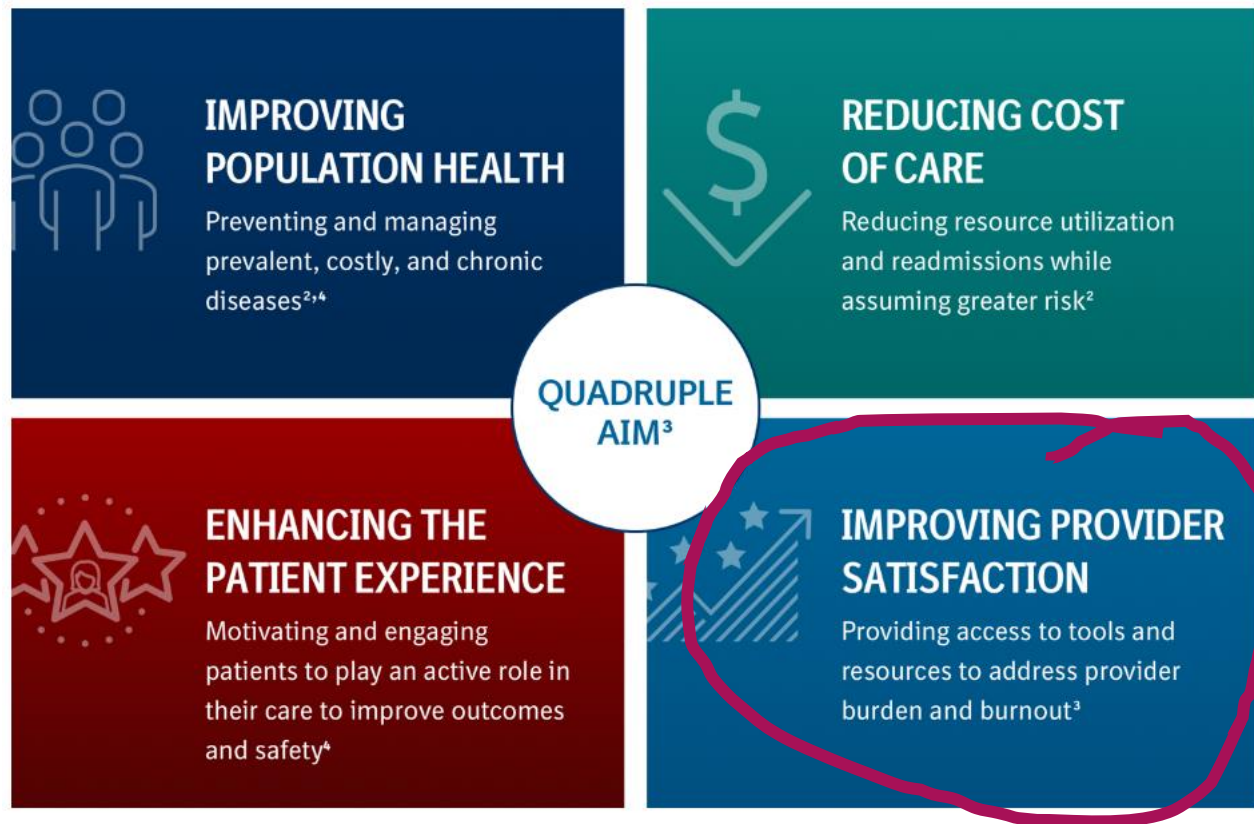
- Developed 2000
- CMS Adopted 2010
- Healthcare is optimized when it:
 1. Reduces cost
 2. Considers the patient's needs
 3. Improves population health



What is the responsibility to manage wellbeing and resilience?



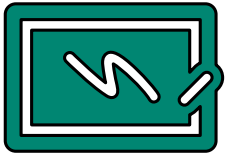
Quadruple Aim



Source: Strategiesforqualitycare.com



What is the
responsibility to
manage wellbeing
and resilience?



Quadruple Aim

“Decreased staff engagement and burnout results in lower patient satisfaction, reduces health outcomes and produces higher costs.

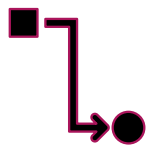
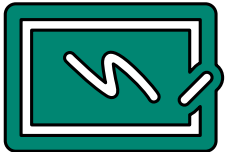
A happy and engaged workforce provides enormous benefits for both patients and providers. They are free to spend more time doing what they entered the healthcare profession for – providing care.”

Source: HealthLeadersmedia.com

healthleaders

Making the Connection

Let's **connect**
Wellbeing, Resilience
and the
Triple/Quadruple
Aim.



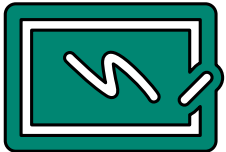
Providing a focus and emphasis on staff wellbeing and resiliency is a direct route to supporting both the Triple and Quadruple Aim.

Members benefit
Staff benefit
Organizations benefit
Families benefit
Communities benefit

- Society for the Advancement of Psychotherapy:
 - **“Supervisors have an ethical responsibility** to demonstrate, model and support the multiple complex relationship with self-care.”



Potential **disruptions**
that throw us out of
orbit?



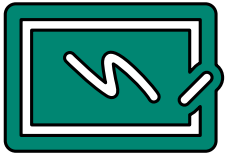
Disruptions

What's most likely to disrupt our orbit?

- Constant requirement to be “on” (relentless)
 - Family, Friends, Work, School
- Emotional demands of the job
- Conflicting demands (help the person or attend to the process?)
- Ambiguity of our role
- Sudden/unexpected change
- Work assignments/overload
- Deadlines
- Lack of resources (or the wrong ones)
- Loss of autonomy
- Inconsistent sense of connections



What are the
personal impacts?

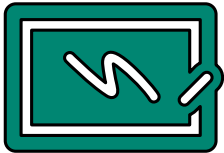


Personal Impact ✓

- Depression and anxiety
- PTSD (constant exposure to trauma)
- Changes in appetite/weight
- Changes in sleep
- Poor energy/concentration
- Overwhelm
- Feeling of loss of control
- Feelings of alone
- Fatigue, including physical, mental and spiritual
- Diminished health
- Interpersonal relationship issues
- Lack of self-esteem
- Losing a sense of self
- Inability to “show up” for ourselves or others
- “Sunday sadness” (sense of doom)

Etc.

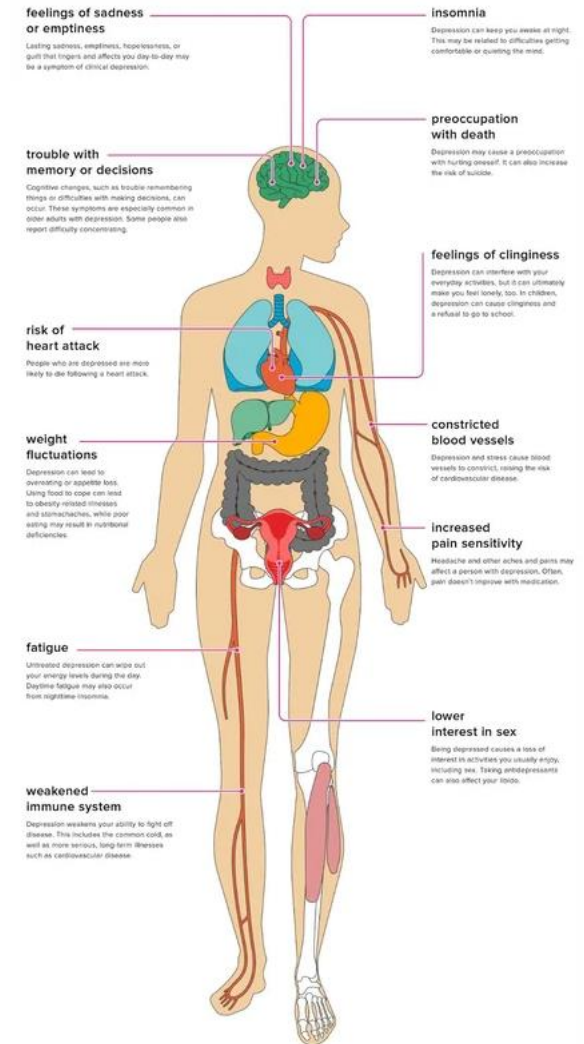
What are the health impacts?



Health Impact ✓

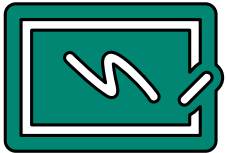
The impact of a lack of wellbeing is systemic:

- Feelings of sadness or emptiness
- Insomnia, headache
- Memory, concentration, decision making
- Preoccupation with death
- Risk of heart attack
- Feelings of clinginess
- Appetite/weight fluctuation (gut health)
- Constricted blood vessels
- Fatigue
- Increased pain sensitivity
- Weakened immune system
- Lower interest in personal contacts and sex



Source: [Healthline.com](https://www.healthline.com)

What might be some
professional impact?

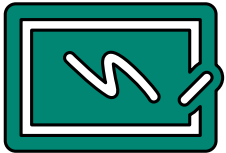


Professional Impact ✓

- Poor attendance at work
- Poor attention to work detail
- Diminished quality of work
- Redundancy (due to poor attention)
- Interpersonal relationship issues
- Poor team cohesion/collaboration
- Diminished trust
- Lack of self-efficacy
- Poor quality of the delivery of services to our members

Etc.

Why do we not
manage impact?



Why Don't We?

- May feel that we don't have permission to prioritize our needs.
- Lack leadership examples.
- Lack of psychological safety in the work environment.
- We don't want to "rock the boat" or be concerned we may be seen as "weak."
- Useless...all in the same boat.
- Afraid acknowledging our needs might make things worse.
- Concerned it is not "adulting" to admit to struggling.
- Our personal culture doesn't support the notion of "self."
 - Cultures of collective as opposed to self
 - Woman's job to do everything
 - Man-up
 - Saving-face
 - Do, don't Ask



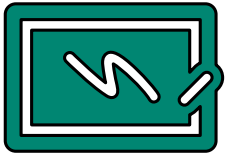
“Always remember this: You not only have the right to be an individual, you have the obligation to be one.”

Eleanor Roosevelt, US First Lady



What does this say about our professional responsibility to manage these things?

How can we remedy
and **manage** our
wellbeing and
resilience?

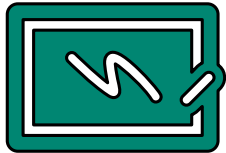


Mike's Remedies

Accept and Acknowledge

- Pema Chodron, Buddhist teacher, author, nun and mother
- Impermanence of life
 - Not permanent, perfect, personal
 - Otherwise, we may nurture our own pain/grief
 - Welcome what life brings
 - Life isn't happening "to" you
- When life delivers something to me, try to:
 - Live in the truth of the moment/crisis
 - Face it, Honor it, Deal with it
 - Find the benefit or blessing?
 - Ask, "What's the blessing that brought this 'curse' to me?"

How can we remedy and **manage** our wellbeing and resilience?

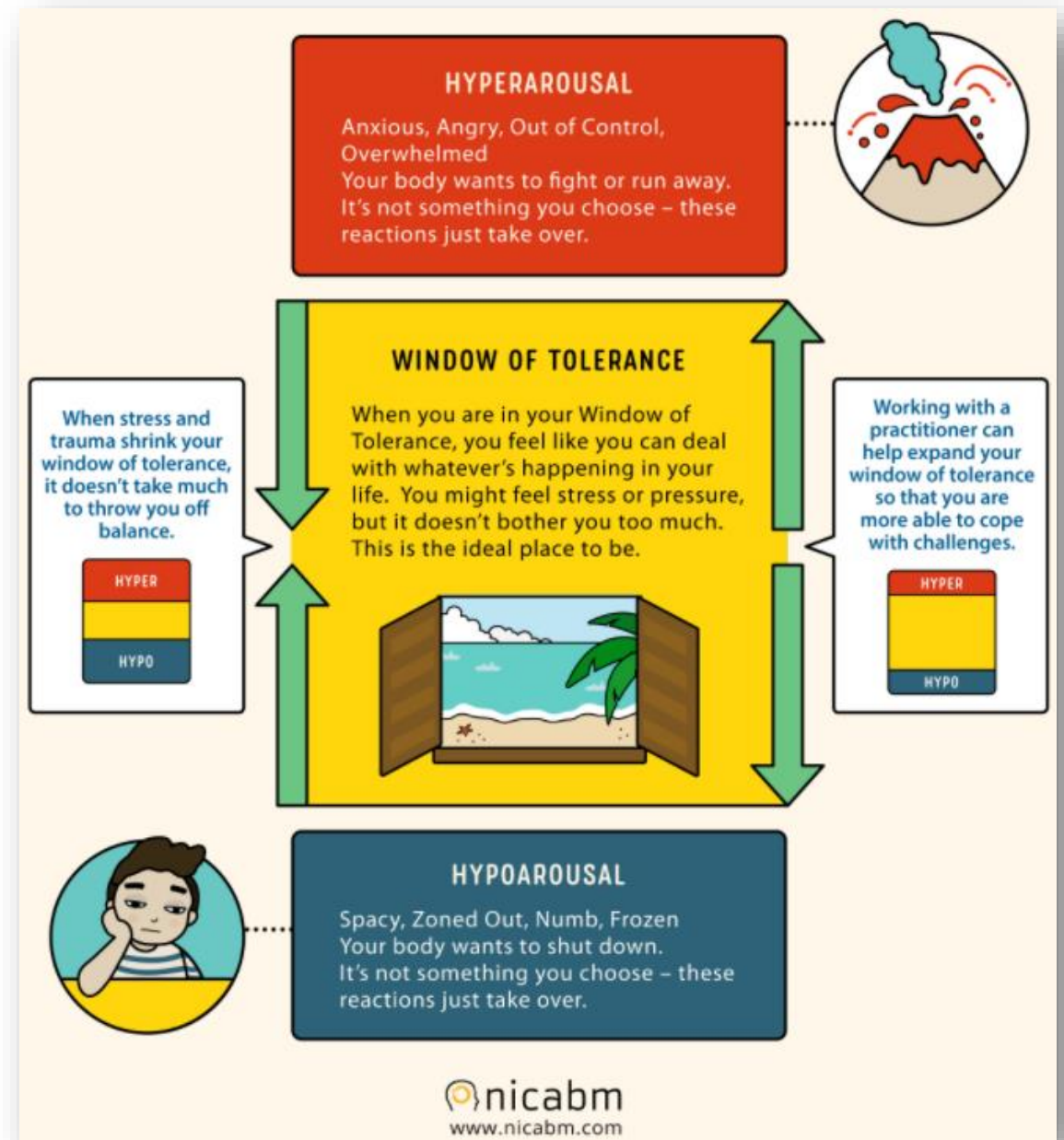


Open our Window:

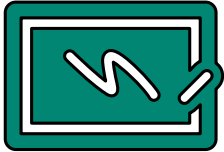
Window of Tolerance Model

Expand your window by practicing:

- Awareness
- Patience
- Curiosity
- Mindfulness
- Acceptance



Consider a **Wellbeing Plan**.



Mike's Remedies

Consider Wellness ✓

- Build a Wellbeing Plan
- Whole-person wellness
- Ahead of when needed
- National Wellness Institute:
 - Six Dimensions of Wellness
 1. **Emotional**
 2. **Occupational**
 3. **Physical**
 4. **Social**
 5. **Intellectual**
 6. **Spiritual**
- Consider not just what, but why (motivation) and when
- Incorporate an accountability measure



DEVELOPING STRONG PEOPLE



OCCUPATIONAL

Find a career that you are passionate about

- Personal interests and values align

Personal Growth & Development

- Build new skills
- Look for opportunity to grow

Financial security

- Make a comfortable living for you and your family
- Do not build debt, pay off bills
- Financial investments for long term security

Find a
Mentor

EMOTIONAL

Being able to understand and accept your feelings and someone else's

- Anger
- Happy
- Sad
- Frustrated
- Excited, etc.

Build trust, respect others

Understand that being optimistic is better than being pessimistic

- Glass is half full
- Don't play devil's advocate, but be aware that many things can happen

Pause
before
responding

PHYSICAL

Consume a healthy diet and align the correct nutrition

- Lean Protein
- Fruits & Vegetables
- Whole Grains
- Healthy Fats

Be physically active

- Play Sports
- Weight Training
- Running / Walking
- Yoga / Meditation

Abstain from substance abuse

- Limit consumption of alcohol
- Refrain from use of tobacco and non-prescription drugs

Get enough sleep and allow your body to heal from sickness & injury.

Join an
activity
group/team

Meditation/
Breathing

SPIRITUAL

Understand your values and beliefs

- Mindfulness
- Rites of Passage
- Religion
- Seek a higher spiritual connection
- Center yourself (Body, Mind, Spirit)

Be tolerant of other world views and beliefs

- Religions
- Beliefs
- Spiritual practices

Learn
something
new

INTELLECTUAL

Challenge yourself to think outside your comfort zone

- Look for opportunity in educational challenges
- Try new things
- Diversify your world around you

Know your trigger points

- Identify potential problems
- Work to solve and not dismiss problems
- Strive towards overall wellness

SOCIAL

Be a positive contributing factor in your community and the environment around you

- Volunteer
- Philanthropist
- Support others

Build sustainable & meaningful relationships

- Be in a positive relationship with a life partner
- Strengthen your family and friends around you
- Grow a positive personal network

Volunteer,
Join a
MeetUp

My Individual Wellness Plan: *To sustain my wellbeing*



- I will implement one action in at least one dimension by ____/____/____.
- I will share my Individual Wellness Plan with _____, who will support, encourage and help hold me accountable.
- My wellness motivation is: _____.
- Signature/Date: _____

Occupational/Educational:

Physical:

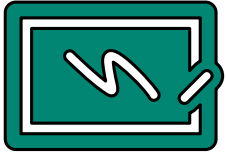
Social:

Intellectual:

Spiritual:

Emotional/Mental:

Consider a **Resiliency Plan**.



Resiliency Plan

Consider Resiliency

- Build a Resiliency Plan
 1. “When I am standing resilient, I am”:
 - Feeling
 - Thinking
 - Saying
 - Dwelling
 - Connecting
 - Enjoying
 2. What are you doing/engaged in that brings about those sensations?

My Resiliency Plan: *To foster my personal resiliency*

- I will share my Resiliency Plan with _____, who will support, encourage and help hold me accountable.
- My motivation is: _____.
- Signature/Date: _____

To encourage feelings of _____, I will: _____

To support thinking about _____, I will: _____

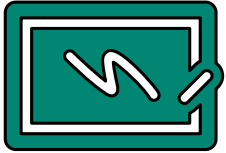
I will be mindful to talk about: _____

I will spend time at this/these locations/environments: _____

To foster a sense of connection, I will visit with: _____

To sense (healthy) enjoyment, I will: _____

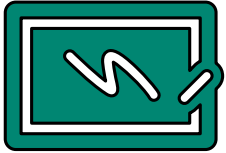
How can we remedy
and **manage** our
wellbeing and
resilience in the
workplace?



Practical Workplace Remedies

- Give permission
- Designate a day that supports wellbeing
- Adopt wellbeing practices such as shortened meetings, designate calendar time to “review and regroup”
- Include an opportunity to check-in during all team meeting agendas and 1:1 meetings with supervisors
- Prioritize regularly taking time off, and unplug/untether (before you “need” to)
- Focus on the rewards of / motivation for your work
- Consider creating an organization value based on wellbeing/resiliency
- Honor both work hours as well as personal hours
- Identify someone at work to talk **and connect** with
- Cultivate outside interests (find your “**third place**”)
- HALT (Hurt, Angry, Lonely, Tired)

How can we remedy
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wellbeing and
resilience?



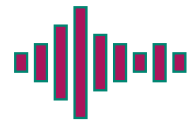
Remedies

What do **YOU** do?



“Our best work is done when we lead with both our brain and our heart. Our brain to take care of the tasks to which we attend, and our heart to attend to our self.”

Mike Tripp, Learning Consultant, Quasi Philosopher



“Self-care doesn’t necessarily mean jogging.”

Sandra Oh, Actress



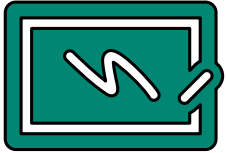
Thank you for attending

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For Member Populations



What are some resources to help long term?



Today's Resources

Pema Chodron Books

- *Welcoming the Unwelcome*: Learning to accept the world, just as it is.
- *When Things Fall Apart*: Living an effective life when it seems to be falling apart.
- *Practicing Peace in Times of War*: Effectively dealing with vulnerability and helplessness.
- *Smile at Fear*: Looking beyond fear and finding bravery, trust and joy.
- **Website**: The Pema Chodron Foundation
 - <https://pemachodronfoundation.org/about/pema-chodron/>

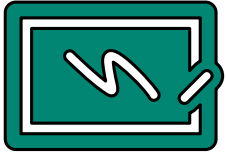
Global Wellness Institute

- <https://globalwellnessinstitute.org/>

Healthline

- <https://www.healthline.com/health/depression/effects-on-body>

What are some resources to help long term?



Today's Resources

AMA Steps Forward website (14 articles)

- <https://edhub.ama-assn.org/steps-forward/pages/professional-well-being>

American Institute of Stress

- <https://www.stress.org/>

World Health Organization (Burn Out ICD 11)

- <https://www.who.int/news/item/28-05-2019-burn-out-an-occupational-phenomenon-international-classification-of-diseases>

National Institute of Health (Burnout Article)

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6367114/>

National Association of Social Workers (Code of Conduct)

- https://www.socialworkers.org/LinkClick.aspx?fileticket=UyXb_VQ35QA%3d&portalid=

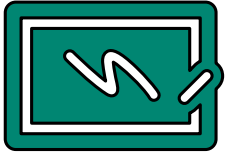
Society for the Advancement of Psychotherapy (Supervisor Role)

- <https://societyforpsychotherapy.org/safety-in-clinical-supervision/>

National Wellness Institute (Six Dimensions of Wellness)

- <https://nationalwellness.org/resources/six-dimensions-of-wellness/>

What are some resources to help long term?



Additional Resources

Arizona Trauma Institute

- www.aztrauma.org

Compassion Fatigue Awareness Project

- <https://compassionfatigue.org/index.html>

Find Help Phoenix

- www.findhelpphx.com

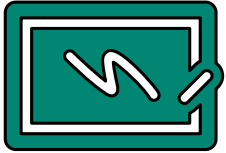
Help Guide (Burnout Prevention and Treatment)

- <https://www.helpguide.org/articles/stress/burnout-prevention-and-recovery.htm>

The Wellness Society (Tools to Understanding Your Mental Wellbeing)

- <https://thewellnesssociety.org/>

What are some resources to help long term?



Additional Resources



Personal Caregivers:

Arizona Caregiver Alliance

- <https://azcaregiver.org/>

National Alliance for Caregiving

- <https://www.caregiving.org/>

Family Caregiver Alliance

- <https://www.caregiver.org/>