

CareForum 2022

The WellSky® Conference

Beyond gratitude alone:
Building resilience to reignite hope &
reimagine healthcare

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Faculty Disclosure

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No financial or other relationships to disclose

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Nothing could have prepared us for the events of the past few years or the current state of the healthcare industry. Compassion fatigue, burnout, and recovery from professional and personal trauma are now combined with staffing shortages and struggles to reimagine professional caregiving in a way that makes both moral and financial sense. This presentation will take a fresh look at resilience, emotional intelligence, and post-traumatic growth, challenging participants to transform themselves in order to revolutionize healthcare.

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Objectives

- 1) Review burnout, compassion fatigue, moral distress, moral injury, and primary and secondary/vicarious trauma
- 2) Explore what the fields of resilience, emotional intelligence, and post-traumatic growth can teach about thriving through potentially traumatic events
- 3) Develop a plan of care for oneself and ones team to create an opportunity for transformation of our practices and profession
- 4) Apply practical techniques of mindfulness as a means of self-care and narrative-management in the face of systems needing repair

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*And once the storm is over, you won't remember
how you made it through, how you managed to survive.
You won't even be sure whether the storm is really over.*

But one thing is certain.

*When you come out of the storm,
you won't be the same person who walked in.*

That's what the storm's all about.

~ Haruki Murakami

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Definitions

Burnout:

work overload	lack of control*	lack of reward
lack of community	lack of fairness	value conflict

(Maslach, Schaufeli, & Leiter, 2001)

Compassion Fatigue:

More care going out than coming in; can be acute or chronic


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Current Reality

- Uncertainty, confusion, fear
- Triggers—confinement, helplessness, loneliness
- Grief—primary and secondary losses
- Ambiguous grief
- Heroes to hated (or martyrs)
- Crisis Fatigue/Adrenal Fatigue
- Other...?
- Preparing for new normal

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Definitions



Moral Distress: I know what to do but am constrained from doing it

Moral Injury: I witnessed or engaged in behavior against moral norms

Trauma: "An event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being"

SAMHSA <https://www.integration.samhsa.gov/clinical-practice/trauma>

Vicarious/secondary trauma: Others' trauma may impact us

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Risks

Individual characteristics —
trauma hx, boundaries, coping strategies, self-expectations, community, etc.

Organizational characteristics —
work environment, organizational structure, policies, etc.

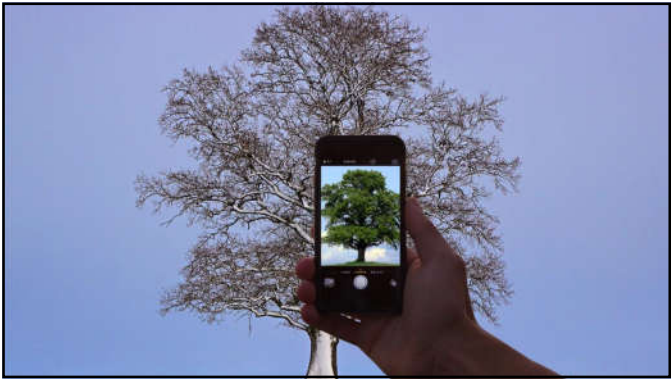
Work overload; lack of control*, reward, community, fairness; value conflict
(Maslach, Schaufeli, & Leiter, 2001)

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Symptoms

Anger / Blame	Headaches
Anhedonia / Apathy	High expectations
Chronic lateness	Hopelessness
Cynicism	Inefficacy
Depression	Intrusive thoughts
Diminished sense of accomplishment	Irritability & frustration
Displaced anger (snark)	Low self-esteem
Exhaustion	Nightmares
Existential struggles	Rumination
Gastrointestinal complaints	Sleep disturbance
	Workaholism

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Resilience

Resilience occurs when a person is able to evolve beyond adversity to an increased level of practice wisdom, while experiencing a continual or expanding capacity for compassion
(Kapoulitsas & Corcoran, 2015)

How People Learn to Become Resilient

Maria Konnikova

The New Yorker, February 11, 2016

<http://www.newyorker.com/science/maria-konnikova/the-secret-formula-for-resilience>

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“Frame adversity as a challenge, and you become more flexible and able to deal with it, move on, learn from it, and grow. Focus on it, frame it as a threat, and a potentially traumatic event becomes an enduring problem; you become more inflexible, and more likely to be negatively affected.”

(Bonanno, 2016 in The New Yorker)

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Protective Factors

Resilience

Perceptions & Meaning-Making — Learned Optimism/Helplessness
Internalized Locus of Control — What CAN we do
Connection & Community — Social contact theory
Adaptability, Flexibility, Coping — Requires creativity and safety
Self-Care (including boundaries) — Greatest professional competence
Gratitude & Hope — Practices not feelings

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Emotional Intelligence

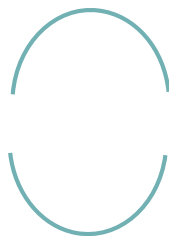
Emotional Intelligence

Self awareness (most important, AKA mindfulness)
Managing disruptive emotions
Empathy—for self and others, perspective-taking
Handling relationships

Mindfulness — "Moment to moment *non-judgmental awareness*...paying attention on purpose in the present moment." ~Jon Kabat-Zinn

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Finish the
circle



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What story are we telling?

Learned Helplessness

This will never really end. People don't care.
Our system is broken. Our worst has been made
evident and we'll never go back to normal.
I cannot take care of the enormity of need around me
and I don't have it in me to keep trying.

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What story are we telling?

Learned Optimism

This is an opportunity for us to get clear about where and
how things need to change, inside of us and in our systems.
We have the chance to start over and do things even better
than before. Where can I be part of creating a healthier way
of caregiving by being healthier, myself? I am not alone in
this, and together we can revolutionize our industry,
transform service work, and stop killing ourselves while
trying to save others. It's time, and we're worth it.

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Challenge to Assumptive World

This isn't how things are supposed to be
People should care about one another
Leaders should protect us
No one should die alone
Autonomy and dignity should be honored
We should be able to care for all the needs around us

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Posttraumatic Growth

Handbook of posttraumatic growth: Research and practice
(Calhoun & Tedeschi, 2014)

Tedeschi, R.G., Calhoun, L.G. (1996). The Posttraumatic Growth Inventory: Measuring the positive legacy of trauma. *J Trauma Stress* 9, 455–471.

"...how successful individuals, coping with the aftermath of trauma, are in reconstructing or strengthening their perceptions of self, others, and the meaning of events."

New Possibilities
Relating to Others
Personal Strength
Spiritual Change
Appreciation of Life

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Post-Traumatic Growth

Acknowledge and accept existential and moral threats

"I should be productive and provide" "If people know they're hurting others..."

Find meaning and purpose (*for ourselves*)

Re-story (*reclaiming nightmares*)

Access support (*intra, inter, transcendent*)

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Resilience

Perceptions & Meaning-Making
Internalized Locus of Control
Connection & Community
Adaptability, Flexibility, Coping
Self-Care
Gratitude & Hope

Emotional Intelligence

Self awareness
Managing disruptive emotions
Empathy
Handling relationships

Post-Traumatic Growth

Acknowledge and accept existential threats
Find meaning and purpose
Re-story
Access support

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Get past seduction of the
“Blame Game”

“Everyone is responsible,
and no one is to blame”

~Will Schutz

“What’s my part?”

Change what we can

*Be hard on systems and
gentle with people*

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Our Best Hope...

- 1) Mindful Awareness
- 2) Action
- 3) Support



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I have choices.
I may not see all of them right now &
may not like any of them, but they're there.

Reminding myself of this keeps me open to
seeing possibilities I otherwise might miss,
leaving me hopelessly trapped by my story.

I'm powerless to change people & circumstances,
but I'm not helpless to take action on my own behalf.
I can set boundaries, ask for what I need, reach out
for support from those who always have my back.

If I don't yet have those relationships, I can begin to
cultivate them by befriending myself, first, then
being the friend I want others to be to me.

I can trust that something greater than me—
a deity, the universe, love, whatever—
has a greater imagination than I do.

If I get still, get calm, and listen I'll eventually hear it.
From this place of peace, connection, strength, trust,
choice and hope I will be my best self,
and I will be free.

~Carla Chatham

 CarlaChatham.com
#personalexperience

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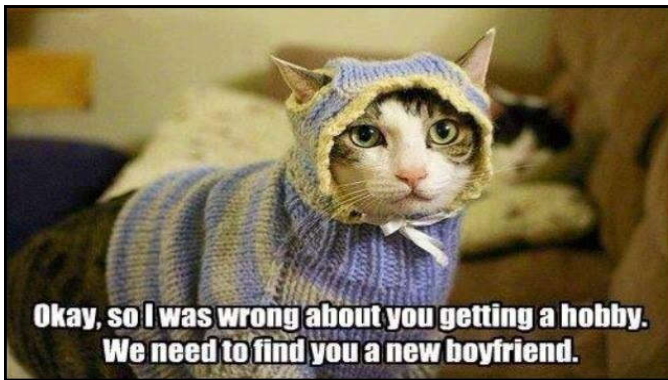
Selfishness

I will do for me at the expense of you

Self-care

I will take care of me
so I can bring my best self to you

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Boundaries



Within ourselves as well as with others
Connect to client but not their outcome
Need vs. want
Self-expectations
Responsible for vs. to
Help vs. empower
Filled vs. fulfilled
Autonomy and dignity
Whose journey is it?
Paternalism in care
"our patients / client?"

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Some things in life cannot be fixed.
They can only be carried.

~Megan Devine
refugeingrief.com

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Our Strength and Achilles Heel

Prevalence of trauma in the general population

History of trauma and dysfunction leads us to seek healing
Caring professionals, law enforcement

High-achieving, sensitive to others' feelings, responsible, heroes

In the extreme—great spidey-sense vs. toxicity
Twelve nurses...

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Mindful Self-Awareness IS Self-Care

Barriers to self-care
Time, energy, money...really?

Do not think we are worth it

Mindfully doing what we are already doing...
Breathing, eating, walking, handwashing, entering doorways (or
virtual meetings), putting on and taking off our badge...ALL DAY LONG

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Changing What We Can

Make space for "sacred moments" (Pargament, 2014)

Reconnect with "Compassion Satisfaction"

Help them find their "first love"

Alternative Centering:

- 1) Why did you first get into this field?
- 2) Why do you stay?



<https://terrancesborne.com/product/front-line/>

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Knowing Our Worth



ABCs of Gratitude Moments of Silence

Nepo, Brown, Chodron, Remen, Beattie, Lamott,
Angelou, Oriah Mountain Dreamer

Kristen Neff's Self-Compassion

<https://self-compassion.org/>

"The challenge of our time is relearning how to concentrate. The past decade has seen an unparalleled assault on our capacity to fix our minds steadily on anything. To sit still and think, without succumbing to an anxious reach for a machine, has become almost impossible."
- Thibaut

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Healing Healthcare

Threat vs. opportunity—New possibilities

Can't keep going this way—Re-story the nightmare

Whole-person (staff) care

We will be different on other side...but HOW?

The time to decide, to prepare, is now.

Let it begin with me—what am I modeling, where am I contributing for good or ill?

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Call to action

"You can have many great ideas in your head, but what makes the difference is the action. Without action upon an idea, there will be no manifestation, no results, and no reward"

(Ruiz, 1997)

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Plan of Care

Assessment

Mind

Body

Spirit

Behavior



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Plan of Care

Interventions

Mind

Body

Spirit

Behavior



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What Can You Change?

What can you change in your:
stories?
words?
actions?
mindful awareness?

What steps will you take in 24 hours?
...7 days?
...by next month?

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The Wholehearted Parenting Manifesto

by Brene Brown

Above all else, I want you to know that you are loved and lovable. You will learn this from my words and actions—the lessons on love are in how I treat you and how I treat myself.

I want you to engage with the world from a place of worthiness. You will learn that you are worthy of love, belonging, and joy every time you see me practice self-compassion and embrace my own imperfections.

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We will practice courage in our family by showing up, letting ourselves be seen, and honoring vulnerability. We will share our stories of struggle and strength. There will always be room in our home for both.

We will teach you compassion by practicing compassion with ourselves first; then with each other. We will set and respect boundaries; we will honor hard work, hope, and perseverance. Rest and play will be family values, as well as family practices.

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You will learn accountability and respect by watching me make mistakes and make amends, and by watching how I ask for what I need and talk about how I feel.

I want you to know joy, so together we will practice gratitude. I want you to feel joy, so together we will learn how to be vulnerable.

When uncertainty and scarcity visit, you will be able to draw from the spirit that is a part of our everyday life.

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Together we will cry and face fear and grief. I will want to take away your pain, but instead I will sit with you and teach you how to feel it.

We will laugh and sing and dance and create. We will always have permission to be ourselves with each other. No matter what, you will always belong here.

As you begin your Wholehearted journey, the greatest gift that I can give to you is to live and love with my whole heart and to dare greatly.

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I will not teach or love or show you anything perfectly, but I will let you see me, and I will always hold sacred the gift of seeing you.

Truly, deeply, seeing you.

<http://brenebrown.com/downloads-badges/>

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Thank you for your presence

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