

Welcome to the
13th Annual Patient Safety Summit!





steadyTM
& raise

the **resiliency** model



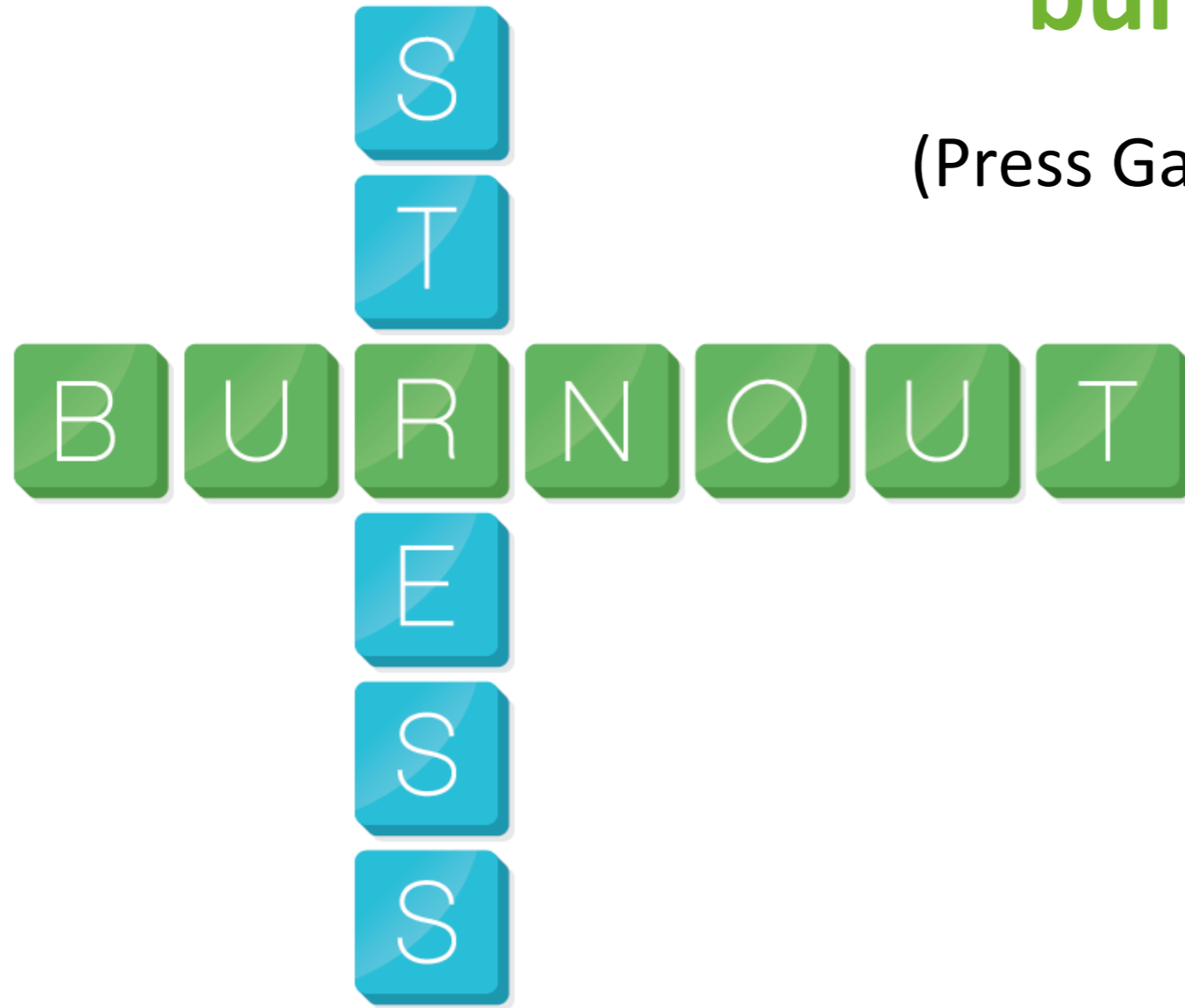


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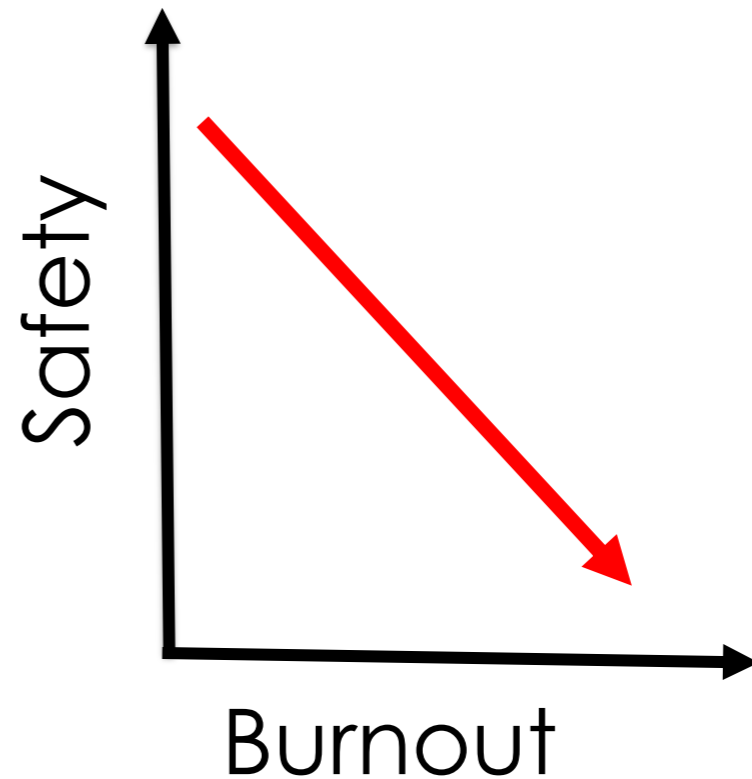


For the first time ever, the top challenges identified in healthcare are stress and burnout.

(Press Ganey, 2017)



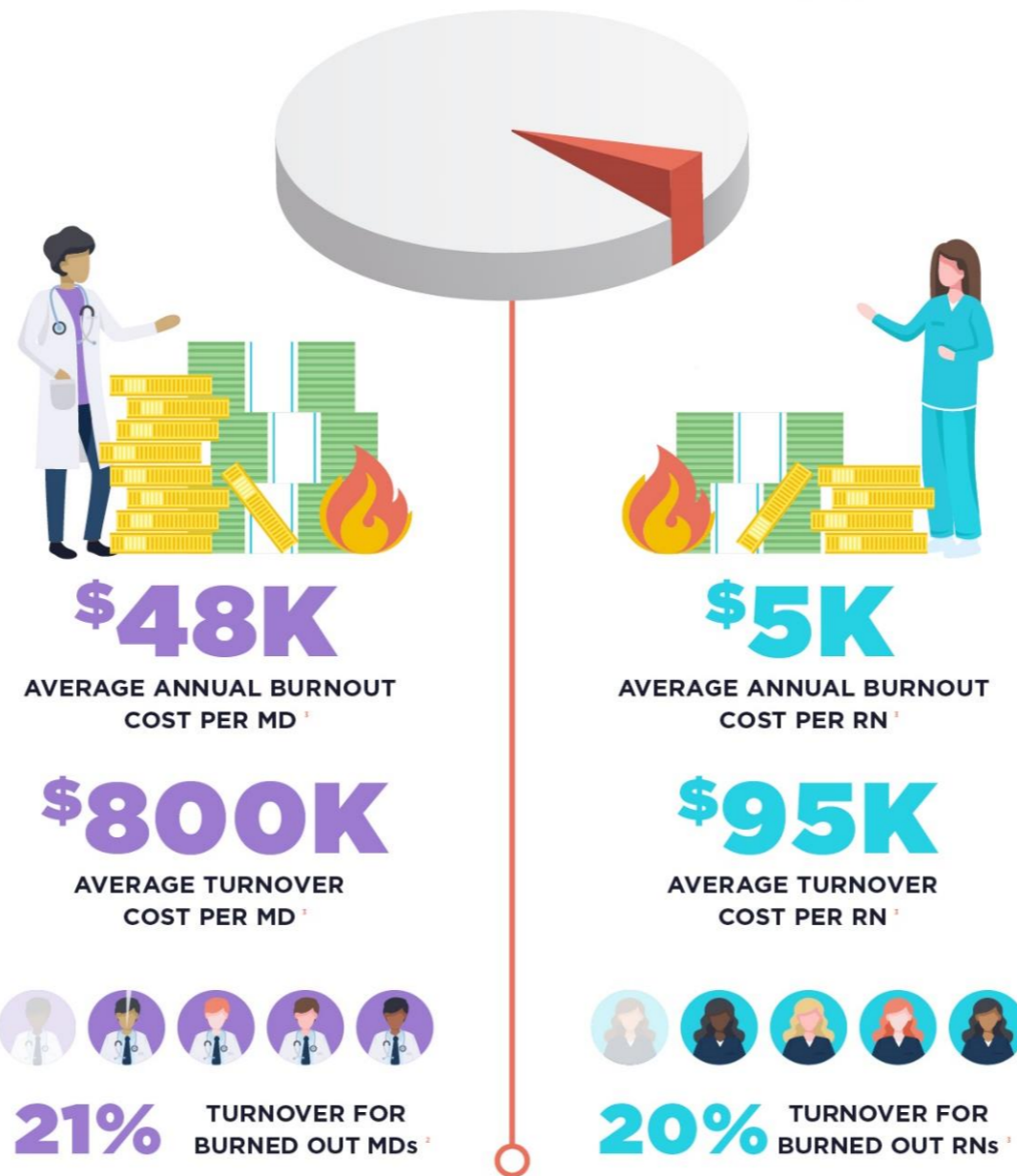
Burnout is Negatively Related to Patient Safety



- A predictor of medical error (Shanafelt et al., 2010)
- Likely a bi-directional relationship between burnout and medical error (Dyrbye et al., 2017)
- RN burnout associated with higher infection rates (Cimiontti et al., 2012)
- Predictor of both clinician-related and objective patient safety (Welp et al., 2016)
- Burnout and stress lead to decreased patient safety (Laschinger and Leiter, 2006)

Pre-COVID Cost of Burnout

5% OF *hospital revenue*
IS LOST TO *burnout* ^{1,4}



Pre-COVID Rate of Burnout



54% OF MDs EXPERIENCE
SIGNS OF BURNOUT ¹



63% OF RNs EXPERIENCE
SIGNS OF BURNOUT ²

During COVID

Facts

19-77

Age range of
survey participants



66%

Between 26
and 45 yo.



83%

Registered
Nurses



Key findings



61%



of respondents said
they are likely to leave
their current position
or specialty



67%

of respondents said they
are planning to either
leave the facility or
industry altogether¹



74%

of respondents are
currently experiencing
high levels of anxiety and
emotional stress²

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Nurse burnout in the wake of COVID-19 can cost up to \$137B



High Personal Cost for Caregivers

- Increased risk of suicide
- Substance abuse
- Broken relationships
- Depression

(Shanafelt et al., 2017)



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What is Burnout?



Burnout is a prolonged response to *chronic emotional and interpersonal stressors* on the job, and is defined by three dimensions; exhaustion, cynicism with detachment, and inefficacy.

(Maslach, 2011)



Signs of Burnout

- Emotional exhaustion
- Depersonalization
- Anxiety and depression
- Lack of personal accomplishment
- Lack of professional fulfillment
- Anger and resentment towards patients



(Mealer et al, 2009)

What Burnout Looks Like

- Physical, emotional, and mental exhaustion
- Dread over returning for a shift
- Compassion fatigue
- Sadness, depression, anxiety, feeling of self doubt
- Rampant.....

(Montgomery, 2014)



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Nurses in the front lines are like warriors in the war. While there might not be visible bullets going through, they are fighting the invisible virus. They need both physical and psychological armors, which leaders of all levels should provide.

Dr. Holly Wei



Being a Healthcare Professional is Stressful!

- Taking COVID home to family
- Fear of dying, of loved ones dying
- Financial stressors
- Running out of PPE
- Moral injury
- Childcare
- Home schooling
- Feelings of guilt



Healthy Work Environment

1. Physical & psychological safety
2. Meaning & purpose
3. Autonomy & control



Organizational Drivers of Engagement and Burnout

1. Workload and job demands
2. Efficiencies and resources
3. Meaning in work
4. Culture and values
5. Control and flexibility
6. Social support and community at work
7. Work-life integration

(Shanaflet et al., 2017)





When individuals are burned out they lose their **ability to cope** within their environment.

(Montgomery, 2014)



When we are **resilient**, we interact with our environment in a **optimistic** and **adaptive** way with a focus on ***purpose, human connection, and personal growth.***



- Learned skill
- Positive mindset
- Adapt to change
- Avoid judgment
- Have support
- **Self efficacy**
- Healthy lifestyle



Resiliency and Time Bending

Resiliency requires being firmly grounded in **today**, while benefitting from **yesterday**, so we can see ourselves in **tomorrow**. Resiliency is a **choice**..... (Nemeth and Oliver, 2017)



*Problems are to the mind what
exercise is to the muscles, they
toughen and make you strong.*

Norman Vincent Peale

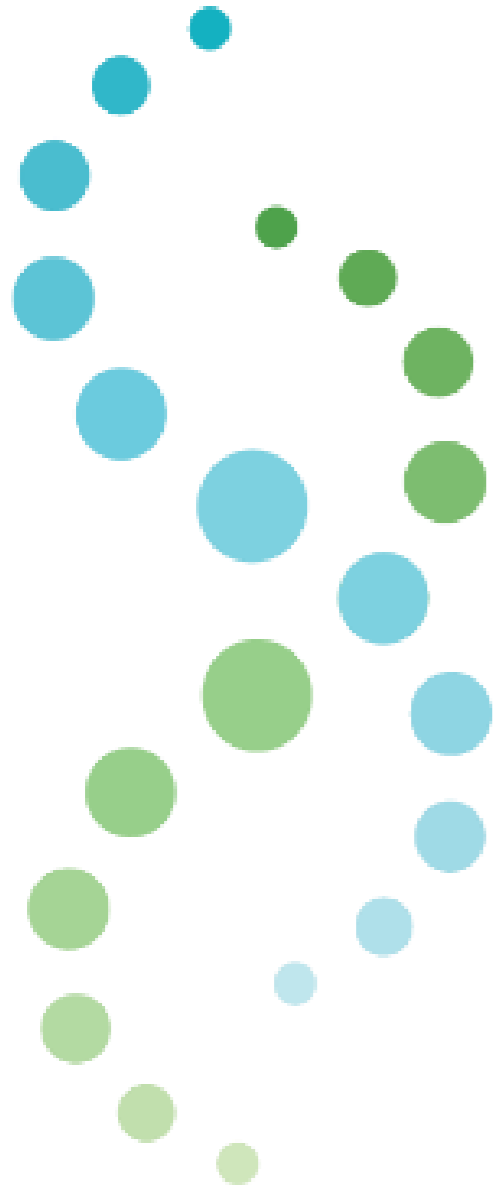




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Stories

Turn around thoughts

Empathize

Avoid Judgment

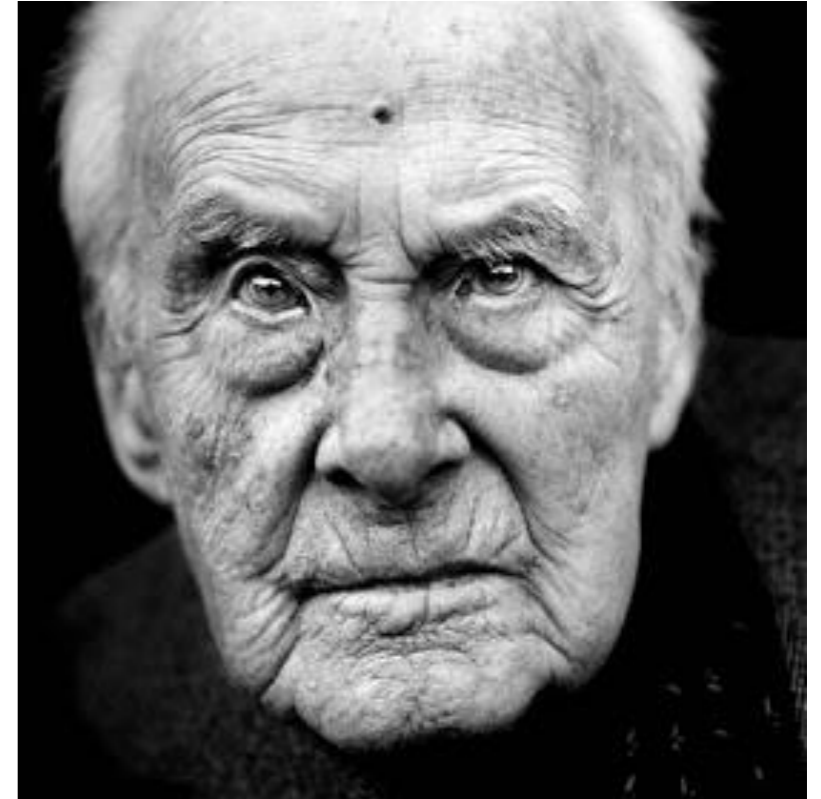
Don't take ANYTHING personally

You (What you do matters)

Stories— Seek the Story

- Each person has a lived story
- Wondering
- Be curious!
- What is beyond the behavior?
- Ways of being

(Koloroutis and Trout, 2012; The Arbinger Institute, 2015)



Turn around your thoughts

- You have control of your thoughts
- Consciously reframe negative thoughts
- Always “Assume good intent”
- Circle of Influence vs. Circle of Control

(Covey, 2004)





Empathize

- Empathy vs Sympathy
 - Being **with** vs. fixing it
- Accept each person as they are
- Empathetic Statements
- Develop self awareness and emotional maturity



Avoid Judgement

- Judgment can burn you to a crisp
- Bricks of stress
- Person vs. object
- Be aware of labels....





Don't Take ANYTHING Personally!

- QTIP and Wonder
- Always assume good intent
- Remember, most of the time it is not about you
- Have respectful communication to address

You

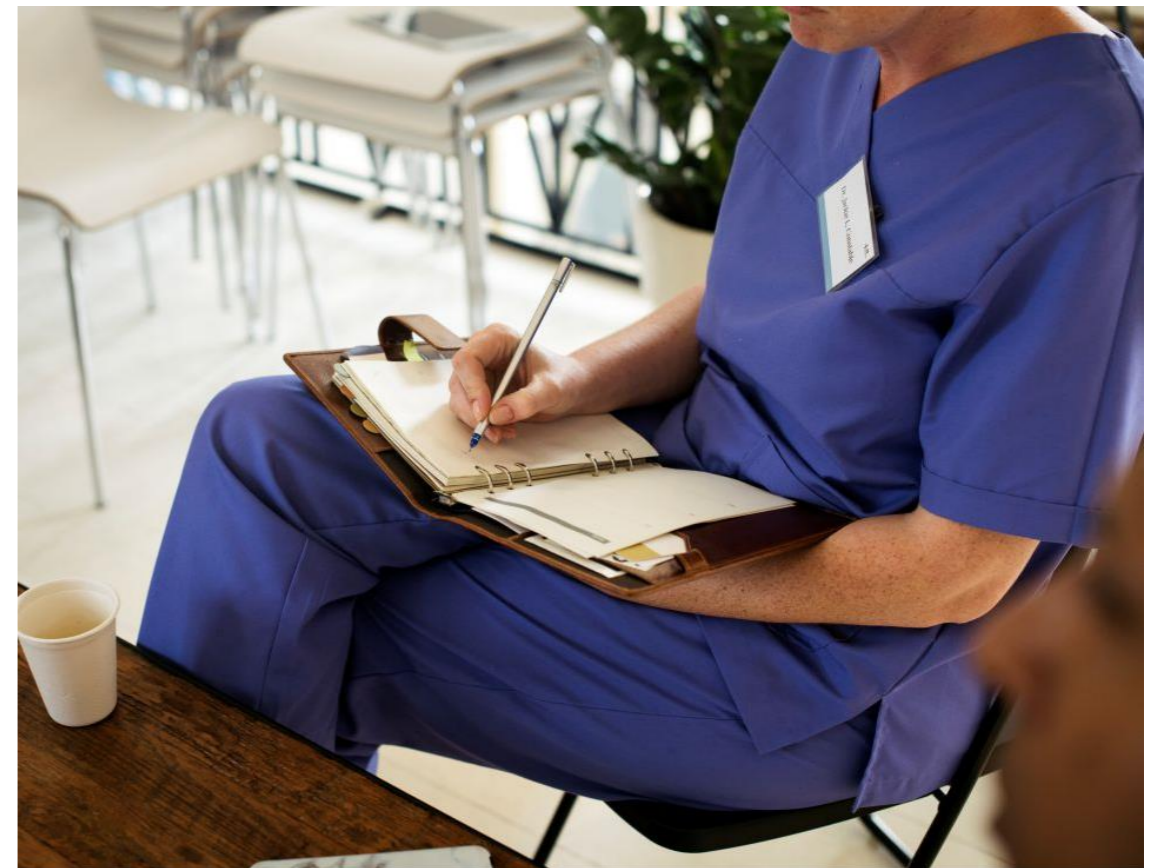
- Connect back to purpose
 - **You** are enough
 - **You** are **not alone** if you are feeling stressed
- Your organization and your leaders care about **you**.



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You can do this!

- Nurture relationships
- Develop 'emotional hygiene'
 - Gratitude journal
 - Self reflection
 - Prayer/meditation
 - Deep breathing
- Choose healthy habits
 - Sleep, diet, exercise...





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Leaders DRIVE Culture



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Relationship

Acknowledge struggles

Investigate causes of
stress

Support staff

Evolve





The Outcomes

- Rural 125 bed hospital/1200 employees
- Won coveted ***Governor's Award*** 2020
- ***Leapfrog A*** spring of 2020
- Won ***Healthgrades Outstanding Patient Experience Award*** past 4 years
- Employee Engagement **91st percentile** nationally 2020

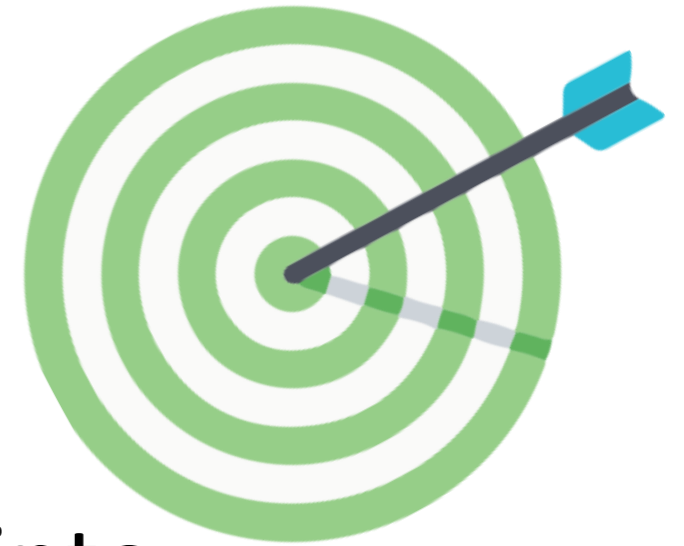




The greatest glory in living lies not
in never falling, but in rising every
time we fall.

Nelson Mandela

Takeaways...



- Burnout negatively affects outcomes
- Resiliency can be learned and woven into organizational cultures
- Purpose is powerful
- Vital that leaders support and guide their staff
- Steady & Raise is an evidence-based solution to develop individual resiliency resources as well as systemic support to address organizational drivers of burnout



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Transforming Healthcare: A Personal(ization) Journey

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