



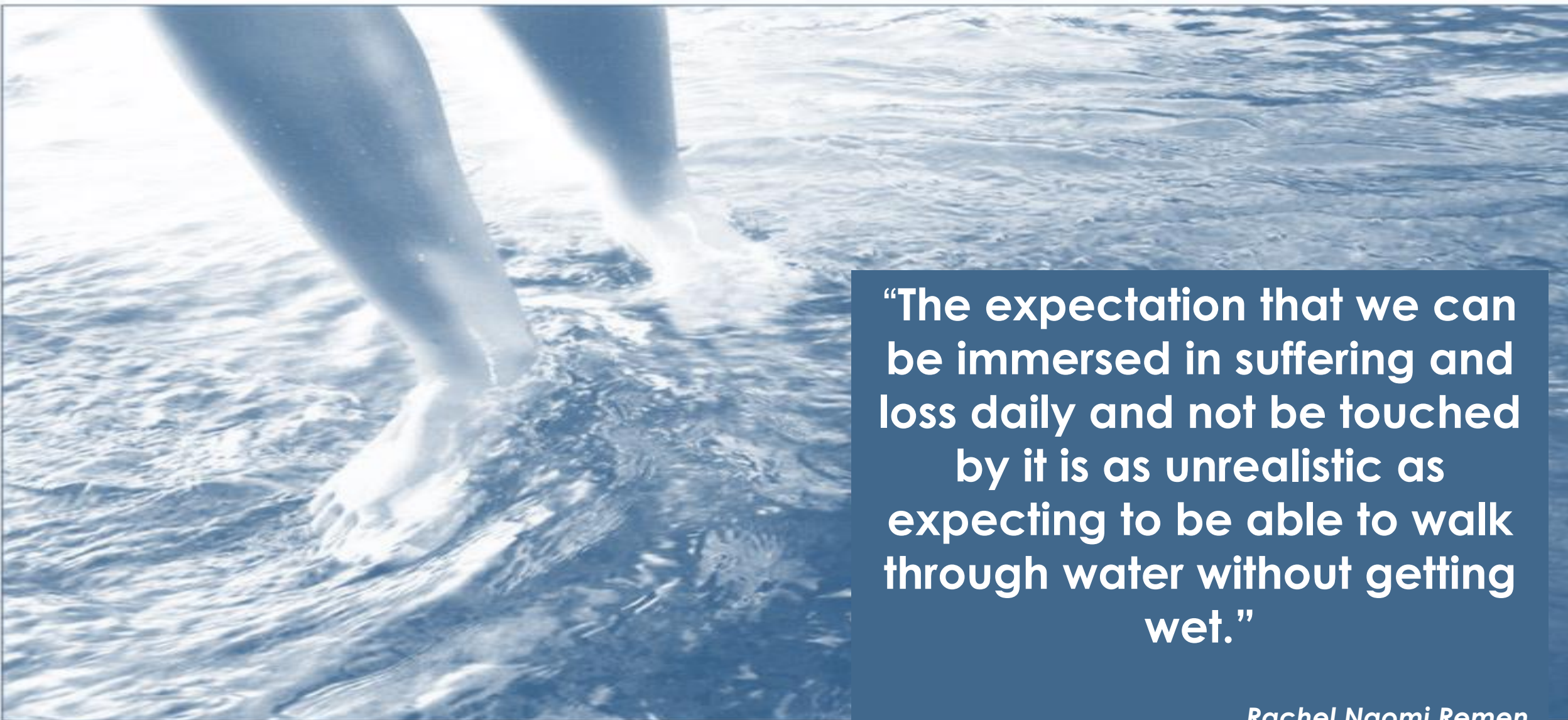
**Hamilton
Health
Sciences**

Building Resilience in Clinical Practise



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“The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.”

*Rachel Naomi Remen,
Kitchen Table Wisdom 1996*

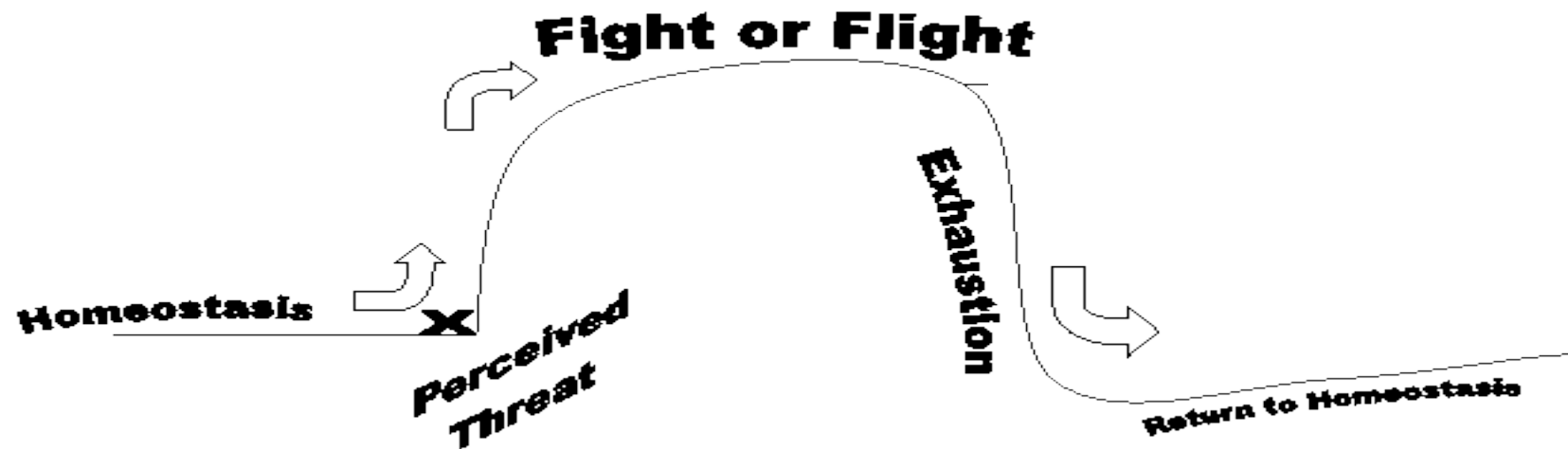
Objectives

Building Resilience in Clinical Practise

- ▶ Working in OT/PT you regularly bear witness to stories of suffering and loss. This past year has challenged us even further both personally and professionally leaving many of us feeling isolated, depleted, and concerned for our patients and our colleagues. This webinar will give us time to reflect in order to:
 - Pause to understand the impacts of doing high stress, trauma exposed work
 - Reset with practical tools, based on neuro science, for ourselves and our teams
 - Nourish through strategies of mutual support and promoting culture change



Threat Response/Stress Response



THE COMPLEX STRESS MODEL

AMPLIFIED STRESS IN TRAUMA-EXPOSED WORKPLACES



Multiple Exposure/Increased Risk During Covid

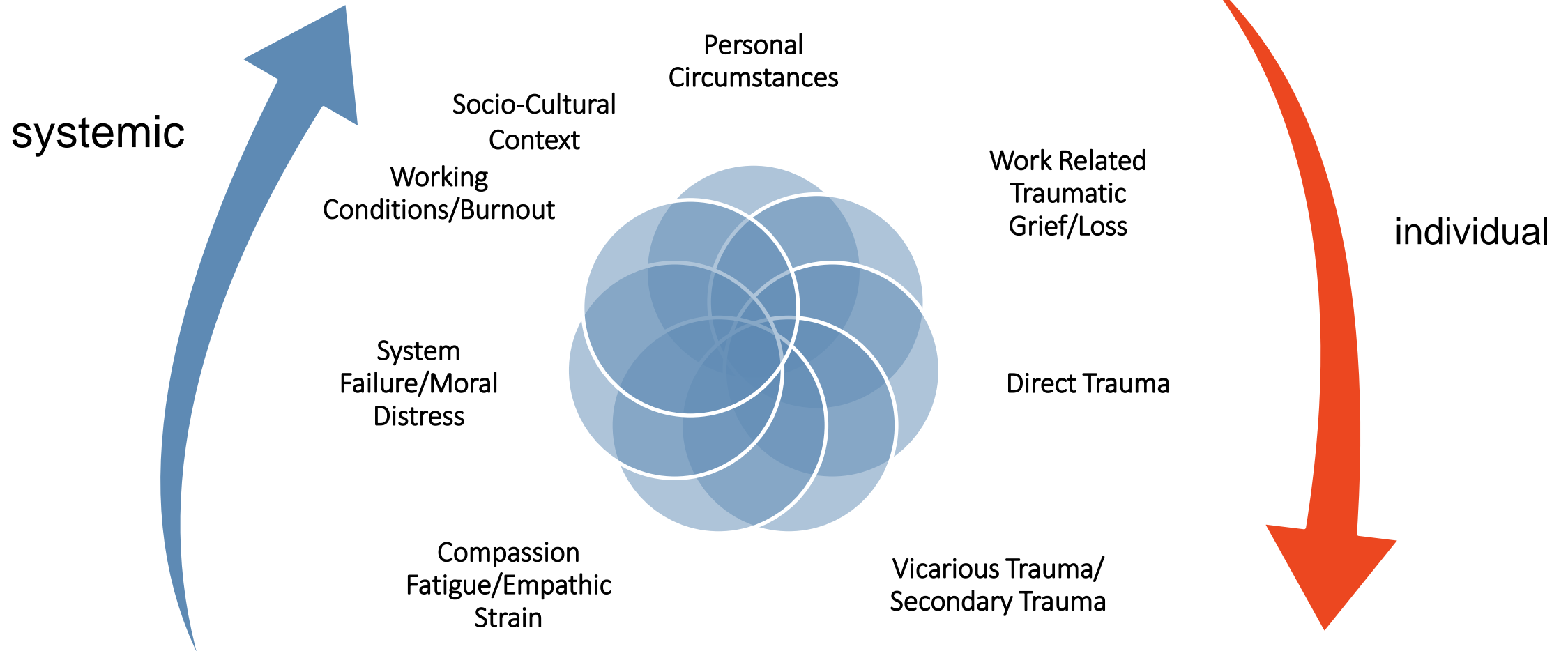


Image courtesy of Dr. Leslie Ross, UCLA



Outcomes

- Job absenteeism/turnover (presenteeism)
 - 2x more likely to leave an organization
- Reduced productivity
 - Reduces productivity by 15%
- Reduced engagement in teaching and mentorship
- Increased costs and resources
 - Estimated \$5-10K of turnover costs per physician per year
- Medical Errors
 - 2x increased risk of medical errors
- Quality of Patient Care
- Reduced patient satisfaction
- Increased risk of safety incidents
- Poorer quality of care overall
- Professional Misconduct
 - Increased risk of malpractice claims and future litigation (west 2018)



Amplifiers

- Fatigue, Strain, Wear and Tear



- Unspecified anxiety, uncertainty, unpredictability



Health Care Culture

- What are some of the messages for clinicians in health care that may contribute to diminished wellbeing?
- How do we go about shifting these?



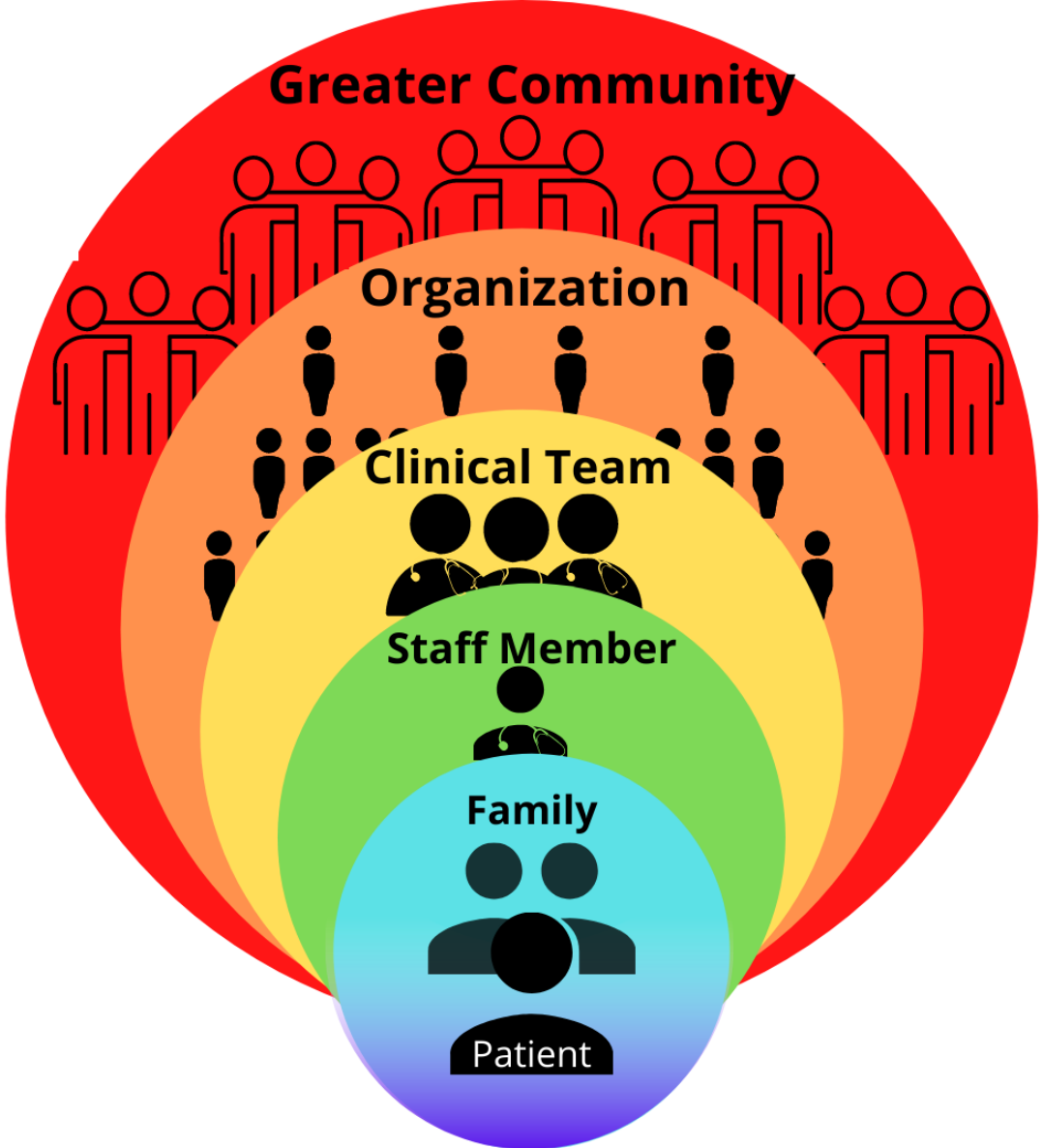
How many of us resort to this cycle?



**“It’s not our fault, but
it is our responsibility.”**

How do we navigate
the current levels of
stress?

An Ecological Approach



Protective Factors for Helping Professionals



The Road to Resilience...





PAUSE

What do I notice in myself right now?

RESET

What small thing can I do to feel steadier in this moment?

NOURISH

Notice what's here now and acknowledge this small replenishment.



www.hamiltonhealthsciences.ca/covid19/staff-physician/hhs-resources/resilience-support-toolkit/



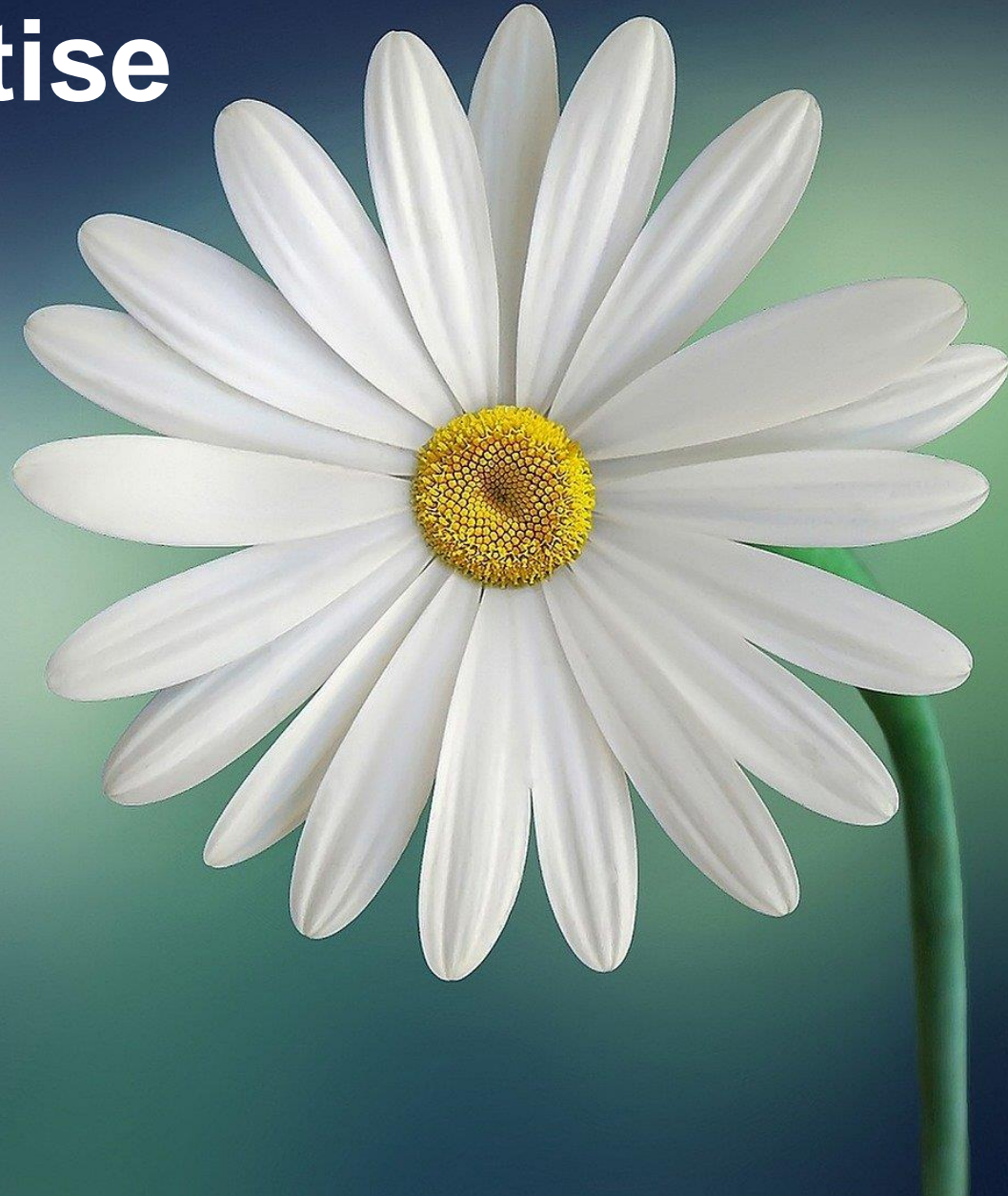
1

PAUSE

- › Stop.
- › Take a breath
- › Can you take a moment to?
 - notice what is present in thought, emotion and body sensation.
 - Without judgement, just notice with an attitude of curiosity.

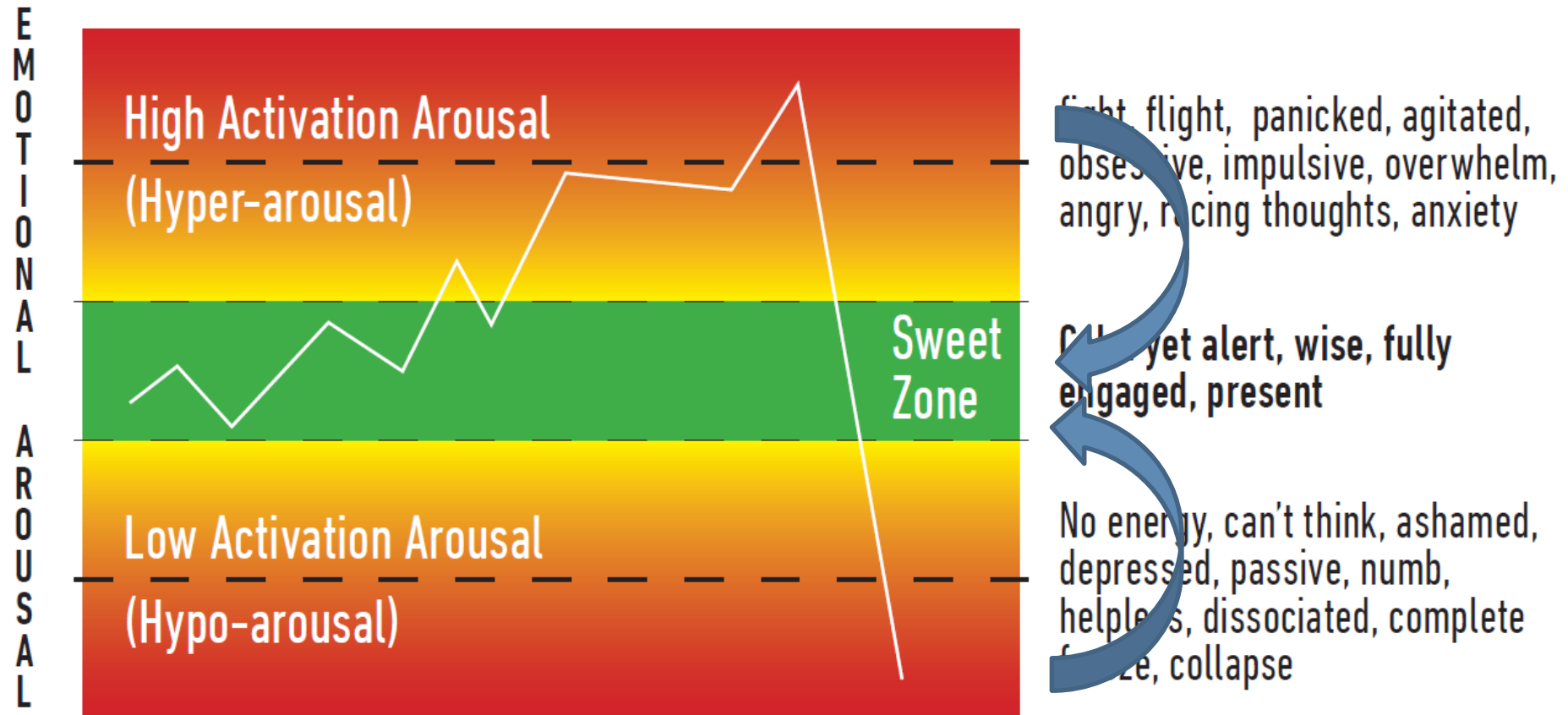


Pausing Practise



Window of Tolerance

adapted from Siegel, Ogden and Minton



Self-Reflection



What is your current sense of your stress level?

How do you know when you are really struggling?

What do your colleagues and loved ones notice when you get stressed?





2

RESET

- › Ask yourself “What do I need to reset in this moment?”
- › Can you take a moment to?
 - ground yourself,
 - remind yourself of what’s important to you,
 - notice something you are grateful for,
 - connect with someone briefly
 - or reach out for support if needed.



Self-Reflection



- What do you already do to cope during the day?
- What are the small activities that you engage in to feel better?
- How can you weave these micro practises throughout the flow of your work shift?

Reset: Body, Mind, Connection

www.hamiltonhealthsciences.ca/covid19/staff-physician/hhs-resources/resilience-support-toolkit/

- **Body**
 - Breath
 - Smile, humour
 - Tears, shake, move
 - Sing
 - Grounding through the senses
- **Mind**
 - Sense of purpose
 - Mindfulness & compassion skills
- **Connection**



Belonging and Connection

- Primal need to belong



- The energy that exists between people when they feel seen, heard, and valued; when they can give and receive without judgment; and when they derive sustenance and strength from relationship. Brene Brown



Bober & Regehr 2005

- ***Believing* in self care did not equal more engagement**
- **Engaging in self care did not reduce trauma scores**





What works?

*"a
constructive
and supportive
team"*

The Four Steps of Low Impact Debriefing

www.tendacademy.ca



SELF AWARENESS

Be aware of the stories you tell and the level of detail you provide when telling a story. Are all the details really necessary? Can you give an abbreviated version?



FAIR WARNING

Allow your listener to prepare, and brace themselves by starting with "I would like to debrief a difficult situation with you and the story involves traumatic content."



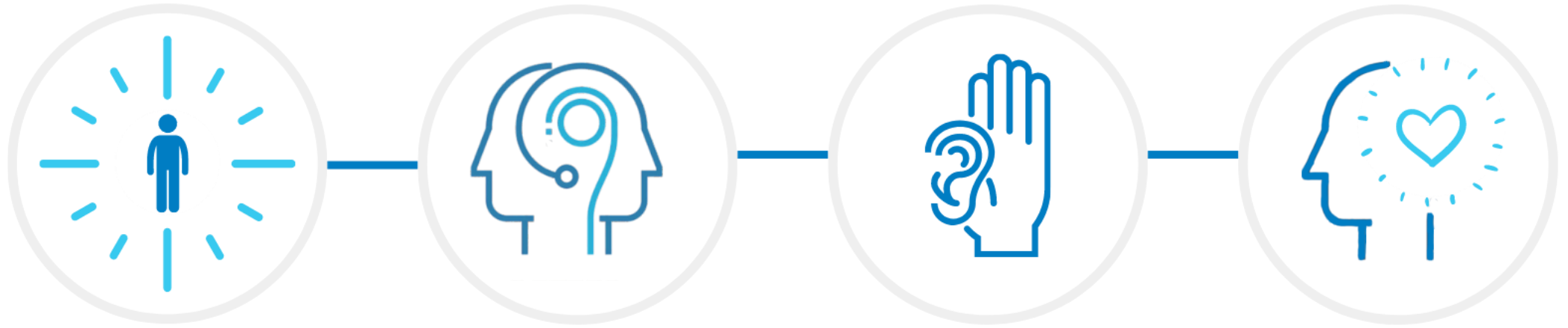
CONSENT

Ask for permission by saying something like: "I would like to debrief something with you, is this a good time?" or "I heard something really hard today, could I talk to you about it?"



LIMITED DISCLOSURE

Decide how much to share, starting with the least traumatic information, and gradually progressing as needed. You may end up not needing to share the most graphic details.



Center

Attend

Listen

Mindfully





3

NOURISH

- › Can you take a moment to?
 - Notice once again what is here for you in thought, emotion and body sensation. Has anything shifted, even just a little?
 - Nourish yourself by engaging in a small gesture of kindness for yourself.



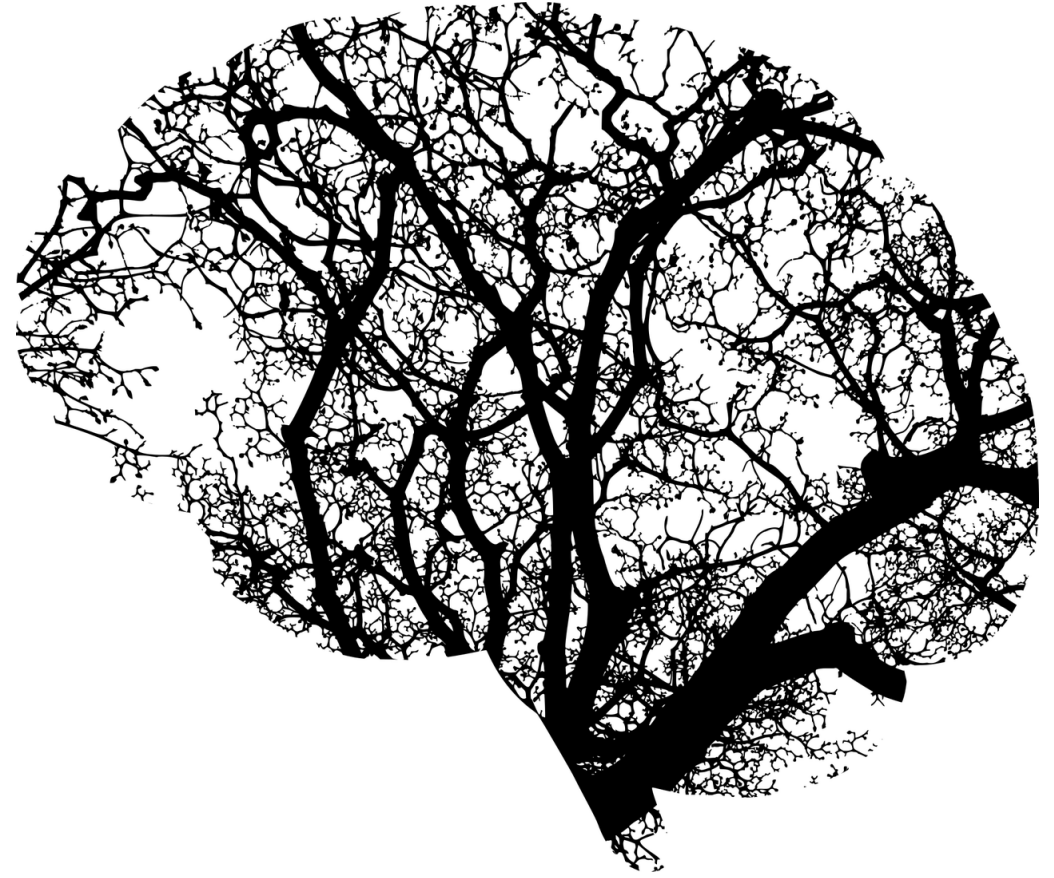
Nourish Through: Taking in the Good

- ▶ Optimism
- ▶ Gratitude
- ▶ Appreciation
- ▶ What's going right
- ▶ What matter's to you
- ▶ Resiliency Slogan
- ▶ Savouring



Behaviour Habits and Neuroplasticity

- “Where our attention goes, neural firing flows, neural connection grows.”
- “What fires together wires together.”
- “The mind takes the shape of what it rests upon.”



Making a Commitment:

