



**Indiana Patient
Safety Center**

of the Indiana Hospital Association

Riding The Waves of A Pandemic: Building Resiliency

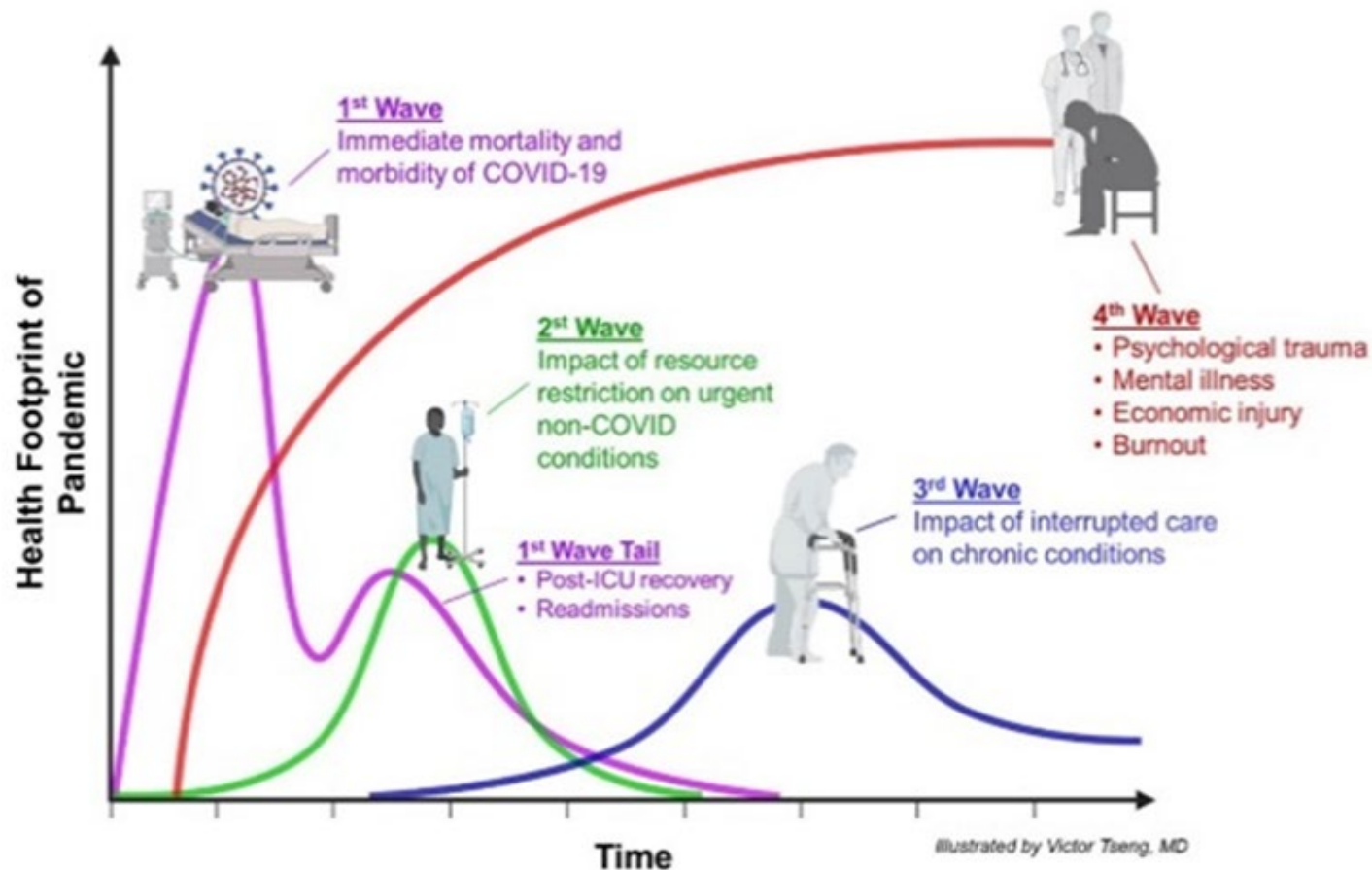
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Objectives

- Identify the phases of disaster response
- Recognize heightened stress responses
- Apply resiliency activities and resources on an individual and organizational level

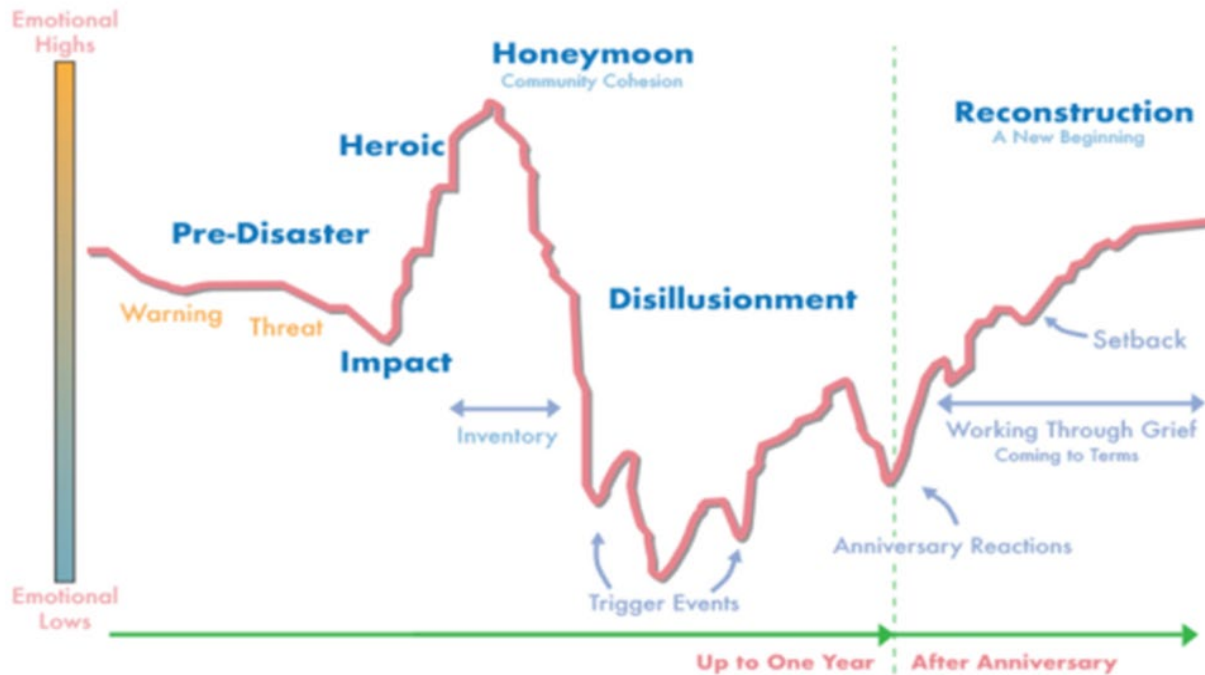
Disaster Response



As our friends and colleagues brave the front lines, we must also get ready for a series of after shocks. It's very hard to plan this far ahead while we are in survival mode. We must prepare early and strategize our response to the collateral damage of #COVID19 Victor Tseng @VectorSting

Disaster Response: [samhsa](https://www.samhsa.gov)

What might this look like for you?



Behaviors typical of each phase:

Impact: Panic, confusion, disbelief, self and family preservation

Heroic: High levels of activity, sense of altruism, rescue behavior, information therapy

Honeymoon: Community bonding, optimism, relationship building

Disillusionment: Exhaustion, maladaptive coping, feeling abandoned

Reconstruction: Recovery, rebuilding, grieving

IHAconnect.org/Quality-Patient-Safety

Adapted from Zunin & Myers as cited in DeWolfe, D. J., 2000. Training manual for mental health and human service workers in major disasters (2nd ed., HHS Publication No. ADM 90-538). Rockville, MD: U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services. <https://www.samhsa.gov/dtac/recovering-disasters/phases-disaster>

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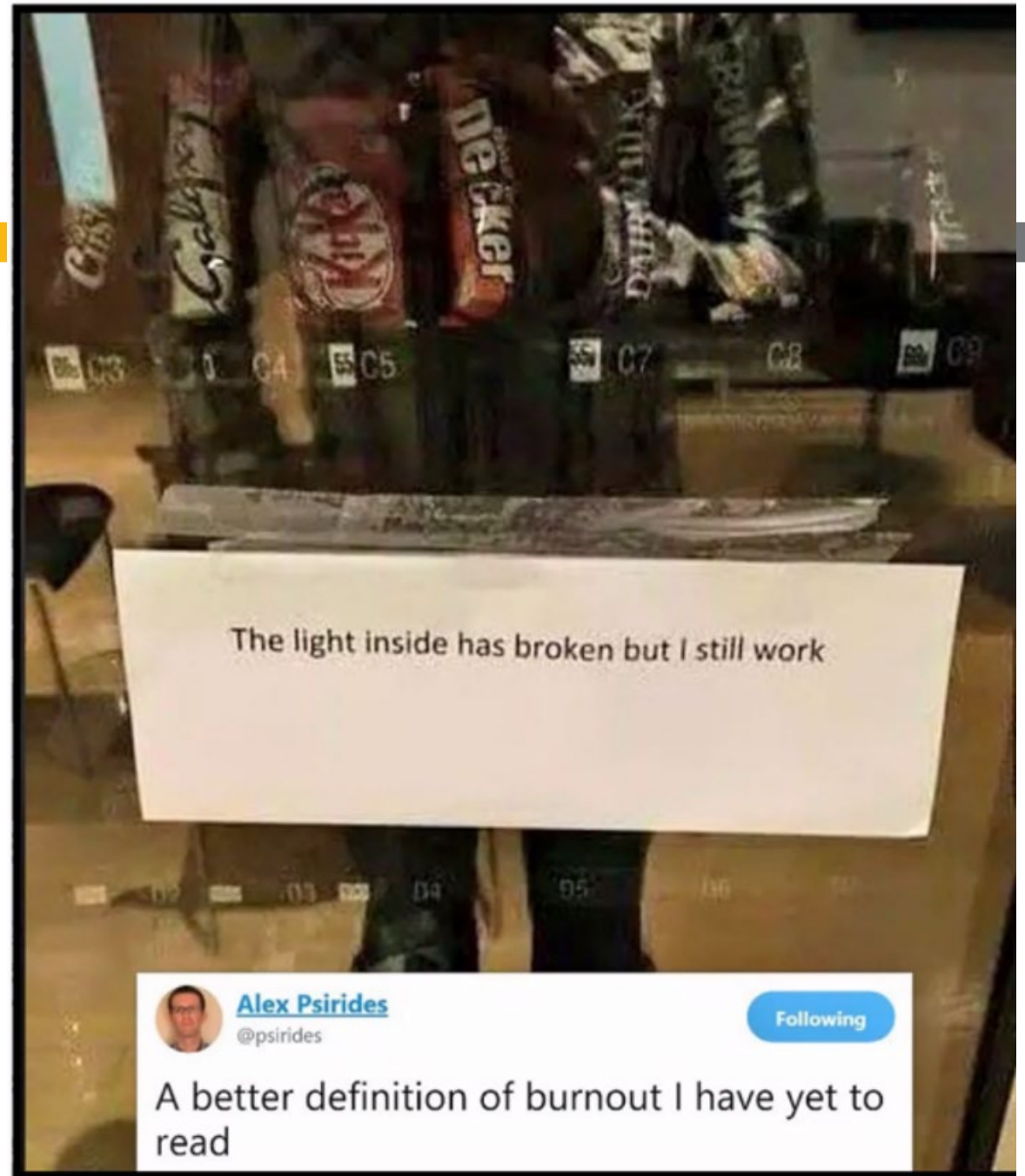
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Stress Response

Symptoms of Burnout

Frustration
Emotional
exhaustion
Cynicism
Inefficacy
Depersonalization

Stress Response



Stress Response

Heightened Stress/Medical Burnout

[Washington Post/Kaiser Family Foundation](#)

- 62% of healthcare workers say stress over the COVID-19 pandemic has had a negative impact on their mental health
- 56% of all frontline health care workers report problems with sleeping too little or too much.
- 47% report headaches
- 31% stomach issues
- 16% increased use of alcohol or drugs
- **13% of health care workers report that they have received mental health services, but an additional one in five say they may need help but have not sought it**

Stress Response

Stigma related
to “emotional
support”
results in
reduction of
help-seeking
behavior

- Concerns about confidentiality
- Fear of being judged or stigmatized
- Fear of sanctions for disclosing mental health conditions, suicidal thoughts, or behaviors
- Negative attitudes about mental health treatment, sometimes rooted in past experiences and/or cultural/family values
- Not knowing where to go or who to seek out
- Feeling too overwhelmed to take necessary steps

Resiliency

How do we fortify
our boats?

ORGANIZATIONALLY

INDIVIDUALLY

The Pandemic is a *collective* experience of trauma, making us question our capabilities and our strength. We are all going through the same storm but in different boats.

Resiliency

“What” Is Resilience?

Merriam Webster: an ability to recover from or adjust easily to misfortune or change.

AND.....making positive emotions more accessible when negative emotions are so prevalent



The negative screams at you, but the positive only whispers...

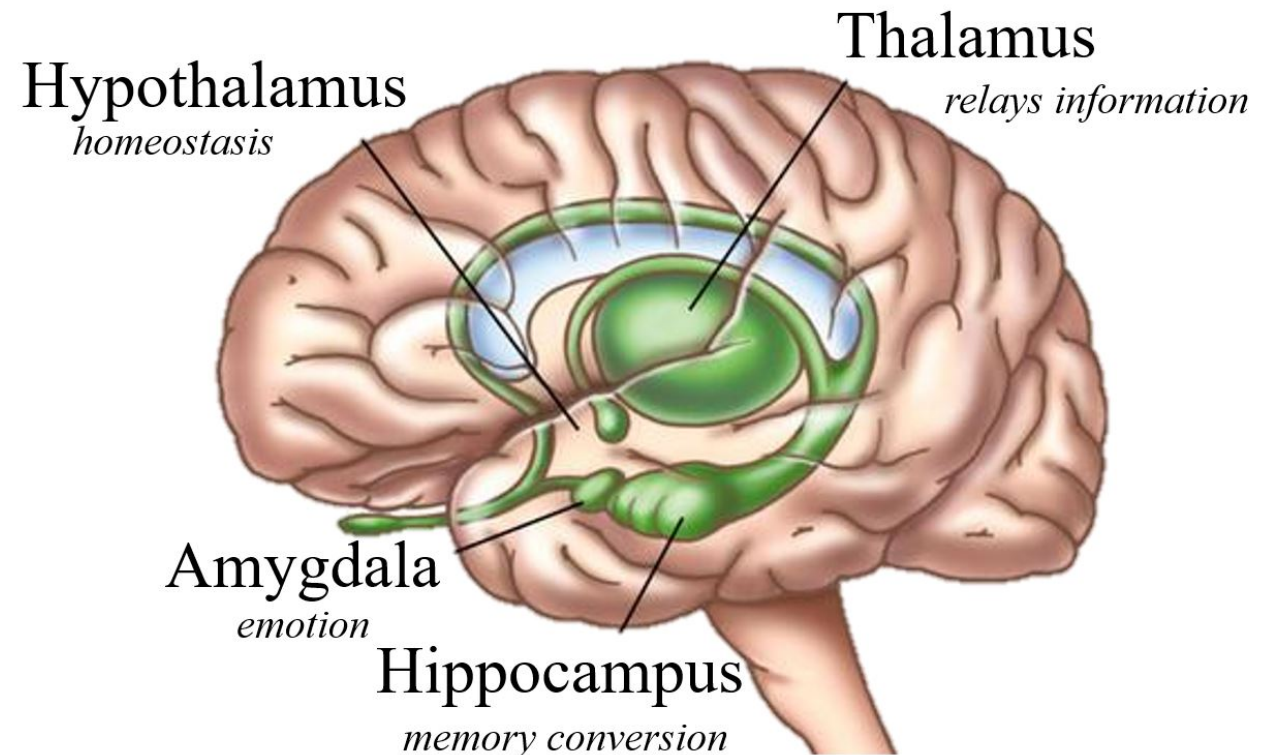
—Barbara Fredrickson

Resiliency

Is there
science behind
mental
health?

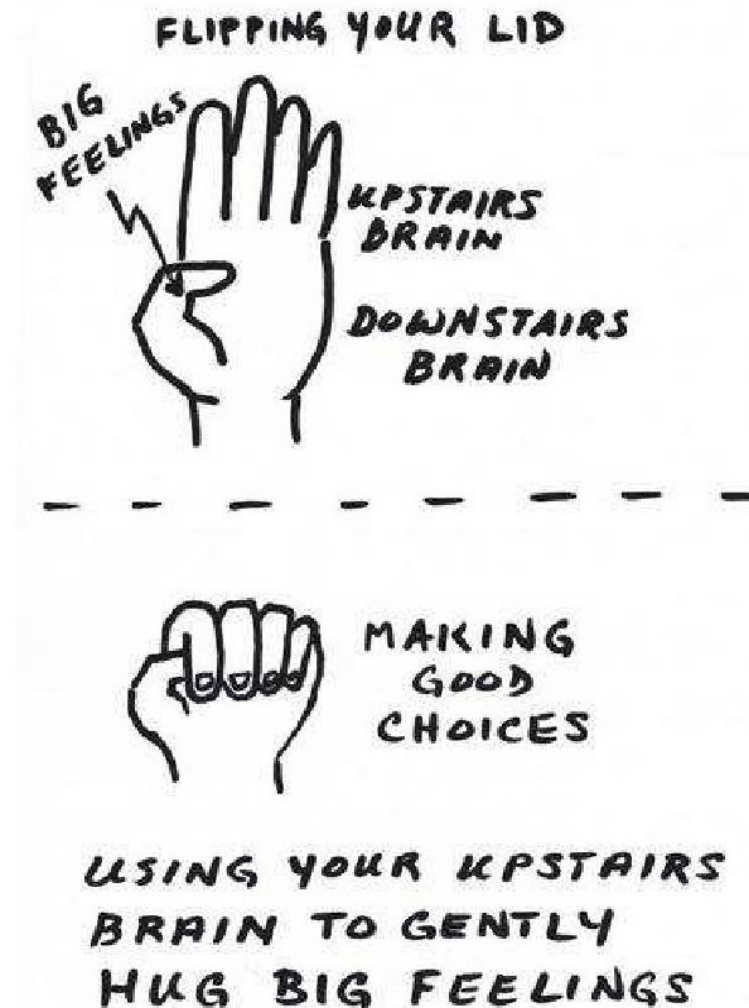
https://youtu.be/PzT_SBI31-s

The Limbic System



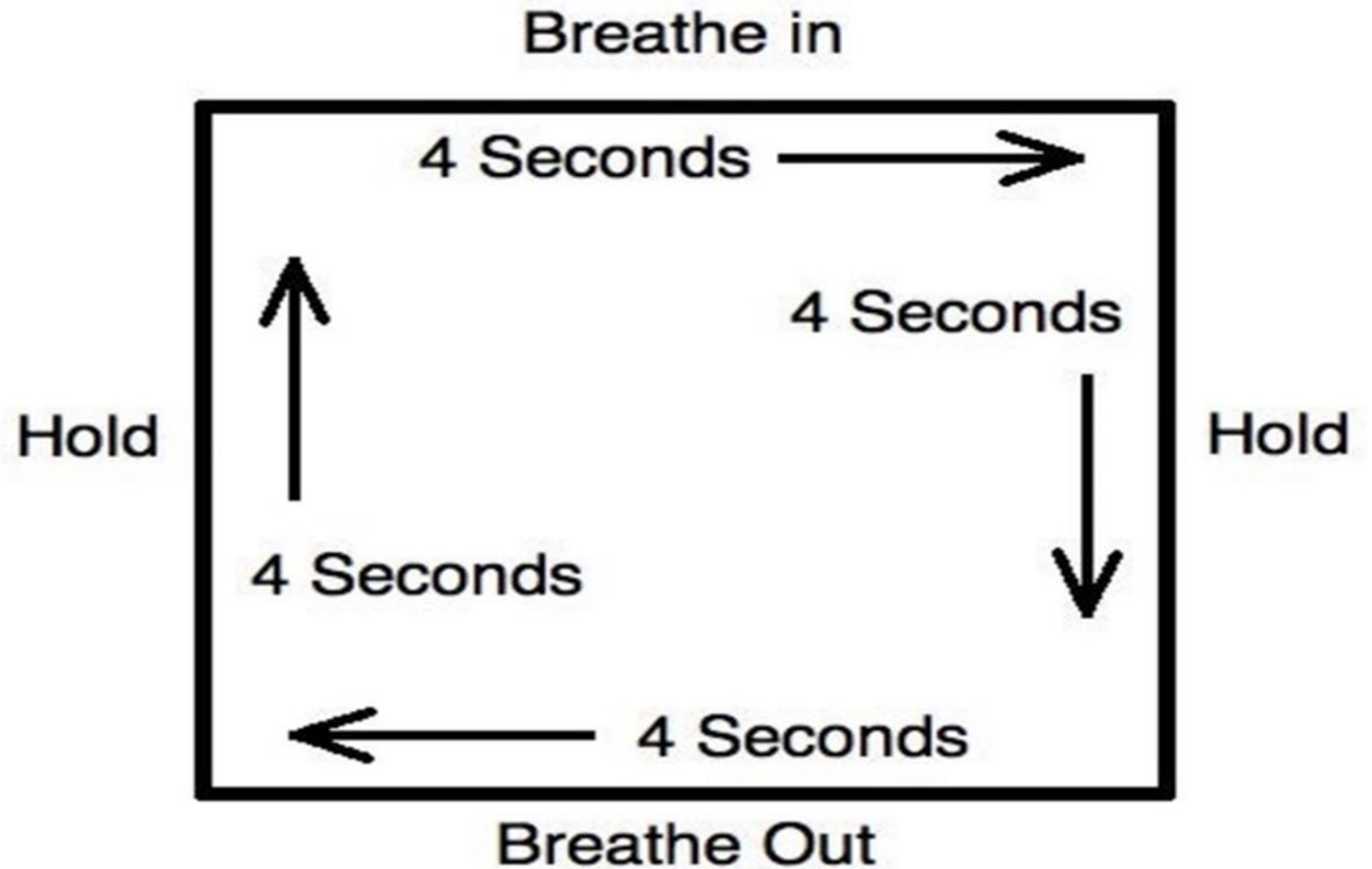
Resiliency

Let's "Flip
Our Lids"



Resiliency

Intentional Breathing



Resiliency



Resiliency


[aha](#)



Resiliency






Your Psychological PPE

to Promote Mental Health and Well-being






 Institute for Healthcare Improvement


These recommendations are based on a review of published literature and the experience of health systems.
For more information visit <http://www.ihl.org/joy-in-work>

Individual

-  Take a day off and create space between work and home life
-  Avoid unnecessary publicity and media coverage about COVID-19
-  Receive mental health support during and after the crisis
-  Facilitate opportunities to show gratitude
-  Reframe negative experiences as positive and reclaim agency

Team Leader

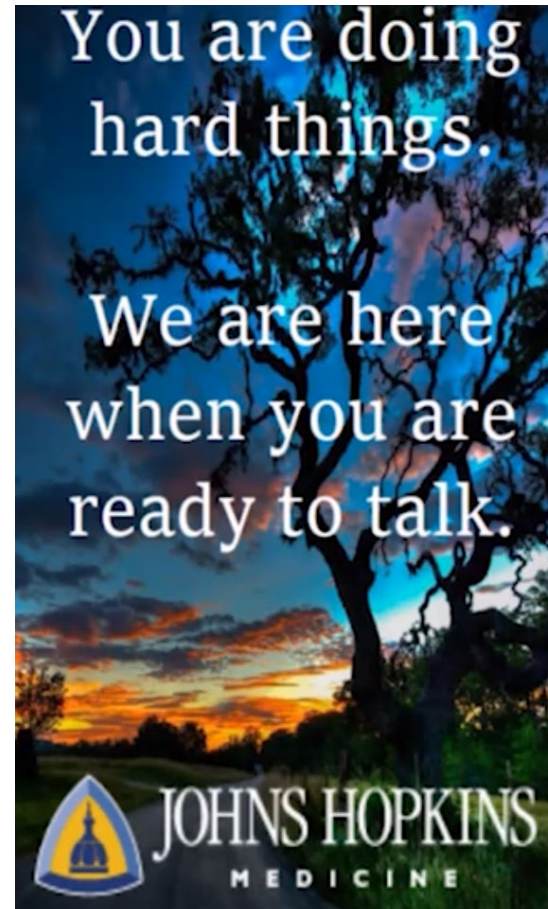
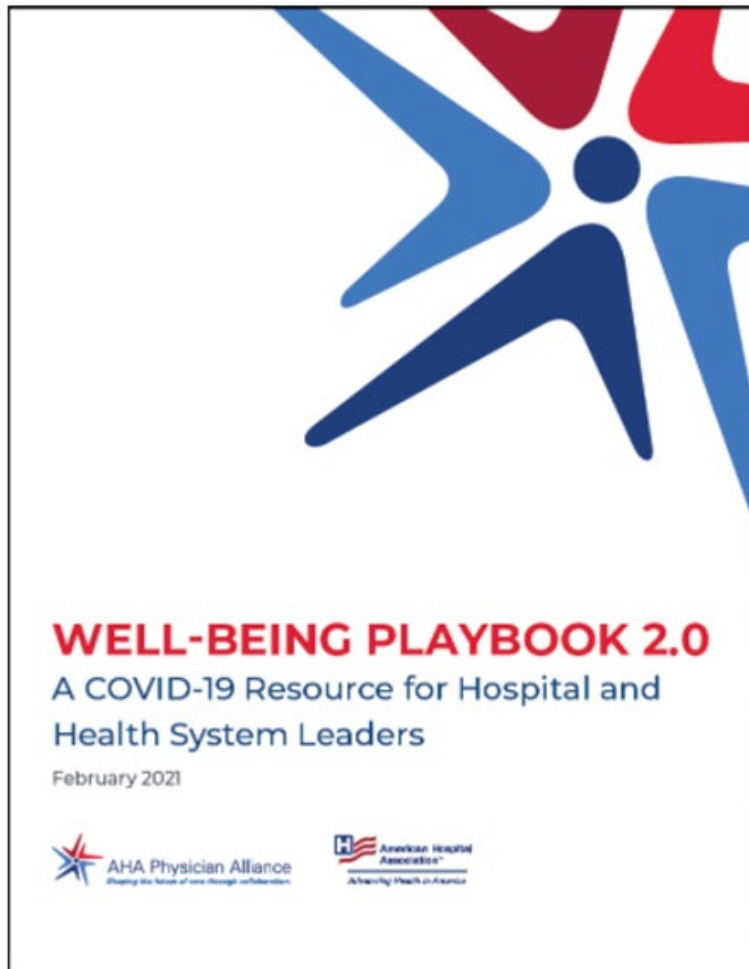
-  Limit staff time on site/shift
-  Design clear roles and leadership
-  Train managers to be aware of key risk factors and monitor for any signs of distress
-  Make peer support services available to staff
-  Pair workers together to serve as peer support in a "buddy system"



Resiliency



Resiliency: [alliance-playbook-2021_final.pdf \(aha.org\)](https://www.aha.org/alliance-playbook-2021_final.pdf)



HEALTH AFFAIRS BLOG

RELATED TOPICS:

WELLNESS | QUALITY OF CARE | SYSTEMS OF CARE | PATIENT CARE
| PATIENT BURNOUT | DEPRESSION | DEPRESSION
| PHYSICIAN BURNOUT | PHYSICIANS | HEALTH CARE PROVIDERS

Making The Case For The Chief Wellness Officer In America's Health Systems: A Call To Action

Resiliency

The Indiana Hospital Association invited our hospital and healthcare organization leadership (nursing leaders and managers, quality and risk, infection prevention, human resources, etc.) members to participate in the **Resilience and Emotional Support Teams**, or REST, pilot project. The primary mission is to provide facilitated debriefing sessions that increase individual resiliency and self-efficacy.

SESSION DURATION:	30 minutes twice a week, for 4 weeks (August 2020).
SESSION MODALITY:	Facilitated/interactive small group discussion using the ZOOM platform. (facilitators are trained in crisis response and not necessarily mental health professionals as this is not counseling/therapy)
PARTICIPANTS:	19 from 9 different hospitals
PROMPTS:	What was the most challenging issue this past week? Share one success that happened during that same time period. Name one thing that you will do to take care of yourself in the next 12/24 hours. What is one way you can support a colleague(s) in the next 12/24 hours?

Resiliency



AFSP Interactive Screening program: <https://afsp.org/>

SCREENING CAN HELP CATCH MENTAL HEALTH PROBLEMS EARLY—B4STAGE4.



If you think you may be showing signs of a depressive disorder, click here to take a screening test.

A screening is not a diagnosis, but it can be a helpful tool for starting a conversation with your doctor or a loved one about your mental health.

www.mhascreening.org
Anonymous • Free • Confidential

Mental Health America Screening:
<https://screening.mhanational.org/screening-tool>



[https://www.hopkinsmedicine.org/armstrong_institute/training_services/workshops/Caring for the Caregiver/](https://www.hopkinsmedicine.org/armstrong_institute/training_services/workshops/Caring_for_the_Caregiver/)



[ProQOL](https://www.proqol.com/)

Resiliency

Addressing
mental health
and well-being
is nurturing!



Resiliency

THANK YOU!



Thank You!

- *Laurie Gerdt*

Quality and Patient Safety Advisor

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References

What Is Mental Health:

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4471980/#>

The Neuroanatomical Transformation of the Teenage Brain: Jill Bolte Taylor at TEDxYouth@Indianapolis: https://www.youtube.com/watch?v=PzT_SBI31-s&feature=youtu.be

The Whole-Brain Child: 12 Revolutionary Strategies to Nurture Your Child's Developing Mind, Survive Everyday Parenting Struggles, and Help Your Family Thrive by Daniel J. Siegel, M.D. and Tina Payne Bryson, Ph.D.

Health Footprint of a Pandemic:

<https://twitter.com/VectorSting/status/1244671755781898241>

Zero Suicide Institute (<http://zerosuicide.sprc.org/>)

American Hospital Association: <https://www.aha.org/calendar>

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