

2022

STRONGER

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#vizientsummit



# Supporting Our Staff: Promoting Resiliency and Well-Being



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# Learning Objectives

- Describe a team-based and cost-effective implementation model for psychological first aid used at a large health care system.
- Develop a personal definition of resiliency.



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# **Fighting Fatigue and Battling Burnout through the Arts and Play**

**Tara Rynders, MFA, BSN, BA, RN**

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**Natalie Tybor, BSN, RN**

# Background



# Resiliency through Arts and Play



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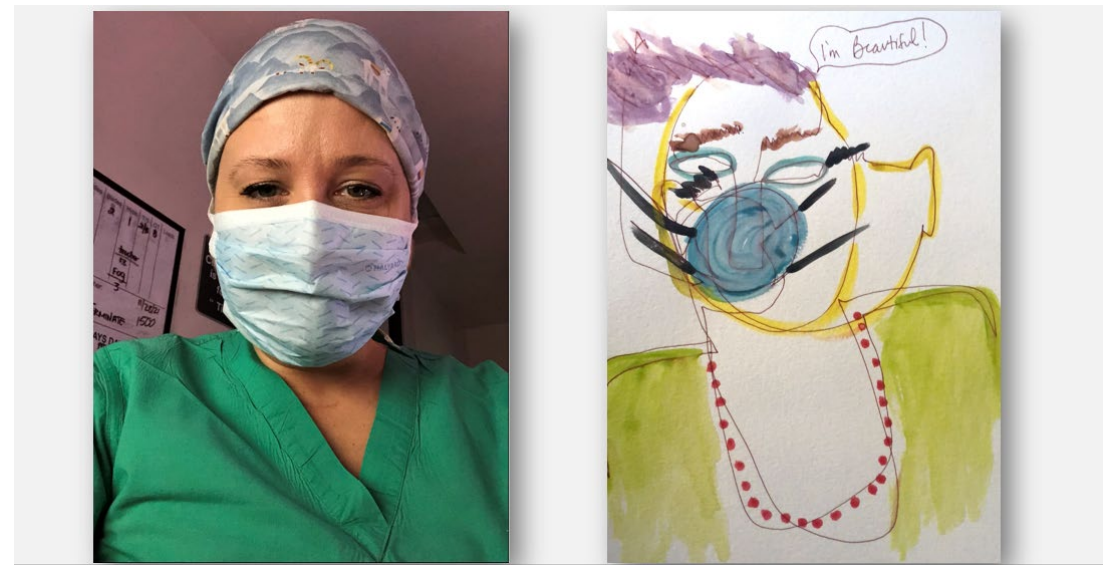
# Intervention: The Clinic Workshop for Surgical Nurses



- Offered as a paid opportunity for staff
- Staff received CE Credits
- 8-hour workshops with lunch provided
- Post survey



# Our Team Experience



# Outcomes and Impact

- 100% were satisfied with the presenters.
- 97% were satisfied with the content.
- Participants identified they were able to recognize the “amazing inspiring people” surrounding them.
- One participant stated, “I feel like I am not alone” while another participant stated, “People have similar feelings, and I am not alone.” “I feel light now.”
- The evidence-based play and arts-based workshop impacted participants to “forgive [themselves] and others... by pushing them to do things they are not comfortable with, while helping them personally grow.”

# Lessons Learned

- Resiliency as an outcome of the arts through disruption, softening, and play.
- The word resiliency is leaving our teams frustrated and overwhelmed.
- Our resiliency can be connected to the ability to feel our emotions in safe spaces.
- PEER support through the arts and play offers healing opportunities that do not exist in most EAP offerings.

# Resources

- <http://content.a-b-c.com/emailattachments/ANA/2013-ANA-Inspired-Care-Infographic-2.pdf>
- <https://www.stress.org/military/for-practitionersleaders/compassion-fatigue/>
- [https://www.daisyfoundation.org/system/files/DAISY-CHCM%20White%20Paper\\_0.pdf](https://www.daisyfoundation.org/system/files/DAISY-CHCM%20White%20Paper_0.pdf)
- <https://www.americanmobile.com/nursezone/nursing-news/new-survey-finds-high-rate-of-nurse-fatigue/>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4554995/>
- <https://www.americanmobile.com/nursezone/nursing-news/new-survey-finds-high-rate-of-nurse-fatigue/#sthash.5Rso1yvn.dpuf>
- <https://www.nursingworld.org/practice-policy/work-environment/health-safety/healthy-nurse-healthy-nation/>

<https://www.americansforthearts.org/socialimpact>

<https://www.amnhealthcare.com/amn-insights/news/job-satisfaction-nurses-helps-enhance-patient-outcomes/>

<https://mhanational.org/mental-health-healthcare-workers-covid-19>

<https://www.americanmobile.com/nursezone/nursing-news/new-survey-finds-high-rate-of-nurse-fatigue/>

<https://mhanational.org/mental-health-healthcare-workers-covid-19>



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# Implementing Enterprise Psychological First Aid Program for Distressed Healthcare Workers

John Olsen, MDiv, BCC  
Scott Cowan, MD, FACS

# Implementing a Psychological First Aid Program for Distressed Healthcare Workers



- Two nursing leaders noticed there was no peer support program in place at Abington prior to RISE for healthcare staff who had experienced a stressful or traumatic workplace event.

# Psychological First Aid (PFA) Framework

- Accepted by clinicians as intervention of choice in the immediate wake of powerful or traumatic event.
- Evidence-informed, scientific body of evidence ensures that the techniques are safe and effective.
- Can be delivered by trained non-clinical professionals using an “every person” skillset.
- Uses a flexible “toolkit” approach that can be readily adapted to healthcare setting.



# Foundations of PFA

- T.S. Salmon developed the PIE model for helping distressed soldiers who had experienced trauma during WWI.
- Principles
  - Proximity – Go to the traumatized staff/persons.
  - Immediacy – Implement in the immediate wake of a distressing event.
  - Expectancy – Foster resiliency by validating common reactions to an uncommon, powerful event.



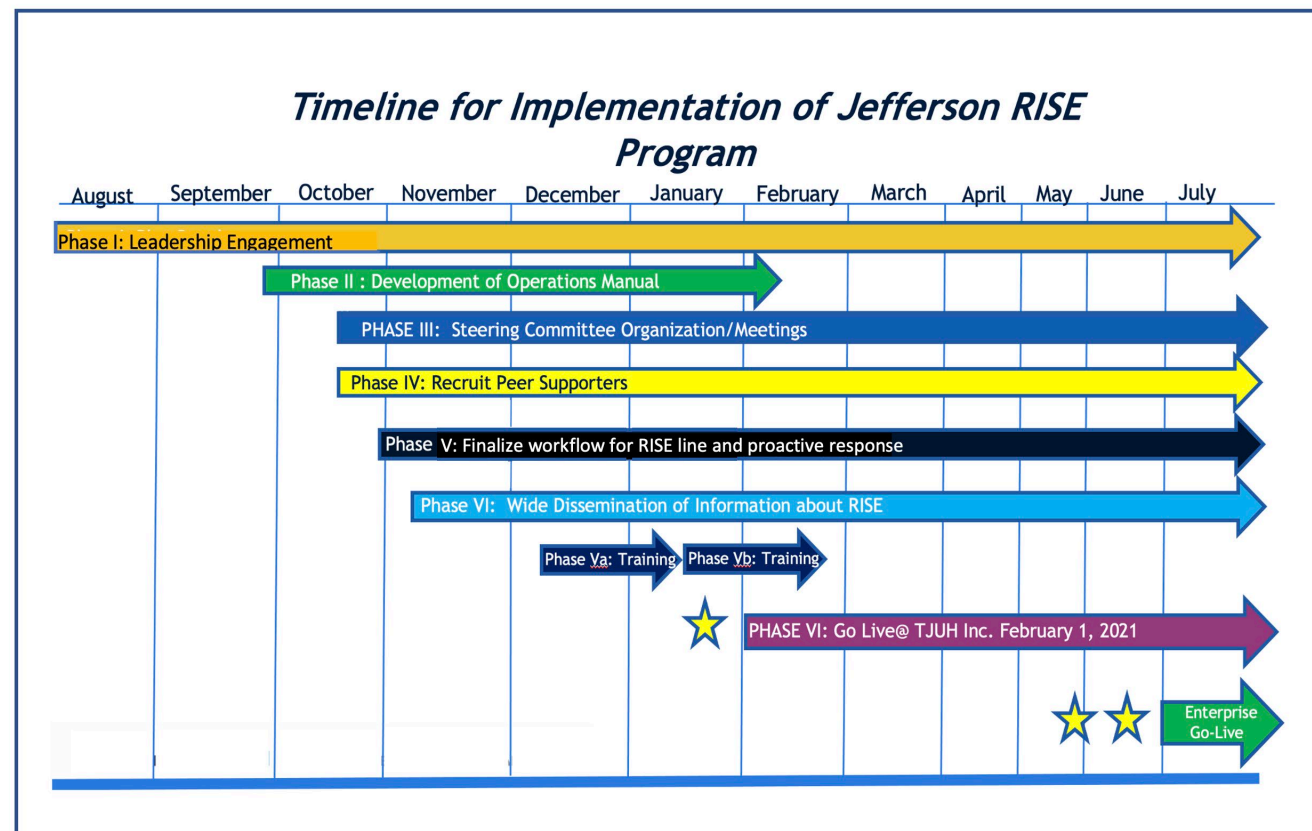
# Phases of Implementation of RISE Program at Abington

- Review Literature/Research best practices (2014-2017)
- Engage key stakeholders/form steering committee, select PFA program manager (Fall, 2017)
- Activate program through recruitment drive and promotional strategy (Fall 2017-Winter 2018)
- Train Psychological First Aid volunteers, go-live with program (Spring 2018)
- Align with organizational and enterprise wellness initiatives, including Wellness Councils and staff support rounding/proactive approach (2020- present)



# Expanding RISE to the Jefferson Enterprise

- Onboard leadership
- Make a checklist
- Create enterprise & local multidisciplinary steering committees
- Create a toolkit
- Define a timeline
- Recruit and train RISE volunteers



# Jefferson RISE: The Proactive Response

- “Proactive Support Team” rounding
- Reaching out to providers via a “soft touch”
- Allowing providers to request a RISE call via event reporting system
- RISE deployment in tragic events:
  - \* Death of an employee
  - \* Adverse and unexpected outcomes
  - \* Acts of violence in the hospital





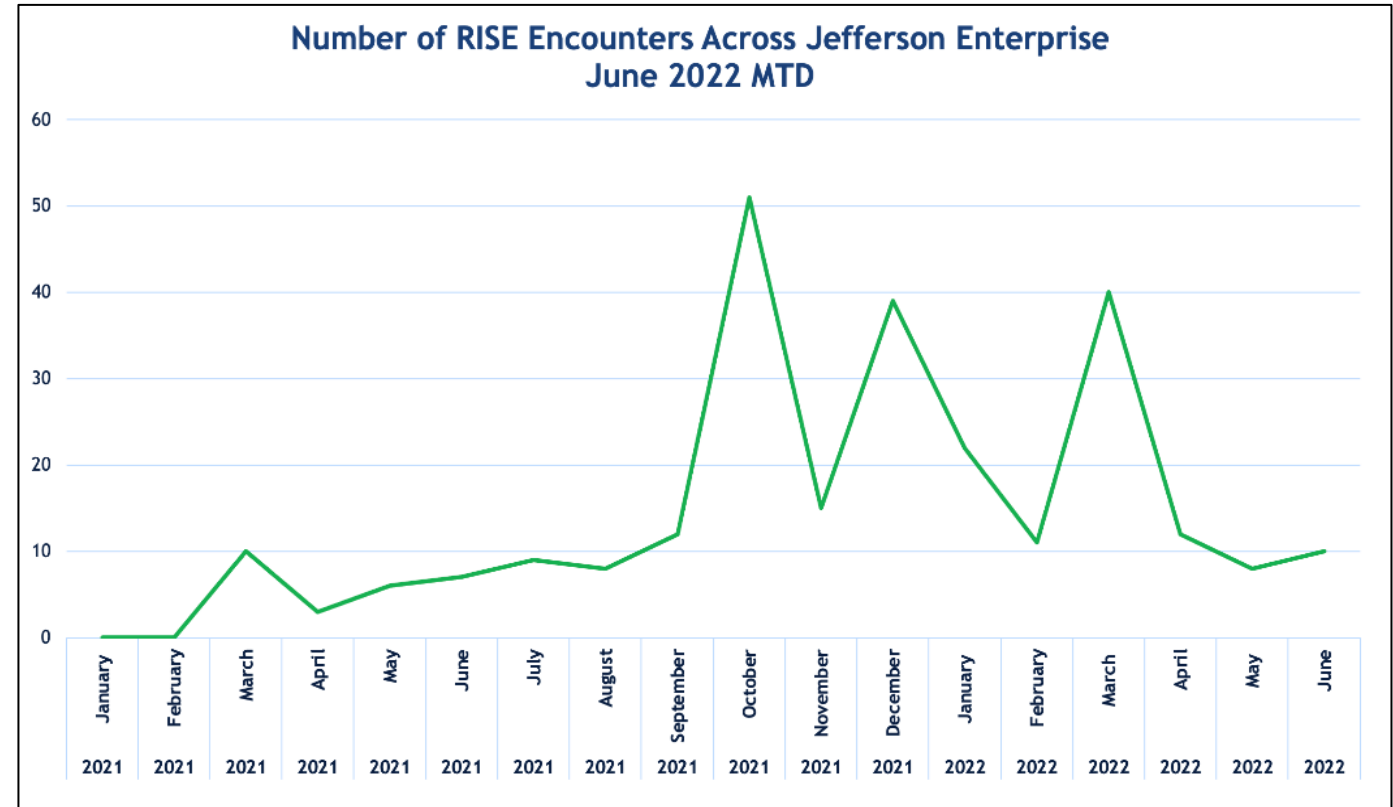
# Recognizing RISE Members

- Build in a recognition program
- Awards: Certificate, t-shirt, RISE accessories
- Intranet stories highlighting exceptional volunteers
- Hospital administration recognizes outstanding RISE members at quarterly meetings



# RISE Activity by the Numbers

- > 300 encounters across the enterprise
- > 80% involved “Proactive Response”
- Intermittent increases due to serious events:
  - death of a provider
  - violence in the workplace
- Variety of Jefferson employees self-identified:
  - 57% nurses
  - 12% physicians



Well-being Coping Open-up  
Vent Wonderful Questions  
CONCERNED  
Helpful Amazing Support nice  
TRANSFORM  
kind GREAT happy Genuine Appreciative  
Glad

# Lessons Learned

- Strong engagement is required from hospital leadership.
- A multidisciplinary team is essential in creating an effective program.
- Ongoing Enterprise RISE leadership meetings and retraining sessions are beneficial.
- Peer support is a continuous learning process.

# Key Takeaways

- Multiple stressors are impacting our providers resulting in a greater need for psychological and emotional support.
- Peer support programs such as RISE add an additional layer of support for our colleagues.
- The financial investment in creating and maintaining a peer support program is nominal compared to the benefits to organizations.

# Resources

**“Psychological First Aid Well-Being Support Rounds for Frontline Healthcare Workers During COVID-19.”** [Mansoor Malik](#)<sup>1,\*</sup> [Jessica Peirce](#)<sup>1</sup> [Michael Van Wert](#)<sup>1</sup> [Cynthia Wood](#)<sup>2</sup> [Haroon Burhanullah](#)<sup>1</sup> and [Karen Swartz](#)<sup>1</sup>. [Front Psychiatry](#). 2021; 12: 669009. Published online 2021 May: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8193121/>

**“How to Empower Trauma Survivors through Psychological First Aid.”** Georgetown University School of Nursing. Online article. March 5, 2021: <https://online.nursing.georgetown.edu/blog/empower-trauma-survivors-psychological-first-aid/>

**Psychological First Aid Field Operations Guide, 2<sup>nd</sup> edition.** National Child Traumatic Stress Network, National center for PTSD, 2006.

**“Implementing the RISE second victim support programme at the Johns Hopkins Hospital: a case study.”** Hanan Edrees,<sup>1,2</sup> Cheryl Connors,<sup>3,4</sup> Lori Paine,<sup>3,4</sup> Matt Norvell,<sup>3</sup> Henry Taylor,<sup>1</sup> Albert W Wu<sup>1</sup>. [British Medical Journal](#). Open September 2016.

Everly, George and Jeffrey Latting. **The Johns Hopkins Guide to Psychological First Aid**. Johns Hopkins University Press, 2017.



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