

RESILIENT MEDICAL STAFF BUILD RESILIENT PATIENTS

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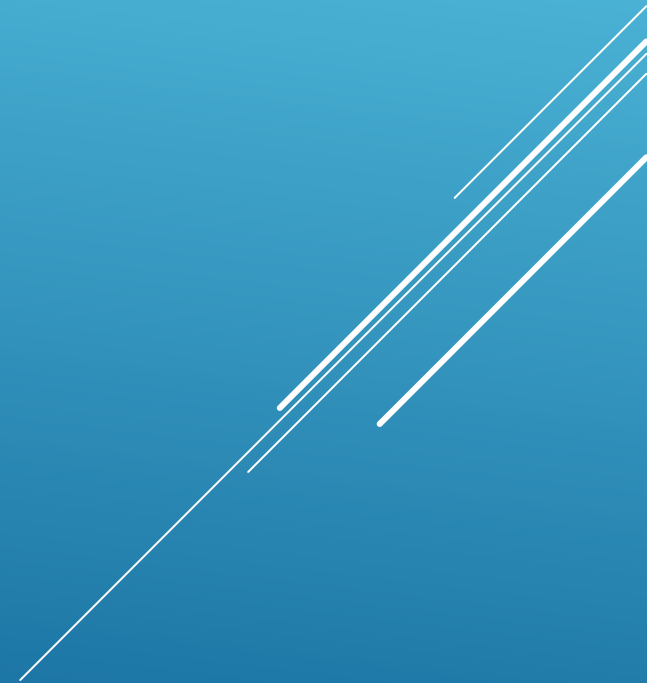
ANNA Conference

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RESILIENCY IN THE GENERAL POPULATION

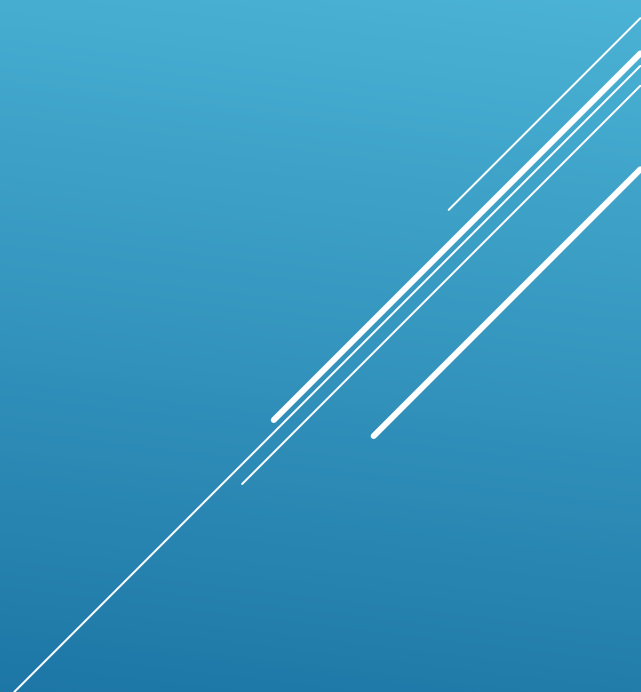
Life is hard.

Everyone has challenges.



RESILIENCY

Is the capacity to recover quickly from difficulties.



RESILIENCY


Psychological Resilience

is the ability to successfully cope with a crisis and to return to pre-crisis status quickly.

RESILIENCY

Resilience exists when the person uses "mental processes and behaviors in promoting personal assets and protecting self from the potential negative effects of stressors".

Traits of Emotionally Resilient People

- They know their boundaries.
 - They keep good company.
 - They cultivate self-awareness.
 - They practice acceptance.
 - They are willing to sit in silence.
 - They do not have to have all the answers.
 - They have a menu of self-care habits.
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- A decorative graphic consisting of several parallel white lines of varying lengths, slanted diagonally from the bottom right towards the top right, set against the blue background.



Physical Health



Nutrition



Finances



Housing



Fellowship

DIFFICULT LIFE SITUATIONS

***MAJOR
LIFE CHANGE***

Diagnosis
and
Treatment
of
Disease

MEDICAL AND PSYCHOLOGICAL FACTORS

Medical Factors

- ▶ Age
- ▶ Number of conditions
- ▶ Number of medications
- ▶ Need for surgery
- ▶ Length of Treatment
- ▶ Diagnosis

Psychological Factors

- ▶ How will my life change?
- ▶ How do I care for my family?
- ▶ What is the financial cost?
- ▶ What is my identity?
- ▶ Who is there to support me?

HOW RESILIENT IS PATIENT?

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PROFESSIONAL
RESILIENCY
AVOIDS
BURNOUT



HIGH TURNOVER IN MEDICAL
SETTINGS CAN BE CAUSED BY
PROFESSIONAL BURNOUT.





Everything about your job annoys you.



Going to work makes you tired.



You do not have a work/life balance.



You think about work when you are not at work.



You have a short temper.



Everything and everyone annoys you.

EARLY SIGNS OF BURNOUT

ACTIONS TO BUILD YOUR RESILIENCE

- ▶ Making connections and building your social support network.
- ▶ Avoiding the tendency to view crises as insurmountable challenges.
- ▶ Accepting that change is a natural and unavoidable part of life.
- ▶ Moving towards your (realistic) goals.
- ▶ Taking decisive actions that will help you face your challenges.
- ▶ Looking for opportunities for self-discovery.
- ▶ Nurturing a positive view of yourself and your abilities.
- ▶ Keeping things in perspective and in context.
- ▶ Maintaining a hopeful outlook on life.
- ▶ Taking care of yourself.

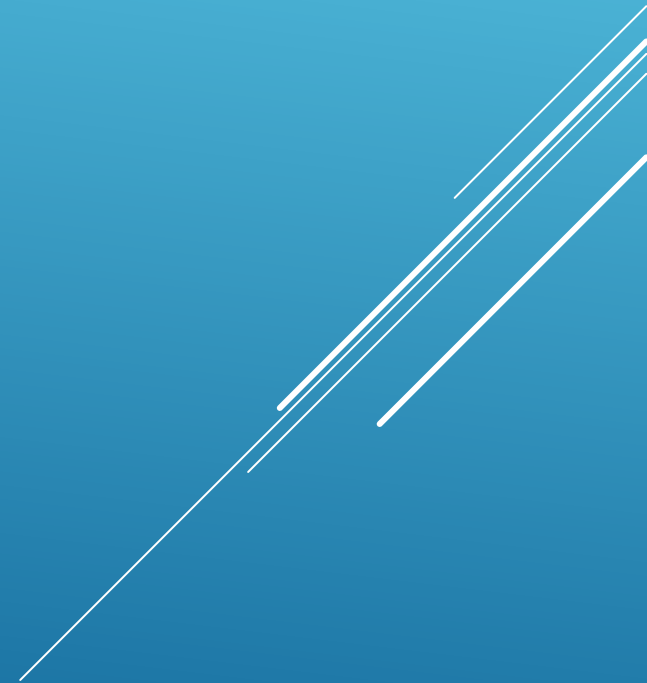
PATIENT INTERVENTION STRATEGIES



Physical
environment

Personal
Interactions

EMOTIONAL ATMOSPHERE





GUIDE TO IDENTIFYING TOXIC INDIVIDUALS

BEHAVIORS

- ▶ Enter space with a lot of noise
- ▶ Seek immediate attention
- ▶ Chronic complaining
- ▶ Gossips about staff
- ▶ Ignore rules
- ▶ Unnecessary rudeness



STRATEGIES FOR DIFFUSING TENSIONS IN THE ENVIRONMENT

- Know the staff strengths
- Acknowledge your weaknesses
- Learn the patient's temperament
- Manipulate space to reduce conflicts
- Use your sick days

References

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