ENA Virtual Symposium

ENA50 YEARS
EMERGENCY NURSES ASSOCIATION
Resilience For Yourself and Your Teams

Michael A. Frakes MS, APRN, CCNS, CEN, FACHE
Director of Clinical Care
Chief Quality Officer
BOSTON MEDFLIGHT
Required Disclosures

Learning Outcome: Understand behaviors associated with resilience

Conflict of Interest: None, alas.
Disclaimer

The views expressed in this presentation are those of the speaker and authors, and do not reflect the official protocols, positions, or operational policies of New England Lifeflight d/b/a/Boston MedFlight unless explicitly stated.
What Is Resilience?

- Adaptation in the face of adversity
- “Bouncing back”
What Resilience Isn’t

• Absence of difficulty or distress
  – Developing resilience may involve considerable emotional distress
What Resilience Isn’t

• Resilience in High-Reliability Organizations
  – The ability to anticipate trouble spots and improvise when the unexpected occurs.
  – Simultaneously identifying errors that require correction and innovating solutions
Language

• Resilience v. Resiliency
  – Nouns with the same meaning
  – “Resiliency” is a ‘needless variant’
Psychology 101

• Norman Garmezy
  – Developmental psychologist – University of Minnesota
• Emmy Werner
  – Developmental psychologist – Cal Davis
  – PhD, University of Nebraska
Traits of Resilient Children

• Luck
• Response to the environment
  – From a young age, resilient children “meet the world on their own terms.”
  – Autonomous and independent
  – Sought out new experiences
  – “Positive social orientation”
Traits of Resilient Children

• Werner: “Though not especially gifted, these children used whatever skills they had effectively,”

• Internal locus of control
  – Saw themselves as the orchestrators of their own fates
  – More than two standard deviations away from the mean
Control

• Loss of control is temporary
  – Look past the initial reaction
  – Solutions-focused mindset
• Crisis is a milestone
  – Chance to improve or change
Control

• Internal locus of control
  – Associated with
    • Less perceived stress
    • Improved performance
  – Cognitive, teachable skill
Control

• Be Proactive
  – Don't ignore problems
  – Acknowledge that it takes time to recover from a major setback
  – Know that the situation can improve with work
Change Acceptance

• Accept the inexorable nature of change
• Identify what can be altered and what cannot
Change Acceptance

• Positive construal
  – Traumatic event or opportunity to learn and grow?
Change Acceptance

- Manage initial response
  - Reframe if initially negative or highly emotional
  - Changes subsequent experience of the stimulus
- Cognitive skill – people can be taught to regulate emotions more successfully
  - Training seems to have lasting effects
Change Acceptance

• Change explanatory style
  – Internal to external
    • “Bad events aren’t my fault”
  – Global to specific
    • “This is one narrow thing rather than a massive indication that something is wrong with my life”
  – Permanent to impermanent
    • “I can change the situation”
Change Acceptance

- Remain hopeful
  - You can't change the past
  - You can always look toward the future
Clarity of Focus

• Seek positive feelings from small successes
• Frame challenges as bite-size objectives
  – Stay focused on achieving those small objectives
Confidence

• Maintain a positive view of self
  – Self-love
  – Self-forgiveness

• Manage negative emotions
Confidence

• Make every day meaningful
  – Some activity that provides sense of accomplishment
• Forward-looking goals
  – Provide meaning to the day and the day’s work
Confidence

• Make every day meaningful
  – Some *activity* that provides sense of accomplishment

• Forward-looking goals
  – Provide meaning to the day and the day’s work
Confidence

• Foster wellness
  – Clear your mind
    • Chaos inside, chaos outside
      – Non-work activities
      – Non-crisis activities
      – Whatever works for you
Confidence

• Foster wellness
  – Take care of your body
    • Physical activity
    • Reasonable diet
Confidence

• Foster wellness
  – Avoid negative outlets
Connectedness

• Stay connected with support networks
  – Resist the temptation to isolate
  – Accept help from those who care
  – Reciprocate this support
Connectedness

• Build connections
• Prioritize healthy relationships
  – Trustworthy and compassionate individuals
  – Those who empathize with your feelings
Connectedness

- Join a group
  - May provide social support and hopefulness
    - Civic
    - Faith-based
    - Social
Connectedness

• Peer support
Curiosity

- Stay curious and maintain a sense of wonder and awe
- Be aware of feelings
  - Awareness of self and others
Creativity

- Learn new skills
- Maintain a creative approach to problem solving
Communication

- Effective communication skills
  - Articulate challenges and coping strategies
  - Communicate viewpoints
  - Listen actively
One-Liner

• Resilience is not how you endure, it is how you recharge
  – Try hard
  – Stop
  – Recover
  – Try hard again

• Shawn Archer, Happiness Researcher
Healthcare Challenges

CONTROL

- Constant change
- Regulatory requirements
- Technology
- Staffing / workload
Healthcare Challenges

– CONFIDENCE
  • Learned helplessness
  • Financial pressure
Healthcare Challenges

– COMMUNICATION / CONNECTEDNESS
  • Remote working staff
  • 24/7 demand
  • New workspaces (physical and virtual)
  • Learned helplessness
Promote Resilience
Promote Resilience

• Control
  – Manage change
    • Pacing
    • Prioritization
    • Explanation
  – Empower staff
Promote Resilience

• Communication
  – Clear
  – Facilitate clarity of focus
Promote Resilience

• Foster positive team connectivity
  – Shifts
  – Units
  – Facilities
  – Organizations
Promote Resilience

• Confidence
  – Provide forward-looking information
  – Provide meaning
  – Provide hope
  – Time for personal reflection
  – Wellness activities
Promote Resilience

• Teach cognitive skills
  – Internal locus of control
  – Change acceptance – initial response
  – Strategies
Promote Resilience

- **Strong leadership support**
  - Confidence
  - Acknowledgement
  - Meaningful recognition
  - Team culture
    - (Proactive team selection)
Lead For Resilience

• Good thing? Bad Thing? Who Knows?
• Is there any possible scenario by which this could actually turn out to be a good thing someday?
• What can I — and my team — do to make this scenario come about? How can we turn this event into a good thing that we can all celebrate someday?
Questions
Thank you!

ENA Virtual Symposium
After the Regional Symposium Event…

You will receive two separate emails:

1. ENA Regional Symposium Attendee Survey
2. Continuing Nurse Education (CNE) Evaluation
   a. Be sure to sign-in at the registration table
   b. Complete evaluation based on event day(s) attended
   c. Upon receipt of completed evaluation, your CNE certificate will be emailed to you.
   d. All day attendance is required to claim CNE for the specific day.