

Resiliency and the Health Care Worker

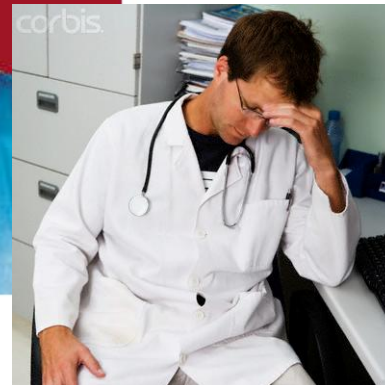
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Objectives

- Define resiliency and discuss ways to use resiliency to manage stress
- Identify exercises to build resiliency
- List resources (formal and informal) supporting development of resiliency

Resiliency

- The ability to “bounce back” from challenging or catastrophic events with enhanced capacities for the management of future challenges.



Epidemiology of Physician Distress

- More than 50% of residents and 60% of private practice doctors develop burnout
- Depression rates among residents exceed 30%

Substance Abuse Among Health Care Workers

- An estimated 8% - 12% of health professionals develop a substance-related disorder at some point in their life (McCall, 2001).
- An estimated 10% - 20% of nurses will develop a substance dependency (Bennett & O'Donovan, 2001).

Resilient People

- Internal locus of control
- Flexible, inquisitive, and creative when faced with challenging situations
- Recognize their strengths and limitations
- Value perseverance
- Use support system
- Use empathy, active listening, and express their emotions
- Use humor

Feeling In Control

- **Persons with an internal locus of control:**
 - Believe they are in control of their own destinies
 - Believe hard work and perseverance achieve results
 - Prefer to take action themselves to solve problems
 - View successes as a result of design rather than luck

Feeling Not in Control

- **Persons with an external locus of control:**
 - Believe that their lives are subject to a great deal of outside influence
 - Are less likely to take the initiative to solve problems themselves, preferring to leave matters to fate, or to someone else

Life/Stress Management Basics

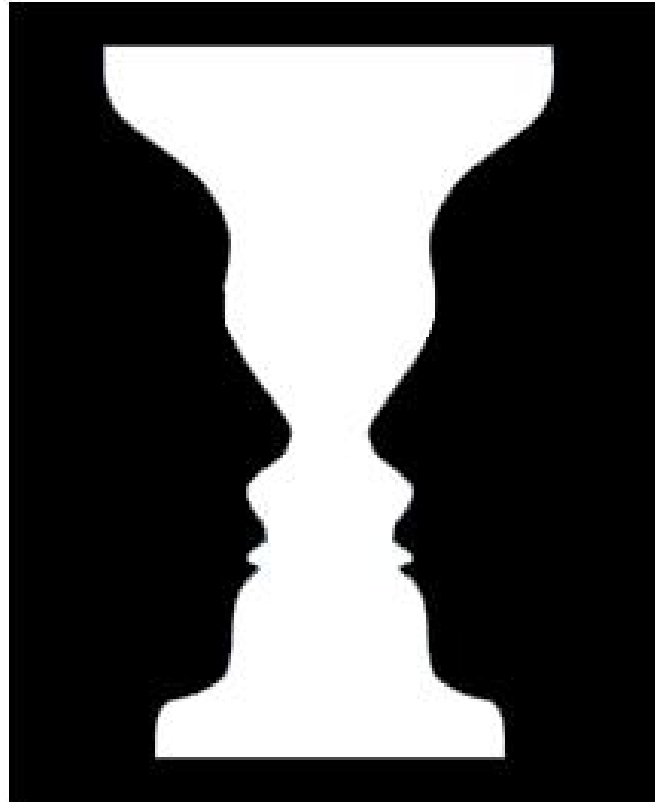
- **Aerobic Exercise** - very effective in mid to long term stress mgmt. benefits; burns off normal stress/anxiety; releases feel-good endorphins; increases resiliency/strength for improved endurance
- **Nutrition & Sleep** - being conscientious about food intake; minimal “comfort” foods; enough rest
- **Relaxation / Recreation** - “get lost” in soothing thoughts or a passionate hobby / pursuit
- **Mindset** - our thought patterns are directly connected to our affective state and behavioral patterns.

Rational Thinking

- Most events around us are neutral
- Our perceptions, thoughts, and beliefs about events determine our feelings and mood
- Mood affects your actions/behaviors
- Actions result in positive or negative consequences

Perception

- What do you see?



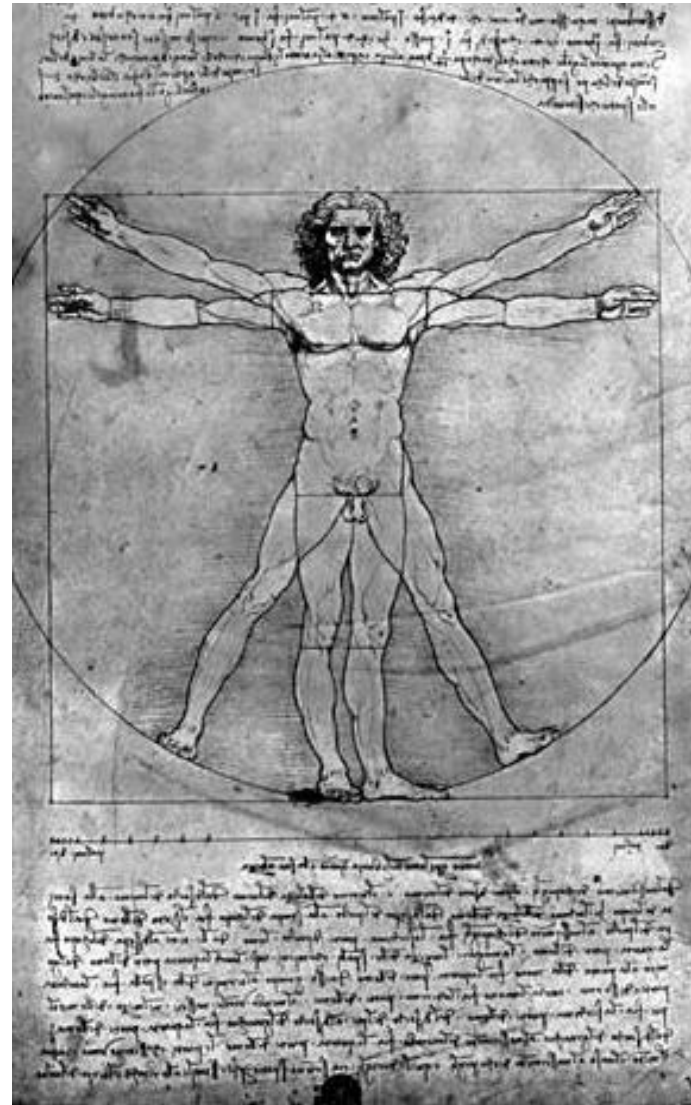
Epidemiology of Physician Distress?

- Almost 50% of residents and 40% of private practice doctors do not develop burnout
- Almost 70% of residents do not suffer from depression

Substance Abuse Among Health Care Workers

- An estimated 88% - 92% of health professionals will not develop a substance-related disorder at some point in their life
- An estimated 80% - 90% of nurses will not develop a substance dependency

365 days and 360 degrees



Make a Plan

- Important questions to ask yourself...often:
 - What are my priorities?
 - Am I living my life in ways that are consistent with these priorities?
 - If not, what are the barriers?
 - What strategies can help me accomplish these priorities?
 - Why did I enter this profession?

Create your Own Personal Philosophy of Life

- Re-write your theme song, Be the hero of your own story
- Observe/learn from role models/mentors how they manage life
- Alter your perceptions of demands and pressures
- View/listen to video/CD/tape recordings that lift your spirit

Increase Positive Feelings and Life Satisfaction by:

- Limiting exposure to negative images & people
- Performing (secret) acts of kindness
- Preparing and eating a meal with your family, significant other
- Savoring
- Writing a gratitude letter

Increase Positive Feelings and Life Satisfaction by:

- Counting one's blessings (record them in a daily journal)
- Seeing the positive
- Being a good teammate
- Working for a valued institution
- Worrying about the right things

Make your first call to CONCERN Employee Assistance Program X 56970

- ❑ Broad spectrum of support, services, resources and ideas for employees and their spouses and/or children
- ❑ Up to 10 sessions
- ❑ Refers for additional professional services
- ❑ All records confidential - Not part of personnel or medical records

Other Cleveland Clinic Resources

- Center for Leadership and Learning
- Cleveland Clinic Academy
- Physician Health Committee/Program
- Licensed Professionals Health Program
- Education and Prevention Training
- Pastoral Care
- Coaching
- Private psychological services

Thank you for the work you do

You are appreciated