

The logo for INSPIRIEN features a stylized graphic of three overlapping diagonal bars in shades of yellow, orange, and green, positioned above the word "INSPIRIEN" in a clean, sans-serif, uppercase font.

INSPIRIEN

Building Resiliency for Healthcare
Professionals

Facility: _____

Building Resiliency for Healthcare Professionals

Assessing, Mitigating and Preventing Stress and Burnout in Healthcare

Healthcare today is more challenging than ever, and healthcare professionals must work at making what they do every day continue to feel like it has meaning. It's more than just continuous change, it's the feeling that no matter what we do – it's not enough. But each one of us must find ways to cope with this. Quint Studer, from Studer Group puts it like this "We all need to be at our strongest and healthiest so we can care for the patients who count on us – even as we cope with routines, lives and futures that have been turned upside down."

Stress and burnout have always been an issue in healthcare and over the past five decades has gotten worse. And the COVID-19 pandemic has brought this to light more than ever as our doctors, nurses, and other healthcare professionals are exhausted – physically, mentally and emotionally, yet pandemic lives on.

To continue to endure the stress of providing care during the pandemic, healthcare professionals must first learn to care for themselves. Knowing that there is continuous stress, burnout and even a feeling of trauma for our healthcare professionals has led us to seek resources and best practices to build this toolkit.

This toolkit is designed for individuals, leaders and organizations as you continue this fight. Resources, best practices and tools provided here are designed to help you assess, address, mitigate and hopefully get to a point where we can eliminate most of the trauma and burnout, by dealing with the stress in an effective manner.

Now, more than ever before, we value and celebrate you as a valuable partner and extend our heartfelt thanks to you. Preparing this guidance is one way we can help you effectively manage your risk during this pandemic by helping you care for yourself.

If you have questions about the Healthcare Resiliency toolkit, please contact us at riskmanagement@inspriien.net or [1-800-821-9605](tel:1-800-821-9605) to speak to a member of our Risk and Loss Control team.

PURPOSE

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- During this unprecedented pandemic, it is imperative that we realize the magnitude of stress and burnout in our healthcare professionals and seek innovative ‘best practices’ to assess, mitigate and hopefully build better practices to deal with this issue. We cannot ignore the suffering of our professionals, while caring for the patients.
- This guidance provided in this toolkit is designed to help individuals, leaders, and organizations assess the problem and serve as a reference point for mitigation and ongoing prevention plans.
- Tools ranging from individual and organizational assessments, to means to identify and address stress, to well-being practices that build resiliency and prepare healthcare professionals for long-term success are provided utilizing established resources.
- These tools can be used by individuals or healthcare leaders.

DISCLAIMER

INSPIRIEN DISCLAIMER

- The information contained in this document is for reference use only and does not constitute the rendering of legal, financial or other professional advice.
- The information is current as of the date presented. Inspirien reserves the right to change the content of the information as appropriate.
- Any suggestions or recommendations that are made to the healthcare facility are to be used by the facility's Quality Assurance Committee and should be held in strict confidence pursuant to Section 22-12-8 of the 1975 Code of Alabama.
- This document and its contents are not intended to provide diagnosis, treatment, or medical advice. Information and other content provided in this document, including information provided directly or by linking to a third-party website, is provided for "informational purpose only."

THE ISSUE

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Stress and burnout have always been an issue with healthcare workers but over the past few decades, the problem has gotten worse. Issues with rapid change cycles, reimbursement, the magnitude of health and disease have all impacted this. But with COVID-19, all of these factors plus new anxieties and fears have escalated the problem to new heights.

The continued pandemic has caused many healthcare workers to move beyond “everyday work stress” to burnout, and in many cases personal trauma. This has escalated the need for effective assessment, treatment, mitigation and prevention to address this issue and build resiliency that will allow the healthcare workers to continue to provide quality care while also caring for themselves and building a work/life balance.

While we don’t want to dwell on statistics, we did want to provide you with an overview to have as a reference to establish the necessity of building better systems to assess and mitigate stress and burnout in the healthcare professional.

In his video, Stress Trauma & Wellbeing; Quint Studer explores these issues and provides an excellent overview of not only the problems, but where we need to go to address this crisis. We encourage you to start with this video to build an understanding of where to go from here.

<https://thegratitudegroup.com/presentation/the-calling-why-healthcare-is-so-special-2/>

Additional Resources:

- Inspirien Stress and Burnout webinar
<https://register.gotowebinar.com/recording/7086234108540449551>
- “Recognizing and Preventing Burnout in Healthcare” Inspirien blog
<https://www.inspirien.net/recognizing-and-preventing-burnout-in-healthcare/>
- Mental Health Crisis is Kids’ Long-Haul COVID
 - In the summer of 2020, the average number of weekly visits to the emergency department for suspected suicide attempts among adolescents 12 to 17 was up 22.3 percent from 2019. By winter 2021, the increase in these suspected attempts from winter 2019 was even higher; 39.1 percent, according to the CDC’s June 11 Morbidity and Mortality Weekly Report
<https://www.beckershospitalreview.com/hospital-management-administration/this-is-our-epidemic-mental-health-crisis-is-kids-long-haul-covid-children-s-hospital-leaders-say.html>
 - 2019 Top Ten Patient Safety Concerns - #3 Burnout and Its Impact on Patient Safety (Executive Summary) <https://www.ecri.org/landing-top-10-patient-safety-concerns-2019>

PROCESSES

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The Well-Being Took Kit by Studer Community Institute is a comprehensive toolkit developed to help individuals and organizations understand, assess and mitigate stress and burnout in the healthcare professional. Quint Studer shares “*the toolkit brings together some of the best stress management tools, tactics, techniques, and resources in the industry...which can help leaders and employees alike gain the psychological coping skills they need to handle stress and even head off the long-term effects of trauma.*” The toolkit includes assessment tools, resources, videos, and other materials and can be downloaded 'free' at:

<https://thegratitudegroup.com/tool/well-being-stress-and-trauma/>

- Assessment
 - Individual Assessment Tool
 - Organizational Assessment Tool
- Resiliency Resources Guide
 - Identifying and Coping with Job-related Stress
 - Tips for Coping with Stress
 - How Well Do You Cope with Stress? assessment
 - Tips to Relax and Reduce Stress
- Mindfulness resources
- Depression Warning Signs
 - Creating a Self-Care Plan
 - Tips for Increasing Energy
- Building Resilience and Healthy Habits (ppt)
- Exercises
 - Group exercises for stress management
 - Individual exercises for stress
- On Demand Resources
 - Coping with COVID-19 video series
- TriHealth Tool Kit – Stress Management & Support Leadership Toolkit
 - Meditation series
 - Mindfulness apps
 - Stress management group exercises
 - Virtual fitness channel
 - Virtual presentations

PROCESSES

An accompanying resource by Quint Studer is **The Well-Being Handbook** – Tools & Tactics to Help You & Your Organization Heal from Stress, Burnout, and Trauma and can also be downloaded ‘free’ from

<https://thegratitudegroup.com/tool/ebook-the-well-being-handbook/>

Quint shares that “*this book is not a treatment plan but is more of a guide to help leaders start the conversation about mental health.*“

- A Culture of Well-Being Matters
- How Did We Get So Depleted?
- The Spectrum: Not Everyone is Impacted in the Same Way
- Many have Moved from Stress to Trauma
- Why Healthcare Professionals are Reluctant to Seek Help
- Measuring: Assessment tools for individual and organizations
- Solutions: Leader Tools and Tactics That Replenish Cultures

Burnout in the Healthcare Workers: The Elephant in the Room

<https://www.ecri.org/components/HRC/Pages/RMRep1216.aspx>

- Burnout warning signs
- Risk Management Implications
- Organizational Change
- Lead By Example
- Maximize Efficient and Appropriate Use of Resources
- Harness the Power of Mentoring
- Promote Engagement through Resiliency Interventions
- Care for the Caregivers

A Guide to Promoting Health Care Workforce Well-Being [During and After the COVID-19 Pandemic]

<https://www.jointcommission.org/-/media/tjc/documents/covid19/ihi-guide-to-promoting-health-care-workforce-well-being.pdf>

- Actions For Individuals to Promote Healthcare Workforce Well-Being
- Actions for Leaders to Promote Healthcare Workforce Well-Being
- Actions for Organizations to Promote Healthcare Workforce Well-Being

PROCESSES

Caring for Our Healthcare Heroes During COVID-19 – AHA

<https://www.aha.org/system/files/media/file/2020/05/caring-for-health-care-heros-during-covid-19.pdf>

- Supporting mental health needs
- Other resources for healthy foods and housing

Dealing with Burnout

<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/CaseStudies/DealingWithBurnout.aspx>

- Case Study in burnout with facilitation guide

How to Beat Burnout and Create Joy in Work

http://www.ihl.org/resources/Pages/AudioandVideo/WIHI_How_to_beat_burnout_and_create_joy_in_work.aspx

How to Cope with Stress and Build Resilience During the COVID-19 Pandemic

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/mental-health-healthcare.html>

- Recognizing the signs of stress
- Tips for coping and enhancing resilience
- Additional resources

Well-being Initiative – American Nurses Association

<https://www.nursingworld.org/thewellbeinginitiative>

- Stress self-assessment
- After work checklist
- Podcast and apps
- Happy app – 833-327-0262 – confidential calls for self-care and wellness

Healthy 4-7-8 breathing exercise

<https://www.drweil.com/videos-features/videos/breathing-exercises-4-7-8-breath/>

Resources to Support Mental Health and Coping with COVID-19 [healthcare workers]

<https://www.sprc.org/covid19>

PROCESSES

Sustaining Yourself During the Coronavirus Crisis

<https://content.thriveglobal.com/wp-content/uploads/2020/03/FRF-Microstep-Sheet.pdf>

- Caring for yourself first – tip sheet

PHYSICIAN RESOURCES

Physician Burnout

<https://edhub.ama-assn.org/steps-forward/module/2702509>

- What is Physician Burnout
- Seven STEPS To Prevent Physician Burnout

Managing Mental Health During COVID-19 – American Medical Association

<https://www.ama-assn.org/delivering-care/public-health/managing-mental-health-during-covid-19>

- Take Care of Yourself [physicians]
- Take Care of Your Staff
- Take Care of Your Patient

ADDITIONAL RESOURCES

National Suicide Prevention Hotline 1-800-273-TALK 1-800-273-8255

<https://suicidepreventionlifeline.org/>

National Distress Helpline 1-800-985-5990

<https://www.samhsa.gov/find-help/disaster-distress-helpline>

How to Cope with Job Stress and Build Resilience During the COVID-19 Pandemic

<https://www.cdc.gov/coronavirus/2019-ncov/community/mental-health-non-healthcare.html>

Preventing Employee Burnout

<https://www.shrm.org/hr-today/news/hr-magazine/0817/pages/how-to-prevent-employee-burnout.aspx>

Physician Burnout

<https://www.ahrq.gov/prevention/clinician/ahrq-works/burnout/index.html>

Guidance per Industry by CDC

<https://www.cdc.gov/coronavirus/2019-ncov/community/workplaces-businesses/specific-industries.html>

How to Find Treatment and/or Mental Health Providers

<https://www.samhsa.gov/find-treatment>

Coping with Stress and Mental Health and Crisis (tips and resources for healthcare workers and others related to Stress and Mental Health)

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

Employee Burnout

<https://www.insperity.com/blog/employee-burnout/>

Resiliency Resources Guide

www.cdc.gov/niosh/.

American Psychological Association – Stress Statistics Related to COVID

https://www.apa.org/images/sia-2020-covid-stress_tcm7-279798.jpg

<https://www.apa.org/news/press/releases/stress/2020/report-october>

Burnout Among Healthcare Worker

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7519601/>

