


RESILIENCY FOR THE SUPERHERO



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CONNECTICUT HOSPITAL ASSOCIATION



INTRODUCTION

NO CONFLICTS OF INTEREST

LEADERSHIP & INNOVATION EXPERIENCE



Connecticut Hospital Association
Clinical Excellence & Care Redesign

L & M Hospital
Consultant for Quality Improvement
RNJ-Edison

Hartford HealthCare Nursing
Leadership & Operations Roles
with Focus on Innovation and
Redesign

Inova Health
System
Pediatric Roles
with Focus on
Systemic Pediatric
RNJ-Edison
Systems with
Impact on Flow
and Community
Safety Net

Long Beach California
Opened Pediatric Service Line

WHAT IS A SUPERHERO?

A Superhero is someone who manifests a super-ability or superpower and generally acts heroically-is brave and self-sacrificing.


In healthcare, superheroes are not models “for” us - they are modeled “after” us.

<https://www.psychologytoday.com/us/blog/the-superheroes/201003/what-is-superhero>

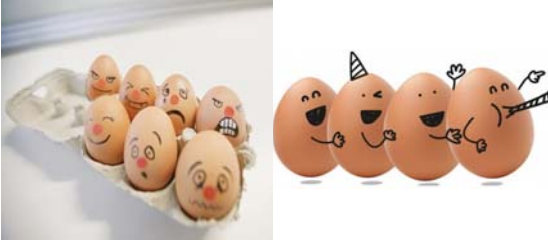
WHAT THEY SEE.....



HOW WE MAY FEEL...




WHAT'S INSIDE VERSUS WHAT'S OUTSIDE



The image shows two groups of brown eggs. The group on the left is inside a white egg carton, and the eggs have sad, grumpy faces drawn on them. The group on the right is outside the carton, and the eggs have happy, smiling faces drawn on them. Some of the happy eggs are wearing party hats or holding party streamers.

STRESSORS

On average, 43 percent of healthcare workers today suffer from the physical, emotional, or mental exhaustion characteristic of burnout.



The diagram is a circular flow chart with a central image of a healthcare professional. Surrounding the center are six icons representing different stressors: Family Responsibilities (a family), Time Pressure (a clock), Health Requirements (a person at a desk), Loss Interest of Pace (a person running), Work (a person at a computer), and Risk (a person with a heart monitor).

<https://www.noodle.com/articles/what-career-burnout-really-means-for-healthcare-professionals>

STRESSORS

Job burnout is a select type of work-related stress—a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity.

Someone feeling burned out by work may become cynical or critical at work, lack the energy to be consistently productive, feel less focused, or harbor a sense of disillusionment about their career.

RESILIENCY

Resiliency is the ability to bounce back from adversity. Resiliency is about more than *surviving*; it's about *thriving*—and it's the result of developing a “strong inner life state.”

Resilience is the capacity to accurately perceive and respond well to stressful situations.

It is demonstrated not only in times of crisis, but each and every day.

<https://www.amsn.org/practice-resources/healthy-practice-environment/nurse-resiliency>

RESILIENCY

HOW CAN WE BUILD RESILIENCY SO THAT WE CAN CONTINUE TO EFFECTIVELY HEAL OTHERS?

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RESILIENCY

The American Psychological Association suggests that several factors help us develop and sustain resilience:

- **Maintaining good relationships**
- Accepting circumstances that cannot be changed
- Keeping a long-term perspective
- Sustaining a hopeful outlook
- Visualizing one's wishes

https://www.reflectionsonnursingleadership.org/features/more-features/V6M1_1_7_habits-of-highly-resilient-nurses

RESILIENCY

MAINTAINING GOOD RELATIONSHIPS

*"The quality of your life is the quality of your relationships."
- Tony Robbins*

MAINTAINING GOOD RELATIONSHIPS

Intention

≠

Impact

MAINTAINING GOOD RELATIONSHIPS

Relationships Are Like A Bank Account.
Am I Making More Deposits Or Making
More Withdrawals?

What is the impact on trust?

MAINTAINING GOOD RELATIONSHIPS

Past experiences as well as how the individual perceives the current experience influences their behavior

RESILIENCY

WHAT IMPACTS RELATIONSHIPS?

*"The quality of your life is the quality of your relationships."
- Tony Robbins*

IMPLICIT BIAS

"MY RELATIONSHIP WITH YOU CAN ONLY BE AS GOOD AS THE CONVERSATION I HAVE ABOUT YOU IN MY MIND."

Mark Sasser
Accountability Now!

IMPLICIT BIAS



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WHAT IMPACTS RELATIONSHIPS?

BEING JUDGEMENTAL

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BEING JUDGEMENTAL

Curious vs. Judgmental

<p>With Judgement?</p> <ul style="list-style-type: none"> • Leave Autopilot on • Assume "My Truth" is "The Truth" • Find Person "Guilty" • Get Frustrated or Angry • Hold a Grudge 	<p>With Curiosity?</p> <ul style="list-style-type: none"> • Turn off Autopilot • Am Curious • Put Myself in Other Person's Shoes • Assume the Best • Forgive
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WHAT IMPACTS RELATIONSHIPS?

NOT RESPECTING & LEVERAGING SEPARATE REALITIES

RESPECT AND LEVERAGE SEPARATE REALITIES

The Principle of Separate Realities
Because every human being lives in a separate reality, it's *impossible* for two human beings, from the same culture or not, to *see things precisely* alike.

Richard Carlson, Ph.D.
You Can be Happy No Matter What

RESPECT & LEVERAGE SEPARATE REALITIES

	# Taken
All	_____
Most	_____
Some	_____
Several	_____
Many	_____
Few	_____
Majority	_____
Couple	_____

WHAT IMPACTS RELATIONSHIPS?



NOT LOOKING FIRST IN THE MIRROR

LOOKING IN THE MIRROR FIRST

How do I respond to change:
As a **Victim**?
Or
As an **Accountable** Leader?

LOOKING IN THE MIRROR FIRST

Being a Victim Sounds Like:

- It's not my job.
- No one ever tells me anything.
- They did it.
- If only they would...
- Let someone else do it for a change.
- All I get around here is useless advice.

LOOKING IN THE MIRROR FIRST

Being Accountable Sounds Like:

- What more can I do?
- How can I better support you?
- What can I do that's best for my organization?
- I accept responsibility for what happened.
- I will coach them.
- Please give me feedback.

WHAT IMPACTS RELATIONSHIPS?

NOT FEELING COMFORTABLE HAVING COURAGEOUS CONVERSATIONS

COURAGEOUS CONVERSATIONS

Courage:

The ability and willingness to confront uncertainty, difficulty or intimidation in spite of fear

COURAGEOUS CONVERSATIONS

"A **courageous conversation** requires that I engage and say **what** I honestly think and feel **to whom** and **when** I need to say it, in a **humanistic manner**, so others can hear my message without feeling judged and respond to it in like manner without feeling afraid."

Mark Sasser
Accountability Now!

WHAT IMPACTS RELATIONSHIPS?

NOT GIVING APPRECIATIVE FEEDBACK

NOT GIVING APPRECIATIVE FEEDBACK

5:1 Feedback Ratio

Over time, the average employee needs to hear 5 times as many pieces of **appreciative** feedback than **constructive** feedback to stay motivated.

What ratio do I deliver?

RESILIENCY

ACCEPTING CIRCUMSTANCES THAT CANNOT BE CHANGED

"If you can't, you must. If you must, you can." – Tony Robbins


ACCEPTING CIRCUMSTANCES THAT CANNOT BE CHANGED

Life can show up with things that are out of our realm of control, but it's how we respond to them that makes all the difference in our experience.

Avoid seeing crises as insurmountable problems.

Accept your present circumstances is only accepting *current* reality and not focus on what might have been.

ACCEPTING CIRCUMSTANCES THAT CANNOT BE CHANGED



Or what we would have done differently...

RESILIENCY

KEEPING A LONG-TERM PERSPECTIVE

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KEEPING A LONG-TERM PERSPECTIVE

Develop a perspective that keeps you engaged in the present but focused on the future.

The type of perspective that reminds you of your calling as a leader in the home and at work.

A perspective that helps you focus on your vision, core values, key relationships, and most importantly, your purpose.

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KEEPING A LONG-TERM PERSPECTIVE




WE CAN'T KEEP EVERYTHING – SO DON'T SWEAT THE SMALL STUFF


RESILIENCY

SUSTAINING A HOPEFUL OUTLOOK

SUSTAINING A HOPEFUL OUTLOOK



Research shows that you will have a similar level of health, income and lifestyle as the 5 people you spend the most time with.




If you want to be positive make sure you're hanging out with positive people.

RESILIENCY

VISUALIZING ONE'S WISHES

VISUALIZING ONE'S WISHES

An optimistic outlook enables you to expect that good things will happen in your life. Try visualizing what you want, rather than worrying about what you fear.



<https://mcwell.nd.edu/your-well-being/emotional-well-being/resiliency/>

**My Thinking
Drives
My Behavior!**

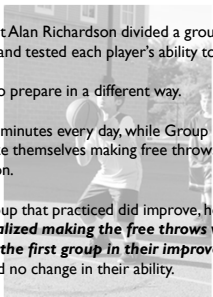
VISUALIZATION

Australian Psychologist Alan Richardson divided a group of basketball players, divided into 3 groups and tested each player's ability to make free throws.

Each group was told to prepare in a different way.

Group 1 practiced 20 minutes every day, while Group 2 did not practice but was instead told to visualize themselves making free throws. Group 3 did neither practice or visualization.

Unsurprisingly, the group that practiced did improve, however, astonishingly, **the group that only visualized making the free throws without ever touching a ball nearly matched the first group in their improvement.** Unsurprisingly, the 3rd group experienced no change in their ability.



<https://onewiself.com/personal-development/the-scientific-proof-behind-visualization-and-the-6-steps-to-visualizing-successfully/>

RESILIENCY

- Maintaining good relationships
- Accepting circumstances that cannot be changed
- Keeping a long-term perspective
- Sustaining a hopeful outlook
- Visualizing one's wishes

All of these factors can be developed and sustained with one critical skill—mindfulness.

RESILIENCY

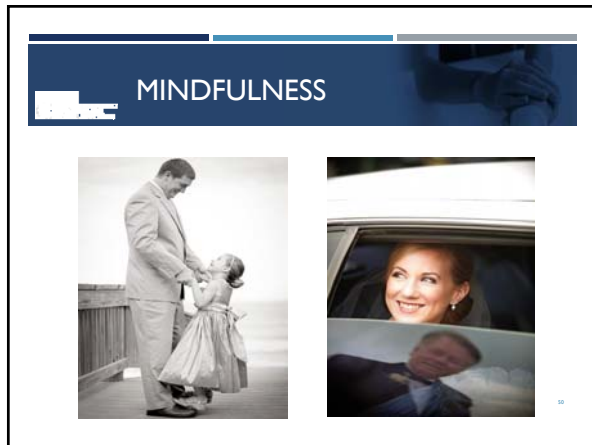
MINDFULNESS

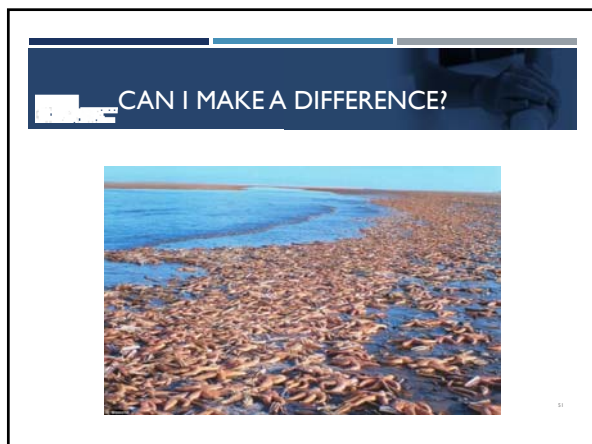
MINDFULNESS

Mindfulness is paying attention, on purpose, to the present moment. Mindfulness is powerful, because the only place we can think, decide, act, or live is in the present moment.


https://www.reflectionsonnursingleadership.org/features/more-features/Vo41_1_7-habits-of-highly-resilient-nurses





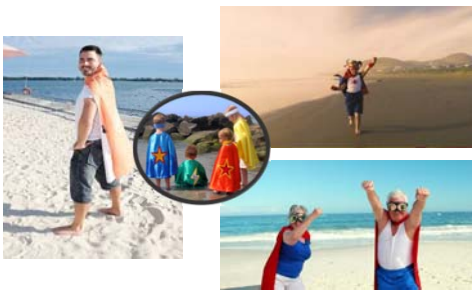


I MAKE A DIFFERENCE BY MODELING




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I MAKE A DIFFERENCE BY MENTORING



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WHERE WE LEAD, THEY WILL FOLLOW



Wear your cape
with pride!

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