Resiliency
A PCMH/QC Workshop
Surviving & Thriving in Primary Care

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June 5th, 2015
Maple Hill Farm
• Introductions
• Who is here &
• Where have we come from?
  • Taking attendance
  • After lunch.....
• What do we do in healthcare?
• How long have we been in healthcare?
Response to the Keynote

- Discuss at your tables

- Share responses from your group
  - 1 or 2 key points from most tables

- And (3 minutes):
  - Write on a 3x5 card a significant challenging personal/professional event from the last 5 years
  - Anonymous; OK to avoid the most tender ones
  - To be selectively read to the group
Definitions

- How slowly or quickly we recover from adversity
  - *The Emotional Life of Your Brain*, Richard Davidson, PhD

- The capacity to face adversity, change and challenge with purpose & determination
  - *Discovering Your Resilience Core*, Gail Wagnild, PhD, RN

- The ability to recover readily from illness, depression, adversity, or the like; buoyancy

- The capacity to adapt successfully in the face of threats or disaster
A set of conditions that allow individual adaptation to different forms of adversity at different points in the life course

Our ability to create and reintegrate new structures of thinking and behaving that provide us a more mature sense of coherence”

– vielife, *UK research firm*
As Winston Churchill said:

“If you’re going thru hell, keep going!”
Why are we talking about this?

- **Multiple Stressors**
  - > 50% of ED, IM, FM and Neurology providers with at least one symptom of burnout

- **Negative Impact**
  - Up to and including Burnout
  - Decreased productivity, efficiency, retention
  - Increased absenteeism, ‘presentism’ and health costs
  - ‘Hurt People’ hurt people

- **Triple Aim**
  - → Quadruple Aim
  - *The Phantom Limb of Triple Aim*, W M Spinelli, MD
Redesign of Medicine
  • Instability
Devaluation
Change fatigue
Increasing expectations
Lack of control
Decreased satisfaction
So How Resilient Are You?

- Take the 10 question survey
- I’ll give you the scoring
  - 1 point if #1, 3, 5, 6, 8 & 10 are True
  - 1 point if #2, 4, 7 & 9 are False
  - > 7: Slow to recover; <3: Fast to recover
- Reaction?
  - Surprise?
  - Confirmation?
- Share a learning or reaction?
Layers of Resilience

- **Professional**
  - Individual
  - Team – Work dyad or team
  - Organization

- **Personal**
  - Emotional
  - Social – trust & friendship
  - Family
  - Spiritual
  - Physical
At your table, create a list of options for

- Emotional Fitness
- Social Fitness
- Family Fitness
- Spiritual Fitness
- Physical Fitness

Sharing of options

What are YOU considering?
To wrap up the AM

- Sticky Note on your tables:
  
  “The session that Ned facilitated this morning would have been better if .....”
  
  and/or
  
  “I’m grateful today that .....”

- Lunch, Networking, Team Time

- Thank you
Welcome Back
Welcome Back

- Write down something about yourself that you don’t think others at the table know about you
  - You extroverts, give the introverts some space
  - You introverts, it won’t kill you to stretch a bit to share

- Share your fact (not a whole story, please) with the others
Contributors to Resiliency

Core Values (Discovered)
- Meaning & Purpose
- Perseverance
- Self-Reliance (not = Don’t ask for help)
- Equanimity
- Authenticity

Imagined Future (Created)
- “Who and what am I becoming as I progress toward my authentic self?”
Reflection

- Take 3 minutes to write down why you are working in healthcare now
- Is there another reason?
- Is there another reason?, etc.

= Reflection
Ode

https://www.youtube.com/watch?v=87qT5BOl2XU
Professional Resilience

- Individual, in your profession

- Team
  - Work dyad
  - Larger team

- Organization
At your table, create a list of options for

- Individual professional fitness
- Team fitness
- Organizational fitness

Sharing options

What are you considering?
Process Improvement

- Pick a tough project/improvement effort in your office or team, one you’re working on now

- How is it going?
- Would promoting team resilience help?
- What could we do?
Enhancers of Resilience

- Recognition
- Celebration
- Mindfulness
- Reflection
- Active/Appreciative Listening
- Influence
- Supports
- Wellness
- Others......
Options

- Preplanned visits
- Collaborative visits
- Shared documentation
- Empowered staff
- Workflow work
- Co-located team members
- Others......?
Resilience work - To Do’s

- **Professional**
  - Individual
  - Team
  - Organization

- **Personal**
  - Emotional
  - Social
  - Family
  - Spiritual
  - Physical
Wrap Up

- Are you ready to commit to working on 1 of these options?

- What are you going to do differently by Tuesday?

- “Some’ is not a number, ‘Soon’ is not a time and Hope is not a strategy”
  Donald Berwick, IHI
Resiliency Skills (Summary)

- Seven skills to help you with personal insight and improving self-awareness

- *The Resilience Factor*, Karen Reivich, PhD & Andrew Shatté, PhD


Finding Joy and Purpose in Primary Care – Why it Matters and How We Get There, Andrew Schutzbanks, MD, MPH; Iora Health, Cambridge, MA. April 2015


Resilience Training: The Difference Between Failure to Thrive and Survive?, Timothy # Spruill, Ed.D, 33rd Forum for Behavioral Science, 9/28/2012
Thank you for your attention & participation!

Travel safe and Good Luck!