

Building Resilience Among Our Nurses

Introduction/Problem

➤ The literature suggests that health care workers are subject to compassion fatigue and burn out through exposure to stressful and secondary trauma. This emotional and physical exhaustion can occur over time (burn out) or be acute (compassion fatigue). (El-bar 2012) This can lead to reduced compassion satisfaction and burn out. The ANA has designated 2017 as the year of the Healthy Nurse. At BIDMC we wanted to focus on wellness topics to promote self-care and resiliency among our nurses.

Aim/Goal

➤ To promote resiliency through the sharing of clinical narratives and instruction and practice in meditation and self-care.



The Team

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|-------------------------------|---------------------------|
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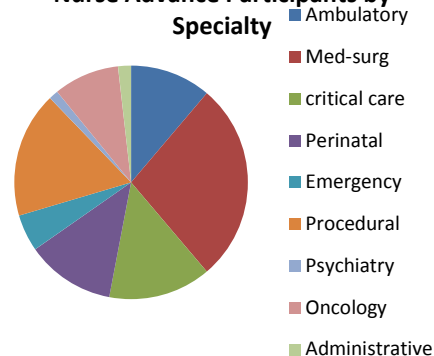
The Interventions

We developed a 4 hour workshop aimed at helping nurses connect their clinical practice experiences with a professional nursing mission statement and offering didactic content and practical experience in meditation and self-care.

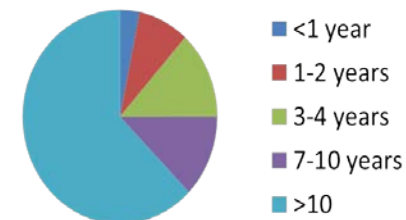
Results/Progress to Date

- 2114 nurses attended the workshop
- Attendees represented all clinical areas and years of experience.

Nurse Advance Participants by Specialty

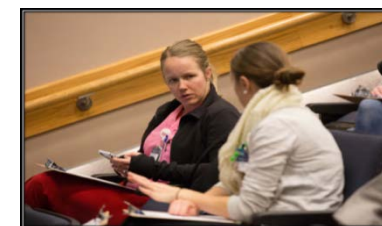


Years of Nursing



Lessons Learned

Staff valued having space for self-care: "I will try to do this once a day! I found this to be very helpful and VERY relaxing! When the 5 minutes was over, I felt I had energy to continue with my day."



Next Steps

- Ongoing work from the Nurse Mission group include bi-monthly orientation luncheon to introduce all new BIDMC nurses to the Nursing Mission and techniques to build resilience and self care.
- We are exploring ways to offer self care support to current staff
- Results from the Nurse Advance evaluations were reported to the Advance Workgroup to inform them of staff feedback so work on resilience and self care can be incorporated into future workshops and nursing educational offerings.



Participant feedback suggesting we needed to add in more Self Care

- ▶ “Time was short for this portion of the program. It may need more time to introduce the importance of self-care as a segue into this activity. Centering ourselves as practitioners really can influence the quality of care we provide. Mindfulness practice helps us to be present to patients and families. On the whole, it is an important exercise. It may be helpful at the end of it to provide staff self-care resources available in the hospital.”
- ▶ It would have been nice to follow a guided stretch or breathing activity from a YouTube clip rather than a speaker. Then, people can find it later, too.
- ▶ I think more time could be spent in doing the breathing and maybe some visualization techniques would actually teach people how to use the technique and help those in the audience to take 5-10 minutes out of their afternoon and actually feel the benefit immediately.
- ▶ This was very interesting but was not given ample time. This topic would have been much more worthwhile to devote more of an hour to. Not only would it be a welcome resource for self-improvement but also as a way for nurses to improve their knowledge base to help support patients and addressing some of their own needs. It would be wonderful if many of the hospital's support seminars were offered in a way that was more conducive to the floor nurse and their nontraditional work shift and unpredictable work flow.

Participant feedback after improvements to Self Care section were implemented

- ▶ I thought this was fabulous! I feel like I need to have that once a month...to talk to other nurses who understand my life and stories...it was very therapeutic. Thank you so much!

Participant feedback after improvements to Self Care section were implemented



- ▶ I feel really strongly about nurse burnout and that nurses do not take care of themselves. I found the self care helpful (it is on my refrigerator) and I also downloaded a meditation app.
- ▶ I felt that I needed other methods to help me deal with stress and the meditation was very calming. The self care model is now on my fridge as a daily reminder to take of myself as well!

Participant feedback after improvements to Self Care section were implemented



- ▶ Absolutely loved this section. I think its something we often overlook as nurses and caregivers. Doing the diagrams and meditation helped me to recognize what areas of my life need improvement.
- ▶ I am tired and burned out and this class was just what I needed to give me a positive attitude and help with the stress of my job.

Participant feedback after improvements to Self Care section were implemented



- ▶ The meditation video was extremely helpful, and I also appreciated the emphasis on how important it is to take care of ourselves, to better take care of our patients.

Participant feedback after improvements to Self Care section were implemented

- ▶ Thank you for sharing the meditation resources. I have been using this since the Nursing Advance. I really liked learning about burnout, as that was something I was experiencing a couple of years ago, and I feel like it normalizes the feeling.

