

Collected thoughts on Resilience in Healthcare:

1. Help the healthcare team to “learn” to take care of themselves
  - a. Make it automatic, easy
  - b. Decrease barriers
2. Passion & authentic self should be supported by the work culture
3. Workplace should be supportive of taking care of your self during the workday – walk, lunch, etc.
4. Take time at the start of important/all meetings to have a brief reflection on mission & work
5. Ask ‘what inspired me?’ - after a meeting or a day
6. Building small supportive communities is crucial
7. Honor grief and loss by writing a brief note
8. Promote wellness programs
9. Teach the skills of truly listening/active listening to bring focus and presence
10. Identify, circulate and promote on-line resources – meditations, prayer groups, etc.
11. Using 2 chaplains and volunteers, Franklin Hospital:
  - a. Conducts an annual ‘Blessing of the Hands’ ritual – focused on EMT’s
  - b. Presents an opening blessing at significant hospital events
12. At MCHO:
  - a. The mission is prominently revisited in meetings
  - b. They try to live by the ethic of working with ‘people’, not ‘employees’
13. Organizations need to foster embracing Integrity / True Self / Authenticity to connect with the core essence of its people. Providers, in particular, need that in the current environment
14. A constant question should be what can I do to help our providers?
15. Leave work on time as the goal and work back from there to make it happen
16. Promote and model ‘Unplug & Refresh’ breaks
17. All board mtgs start with a “Mission Moment” – a vignette or story of successfully living the mission. Avoids always focusing on what is broken / not working. Promotes hope, aspiration, sense of achievement
18. Assume that colleagues are operating from their best selves
19. Take brief moments to refocus on the next task – entering a patient’s room,