

Hi, everyone. Thank you for being patient. The meeting will start shortly.

Good morning, everyone. Today, we have Dr. Kristine M. Diaz and Candace Willett presenting. Ms. Candace -- at the medical center. She is also a Navy veteran. She is dedicated she has experience in education and community outreach and training and management. The foregoing Candace Willett was the DC mayor as a help advisor prevention and Candace Willett is from Tennessee and currently resides in the Washington, D.C. area. She is a certified specialist, Health Administration, public demonstration and has a doctoral candidate in promotions. Next, we have Dr. Kristine M. Diaz, she is a personal pathologist for the medical center. Her area is in psychology and medicine. She brings with her a back on experience -at education, training prevention. Dr. Diaz is registered at the Illinois school prevention of school Illinois. She completed a residency in Chicago, Illinois. She has two years at Michigan State University. The College of Human Medicine. Upon completion, Dr. Diaz was an assistant professional and biomedical sciences at the school of medicine. She has served and associate of American medical colleges and development.

I would like to mention this is recorded if you have we have the sessions and posted them with the sign in sheet and questions. This workshop sign in sheet is located in the files pod. I posted in the chat box, I posted in the chat box your emails to send them to also teaching you to raise your hand to be called on and you can place your questions in the chat box. This joining me and teacher funding.

Thank you, for the introduction. We can go to the next slide. This certifies that I, Candace Willett, have not, nor has my spouse/partner or any immediate family member have had in the past 12 months or expect to have in the upcoming months, any financial relationship or gift in kind with industry that is relevant to the subject matter of this presentation.

Next slide.

All right, this certifies that the views expressed in this presentation are those of the author and do not have reflect the policy of the Department of Army/Navy/Air Force, department of defense or U.S. government. Next line. All right, today, I will talk about resiliency. What will happen after this - so, what we want to talk about is what is resiliency and the process that helps people overcome stressful situation to get through the challenges of life and ordinary in nature are common and not and it involves a considerable amount of emotional stress. Also, we are in a time where during the pandemic and current events. We have medical staff, and we want to make sure that everybody is being resilient and given patient care to the best of their ability.

Next slide.

Okay, so with and that, I will go ahead and click more information. When we talk about resiliency, we are related to a burnout. What happened over the last few years, we are finding out, cycler burnouts with the medical

staff and providers are a big issue in the workplace. So, burnout is verified by emotional exhaustion and in the workplace, responses to stress and doctors right now feel like they are- thinking the ability, difficulty sleeping, increased-memory, they think about medical error, mortification status of satisfaction and increase risks.

Next slide so, I'm sorry, go back. Therefore, I wanted to touch on the three types of burnouts which are overload, under challenged and neglect. Those can lead to bullying in the workplace. When you are overloaded with caseloads, patient care, you can get overloaded and overextended of your job duties. When you are under challenged, that means you are not being challenged in your work duties and you are bored, you want more work to do and also neglect means your work is not being recognized in the workplace or by your team members. So, these things can lead to bullying. Burnout and bullying go hand in hand when it comes to resiliency.

Next slide.

So, we will talk about the stress and how it does affect the way it can make you not resilient in the workplace. When you start getting burnt out, then you start having stressful responses such as rapid heartbeat or you also start having shallow breathing. You are tense and you feel much overloaded and your mind is not where it needs to be. You start having problems with your stomach and you sweat a lot. You start having these episodes during your work time and also your adrenaline always up and it's increasing, and you are depressed when you're having emotion or the action of stress in your workplace. When you are having these issues of stress or stressors, your mind has a lonely thought like you want to put medicine altogether or self-care and you want to make sure you are in a relaxed state in your workspace and taking care of patients. You want to make sure on the right-hand side you are especially when you are taking care of patients and your teammates and leadership. You want to make sure you want to stay there at least a majority of the time.

Next slide.

All right, the causes of burnout and unrealistic workload expectations mean they have goals that are unrealistic or cannot be reached, lack of recognition means you are doing great work and not getting recognized for the great work you do at work. Dysfunctional workplace dynamics is a big one because when you have low morale and you don't get along with your teammates, you cannot make respective decisions are informed decisions because you feel like you are not matching with your teammates or medical staff. You feel unappreciated regarding work. You may be getting the not so great duties of your team and you are always getting the joint work. Unreasonable demand. You may be having where you go in and maybe having or talking with your team and they have some issues with not reaching a goal that is not realistic. We all think we may-- sometimes you have to come back and realize the job you are doing may not be good altogether. Life, lack of work life balance. You are always working and we don't have time to do the things that we love like self-care, having quality time with families and friends because you are wrapped up into working long hours and you are commuting majority of the time so you want to

make sure you have a good work life balance when you are especially having long hours taking time for yourself to make sure you are getting the work life balance and there. Working in a high-pressure environment for medical staff in the ER for NICU or PQ, you may have a high pressure environment and you might not get the time you need for yourself, you have to do everything, communication may be miscommunicated and you want to make sure you are getting the time you need. Lack of support from coworkers/leadership. This affects morale. Morale is big when you don't want to go to work because you don't have support from your coworkers and you feel like you are not part of the team and that's a major burnout.

Next slide. All right go ahead to the next screen.

If you go back to like 2014, a lot of research started from 2014 until now about burnout and healthcare. These are considered a factor. This has negative relationship and creates a burnout among providers associated with poor quality healthcare and reduce safety for patients. As providers become exhausted and fatigued--spending less time and now focusing on collaborations here. This is really big because when you are not spending time with patients that means they are not getting the education they need or having the talk with their provider to understand what is going on with her health. You don't focus on the patient hearing, you want to be left alone or spend less time it is overall healthcare. People are calling in more. They have this throughout their career where they are going in late every week. They need to break away from the work environment so they take frequent breaks throughout the day. You are not dedicated to the work anyway.

In some studies, this means that you may be getting bad reviews, or you are also quitting because you don't like where you are because of the work environment. Burnout has been a cause of impairment and leading to error. This is from a study on the relationship between professional burnout, safety and health care in 2017.

Next slide.

All right, burnout and position. In a study, national data stated the 61% of U.S. positions doing the turnover and another challenge with emotional is in workplace situations prior. Employees can face emotions that may not be their true feelings. Referred to as emotional labor. You are having a fight between burnout and you want to bounce back that you are feeling burned out because what is your medium? This is called emotional fatigue and exhaustion. You are kind of like pushing back from your work and your teammate. Long hours, anywhere from healthcare providers, they get anywhere from 16-sometimes 24-hour jobs that they are doing their rotations that long and patient overload, you have too many patients on your workload to provide quality of care.

Next slide.

All right, we will go burnout that you may experience. That means that on your way to work, you start getting stressed, you start getting angry and when you get to work, you may say I really don't want to be here and some people say that out loud. I don't want to be at work because I don't

like this or this team or like working here. That are a sign of a burnout. This means you get up and you are like I don't want to go to work. I'm coming out. You continue to do this frequently. That can be a sign as well. If you are not getting the correct order quality and you seem your sleep pattern has changed or you are not getting sleep you normally get, that is a sign of burnout as well. You start having headaches, weight gain, and high levels of stress or anxiety. That means if you are a person that loves-you may start seeing changes where you don't want to work out and you start having headaches or you may have weight gain, weight loss or also with your diet, maybe you change your diet and nutrition and say I am burning out and I need to find out what is going on. You may fall into depression or anxiety. When you are going to work, you may feel anxiety about going there and you don't want to be around your coworkers and you have the lack of energy where you come home and you don't want to do anything. Chronic fatigue, when you have been a high level of stress and meaning that you are always in the state of stressing out about work and you make sure that you are not going to that but into chronic fatigue when they do not like their job or they get burned out. Isolation from coworkers, if you feel you are backing away from your coworkers from your job, you don't want to be bothered, you don't want to have a work relationship with your coworker, that can be a burnout development of chronic disease. All of this is affecting your health. If all of these have health changes and you have chronic fatigue or lack of energy, now, you are developing a product disease. You have diabetes, heart disease that can affect your overall health. All right, next slide. Oh, I'm sorry. Substance abuse, substance abuse was another. Alcohol abuse pending to drink more when you are feeling burned out, you feel this gets your feelings. You get the feel of achievement.

Next slide.

All right let's look at management. You want to avoid stress altogether. Look at the stressor. This is a cause of light. When you are on the job, make sure you see the negative situations, make sure you are getting positives out of it. Make sure the solution you are looking at it in a positive light. Consider the stressor and long-term effect. Will this be a stressor in three months or one year? The problem you are seeing and affect the overall goal because you want to make sure you address this in a timely manner. Also, a stressor, you want to say no to things. You are a valued employee, and you want to make sure you communicate your needs in a respectable manner. Your needs and wants can be met and in return, give you what you need and to make sure they are meeting those needs for you and you are meeting the mission.

Adapt stressor. The ones that you have, look at how the stressor can be positive for example have a lot of work but if I do, this might mean a promotion. You can look at it that way but also go back and change your mind set about it. You don't always have to take or overextend yourself. You want to make sure that you are meeting those deadlines and take what you need to take on and you can say I may get a promotion but we want to make sure you are meeting those needs and getting the mission completed. Except the stressor, find other outlets to handle the stressor. Develop a tolerance to the stressor. Let go of things you cannot control. If you cannot control it, then that means that you just

let it go. That is what you have to do especially when you want to stay resilient.

Next slide.

All right, this is resiliency and behavior change slide where they talk about where you are looking at the clinical or clinician overall. You want to address these that you have here. It's almost like the social ecological model or the total fitness model that the fuses in the fitness model. This is going to say if you take care of yourself, if the leadership takes care of you that means you can give great patient care and you can have the client patient relationship that is positive, transparent and they are getting the quality they need. Some of these are personal factors. You want to make sure you are taking care of yourself. Make sure your feels and abilities are up to par. I'm talking about make sure you are getting that continued education. Make sure you are participating in any type of training that may help the patient over all but help you as you go into your career. Healthcare responsibilities make sure -- make sure you are giving great patient care, so you have the patience.

Learning to practice a safe environment. Make sure you are safe so that means you are having the overall safety of your facility or workspace. You can have the patient safety under given quality care. Organizational factor. If you are in leadership, you are looking at organizations that are going to your well-being as well as an overall patient well-being as well. You want to make sure that you are workspace for the factors.

Make sure there are no rules and regulations on the workplace. Make sure you, if you see something -- make sure you are following the standard moves of engagement and procedures. Also, the last one is culture, make sure you are getting the training so you can make sure you are getting the best patient care by understanding that you provide care to. Be able to speak to them, meet them where they are especially if they are getting a cultural background. Next slide. All right, burnout prevention, make sure you weigh your options when you are looking at different things you want to change as you move into the next. The difference of self-care. Make sure you are asking for help. It is okay to ask for help or support from others from outside resources. Make sure you are taking advantage of this that you have in your workplace or your organization so you can get the best morale and the best experience in your workspace. Like I said before, self-care is a great gateway to burnout prevention.

For an example, for myself, I love working out and I left medication. Those are my go top's, self-care regimens I do almost every day. I feel like if I don't do that every day, I feel like I am going down in the burnout mode but I just make sure I meditate and work out and eat every day. Also, there is nothing wrong with professional or coast to get clarity of an unbiased opinion about what is going on so they can help you along in your process. Work unprofessional for your professional or personal goals. You may have goals you want to achieve, that does not always -that can be a personal trainer or health coach, that can be a nutritionist. It can be a life coach. It can be everyone that can get you to where you need to be to achieving your goals.

All right, next slide.

Physician resilience. Grantor among positions than among the general working population. That means that positions had a higher number of bouncing back and then resilient among the regular population. You have better ways of helping and you have South mechanisms to the solutions, and you do resets. There are signs that many positions have that cycle where they are coping, and then they reset. Aligning this evidence to date supporting equal betterment of organization solution to reduce burnout and promote well-being related to individual focused solutions such as those oriented, I'm sorry, excuse me, as those oriented around personal resilience.

Burnout levels said differently across the specialty, such as emergency medicine had the highest level of burnout and fatigue among the physician population. What I stated earlier with what area you work in, emergency medicine was the biggest one for burnouts. Make sure you are finding the correct coping mechanism, the solution and resetting. This also came from the resiliency burnout and the U.S. working population. This is from this year, 2020. Next slide. All right positive stress. Count to 10 before you speak or react. If you feel you are about to start getting stressed out about what is going or you feel something, tell or speak or react. Take a deep breath and unclench a bit. Make sure you are breathing in, breathing out, taking deep breaths and make sure before you respond, make sure you are calm, and you respond. Go for a walk. Even if it is to the restroom and back, it can help break the tension and give you a chance to think things through. I know for me, if I get upset about something, I will say can you give me a minute? I will log off and take myself five minutes to get myself together and I will come back and handle this in an appropriate and respectable manner.

Some perspective, what you want to do is you can do this in five minutes. Five minutes or two minutes, or prayer, if that is what you prefer. Do a prayer, come back and address the situation. If it is not urgent, sleep on it, respond tomorrow. 's -social media trolls. If you are married or live with someone or have children, sleep on it and make sure you address this in the morning. Next slide. Continue this. Walk away from the situation for a while and handle this later once things have calmed down. Breakdown the problems into smaller parts. Break them down and see if you can address those parts individually instead of, you want to cut the cake and see if you can adjust those pieces before you address the entire cake, right? Take one step at a time instead of trying to tackle everything. Inspirational podcast to make you build your challenges. Call a loved one or do something to help someone else, volunteer, work out or do something to ease the tension. This is all about changing your mind. What you want to do, make sure you do not stress or the moralizing. Make sure the stress does not lead to overwhelming, I'm sorry, or make sure you do not focus on the problem and you do not like the stress but make sure you are challenging the stress, make sure it is a motivator, opportunity, it is manageable. Make sure you are looking at these stressors, make sure you are looking for them in the positive light instead of negative.

All right? Next slide.

Resiliency, you want to develop and maintain relationships. You want to set boundaries. You want to adapt to positive coping skills. Make sure it is a personal insight and reflection, make sure you are reflecting and make sure you are having a personal insight about what is going on. You want to have a healthy outlook on the situation or the person or whatever so you can bounce back. Set a goal for yourself. Make sure you are working, for example, you say I want to stop drinking so many sodas and I want to start add more water or you want to say I want to lose five pounds by the end of the month, make sure those all goals for yourself. Make sure you are achieving those.

Self-care identify your social support circle. That is very big. Make sure you have a social circle of friends and family but also other resources what I mentioned earlier, a health specialist or life coach that can be a part of the Social Circle that gave you the energy you need so you can bounce off of that. Become active. Make sure all of the problems that are coming your way, make sure you look at those and be a problem solver and not add to the problem. Overall, make sure you are taking care of yourself. Be a problem solver and also maintain a positive outlook.

You want to make sure you do have the social support system and make sure overall you know you have a purpose. I think those are all of our slides. Thank you for typing as we go along. Reading more as well. Several months have a tablet and what we will do is, we will lay the foundation. So, what we are going to do and some of you why are they talking about self-care or pain management. To a great degree.

Healthcare delivery and outcome. We will identify different activities with professional and personal lives. They did a great job of mentioning- next slide. - And killed the dinosaurs. This is about stress can have a great impact on our functionality. Will pre-March season 2020 and might have had something over time you know a lot of things going on. I know some of you are at home or doing virtual schooling for your kids. With the pandemic, you had to march. We had to incorporate social distancing with our loved ones and our support system and then you had regular family stressors. Or current event that are closer, so they are saying 2020. It's hard to not fall into that.

There is one more slide animation feature. A lot of folks are feeling overwhelmed. Not too long ago, the functionality created this, and it has been an adultery. Our work becomes more critical. So, stress, as we mentioned has an impact on your performance. For those of you that are healthcare providers and not functioning at your best and that has a harmful effect and could impact your career. In New York, you are aware, who ended her own life and it was overwhelming. That was a big clear example of how stress can impact our ability and the people we are serving. Physicians have a high rate the burnout and start the trend and unfortunately, physicians among other industries so this will eliminate the burnout and there is a lot for physicians and manage in terms of cognitive loads, the work, there is the administrative task and this kind of layered up.

For those of you in chronic pain work, it is a challenging time right now. It was a population in terms of criminal development and how do I deal with the aspects -that provides support. We mentioned before the areas and -that you are experiencing.

Next slide.

Burnout and fatigue, we know our positions work in tandem, but I want to make the point that there are some difficulties - difficulty sleeping and mental health issues.

Next slide, go back, thank you.

The part of this is if you are experiencing stress and any areas of your life, as a healthcare provider-this is kind of a contextualized of what is going on and what events that have impact on the stressors. Family members, people, we carry these faster with us. - Putting all of these pieces together, we are talking about resiliency, burnout and how does this work, we want to look at this in terms of healthcare - and if we are looking at healthcare, we look at annual media space that we interact with in terms of continuity of care and we look at rationalism. Is there any kind of conflict or challenges that we experience when we talk about resilience? It is a goal we want to achieve and interaction we have for our patients.

Our patient care will be compromised, even more so next slide.

Again, this is a bigger picture of the perspective. How does my beliefs impact or not impact the team I work with? Teamwork, we are not taking accountability for the impact on others. The impact how willing and over time, overall culture of the workplace. Our ability to have a shared language but also with our patients. With that to promote wellness and how we utilize self-care, maintaining a work life balance, wanting to increase burnout, any potential work -we want to improve that. Looking at how ourselves, if we can channel that, it can help and more collaboration.

Next slide.

You may be familiar, it's used even more and our mind is great to turn off stress and how we manage stress. Sometimes, it can be denial of what is going on around us or with we are experiencing ourselves. What I like to do is encourage and start to gain some awareness of what they are experiencing. Next slide so, some of how we experience our bodies, you may be familiar -involuntary feeling stressed.

Next. There is an animation.

Usually, you will have some racing thoughts, it may be hard to concentrate, someone is talking to you and you are not getting work done, it's harder and maybe you might notice breathing, this is one you may notice if you are watching movies. Sometimes your heart may start beating faster. Maybe you clench your fists - what we do know - make sure this is healthy and positive.



Oh no. Can you go to next slide please? Yay.

Next slide - a way to develop your body. On a scale of 1 to 10, one being low stress and 10 being completely stressed, rate yourself. Keep this number in your head. -Make sure you keep your score -you might want to feel like-tran20 pick a spot on the floor, what you want to do and start to allow yourself to breathe naturally. You might hear me breathing. Focus on your breathing.

If you allow yourself to naturally breathe out, close your mouth and breathe in through your nose. Exhale through your nose. Breathing in through your nose, one, two, hold it and release. One, two will start to shift our attention to the top of our head at the top of your air all the way through to your earlobe, the back of your head. What kind of sensations arise? Turning with your four head. Around the areas, around your eyes. Eyebrows. Your nose. Your cheek noticing one sensation, maybe you notice you are clenching your job. Move to your throat. Your shoulders are, maybe, breathe a little deeper. Three your shoulders to your upper arms, slowly to your core, your hands. -Just notice - sensations arise in your fingers, pay attention to your back. Move your attention to your knee, your calf - all the way to your toes. Let it go, nine, eight, seven, ears, toes a little bit, six, five, four, three, two and one. You can slowly open your eyes now. Thinking about how you rated yourself, rate yourself again. - 10 being completely stressed, how would you rate yourself now? And if you noticed you had any changes, type this in the chat box and, you may have fallen asleep or not and that is okay. Help to understand you feel well rested. And you may fall asleep in the beginning looks like going from 100 to zero.

Even if you don't know we are open to learning more they often struggle with meditation need to relax a bit more and next slide please.

Medical, dental, spiritual, nutritional and one of the piles that I created what do you do really know? What have you done a great job of? Identifying what you can do and create a new habit. Normally 21 days. Again, seeing how motivated you are and making that change. Ultimately, when we talk about - again, finding what works for you and what you can do to make sure you are doing goals. What are some barriers that you maintain talking about a lot? Everyone is perfectly balanced? [Laughter] not to call anybody out but- for me, I realized I don't have right now. So, for me and I also notice especially mentally I thought I was doing okay in the beginning I was not thinking as well I started walking and I was like I will see you in 30 minutes tran20 the price of productivity and making sure it had to be taken care of and overworking being overvalued especially if you are a work oriented person otherwise whatever I am doing and I know in my apartment and then part of that was changing my own restructuring anything anybody else found?

Nice meeting you, things that need my clinical care, we can provide you with those resources.

Next slide.

This is our approach. Motivate myself and think about them differently. We talk about being resilient and all the time, that is all great, - I am not doing as okay as I thought. Meaning what is it for yourself? I recommend the hope process - go ahead and line those things out - in order to identify what we want - how do I change? Thinking about another example - I am taking care of my own health, helping others with the health behavior we want to utilize. Cooking right now more at home - - how can you create a plan for yourself? What I am normally able to do because if you wait for high risk stressful situations. If you can start doing this when there is over time and becomes easier, is there anything anybody would be willing to share as an example of behavior or stressors that they want to address? You can put these into the chat box oh yes, sorry. Is there a situation you are wanting to change how you respond to?

Let's talk about communication. Incorporating some type of behavior to make sure I am not experiencing stress which will help me with communication piece with the people in my life. That is kind of tough this is a skill you have demonstrated and will help you feel more that you are feeling, and other intervention maybe that might be it was like in my year social media, about productivity and when we are not acknowledging you go from feeling stressed and not happy. There we go. Especially considering things we are in right now making it one way at a time take everything in, what can you do today and maybe finding someone who is spending time with their kids or schoolwork - how can we make it and you feel like it is in your department to utilize , we are here for you as well. You are more than welcome to reach out to us or even if it is resources. If you have access to the Internet, I still have some videos, there are so many things that can help you there are many resources, headspace app is one, calm is another app, My Life meditation app, DHA connected apps and many of the music streaming apps and you can find somebody with meditation there as well.

Try 20-minute breaks twice a day and focusing on your breathing sometimes, what I like about breathing is just because it requires no extra set up and I felt a little disrespect did. We have recommendations as well of podcasts, and medication. You can also go to your podcast of choice. They are having people read or reading to you in general because that helps especially if sleeping is a challenge for you. You can go to the next slide. Okay, hold on once one thing you can do, type in the box, what is one thing you plan to do differently as a result of this workshop? I forgot how much I enjoy meditating.

Even with our coaching management anything else anybody wants me to do? Or needs help with? Somebody is writing in the chat.

Yes, there are ways that we can yes. It is harder to work time is. Something you can do making sure that they have time to manage did mention one of the challenges just a lot of things going on and part of it sometimes wondering if your social media is not good. I am putting that aside. If you are noticing whether it is real or virtual, that is helpful, too. I apologize because of training. Again, if you are looking for training if you are here with the portal and those are we are doing they are able to reach individuals and this is providing available to

staff and others for one-on-one support or service needed. Any workspace and getting the word out every department - tran20 are there any comments that anybody has?

I want to thank everyone for the reassurance at the beginning because there were a couple glitches and but we recovered and I appreciate those heavy you who shared and you all have a good day. I think we are done.

Thank you to Dr. Kristine M. Diaz and Candace Willett for providing the information and joining us. We are done here for today. Thank you so much.