



## Resilience

Individual, Organizational, Community  
(With annotations for pandemics)


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## Pacing and Perspective

You can run a sprint,  
or you can run a marathon,  
but you can't sprint a marathon



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## Objectives

After this presentation, the participant, will be able to:

- Differentiate "Burnout" from "Stress"
- Identify tools for resilience for care providers
- Identify traits of resilient communities and organizations

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## Stress and Burnout



One might consider "stress" as pressure on an individual, and "burnout" as a depletion. There can be a vicious cycle between stress response and burnout.

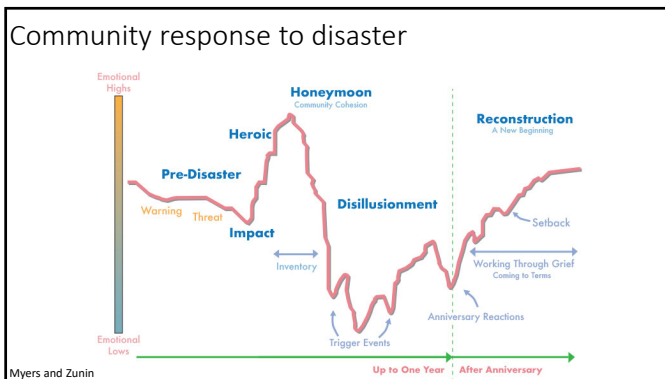
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Individual stress can be a result of pressure from varying sources

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Burnout is seen as specific to work


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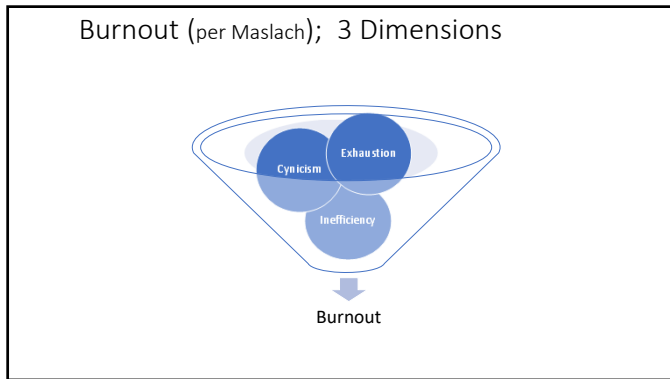
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### Burnout--World Health Organization's International Disease Classification (ICD-11)

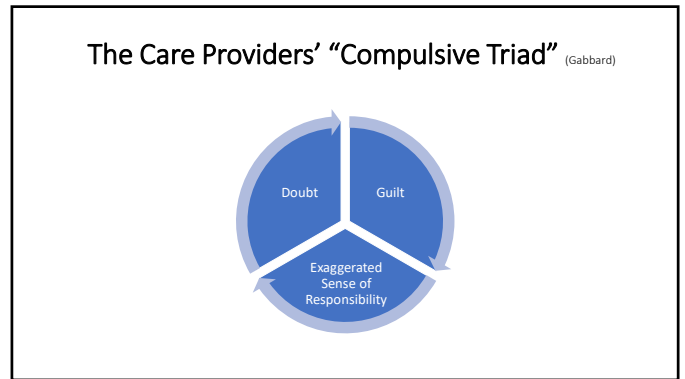
- A "syndrome" that results from "chronic workplace stress that has not been successfully managed"



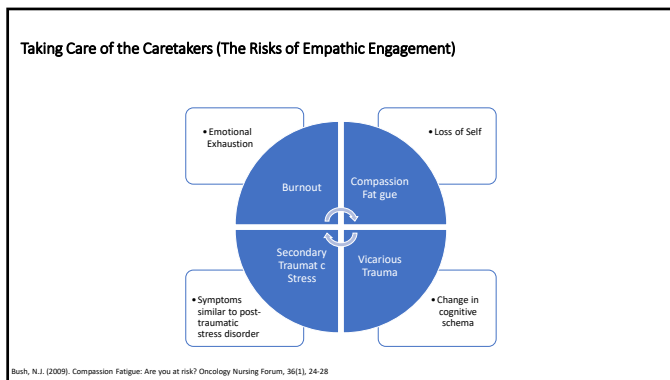
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### Typical Signs of Stress

- Irritable/moody
- Tired/Sleep problems
- Antsy/Anxious
- More negative thinking
- Trouble concentrating

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An additional risk for those in the health field during disasters

- Being unable to provide what you know is best for the patient/public due to conditions beyond your control.

(Researchers initially defined this in more onerous ways: the emotional, physical and spiritual harm people feel after "perpetrating, failing to prevent, or bearing witness to acts that transgress deeply held moral beliefs and expectations.")

**Moral Injury**

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### Stress and Coping Skills

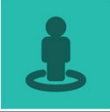
Three illustrations: 1) A cartoon owl with a clock face on its chest, sitting at a desk with a coffee cup. 2) A person running a wheelbarrow full of stress. 3) A hand holding a lit cigarette over a pile of cigarettes.

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## Resilience

Individual

- The ability to adapt to adversity
- The capacity to cope
- With potential for change and growth



Community

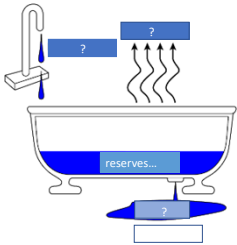


- “the ability of community members to take meaningful, deliberate, collective action to remedy the impact of a problem, including the ability to interpret the environment, intervene, and move on”

Pfefferbaum and colleagues (2005)


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Homeostasis---input, output, redistribution...  
What fulfills you, what depletes you?



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## Resilient Attitudes



- View change as challenge or opportunity
- Think realistically – keep things in perspective
- Set goals and plan action steps

Dr. Kit O'Neill

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**I Can't Control:**

- The actions of others
- My employer
- Whether the store has toilet paper
- The future, beyond my own abilities...

**I Have Choice Over**

- My attitude
- Limiting news/social media exposure
- My clinical decisions\*
- How I interact with others
- My priorities

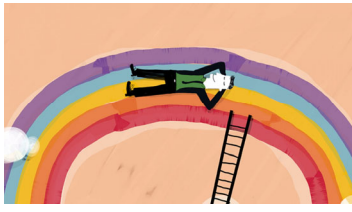
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## Resilient Behaviors

- The 3 Rs


- Rest
- Routine
- Relationships

**R<sup>3</sup>**



McLean

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## Purpose and Meaning

- An individual protective factor against burnout:
- Re-capturing the primary essence of why you went into this field...

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## Resilience



Of all variables, two of the most impactful:

- Resources (less controllable)
- Social Connectedness (more controllable) Obviously an issue if there is required social distancing, particularly if technology is disrupted...

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Resilient (and resilience enhancing) organizations have a number of traits in common.

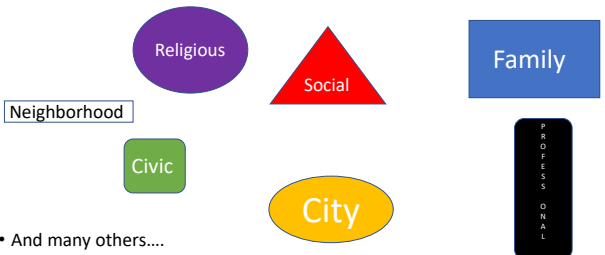
A common theme, however, is that of clarity, even in the midst of crisis:

Clarity regarding:

Guiding principles and values (mission, vision)	Direction	Acceptable practices and behaviors	The needs of staff and clients	Messaging: open, two-way communication
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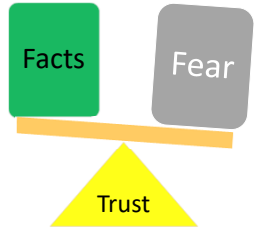
Ask yourself:  
To how many “communities” do I belong?



- And many others....

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## Communication



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## Traits of Successfully Resilient Communities:

- Strong Leadership
- Engagement of members
- Wise use of resources
- Attention to psychosocial issues



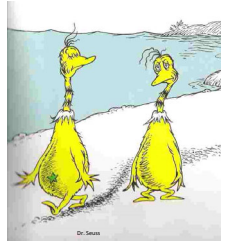
Norris et al

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## Fairness

Priorities need to be considered, given limited resources.

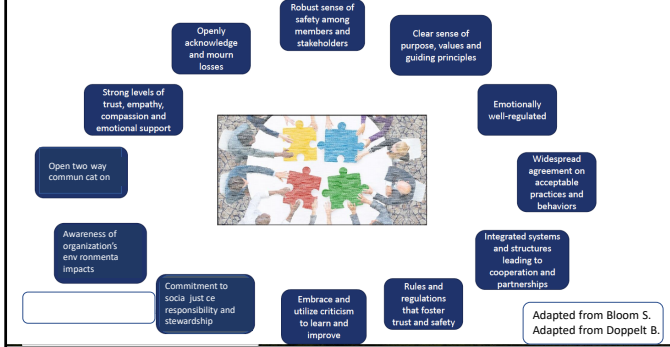
- These are difficult decisions for all.



Dr. Seuss

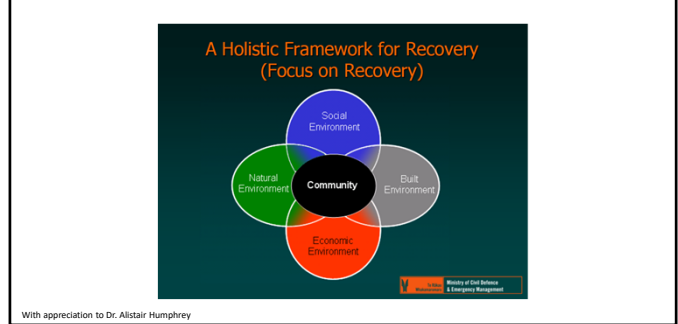
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Common traits of resilience-enhancing organizations



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A Holistic Framework for Recovery (Focus on Recovery)



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Concepts

Some have coined the term:

“Compassionate Workplaces.”

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Myths About Disasters and Resilience

- Myth 1) The majority of those impacted will develop Depression or PTSD **MYTH**
- Myth 2) Resilience is an inherent trait, and can't be learned **MYTH**
- Myth 3) All disasters result in long-term negative outcomes **MYTH**

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Responsibilities now and later

- Consider the following elements of both public health practice and phases of disaster response

Primary Prevention	Mitigation
Secondary Prevention	Preparedness
Tertiary Prevention	Response
Quaternary Prevention	Recovery

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The FACTS

- Foster Hope
- Act with Purpose
- Connect with others
- Take Care of Yourself
- Search for Meaning

Red River Resilience (redriverresilience.com)

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A couple of resources:

[behavioralhealthbridge.org](http://behavioralhealthbridge.org)



<https://www.cstsonline.org/resources/resource-master-list/coronavirus-and-emerging-infectious-disease-outbreaks-response>



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Questions? Comments?



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