Caring in the Emergency Department

SFMC ED
February 7, 2011
So, Who’s taking care of YOU?
Resilient? Or Burning Out?
The Goal....

• Recognize the signs of burnout
• Increase awareness of personal resilience
• Recover quickly when you notice burnout

Ability to *show up fully* in your life!!
What is caring?

• Different for every person
• Perceptions
• Mind, Body & Spirit
• Share an experience.
Dr. Jean Watson

Distinguished Professor of Nursing and holds an endowed Chair in Caring Science at the University of Colorado Denver and Anschutz Medical Center Campus. She is founder of the original Center for Human Caring in Colorado and is a Fellow of the American Academy of Nursing
Dr. Jean Watson

• Nursing Theory of Human Caring
  – “It is when we include caring and love in our work and in our life that we discover and affirm that nursing, like teaching, is more than just a job; it is also a life-giving and life-receiving career for a lifetime growth and learning.”
10 Caritas processes

- Practice loving kindness
- Instill faith and hope
- Nurture individual spiritual beliefs and practices
- Develop helping trusting relationships
- Promote and accept the expression of positive and negative feelings
- Use creative scientific problem-solving methods for decision making
10 Caritas process (CONT’ D)

- Perform teaching and learning that address individual needs and learning styles
- Create a healing environment for the physical and spiritual self which represents human dignity
- Assist with physical, emotional, and spiritual human needs
- Allow room for miracles to take place
Caring moment

• Take advantage of each opportunity to show your patient that you care.
• Find out the needs of the patient.
• Listen.
• And don’t forget to smile.
AIDET

- Acknowledge
- Introduce
- Duration/delays
- Explanation
- Thank
Challenge

- Leave your patients knowing you cared.
- Create a healing environment
How resilient are you?

1. I’m so resilient I bounce!!
2. I do a pretty good job staying energized
3. My energy and focus are dwindling
4. I’m so burned out I’m a pile of ashes!
What does your work/job mean to you?

1. It’s my calling. I can’t imagine doing anything else
2. I like my work; I like knowing I can make a difference
3. They call it “work” for a reason!
4. It’s a paycheck.
5. Other
Characteristics of Resilience

- Balance between work and non-work life
- Consistent attention to physical and emotional health
- Spiritual or faith practice
- A sense of meaning/purpose
- Strong Emotional Intelligence
Resilience is important.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
Consequences of Burnout

- Compromised immune system
- Poor performance at work
- Damaged relationships
- Depression
- Anger
- Brain dysfunction
- Etc.
Which of the following is the best way to foster resilience?

1. Diet
2. Exercise
3. Adequate Sleep
4. Balance (home/work/kids/spouse, etc)
5. Practicing Gratitude
6. Positive Attitude
7. Hopeful Optimism
8. Other
Emotional Competencies

- Emotional Self-Awareness
- Stress Tolerance
- Interpersonal Relationship
- Flexibility
- Optimism
- Happiness
- Reality Testing
I am skilled at these emotional competencies

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
Response - Ability

Situation -> Choice

What I Do: Goal -> Success (Efficiency) -> Result

Who I am: Values -> Responsible (Integrity)
Viktor Frankl Story

- What is your current reality?
- What do you want for your life?
  - Your Legacy
What commitment will you make today to take care of yourself and increase your resilience?
This session was worth my time.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

- **Strongly Agree**: 31%
- **Agree**: 63%
- **Disagree**: 0%
- **Strongly Disagree**: 6%