

# What is Resiliency and How Can I Develop It?

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## TODAY'S PANELISTS



**Rebecca Hellmann**

Founder and Chief  
Executive Officer



**Sue Johnston**

Chief Executive  
Officer

Thursday, December 15, 2022, 2:00pm – 3:00pm ET

# Continuing Education Information

## Evaluations & Certificates

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### Nursing

The Organ Donation and Transplantation Alliance is offering **1.0 hours of continuing education credit** for this offering, approved by The California Board of Registered Nursing, Provider Number CEP17117. No partial credits will be awarded. CE credit will be issued upon request within 30 days post-webinar.

### CEPTC

The Organ Donation and Transplantation Alliance will be offering **1.0 Category I CEPTC credits** from the American Board for Transplant Certification. Certified clinical transplant and procurement coordinators and certified clinical transplant nurses seeking CEPTC credit must complete the evaluation form within 30 days of the event.

### Certificate of Attendance

Participants desiring CE's that are not being offered, should complete a certificate of attendance.

- Certificates should be claimed within 30 days of this webinar.
- We highly encourage you to provide us with your feedback through completion of the online evaluation tool.
- Detailed instructions will be emailed to you within the next 24 hours.
- You will receive a certificate via email upon completion of a certificate request or an evaluation
- Group leaders, please share the follow-up email with all group participants who attended the webinar.



**Deanna Fenton**

Senior Manager, Program  
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## Need Assistance?

Contact Us via Zoom Chat, or  
[info@organdonationalliance.org](mailto:info@organdonationalliance.org)  
786-866-8730

# Meet Our Moderator



**Faith Hilterbrand**

Manager of External Partner Relations



# Meet Our Presenters



**Rebecca Hellmann**

Founder & Chief Executive  
Officer



**Sue Johnston**

Chief Executive Officer



# What is Resiliency and How Can I Develop It?

Sue Johnston, CEO

*Critical Incident Stress Consultants*

Rebecca Hellmann, Founder

*Present Life, Beautiful Life*

Moderator: Faith Hilterbrand, Manager of External Partner Relations

*Lifeline of Ohio*



# What is resilience?

*“The capacity to prepare for, recover from and adapt in the face of challenge, stress, adversity or trauma”*

# Resilience exists on two levels

Individually:

Utilizing **PROTECTIVE PRACTICES**  
that restore/rebalance the  
nervous system

Organizationally:

Providing and adjusting  
**RESOURCES** to “get the work  
done” and be ready for the next  
task



# The operational value of resilience:

- Burnout - Emotional exhaustion, depersonalization, decreased personal accomplishment
- Engagement
- Absenteeism
- Job turnover rate
- Medical errors, ethical lapses, workplace safety, team collaboration

1. Maslach, C. et al. (1981) The measurement of experienced burnout. *J Organ Behav.* 2(2):99-113; 2. Kress, J. et al. (2009). Improving the Recruitment and Retention of Organ Procurement Coordinators: A Survey Study. *American Journal of Transplantation.* 9: 1451–1459; 3. DTCPIInfo Listserv Mailing List-Organ Donation & Transplantation Alliance. May, 2019; 4. Taylor G. et al. (1998) The coordinator attrition problem in the United States: Myth or reality? *J Transpl Coord.* 8:88–92.



We are operating during a time of immense pressure

Competition

CMS Metrics

Lingering exhaustion & burnout



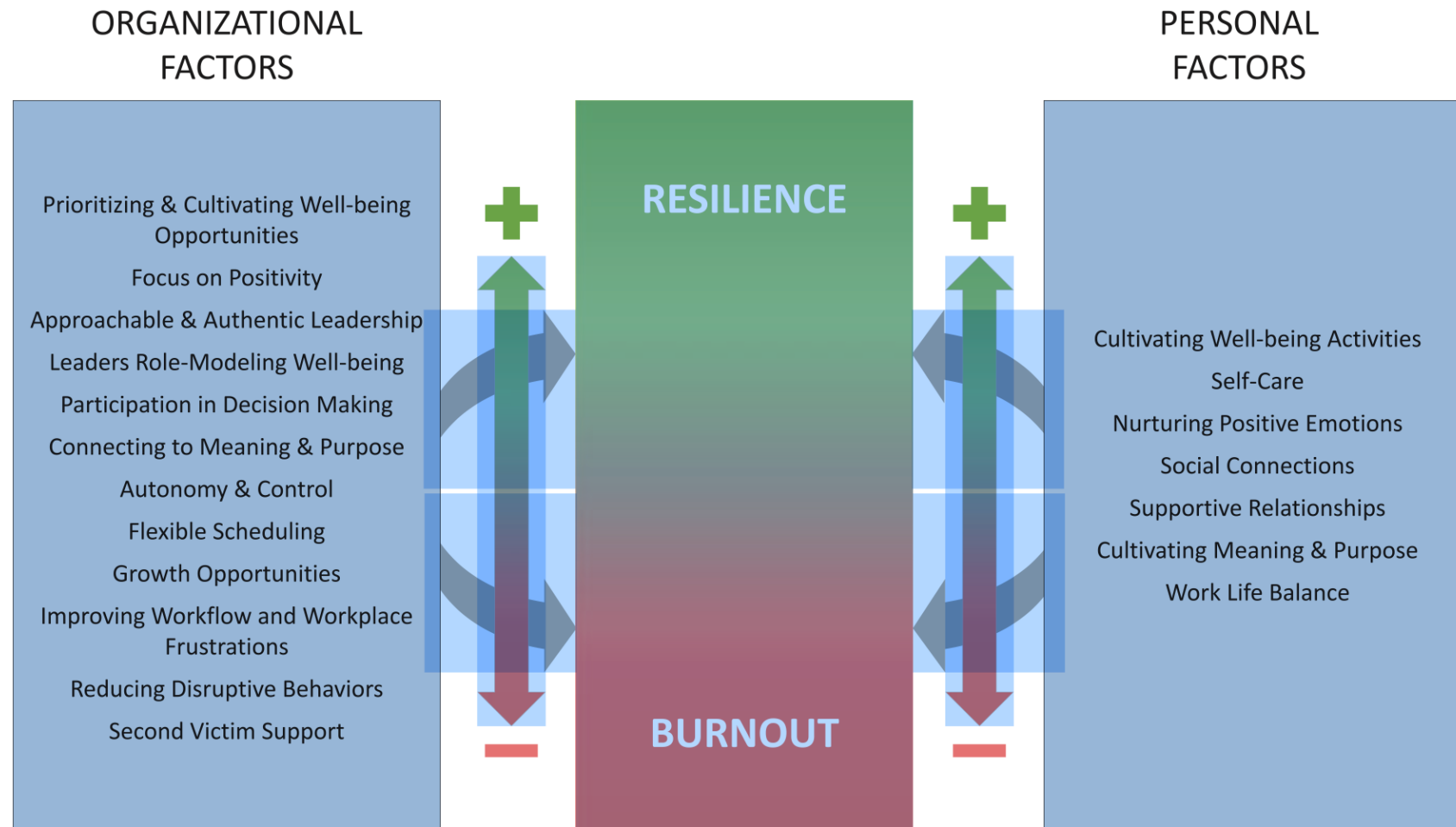
Hospital partner stresses

Family pressures

Understaffing

Financial instability

# Evidence-based strategies to improve resilience



Source: The Science of Healthcare Worker Burnout, Rehder et al; Archives of Pathology & Laboratory Medicine, September 2021



# Recognizing the signals of stress

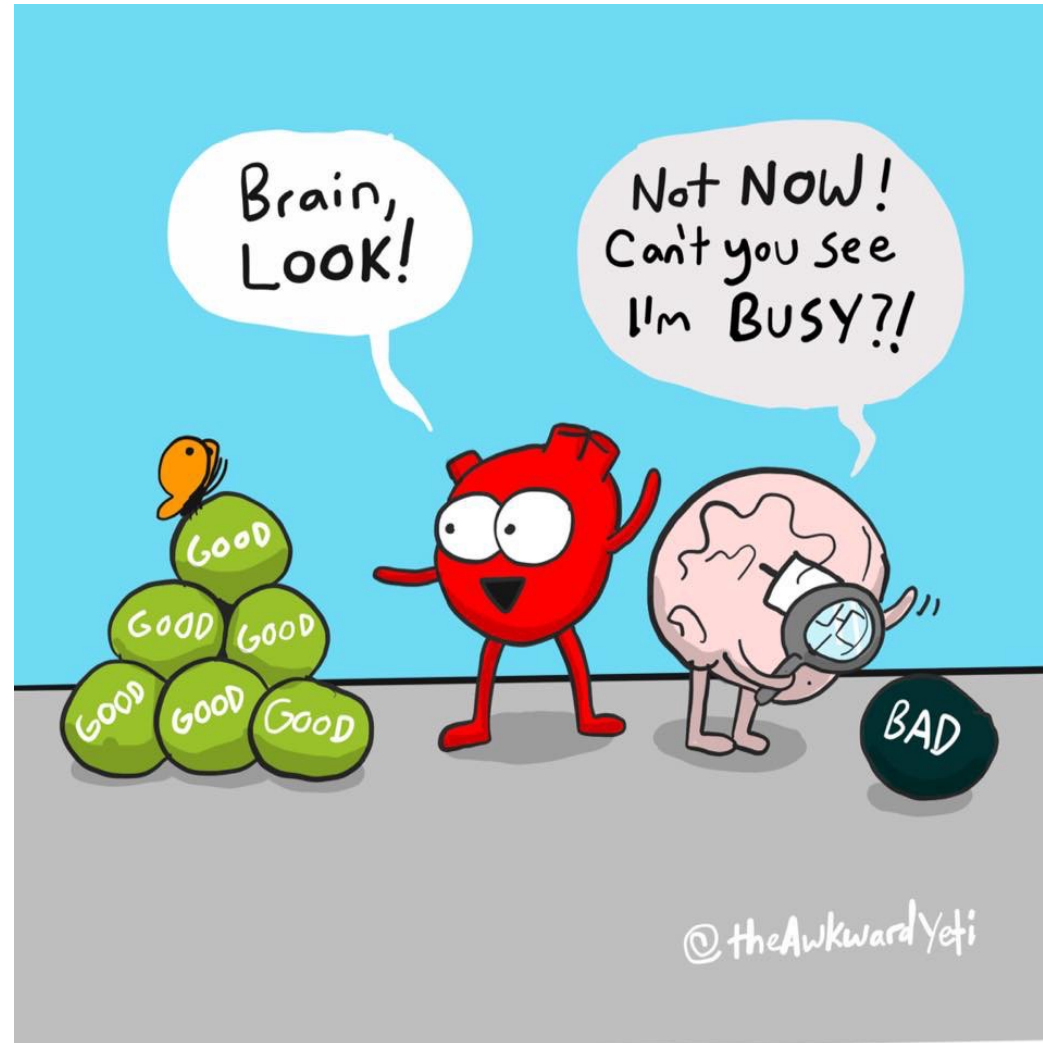
Physical	Cognitive	Emotional	Behavioral	Spiritual
Bodily reactions	Thoughts or self-talk under stress	Feelings <ul style="list-style-type: none"><li>• Overwhelmed?</li><li>• Irritable?</li><li>• Agitated?</li><li>• Numb?</li><li>• Other?</li></ul>	Actions/Reactions <ul style="list-style-type: none"><li>• Not talking</li><li>• “Snapping” or yelling?</li><li>• Impulsive reaction</li><li>• Other?</li></ul>	<ul style="list-style-type: none"><li>• Beliefs/attitude</li><li>• World view</li><li>• Cynicism vs optimism</li></ul>

# Personal Protective Practices

“Bite” sized practices that are “donned” during the work shift that protect from toxic stress

Physical	Cognitive	Emotional	Behavioral	Spiritual
Recognize and rate	Reducing rumination	The Pause	Social connection	Addressing moral distress
RESET/Return: a 2-minute protocol	Self-talk/narrative	Re-regulation skills	Conflict/Rude behavior management	Connecting to meaning
Strategies for sleep	Resource inventory	Professional grief management skills	Discharging behaviors	
	Three Good Things	Perfectionism/Acceptance of outcome		
Critical Incident Stress Conversations/Destress Discussion/Second Victim Services				

# Combating the Negativity Bias



# Rebalancing the Scales

Be aware of the bias

Practice Gratitude

Savor the Good

Reframe the way you think

Ask "what went well?"

Positive Self Talk

# Mindfulness:

## We can't work with what we can't see



Notice when negative emotions are present (overwhelm, frustration, apathy, etc.)



Strengthen ability to not judge or over-identify



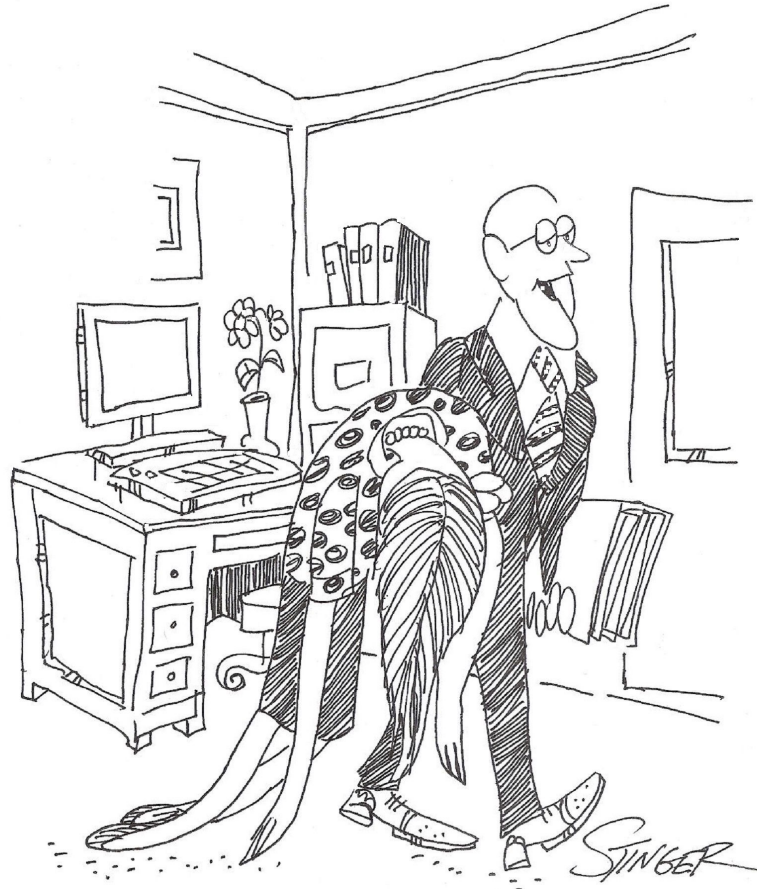
Begin to relate to oneself in a supportive fashion (mindful self compassion)



Embrace practices that can be done “In the moment”



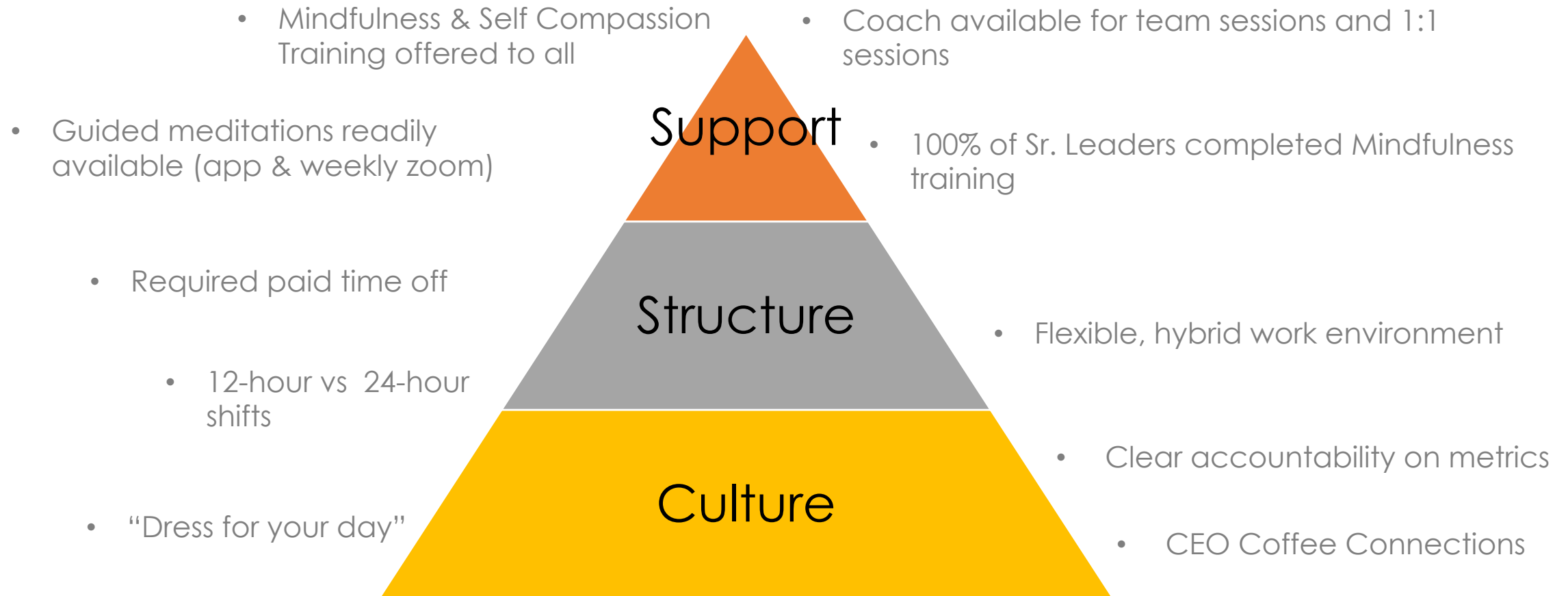
# Valuing resilience in the workplace



" That was a difficult project- now let's  
move on to the next assignment. "

- Leaders model, expect and direct to resilience
- Evidence-based resilience management practices  
(Mayo Clinic, Duke University)
- Access to training/coaching in unique OPO resilience skills
- Destress discussions
- Resilience/stress management individual goals
- Sleep and overwork policy

# OPO#1 on the ground work examples



“Equipping everyone to show up as their best selves allows us to save more lives”

# OPO #2: Destress discussions/stress debriefs/ second victim



Identify Potentially Disturbing Events/case situations (PDE)



Reach-outs



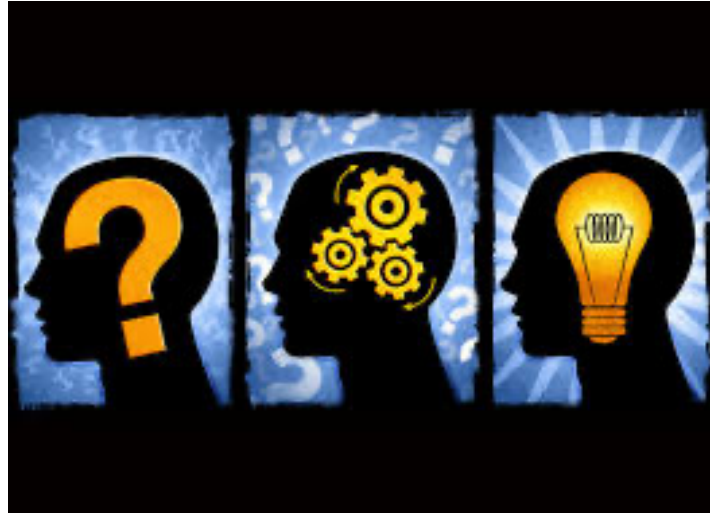
Destress discussions

# How can resiliency be measured?

1. Formal measures: Emotional Exhaustion and Emotional Thriving and Emotional Recovery (1)
2. Organizational measures: Engagement, retention of coordinators, unplanned callouts

1. Rehder, K. et.al. (2021) The Science of Health Care Worker Burnout; Assessing and Improving Healthcare Worker Well-Being . *Arch Pathol Lab Med.* Vol. 145

# Light Bulb moments?



Sue Johnston, CEO



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# A Special Thanks to Our Presenters



**Rebecca Hellmann**

Founder & Chief Executive  
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**PRESENT LIFE**  
BEAUTIFUL LIFE



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Critical Incident  
Stress Consultants

# Q & A

QUESTIONS & ANSWERS