

HOUSTON  
**Methodist**<sup>®</sup>  
LEADING MEDICINE

# Why **build** resiliency?

## Psychological Injuries:

	Burnout	Compassion Fatigue	Vicarious Trauma	Moral Injury
Definition	is a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. It occurs when you feel overwhelmed, emotionally drained, and unable to meet constant demands	indifference to charitable appeals on behalf of those who are suffering, experienced as a result of the frequency or number of such appeals.	is the emotional residue of exposure that counselors have from working with people as they are hearing their <b>trauma</b> stories and become witnesses to the pain, fear, and terror that <b>trauma</b> survivors have endured. It is important not to confuse <b>vicarious trauma</b> with "burnout".	refers to an injury to an individual's moral conscience and values resulting from an act of perceived moral transgression, which produces profound emotional guilt and shame, and in some cases also a sense of betrayal, anger and profound "moral disorientation".
Opportunity Type	Referral	Wellness Support	Staff Care	Both

# How this came about

1 "Burnout" continues to increase in healthcare professionals

2 HM System focuses on opportunities for self care at work

3 Music Therapists respond to unit needs

4 System recognizes MT as opportunity to provide resilience training

# Wellness

## Wellness

1 : the quality or state of being in good health especially as an actively sought goal

(Merriam- Webster, 2019)



(National Wellness Institute, N.A.)

# Care

## Care:

1 : suffering of mind : **GRIEF**

2 A : a disquieted state of mixed uncertainty, apprehension, and responsibility

B : a cause for such anxiety

3 : painstaking or watchful attention

4 : regard coming from desire or esteem

5: **CHARGE, SUPERVISION**

6 : a person or thing that is an object of attention, anxiety, or solicitude



# Wellness Support vs Staff Care

## Wellness Support

- Proactive initiatives
- Regular intervals
- Daily effects of work
- Boundaries:
  - Part of team
  - Establishing guidelines for referrals
  - Implementation (cost and time)

## Staff Care

- Reactive responses
- Event-specific
- Over and above daily work stressors
- Boundaries:
  - Non team member lead
  - Establishing guidelines for referrals
  - Implementation (cost and time)

# Wellness Support

- Considerations:
  - Who is the best person to provide this on this unit?
  - Who can collaborate or co-facilitate?
    - Ongoing committee
  - What are the specific units needs?
    - Main contact(s) for unit?
  - Costs (Supplies & Time)
- Boundaries
  - Not therapy!
  - Watch for Wellness Support opening Staff Care needs
- Debriefing
  - With main contact
  - With manager/supervisor & collaborators

# Wellness Support

## Creativity-Focused Opportunities

- Mid-week Melodies
- Whiteboard Song-Inspired Art
- Interdisciplinary Songwriting
- Self-Compassion Origami Heart



## Education-Focused Opportunities

- Taming Tension Classes with Wellness Team
- Wellness for Palliative Care Team
- TIC-TAC Continuing Education







**I HAVE BEEN CHANGED "FOR GOOD"**

**STEP 1: WHO IN YOUR WORK "FAMILY TREE" HELPS YOU TO BE BETTER?**

**STEP 2: PLACE THE BUTTERFLY ON THE TREE**

**STEP 3: LISTEN TO THE SONG & REFLECT**

**STEP 4: REPEAT AS OFTEN AS NEEDED**

*Because I knew you...*

*I have been changed for good.*

# I HAVE BEEN CHANGED "FOR GOOD"

## STEP 1: WHO IN YOUR WORK "FAMILY TREE" HELPS YOU TO BE BETTER?



Think about how this person has supported you and select a butterfly to represent them.

## STEP 2: PLACE THE BUTTERFLY ON THE TREE.

Notice all the leaves "butterflies" on the tree. Each one representing an important and unique individual on our team.



## STEP 3: LISTEN TO THE SONG & REFLECT



Scan QR code with your smart phone: "For Good" from the musical "Wicked." Notice themes of compassion, love and forgiveness. The lyrics are on the back of this card.

## STEP 4: REPEAT AS OFTEN AS NEEDED

This board will be here for the next 3 months. Add as many butterflies as you wish or reflect on the song as a reminder of the support available to you.



# "FOR GOOD" FROM WICKED



I'm limited  
Just look at me - I'm limited  
And just look at you  
You can do all I couldn't do, Glinda  
So now it's up to you  
For both of us - now it's up to you...

I've heard it said  
That people come into our lives for a reason  
Bringing something we must learn  
And we are led  
To those who help us most to grow  
If we let them  
And we help them in return  
Well, I don't know if I believe that's true  
But I know I'm who I am today  
Because I knew you...  
Like a comet pulled from orbit  
As it passes a sun  
Like a stream that meets a boulder  
Halfway through the wood  
Who can say if I've been changed for the better?  
But because I knew you  
I have been changed for good

It will may be  
That we will never meet again  
In this lifetime  
So let me say before we part  
So much of me  
Is made of what I learned from you  
You'll be with me  
Like a handprint on my heart  
And now whatever way our stories end  
I know you have re-written mine  
By being my friend...  
Like a ship blown from its mooring  
By a wind off the sea  
Like a seed dropped by a skybird  
In a distant wood  
Who can say if I've been changed for the better?

But because I knew you

Because I knew you

I have been changed for good

and just to clear the air  
I ask forgiveness  
For the things I've done you blame me for

But then, I guess we know  
There's blame to share

And none of it seems to matter anymore

Like a comet pulled from orbit  
As it passes a sun  
Like a stream that meets a boulder  
Halfway through the wood

Like a ship blown from its mooring  
By a wind off the sea  
Like a seed dropped by a bird in the wood

Who can say if I've been  
Changed for the better?  
I do believe I have been  
Changed for the better

And because I knew you...

Because I knew you...

Because I knew you...  
I have been changed for good...







- Considerations:
  - Who is the best person to provide this on this unit?
  - Who can collaborate or co-facilitate?
    - Ongoing committee
  - What are the specific units needs?
    - Main contact(s) for unit?
  - Costs (Supplies & Time)
- Boundaries
  - Not therapy!
  - Referral resources
- Debriefing
  - With main contact
  - With manager/supervisor & collaborators

## Creativity-Focused Opportunities

- Butterfly Art / Lyric Dedication
- Let Go/ Hold On
- Resiliency Retreat
- Project Lavender
- Motivational Moments
- Hang Ten (after Harvey)

## Mixed: Proactive & Reactive

- Safety Nest
- Reflect & Release

## Education-Focused Opportunities

- Trauma Informed Care- Training
- Psychological First Aid
- QPR Training



**“We do not heal the past by dwelling there; we heal the past by living fully in the present.”**

**~Marianne Williamson**



# Safety Nest



## “Good as You” by Kane Brown

See the way you're taking care of your Mama  
The way you're taking care of me  
The way you light up any room, girl  
You're what this world should be  
Tomorrow, tonight, the rest of my life  
I wanna be the man you want me to be  
So startin' right now, girl, tell me everything you  
need  
I just wanna wake up everyday here in this bed  
Never leave 'I love you' left unsaid  
It might take a hundred lifetimes to do  
But baby, I just wanna be good as you  
Girl, you're more than just the surface  
Yeah, you got that heart of gold (heart of gold)  
So when it comes to loving you, baby  
No, it will never get old  
Tomorrow, tonight, the rest of my life  
I wanna be the man you want me to be  
So startin' right now, girl, tell me everything you  
need  
I just...



# Create your own opportunity!

## Wellness Support

- How a person contributes to their environment and community, and how to build better living spaces and social networks
- The enrichment of life through work, and its interconnectedness to living and playing
- The development of belief systems, values, and creating a world-view
- The benefits of regular physical activity, healthy eating habits, strength and vitality as well as personal responsibility, self-care and when to seek medical attention
- Self-esteem, self-control, and determination as a sense of direction
- Creative and stimulating mental activities, and sharing your gifts with others
- Find meaning in their work

## Staff Care

- How was a person related to the event
- Pre-existing thoughts and perceptions
- Questioning of pre-existing thoughts and perceptions
- How does this align with the person's core values
- How does this conflict with the person's core values
- Does this change the person's professional role or function in the workplace
- What are the person's personal resources that will help them cope and integrate new thoughts in response to the event
- How does the person identify when they need to reach out for additional support



# References:

Dean, W. & Talbot, S. (2019). Moral injury and burnout in medicine: a year of lessons learned. Retrieved from: <https://www.statnews.com/2019/07/26/moral-injury-burnout-medicine-lessons-learned/>

Dyrbye, L. N., Shanafelt, T. D., Sinsky, C. A., Cipriano, P. F., Bhatt, J., Ommaya, A., ... Meyers, D. (2017).  
Burnout Among Health Care Professionals: A Call to Explore and Address This Underrecognized Threat  
to Safe, High-Quality Care. *NAM  
Perspectives*, 7(7). doi: 10.31478/201707b

Miriam- Webster. (2019). Wellness. Retrieved from: <https://www.merriam-webster.com/dictionary/wellness>

National Wellness Institute. (N.A.). Six dimensions of wellness. Retrieved from: [https://www.nationalwellness.org/page/Six\\_Dimensions](https://www.nationalwellness.org/page/Six_Dimensions)