

# "Thriving" vs. Surviving During Times of Change: Enhancing Caregiver Resilience

## *Bite Sized Resilience Interventions: A Crash Course in Beating Burnout*

Presented by: J. Bryan Sexton, PhD, Associate Professor  
Director, Duke Patient Safety Center, Duke University Health System

Enhancing resilience through Bite-Sized Resilience Interventions is about refilling the largely depleted buckets of our emotional, spiritual, cognitive and physical reserves.

Before we care about quality, we have to care about our work, and before we can care about our work, we have to take better care of ourselves. The growing consensus in the peer reviewed literature is that burnout levels in health care workers are reaching the breaking point. Against the backdrop of health care reform and economic uncertainty, our resilience is even further compromised.

Quality improvement efforts frequently ignore the need to make sure that health care workers are ready for the next big initiative, and rarely do they first build up the resilience of staff before expecting even higher levels of quality and safety to be delivered. For some, jumping into innovation is a reasonable first step. But for many individuals and work units, there needs to be a focus on the workers, and their needs, to build capacity and bounce back from burnout, before providing the training and the tools to improve quality in a sustainable way.

The Bite-Sized Resilience Intervention program is a special offering by the Maryland Healthcare Education Institute (MHEI). It was created by the Duke Patient Safety Center to meet the needs of our patient safety and quality improvement communities. It is designed to be a potent and positive experience for the participants.

### Learning Objectives:

- Identify the impact of stress, fatigue and burnout on care providers and the relationship of burnout with clinical errors and quality of patient care
- Review the newest research on stress, the stress response, fatigue and sleep deprivation and the physical and emotional impact it has on health care providers.
- Facilitate resilience building for participants and for their colleagues through the use of simple, brief, evidence-based interventions (live demonstration/experiential learning) that enhance resilience through the cultivation of gratitude, the cultivation of awe and wonder, the cultivation of positivity (noticing the good), and the cultivation of relationships.

### Who Should Attend:

Clinicians of all specialties, nurses, physicians, caregivers in formal or informal leadership roles, nurses, counselors and other health care professionals.

This educational activity is jointly provided by AXIS  
Medical Education and MHEI



**REGISTER  
NOW**

### DATE/TIME

May 4, 2016  
9:00 AM – 4:30 PM

### LOCATION

Maryland Hospital Association  
Pierson Conference Center

6820 Deerpath Road  
Elkridge, MD 21075

### PROGRAM FEE

**\$295**

### REGISTER

To register, please visit [MHEI.org](http://MHEI.org).  
Questions? Contact Kelly Heacock, Program Coordinator:

**410.796.6239**  
**[kheacock@mhei.org](mailto:kheacock@mhei.org)**

## CONTINUING EDUCATION

### Accreditation Statement

This activity is planned and implemented by AXIS Medical Education and Maryland Healthcare Education Institute. AXIS Medical Education is accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

### Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 6.5 contact hours.

*Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.*

### Quality Professionals

This program is pending approval by the National Association for Healthcare Quality (NAHQ) to provide CPHQ CE credit.

### Risk Managers

This program has been approved for a total of 6.5 contact hours of continuing education credit toward fulfillment of the requirements of ASHRM designations of fellow (FASHRM) and distinguished fellow (DFASHRM) and towards certified professional in healthcare risk management (CPHRM) renewal.

### AXIS Contact Information

For information about the accreditation of this program please contact AXIS at 954-281-7524 or [info@axismeded.org](mailto:info@axismeded.org).

### Disclosure of Conflicts of Interest

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The **faculty** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty/Presenter/Planner	Reported Financial Relationship
J. Bryan Sexton, PhD.....	Nothing to disclose

The **planners and managers** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planners	Reported Financial Relationship
Dee Morgillo, MEd., CHCP.....	Nothing to disclose
Alison Burrows.....	Nothing to disclose
Kelly Heacock.....	Nothing to disclose
Katrina Coleman, MSN, RN.....	Nothing to disclose

### Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

### Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact Maryland Healthcare Education Institute at 410-796-6239 before the meeting date.

### Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by **May 18, 2016**. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.



## J. Bryan Sexton, PhD

Dr. Sexton has captured the wisdom of frontline caregivers through rigorous assessments of safety culture, teamwork, and workforce resilience. His research instruments have been used around the world in over 3,000 hospitals, in 30 countries.

His current R01 grant from NIH is a randomized clinical trial of resilience training. He has studied teamwork, safety and resilience in high risk environments such as the commercial aviation cockpit, the operating room, and the intensive care unit, under funding from NIH, NASA, AHRQ, Robert Wood Johnson Foundation, Swiss National Science Foundation, and the Gottlieb Daimler and Karl Benz Foundation.

He has found that results across industries, work settings, shifts, professions, and countries highlight a great deal about reliability in high risk environments – specifically, “you are better off changing the situation, than trying to change human nature.”

**mhei**  
Lead. Educate. Inform.

maryland healthcare  
education institute  
6820 Deerpath Rd.,  
Elkridge MD 21075  
410.796.6239 (p)  
[www.mhei.org](http://www.mhei.org)