

# Resilience for Retention

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Practical Retention Strategies for Rural Health Organizations

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# Objectives

01

Verbalize the difference between stress and overwhelm

02

Review of resilience interventions to promote retention

03

Recognize elements of diversity, equity, and inclusion as a component of resiliency intervention development

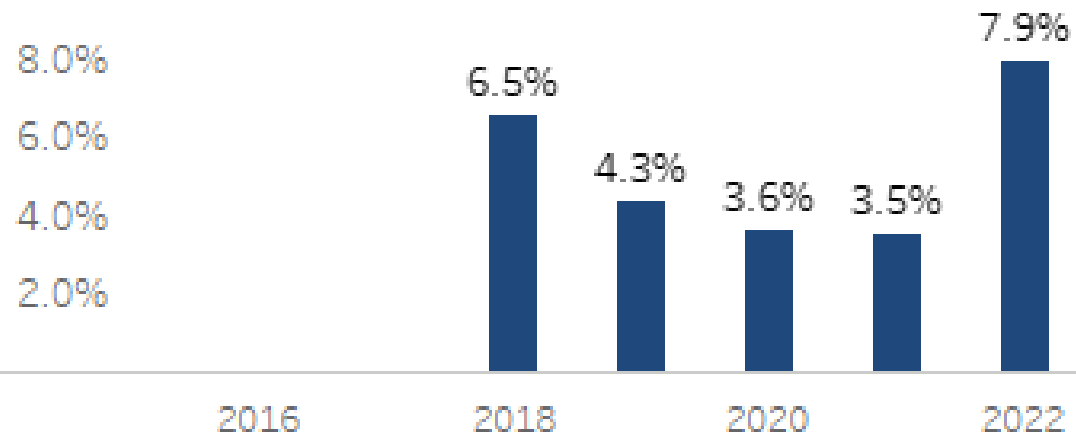
## Registered nurses

over time & percent change from previous time point

100,000

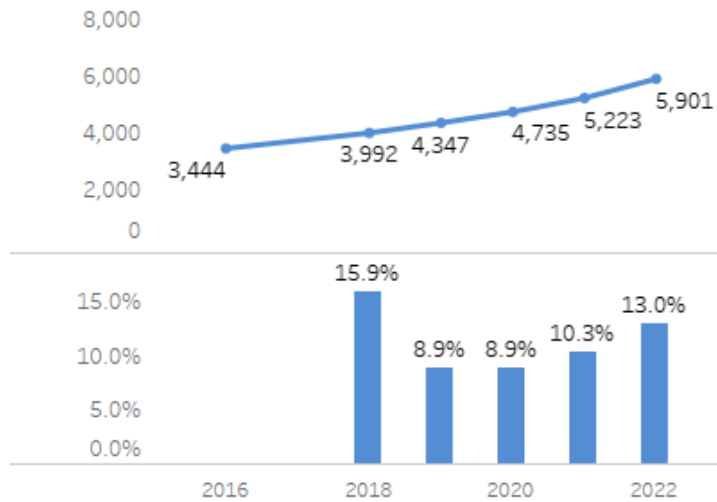


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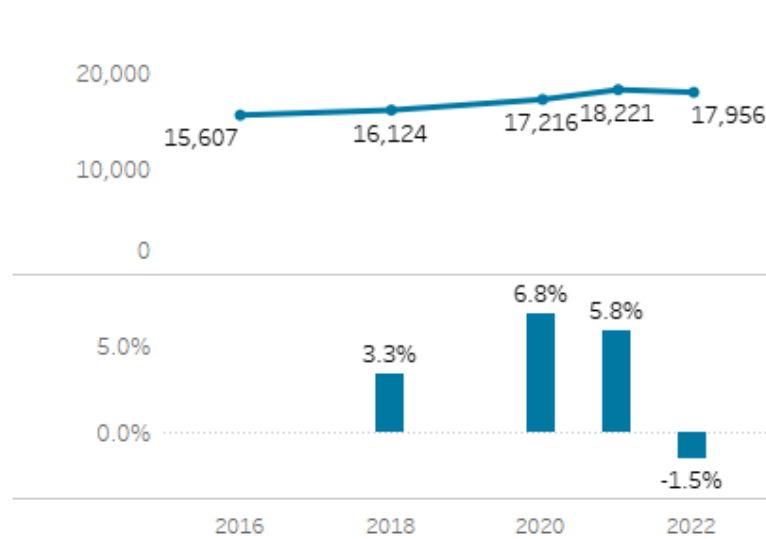
### Nurse practitioners

over time & percent change from previous time point



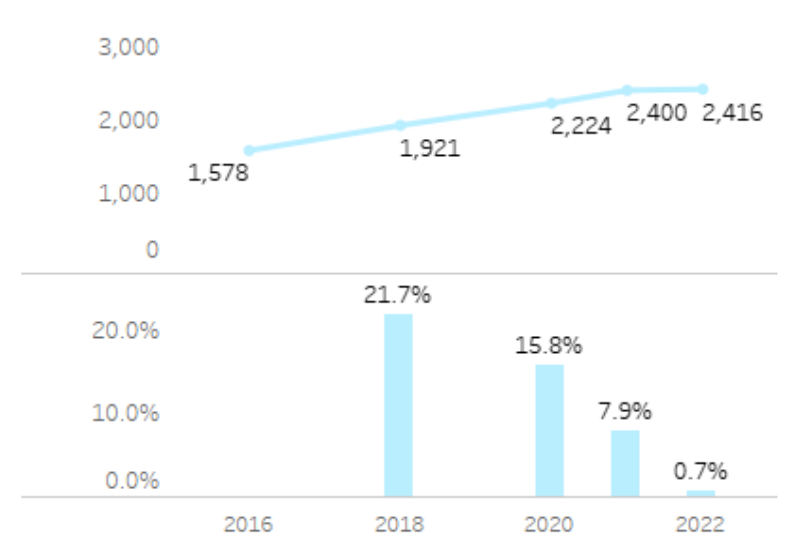
### Physicians

over time & percent change from previous time point



### Physician assistants

over time & percent change from previous time point





# Shared Language

- Stress – environmental demand > ability to cope successfully. It is manageable. (Brown)
  - Breathing, connecting, intentional body movement, laughing & creating
- Overwhelm – life is unfolding faster than our nervous system and psyche can manage (Kabat-Zinn)
  - Play and nothingness
- Burnout – don't blame the bread

# Health worker burnout can have many negative consequences



*"I can't provide the best care to my patients..."*

*"I can't get the care I need..."*



## Health Workers

- Insomnia, heart disease, and diabetes
- Isolation, substance use, anxiety, and depression
- Relationship and interpersonal challenges
- Exhaustion from overwhelming care and empathy



Personal and Relational

## Patients

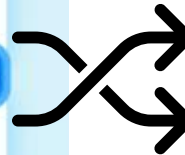
- Less time with health workers
- Delays in care and diagnosis
  - Lower quality of care
  - Medical errors



Professional

## Health Care System

- Health workforce shortages and retention challenges
- Limited services available
- Risk of malpractice and decreased patient satisfaction
  - Increased costs



Societal

## Community and Society

- Erosion of trust
- Worsening population health outcomes
  - Increased health disparities
- Lack of preparedness for public health crises

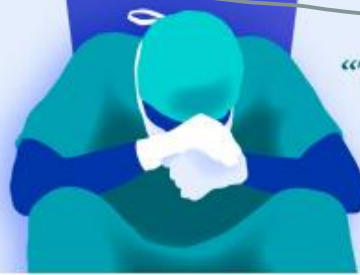


# Resilience

## Factors associated with burnout among health workers



*“This is beyond my control...”*



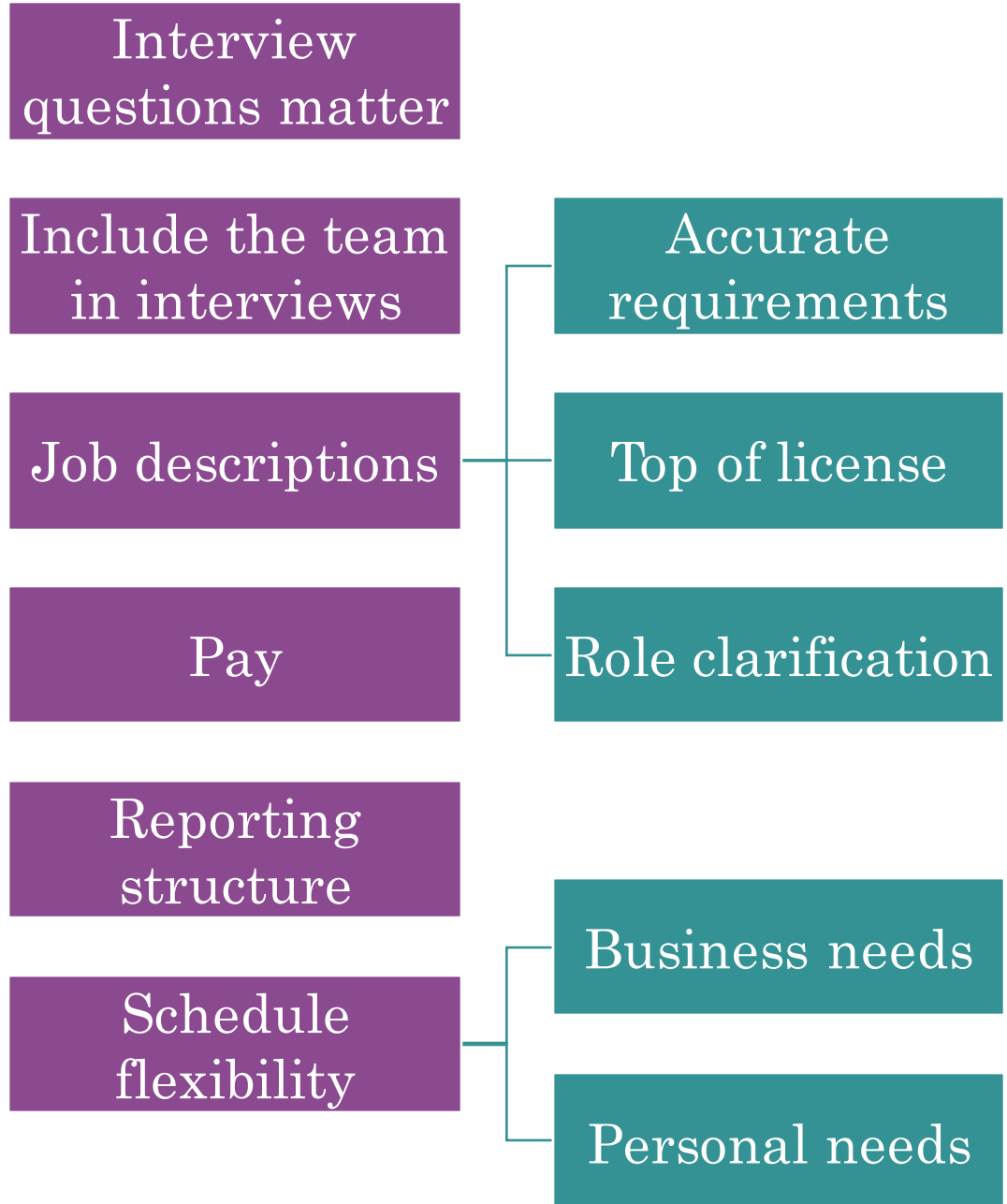
# Solutions







# Recruitment



# Leadership Goals

- Our primary job is to:
  - Support the team
  - Empower the team
  - Ensure the team has what they need to be successful (DEI mindset)
    - Emotional safety
    - Supplies
    - Freedom to do their job within their clinical scope
    - Training



# Achieving Leadership Goals

- Model self-care
  - Personal resilience plan
- Transparency
- Tailored approach
- Promote idea sharing
- Be available
  - Open door and can be reached
- Do the best you can with the information you have
- Stay involved in the day to day
  - Roll up your sleeves and get involved; not just in an emergency



# Recognition

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Top Banana  
Award

Kudos Cards

Everyday  
Achievement  
Certificate

Birthdays

Work  
Anniversaries

Important  
Milestones

Patient  
Comments

# Making Changes

1

Seek input

- Multiple ways of seeking input

2

Get buy-in

- Identify strengths
- Find a champion

3

Manage up the message

4

Understand the why

- Data

5

Team goals align with organizational goals

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# Meetings

- Open agenda for team to add topics
- Morning huddles
- Discipline specific meetings
- Plan for fun and resilience activities
- Resilience focused supervision
  - Retention conversations
  - Check in often
  - Discuss and catch burn-out early on
  - Confidentiality
  - Appropriate sharing of personal information

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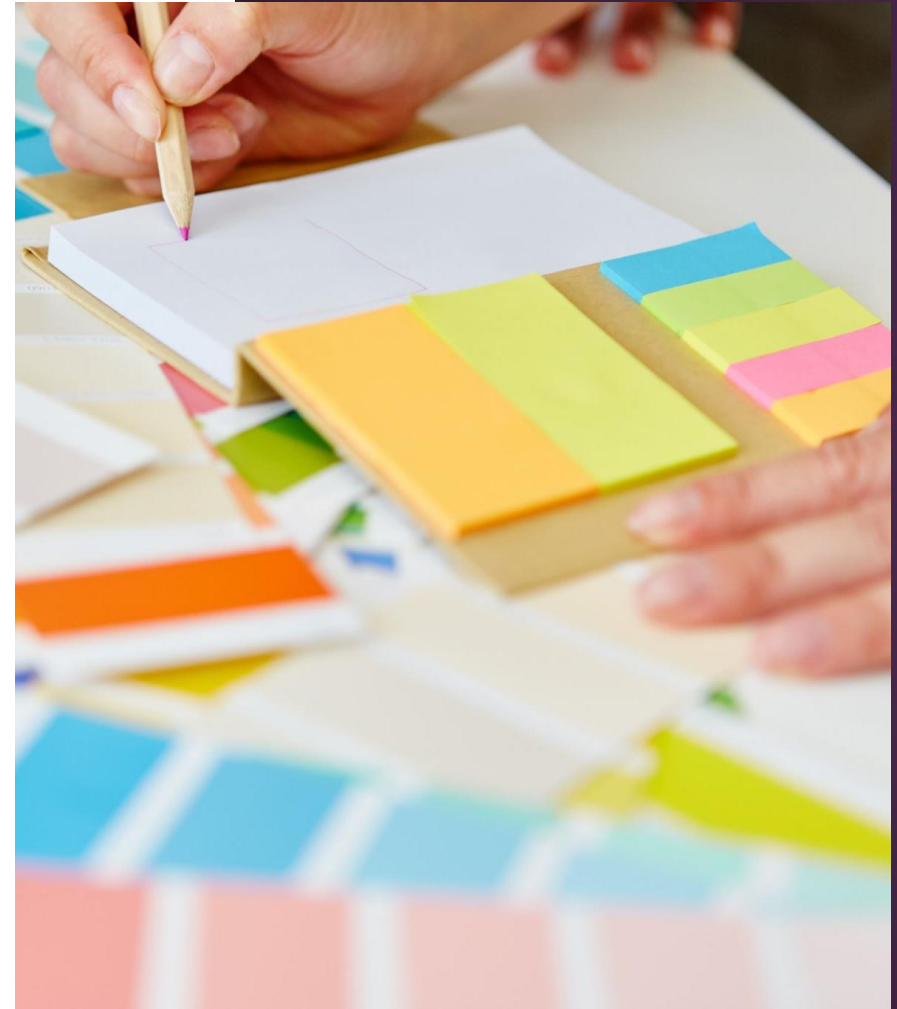
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# Resilience Focused Supervision Model

- Protected time in a conducive location
  - attend to basic needs and be intentional to help healing from past trauma
- 3 components:
  - Structural/environmental (format, setting, cultural-responsiveness)
  - Relational (strengths-based, supervisee-centered, instilling hope)
  - Work/Life Self-Care (role/responsibility, autonomy, self/staff morale, gratitude, self-compassion, work success)

# Creating Your Own Personal Resilience Plan

- Identify the resilience skills and strategy you currently use. What works well?
- Identify 2 resilience skills you would like to develop.
- Write 1 goal for each of the skills you identified.
- Identify potential obstacles in developing these skills.
- Write down 3 experiences when you overcame a tough situation and were still able to perform at your best and be optimally effective. How were you able to do it? What worked well for you? What is important to keep in mind for next time?





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That's a  
wrap!

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# Thank You Partners!

