# **Team Resilience**

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## Plan

- · What is resilience
- Model of wellbeing
- What are staff needs
- Compassion
- Practical tools



## What is resilience?

What do you think of the word?

What does it mean?

Is it different for individuals vs teams?



Liverpool Heart and Chest Hospital NHS

## Resilience

# "the capacity to recover quickly from difficulties; toughness"

"the ability of a substance or object to spring back into shape; elasticity"



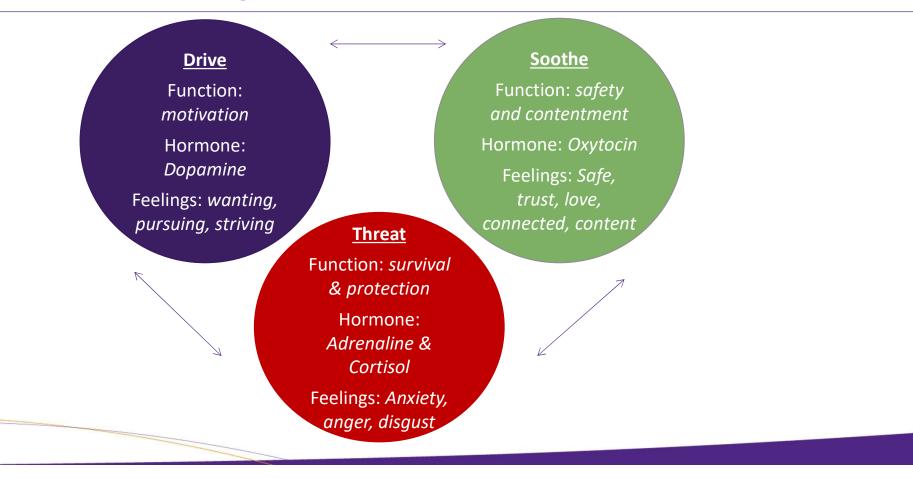
#### Not:

- Not having negative emotions
- Not struggling with difficult situations
- Not taking work home sometimes
- Built in

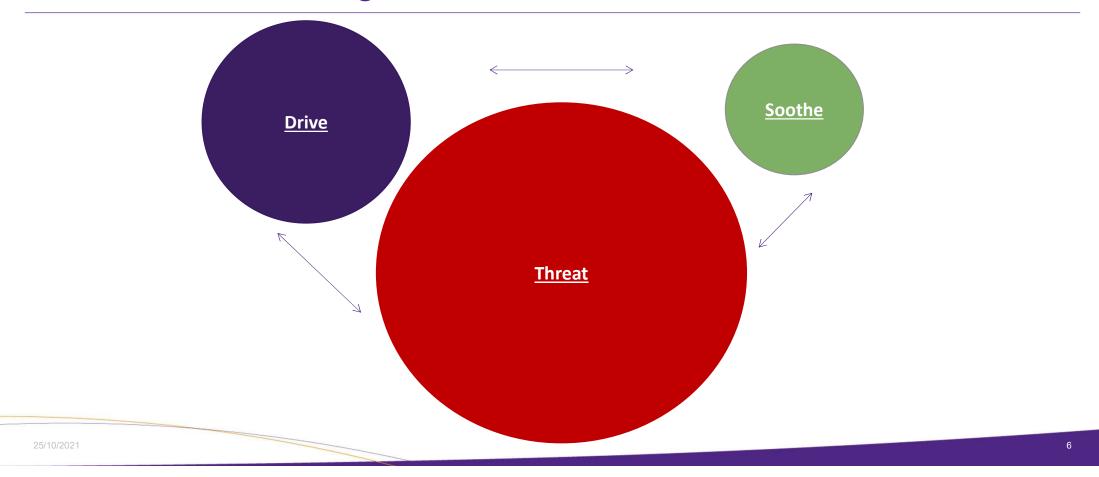
#### ls:

- How we get through
- · Learned and practiced
- · Hindered or helped by our environment

## A model of wellbeing



## A model of wellbeing



## Balancing our systems

#### Individuals

### Why?

 Reducing individual stress and distress makes us more able to do our work well, to feel good about ourselves, to feel we can cope and keep going

#### How?

- Depends on who you are!
- Identifying which system is missing, or which threats you have power to change

#### Teams

### Why?

 Evidence demonstrates that psychologically safe teams have good outcomes for patients and staff

#### How?

• The focus of the rest of this session...

#### MODEL OF WELLBEING AND PSYCHOLOGICAL CARE FOR FRONTLINE DOCTORS

EMBEDDED SUPPORT: "coffee & gas with peers" "decompression conversations"; "someone who understands" PSYCHOLOGICAL INTERVENTIONS Wellbeing hubs, interventions for

EMBEDDED SUPPORT 3 Access to psychological care, buddy/peer support, clinically reflective spaces and opportunity to connect.

PHYSICAL RESOURCES

"hot food at night, more healthy options, tea, coffee, water, comfy chairs" "it's the little things" INFORMATION AND COMMUNICATION (2)

Visible leadership, spot signs of distress, be aware of psychological care pathways, signpost, 'warm handover', normalise psychological responses to trauma, destigmatise mental health in medical professions, confidential listening ear.

BASIC NEEDS AND PHYSICAL RESOURCES FOR ALL STAFF (1) Access to Personal Protective Equipment, comfortable staff rest areas ('break-out rooms'), provide hot food /drink, shift patterns to allow time to decompress, sleep, exercise. Culture of care and shared responsibility for wellbeing.

Model cited from: Dameis et al (2021). The COVID-19 Clinician Cohort (COCCO) Study: Empirically Grounded Recommendations for Forward-Facing Psychological Care of Frontline Doctors. International Journal of Environmental Research and Public Health

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## What works:

Interventions and changes that work from the bottom up, starting with meeting basic needs.

LISTENING EAR "Safe place to talk"

LEADERSHIP

"setting a good example"

"positive role models"

NORMALISE "no one wants to admit failure as a doctor" "remove the stigma".

MANAGE THE IMPACT: "fear, anxiety, panic, guilt,

hopelessness, shock, disconnection, compassion fatigue\*

"moral injury and trauma"

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## What helps - Compassion

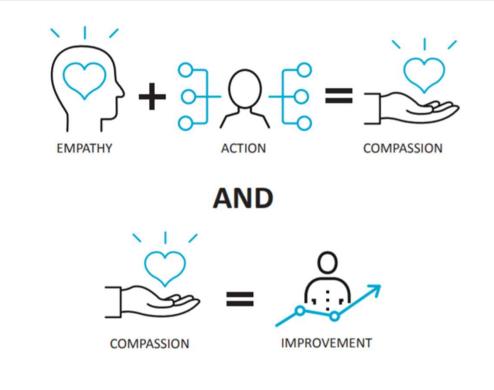


Image cited from: National forum for health and wellbeing at work (2017) Compassion at Work Toolkit

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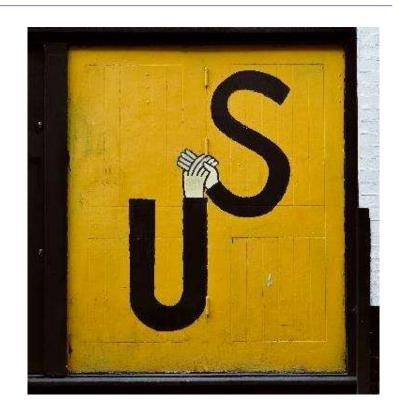
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## What helps - Psychological Safety

"Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes."

Amy Edmondson

- With psychological safety teams:
  - Take interpersonal risks
  - Learn and grow from mistakes
  - Willing to try new innovative ideas
- Without psychological safety teams:
  - Mistakes = fear, blame, self-criticism,
  - Opportunities for change = missed



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## What helps - Structures

- Check ins
- Check outs
- Debriefs
- Reflective practices



TEAM, THAT WE WANT TO CONNECT WITH TOMORROW?

Other Support Available (Ust relevant in house / other support below :

## What gets in the way

- Time
- Workload
- Ingrained opinions
- Perceived appropriateness of sharing
- Lack of resource



## Where do you start?

- How is your team? Really?
- How do you communicate with each other? Is it compassionate?
- Have you ever discussed your team values? Who and how you want to be? What you want to be working towards?
- Find out what your trusts Employee Support programme has available:
  - What interventions and support?
  - Are there dedicated psychologists to provide team support as well as individual interventions?



## How Psychology can support teams

If you have a Psychologist in your team ask about:

- Reflective practice
- Complex case meetings
- Critical incident support



## **Questions?**

