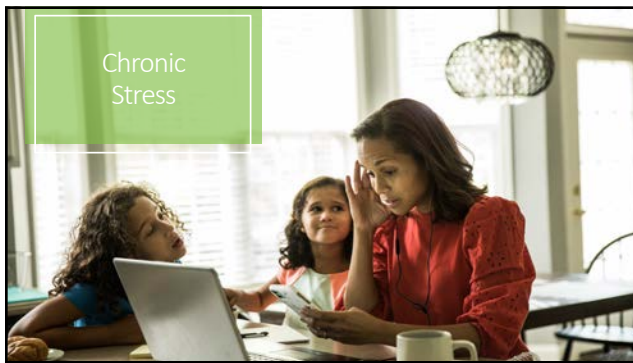


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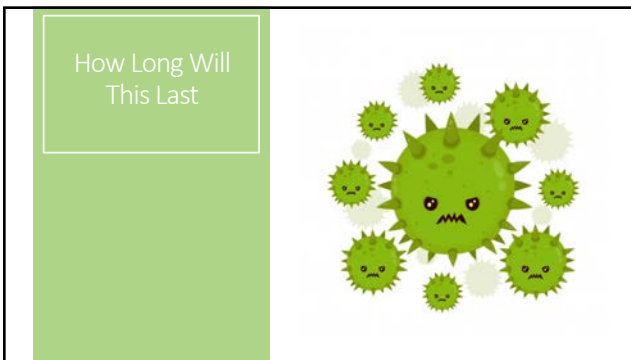
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5

Am I Dealing With Residual Stress and I Don't Realize How Much it is Affecting Me?

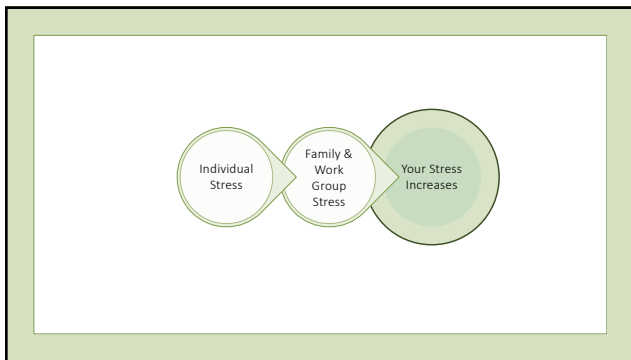
- Low frustration tolerance / short-tempered
- Feeling overwhelmed
- "I can't keep it together" at home and at work
- "I've lost my passion"
- Low energy
- My personal health and wellness is affected

6

How Do I Cope?




7



8

As a Group

- Acknowledge it
- Talk about it
- Define "I need a break" solutions
- Facilitate team-work / team spirit
- Meaningful Moments
- We can't do everything – so choose wisely
- Celebrate Successes
- Show Appreciation
- Have Fun



It's not worthwhile unless.....

9

Yes, This Means You



10

Lessons Learned from the Pandemic

"We live our lives looking forward, but we don't understand it until we look backwards."

Andrew McCarthy, CBS Sunday Morning Show, 5/9/21



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- We don't have to do things the way we thought we had to
- I don't have to be there in-person for everything, I can effectively manage remotely
- Some things are more important
- I need to be able to re-prioritize
- Some things I just need to let go of
- I flexed my "creativity" genes
- Touch base with people – give the personal touch – support is everything in times of stress, even if it is just emotional support
- I have to find time for me -

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We Learned...

- How quickly we can pivot when we need to
- We learned a lot about how to use technology to connect with our patients.
- We decreased travel but stayed connected with customers in new ways – but we learned some things need to be done in person.
- We got creative with therapy and learned we didn't really have to have all the fancy equipment to get good outcomes. How do we take that forward to create recovery within home-like environments?
- We learned a lot about how to work as a team in the facility. We communicate better as a result because we had to in times of crisis. We walked in each other's shoes.
- We learned the value of keeping our staff informed and connected.

Kelly Cooney, CCC-SLP, CHC
NMAA President, Vice President of Clinical Compliance & Training / Therapy Specialists

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We Learned...

- Communicate, communicate, communicate. Use every available tool to keep your crew, patients, families and providers informed.
- Set up time to review current processes and systems – and adjust. Just because we have always done it this way, doesn't mean we can't do it better.
- Spend more time rewarding the behaviors you want to see.
- Inspect what you expect.
- Practice active listening – the telephone game is alive and well in the business world.
- Keep moving forward with goals, plans, and the future. It gives people hope, and people were thankful for the distraction.
- Make changes. If someone or something isn't working don't wait to change.
- Trust and autonomy go a long way with a remote workforce.
- Encourage rest for all, especially YOU!

Denise Norman, President / Transitional Care Management

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We Learned...

- Our staff and residents are more resilient than we ever thought they were. Residents endured isolation from their families and remained positive and optimistic about the future. The staff has performed over 100,000 COVID test and processed at least 90 policy changes – yet they still come to work to care for those that are entrusted to their care.
- The Infection Preventionist and Infectious Disease Physicians have become an important member of the team and their expertise will be more appreciated as we move forward.
- Successful facilities were those facilities that worked as a team...with each member performing roles that were out of their "normal job duties". Those facilities that stayed in their lane did not weather the storm as well.
- The need for a consistent educational message was especially important as Social Media was a huge influence in the information that the employees believed about the virus and treatment.
- The need to change up signage and education to avoid PPE and COVID fatigue was extremely important for both residents and staff.

Michelle Stuercke, Chief Clinical Officer / Transitional Care Management

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17



18

10 Things to do Each Day

1. Get enough sleep.
2. Get enough to eat.
3. Vary the work that you do.
4. Do some light exercise.
5. Do something pleasurable.
6. Focus on what you did well.
7. Learn from your mistakes.
8. Share a private joke.
9. Pray, meditate, or relax.
10. Support a colleague.



www.istss.org www.nrcnono.org
www.compassionfatigue.org

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Self-Care Assessment

Adapted from: Qualitative Research & Qual of Medical Center, Transforming the patient experience at an academic health care institution. Boston.

The following questions are designed to assess self-care in an individual, health organization, and the health care system as a whole. There are no right or wrong answers, and you are encouraged to rate each item on a scale of 1 to 5.

1 = I do not do this at all
2 = I do this a little
3 = I do this somewhat
4 = I do this a lot
5 = I do this every day

Personal Self-Care

- 1. I get enough sleep.
- 2. I eat healthful meals.
- 3. I exercise regularly.
- 4. I take breaks during my workday.
- 5. I have time for my family and friends.
- 6. I have time for my hobbies and interests.
- 7. I have time for my personal activities.
- 8. I have time for my spiritual or religious activities.
- 9. I have time for my education.
- 10. I have time for my professional development.
- 11. I have time for my community activities.
- 12. I have time for my volunteer work.
- 13. I have time for my travel.
- 14. I have time for my pets.
- 15. I have time for my gardening.
- 16. I have time for my reading.
- 17. I have time for my writing.
- 18. I have time for my music.
- 19. I have time for my art.
- 20. I have time for my other interests.

Professional Self-Care

- 1. I have enough time to complete my work.
- 2. I have enough resources to complete my work.
- 3. I have enough support to complete my work.
- 4. I have enough training to complete my work.
- 5. I have enough information to complete my work.
- 6. I have enough skills to complete my work.
- 7. I have enough knowledge to complete my work.
- 8. I have enough experience to complete my work.
- 9. I have enough confidence to complete my work.
- 10. I have enough motivation to complete my work.
- 11. I have enough energy to complete my work.
- 12. I have enough focus to complete my work.
- 13. I have enough determination to complete my work.
- 14. I have enough persistence to complete my work.
- 15. I have enough resilience to complete my work.
- 16. I have enough flexibility to complete my work.
- 17. I have enough adaptability to complete my work.
- 18. I have enough creativity to complete my work.
- 19. I have enough innovation to complete my work.
- 20. I have enough leadership to complete my work.

Psychological Self-Care

- 1. I have enough time to think about my work.
- 2. I have enough time to think about my life.
- 3. I have enough time to think about my future.
- 4. I have enough time to think about my past.
- 5. I have enough time to think about my present.
- 6. I have enough time to think about my relationships.
- 7. I have enough time to think about my community.
- 8. I have enough time to think about my world.
- 9. I have enough time to think about my self.
- 10. I have enough time to think about my emotions.
- 11. I have enough time to think about my thoughts.
- 12. I have enough time to think about my feelings.
- 13. I have enough time to think about my beliefs.
- 14. I have enough time to think about my values.
- 15. I have enough time to think about my identity.
- 16. I have enough time to think about my purpose.
- 17. I have enough time to think about my meaning.
- 18. I have enough time to think about my fulfillment.
- 19. I have enough time to think about my happiness.
- 20. I have enough time to think about my well-being.

Burnout & Professional Self-Care

Adapted from: Qualitative Research & Qual of Medical Center, Transforming the patient experience at an academic health care institution. Boston.

The following questions are designed to assess burnout and professional self-care in an individual, health organization, and the health care system as a whole. There are no right or wrong answers, and you are encouraged to rate each item on a scale of 1 to 5.

1 = I do not do this at all
2 = I do this a little
3 = I do this somewhat
4 = I do this a lot
5 = I do this every day

Burnout


- 1. I feel exhausted.
- 2. I feel overwhelmed.
- 3. I feel stressed.
- 4. I feel frustrated.
- 5. I feel angry.
- 6. I feel sad.
- 7. I feel lonely.
- 8. I feel isolated.
- 9. I feel disconnected.
- 10. I feel alienated.
- 11. I feel resentful.
- 12. I feel cynical.
- 13. I feel pessimistic.
- 14. I feel negative.
- 15. I feel pessimistic about my future.
- 16. I feel pessimistic about my organization.
- 17. I feel pessimistic about my profession.
- 18. I feel pessimistic about my world.
- 19. I feel pessimistic about my self.
- 20. I feel pessimistic about my emotions.

Professional Self-Care

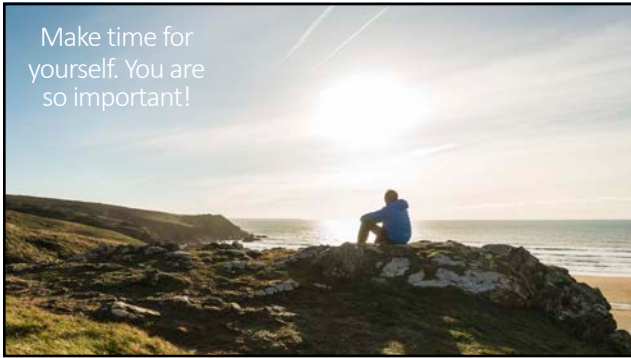
- 1. I have enough time to complete my work.
- 2. I have enough resources to complete my work.
- 3. I have enough support to complete my work.
- 4. I have enough training to complete my work.
- 5. I have enough information to complete my work.
- 6. I have enough skills to complete my work.
- 7. I have enough knowledge to complete my work.
- 8. I have enough experience to complete my work.
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- 17. I have enough adaptability to complete my work.
- 18. I have enough creativity to complete my work.
- 19. I have enough innovation to complete my work.
- 20. I have enough leadership to complete my work.

20

There are days when I wish I could wear one of these around my neck.



21



22



23



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