What are the greatest sources of stress impacting your organization today?

carrie hart: Clarity of communication and not knowing what tomorrow holds.

Ann Dunham: Employees being out due to Covid exposures, so causes short staffing.

Stacie Fobian: Staff shortages and just being plain tired

Anne: Lack of resources/staffing

Angelia: Nursing staff navigating children in online schooling; scheduling.

Dan Blazar: Community trust that we are a safe environment

Stephanie Hillman: Duality of working and helping our kids navigate school

BWEBER: Knowing the source of TRUTH in all the messages

Michael Anderson: Staffing and worries about staff health

Ellie Hubbard: Getting new materials ready quickly to help the front line and the new "normal".

Jess: Patient and families are more angry

cnheath: Burnout

Jennifer Schum: Financial impact

Vicki: Dealing with greater stresses and patient family behaviors

Bryanna Gallaway: Focus on productivity/finance, keeping up with changing guidelines, emotional exhaustion from managing home and work life (extreme multi-tasking), worrying about our colleagues, community, and loved ones.

Angelia: Staff recognizing covid will be with us much longer than originally anticipated.

Amy Bush: Loss of control, uncertainty, how to manage our own stuff alongside the needs/requirements of our work.

Stephanie Hillman: Inability to address disparities...lack of true insights that can drive change.
Ellie Hubbard: Re-organization and early retirements

mfriesen: Time with the key leaders that must be involved in decision making to move agendas forward.

bonnie weiss: patients fear and how we can best translate how important our partnership with them is and how to best engage them to be proactive.

Stacie Fobian: Workforce shortage, resource shortages, outside family stressors, worker illnesses with Covid,

Vicki: Facing the concrete realities of the impact of health disparities

Angelia: Addressing racial reconciliation while managing covid.

Vicki: Angelia, so true!!!

Stacie Fobian: There was so much love and support being shown to healthcare workers then all of sudden there was all this hate and division because of the racial injustices and political enviro. Now it is back to being unappreciated

Stephanie Hillman: you and beth did a great job

Angelia: That's huge

What have you seen as the impact of stress on your organization? What issues are you working to address?

From carrie hart: staff burnout

Maria F (she/her): low morale, disconnection from empathy when working with patients

Aly: everything is so much more stressful than before - things that would not have been stressful before are stressful now

Anne: frustration

Angelia: Diversity and inclusion committee and racial disparity in healthcare

Anne: yes, Angelia

Linda Fahey: The need to provide care for the caregivers

Stacie Fobian: staff absence, increase MH service available to employees, being virtual for meetings and being creative with the new norm

Ann Dunham: Staff getting quick to get angry on the phone with other staff.
Jenny: Increased violence from patients and visitors so we are providing debriefs for staff and increased security.

mfriesen: Absenteeism! People are just not at their best!

Amy Bush: I think during COVID we worked to recharge our staff. Now we need to provide a moment of serenity. We are working to address that by creating a well-being space for staff.

Dan Blazar: More mental health issues,

Amy Bush: and well-being offerings to staff

Angelia: Attending to each work people interaction I have, listening,

Bryanna Gallaway: On a positive note - more creativity to experiment with new ways of navigating day-to-day work. But people are tired and need connection to purpose, and actual mental health support and tactical adjustments for work-life balance.

Dan Blazar: Working to make sure staff know they are appreciated on a daily basis.

Grace Tung: Keeping staff up to date on continuously changing policies and procedures.

Bonnie Weiss: Transparency in communication - boots on the ground leadership -

Stacie Fobian: Yes. Dan. Yes. They don't want pizza parties, pens or hospital logo mask. You can tell them over and over but they still are struggling to know how much leadership appreciates them.

Maria F (she/her): Agree. More leader visibility.

carrie hart: Stacie, that is SUCH a problem. No matter how many times we may say this, it doesn't seem to break through.

Dan Blazar: Our organization is asking everyone to practice 3 good things from Dr. Bryan Sexton

Mark Rudolph: Acknowledging the pain/helplessness that clinicians are experiencing due to the burden of COVID mortality and morbidity and reframing it as an amazing opportunity to help provide patients with a good death has been a valuable ongoing conversation for the well-being of our clinicians.

Maria F (she/her): Maybe Stacie, we need to do less telling and more listening and doing.

What are you doing to support the resilience (and truly the well-being) of your teams and yourself?

Maria F (she/her): We are hosting a 30 day mindfulness challenge at Emory for the entire system.

Angelia: I serve staff via simulation, after an interaction I’ll ask them “What is good in your day?”
Mdeguzman: continuous reminders and opportunities to self-care

Maria F (she/her): each day has a different focus area around self care and connection

carrie hart: I've stepped up my Calm App usage for mindfulness and promoted ways to be mindful to staff

Ellie Hubbard: Humor and laughter whenever possible and appropriate.

Liz Glass: speak positive about changes, no one is alone when someone feels overwhelmed.

Stacie Fobian: Virtual gatherings soft side of hard stuff conversations for team members to come together and just talk about what is going on. Just talk

bonnie weiss: Thank you!!! Maybe the question to consider or give thought to is "is our current leadership equipped to lead and manage COVID"

Grace Tung: Conversation, brainstorming, not allowing ourself to feel the victim. Take control of what you can, and go from there.

Bryanna Gallaway: Holding listening sessions/PX community conversations, checking in on folks, reminding each person of their specific contributions and importance to me, the org, and our patients.

Dan Blazar: Virtual lunch get togethers

Grace I.: Being intentional about influencing and spreading positivity while being real and authentic enough to practice empathy.

Jamie Humphreys: Our behavioral health team is holding weekly presentation/discussions and is also available 24/7 for staff support.

From Maria F (she/her): our leaders have also been doing rounding town halls, where they go and talk with folks and check in on what's going on with them in their units/departments

Dan Blazar: Our Tuesday zoom call with Beryl colleagues

VHAFRERahalR: Making rounds to check on staff and patients and ask how things are going and if they need anything. People don't care how much you know until they know how much you care.

Maria F (she/her): <3 Dan Blazar <3 those have been a lifeline for me in my PTXP work

Linda Fahey: Dedicated relaxation areas in the medical centers for staff; having counseling; rounding on staff and more.....

bonnie weiss: Meet F2F or V2V (voice to voice - remote) with each employee to learn from them what challenges and fears they have and follow up with small focus group meetings about like concerns other employees
How can we as a community continue to support one another and what can we do at the Institute to take us to resilience and beyond?

Callie Hill: We have regular wellness huddles (virtually) to connect as a team and discuss how we are doing both work wise and in our personal lives. The huddle facilitator rotates and is tasked with offering something that lifted them up recently. These offerings have been everything from funny youtube videos to articles from HBR and other places, poems, words of encouragement, etc.

Ann Dunham: Keep sharing ideas for staff support and how to improve our patients' perception of our healthcare systems being safe.

Liz Glass: continue to emphasize the value of PX to those who may indifferent of the validity of PX work, idea to have regional/local PX chats via virtual session perhaps over lunch.

bonnie weiss: ask, hear, listen,

Dan Blazar: Great idea Callie, I will be happy to borrow this from you!

carrie hart: Love it, Callie! Thank you!

bonnie weiss: Thanks Callie I agree - putting on my roller skates

From Maria F (she/her): love the idea of people bringing in inspirations to the meetings. Mine would be Zeus the Siberian Husky videos from YouTube

From Stacie Fobian: Community to be offering more free resources due to budgets being cut so short there are no funds for me to draw from to get ideas and collaborate with and just visit with others in same situations. Budgets are so tight due to covid and increase demand on resources and workforce