The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
Our Speaker

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Finding Emotional Stability & Community Connection in the Midst of COVID-19 Anxiety

Allison Chrestensen, MPH, OTR/L
Principal, Tandem Healthcare Solutions, LLC
Centering Ourselves
Cultivating Connection

Self

- Patient Experience
- Embodied Experience
- Purpose & Meaning in Work
- Values, Wants, & Needs
- Team Members
Let’s talk about stress...

What do you notice about yourself when you’re stressed?
Amygdala

Hypothalamus

Sympathetic Nervous System

Fight-or-Flight
“Purposefulness and connectedness bring joy, even amidst death, chaos, fear and loss.”

- Rebecca Solnit
Mindfulness

Awareness that arises through non-judgmental attention to the present moment

-Jon Kabat-Zinn
Cultivating Mindfulness
Evidence

- Reduction in symptoms of anxiety, depression, & stress (calms emotional circuits in the brain)
- Modulation of stress response + faster recovery
- Downregulation of inflammatory pathways
- Reduction of cortisol levels
- Increase in IgA antibody levels
Resources

• Apps:
  • **Headspace**: currently free for HCWs with an NPI number
  • **Insight Timer**: includes free & paid offerings

• Soles of the feet meditation (Center for Mindful Self-Compassion)

• Expressive writing ("The Pandemic Project")
  [http://exw.utpsyc.org/index.php#tests](http://exw.utpsyc.org/index.php#tests)

• The Awake Network: free online meditation sessions for times of social distancing:
Mindful Self-Compassion
Self-Compassionate Response

Cultivate awareness of suffering

Offer ourselves a kind response

Recognize suffering as part of the human experience
Evidence

- Decreased anxiety, depression, stress, rumination, perfection, shame
- Improved life satisfaction, happiness, connectedness, self-confidence, gratitude
- Increased compassion for self & others; improved job satisfaction (among healthcare workers)
Soothing Touch

Take 2-3 deep breaths

Gently rest one or both hands on your heart
(or you may place your hands on your belly, give yourself a gentle hug, or massage the palms of your hands instead)

Notice the motion of your chest as you breathe

Courtesy, Center for Mindful Self-Compassion
Resources

• Center for Mindful Self-Compassion
  https://centerformsc.org/

• The Mindful Path to Self-Compassion
  by Chris Germer
The Humanities

Focusing on artistic expression of the human experience helps us to appreciate, absorb, interpret and be moved by the stories they tell.
Evidence/Theories*

• Offers a different means of collecting information, viewing the world, and working through dilemmas
• Provides an outlet for emotions
• Facilitates working through fundamental questions about our work
• Builds trust among team members
• Enables connection with meaningful experiences → improved job satisfaction
Resources

• Journals & newsletters:
  *Closler* (Johns Hopkins): [https://closler.org/](https://closler.org/)

• Google Art Project: [https://artsandculture.google.com/](https://artsandculture.google.com/)

• Virtual museum tours:
  The Metropolitan Museum of Art
  The National Gallery of Art
  The British Museum

• Twitter chat:
  #MedHumChat
Wild Geese
by Mary Oliver

You do not have to be good.
You do not have to walk on your knees
for a hundred miles through the desert repenting.
You only have to let the soft animal of your body
love what it loves.

Tell me about despair, yours, and I will tell you mine.
Meanwhile the world goes on.
Meanwhile the sun and the clear pebbles of the rain
are moving across the landscapes,
over the prairies and the deep trees
the mountains and the rivers.
Meanwhile, the wild geese, high in the clean blue air,
are heading home again.

Whoever you are, no matter how lonely,
the world offers itself to your imagination,
calls to you like the wild geese, harsh and exciting—
over and over announcing your place
in the family of things.
What stands out to you in this poem?

What message do you take away from it?
FREE VIRTUAL SERIES:

A Chance to Connect and Practice + Tools You Can Use!

- Mindfulness
- Mindful Self-Compassion
- Medical Humanities

To sign up, email:
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Thank you for participating