

Staff Wellbeing and Resilience

A case study from the Royal Children's Hospital (pre-Covid)

Lessons for Covid and beyond



What do you think of when you think about Nursing?

Challenges

- Long hours
- Heavy workloads
- High pressure
- Understaffing
- Death and dying
- Relationships** (at work and home)



Benefits

- Flexible hours
- Caring for others/empathy
- Challenging and rewarding work
- Ongoing education
- Team work



Creating a nurse-centered wellbeing program

Beginnings

Program design

How it looked on the ground

Outcomes

Insights and lessons

Actions you can take

Beginnings...

Trauma informed Yoga (TSY)

TSY invites participants to explore breathing, moving, strengthening, stretching and resting, in an accessible, supportive, and non-judgemental environment

Elements of traditional yoga are modified to build an experience of empowerment and cultivate a more positive relationship to one's body

Evidence-based practice for: traumatic stress, complex trauma, PTSD, and other related behavioural and emotional conditions

Challenges/Opportunities

- Staff schedules and availability
- Accessibility and space
- Lack of connection to nurses and wards
- Too solution focused, not problem facing

Additional:

- Siloing between wards, ward level management and OHS
- Communication with other hospital service providers

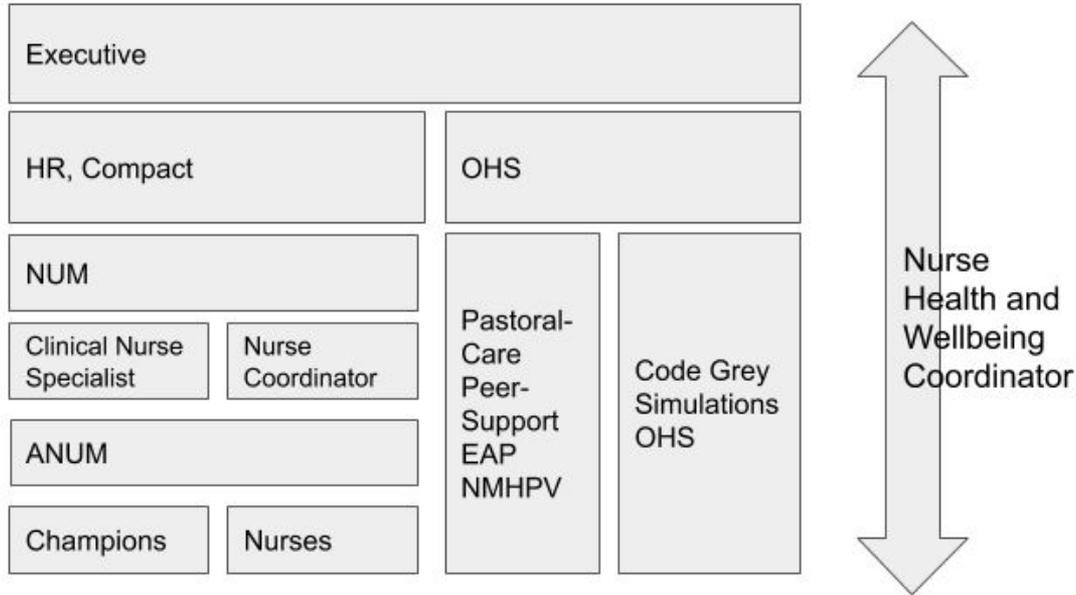
Nurse Health and Wellbeing coordinator

Role Purpose

- Work collaboratively with nurses and nurse unit managers (NUMs) to identify wellbeing priorities
- Use agile design thinking to create, implement, test and iterate activities to support wellbeing
- Work across wards and throughout levels of management to de-silo wellbeing strategies and activities
- Identify and report barriers and enablers to staff wellbeing - Both on the wards and to OHS.

“I feel the nurses wellbeing is dependent on the support we receive on the ward. I'd like to say that we don't need any extra support, that we are professionals and regardless we can do our jobs; what we are paid to do. And we can. However, I also believe that the emotional support is the difference between us coming to work and doing our jobs and coming to work and feeling empowered to go above and beyond with our work. With that said, I think your role is very necessary.” (Nurse)

Stakeholder Engagement



Link nurses with existing resources and build trust between hospital stakeholders so they are used more frequently by nurses to support their wellbeing

“We (code grey team) have really appreciated Shawn’s pro-activeness in approaching us to understand our roles and to highlight where we can support staff to better support them in managing difficult situations. As a code grey team our role is to support staff in serious situations so having the opportunity to reflect with staff is really beneficial to all of our working relationships. It appears that you have a really unique position to be able to advocate for nurses and tailor appropriate support and education.” (Code grey team coordinator)

Nurse Health and Wellbeing coordinator Pilot

Goal

Support the reduction of nurse burnout (leave, workcover claims, turnover) by promoting and supporting nurse wellbeing and resilience

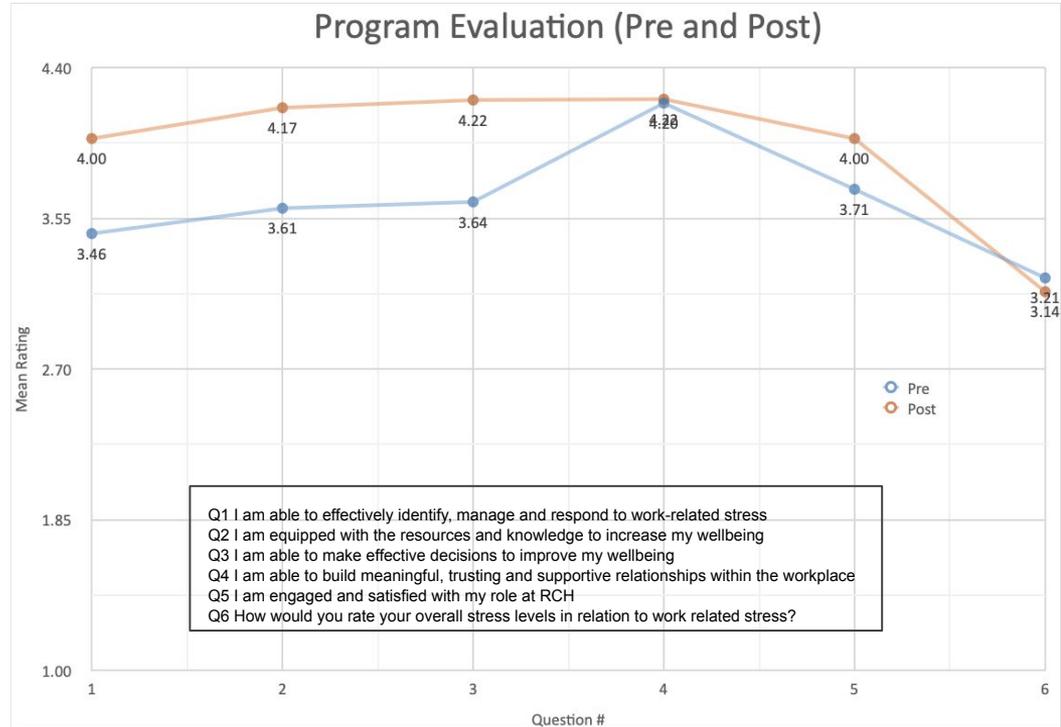
Pilot

- 6 months
- 0.6EFT 4 days a week
- 4 wards approx. 60 staff per ward
- Each ward has approx. 60 nurses
- Participation was voluntary
- Pre and Post Survey

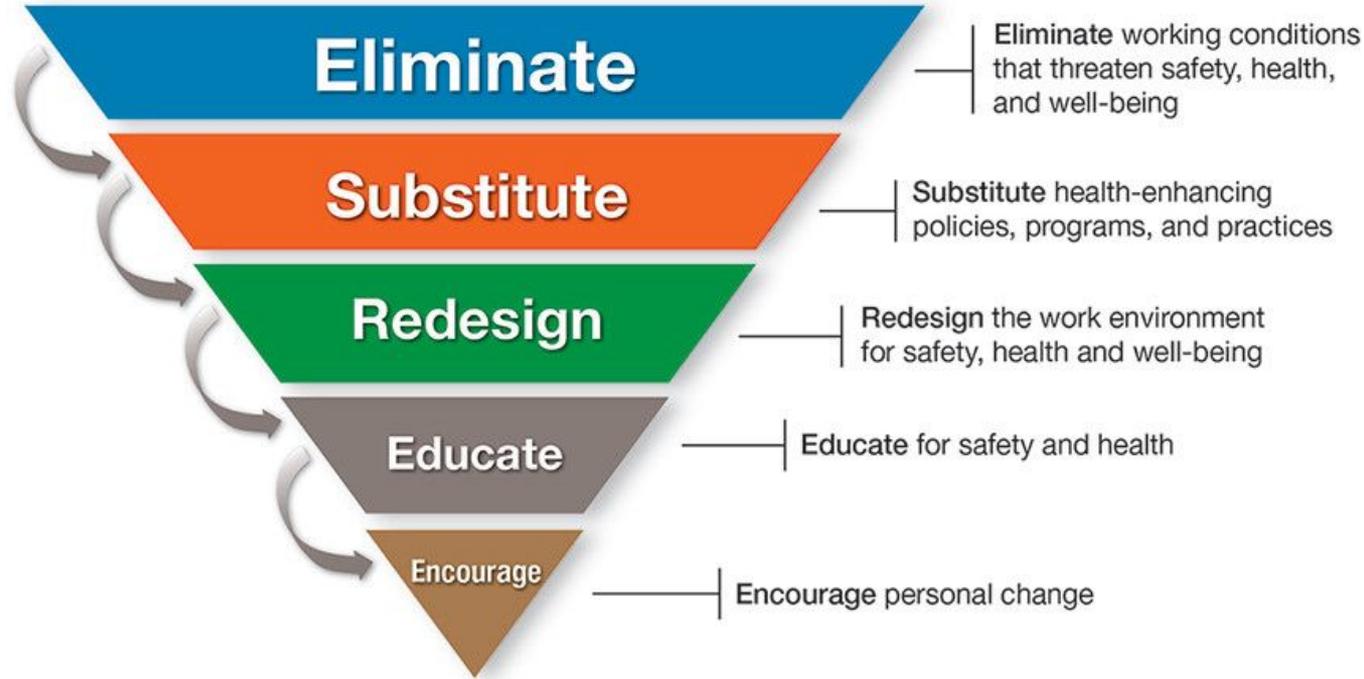
A typical day

- Liaise with Nurse Unit Manager (NUM) or nurse coordinator to set priorities discuss wards, including executive strategies or ward-based events
- Time on ward/s, connect with staff identified by NUM as needing extra support, and facilitate ad hoc and incidental support sessions
- **Start-of-shift** session with a focus on training and education in line with priorities set with NUM, and designed to enhance social connection and trust to increase cooperation. Bring other educators and stakeholders in where appropriate
- **End-of-shift** session with a focus on wellbeing and mental health in line with priorities set with NUM. E.g.
 - Stress management
 - Self-care strategies
 - Yoga (when possible), mindfulness

Wellbeing Outcomes



Psychologically Healthy and Safe Workplace



Insights and Lessons

Enabling staff wellbeing and resilience

- Wellbeing is a culture built on care
- Wellbeing programs need to be responsive and collaborative (not just top down strategies)
- Invest in practices and activities that build respect, trust, belonging (not only builds culture, but reduces behaviour that negatively impact wellbeing)
- Systems & processes must be consistent with a wellbeing culture
- Lead by example

Actions you can take

Invest in your wellbeing culture and staff

- Belonging
- Authenticity
- Trust
- Leadership**

Thank you

Want to learn more?

Email me: Shawn@gatherwellnessdesigns.com.au