Practitioner resilience: – Working in tough times

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Practitioner Resilience

• The What?
  • What is the adversity and the challenges for practitioners - Practicing in tough times

• The Why?
  • Why bother, and why build resilience in practitioners - Overview of practitioner resilience research

• The How?
  • How to make ‘resilient moves’ in practice?
The what?

Recommendations for tackling work related stress in the caring professions with benefits to service users, staff and organisations have been reported by Boorman (2009).
Staff well-being... an ‘antecedent’ to patient care experience

‘Well-being bundles:’
- A good local (team)/ work-group climate
- Co-worker support
- Job satisfaction
- A positive organisational climate
- Organisational support
- Low emotional exhaustion
- Supervisor support

(Maben et al 2012 commissioned by the National Institute of Health Research)
Four waves of resilience research (Masten, 2007)

1st wave
individual focus

2nd wave
process orientation

3rd wave
intervention focus

4th wave
systemic approach

5th wave ?
Collaborative social justice approach

4th ‘The qualities of both the individual and the individual’s environment that potentiate positive development’ (Ungar & Liebenberg 2011:127)

5th ‘Beating the odds, and finding ways of changing the odds’ (Hart, Gagnon, Aumann, & Heaver, 2013)
Testimony for other

- Exercise1

- Think of a practitioner who you would describe as resilient?
Practitioner resilience across professional groups

Overlaying PR on Adamson et al 2012 resilience matrix

**Self**
- Attributes
- Personal history & sensitisation
- Moral & ethical code
- Beliefs and spirituality 1, 2
- Self-awareness & protection 4

**Mediating factors**
- Work-life balance 1, 4
- Developmental learning
- Self-reflection & insight 1, 4
- Coping/relational skills
  - Laughter and humour 1
  - Mood changers 4
- Supervision / peer support
  - Reflective skills & insight 1, 4
- Professional identity 1, 3, 4
- Self efficacy 4
- Knowledge, education & theory

**Context**
- Organisational structures
- Political & legal frameworks
  - Relational 1, 4
    - Social
    - Professional
- Environmental 1


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### Resilience selection box

<table>
<thead>
<tr>
<th>Category</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partner support</td>
<td>Low workload</td>
<td>Control over work</td>
<td>Colleague support</td>
<td>Cake!</td>
<td></td>
</tr>
<tr>
<td>Beliefs &amp; spirituality</td>
<td>Continuing education</td>
<td>Family support</td>
<td></td>
<td>Making a difference</td>
<td></td>
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<tr>
<td>Self-reflection protection awareness</td>
<td>Client connection</td>
<td>Work culture</td>
<td></td>
<td>Laughter / humour</td>
<td>Mood changers</td>
</tr>
<tr>
<td>Coping / relational skills</td>
<td>Self-efficacy</td>
<td>Beliefs / spirituality</td>
<td>Supervision / peer support</td>
<td>Friends support</td>
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<tr>
<td>Feeling valued</td>
<td>Work-life balance</td>
<td>Mentors / role models</td>
<td>Professional identity</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What do the following stories tell us about practitioner resilience?

And

How can practitioner resilience be shaped in the current context of practice?
Beating the odds

The challenges
Work-life balance

Special measures

Want to know more? The Patient Voices Conference:

Cultivating Compassion:
Digital Storytelling and Enhanced Patient Experience
...will be on the 3rd December 2014 at the Kings Fund in London.

Further info and booking here.
For info on patient/carer/storyteller/student bursaries contact us.

Love and life, work and family

Confident and outspoken when necessary, Amy enjoyed her role as a healthcare assistant and had a happy work and home life balance. But this changed as her work became more demanding and stressful, leading to Amy having to provide a reduction in her level of care. The first straw was a patient passing away alone and unnoticed by staff. Amy was left feeling devastated and lost her confidence, her feelings of anger and responsibility impacting on her home and work life. The arrival of a new manager led to a new start for the ward, and the improvements put in place helped Amy to once again enjoy both her job and her family.
‘Dysfunctional team’

Practitioner resilience
Changing the odds

burn-out

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Lost and found

Storyteller: Marie Hannah

Without support or friendship, opportunity or empowerment, even a profession and vocation can become a prison. Through becoming an RCN representative, Marie found her way out - and onto the stage of the RCN Congress!
## Practitioner Resilience Framework

<table>
<thead>
<tr>
<th>Basics</th>
<th>Belonging</th>
<th>Learning</th>
<th>Coping</th>
<th>Core Self</th>
</tr>
</thead>
<tbody>
<tr>
<td>is concerned with health and wellbeing</td>
<td>is concerned with workers potential for connection</td>
<td>is concerned with opportunities to expand skill and knowledge</td>
<td>is concerned with positively handling difficulties</td>
<td>is concerned with motivation and morale</td>
</tr>
</tbody>
</table>

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U.O.B.
Think point:

- Do practitioners have a structure of regular, quality supervision?
- Does their workplace encourage self-care?
- Are there staff opportunities for professional development, a variety of activities & diverse workloads?
- Is there debriefing, mentoring and peer support available to workers?
- Does the team acknowledge the positives and celebrate good work?
- How well do they access the organisational supports available to them?
- How well do they support other colleagues?
- How well do they contribute to a positive, safe, supportive and professional work environment?
What are the challenges and ‘resilient moves’ that support supervisory relationships?

Novice and preceptor doing better than expected?

Better client connectedness?

PhD – A realist evaluation using practitioners as co-researchers to develop a resilience-based supervisory approach for preceptorship
newly qualified
Evaluation

What will you do differently as a result of the session?

What are you taking away that you didn’t have when you came today?

www.savingchristmas.com
Practitioner resilience
Christmas list

2014: 2nd International Congress on Resilience, From person to society, Timisoara, Romania, Towards an ecologically based intervention to grow professional resilience

Hudson, C. A. Hart and P. Dodds. 2014. Towards an ecologically based intervention to grow professional resilience, The Second World Congress on Resilience: from person to society, Timisoara, Romania. Conference supplement

http://www.congress.resilience.uvt.ro/documents/Con
gress%20on%20Resilience%202014%20E-
book%20R508%2030.10.2014.pdf


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