



SITUATION: Resilience is a coping skill that reduces burnout in demanding circumstances^[1]—and it is needed now more than ever in the health care community. The COVID-19 pandemic’s emotional, physical, and psychological toll has resulted in the need for organizational interventions to assist staff. These resilience-centered supports also benefit organizations: Helping staff protect their personal health and well-being leads to improved safety, collective morale, quality, and outcomes.^[1]



BACKGROUND: Seventy-five percent of nurses across all roles reported feeling “stressed” and 10 percent said they felt “worthless” in an October 2021 survey^[2] of nearly 10,000 nurses conducted by the American Nurses Foundation and the American Nurses Association. The constant stress on nurses and other providers treating patients with COVID-19 has a range of consequences: difficulty sleeping, overeating and poor nutrition, and increased alcohol and drug use in the short-term, and PTSD, impaired interpersonal relationships, diabetes, and hypertension in the long-term.



ASSESSMENT: It is important to recognize that individuals experience different levels of burnout, that burnout is exhibited in different ways, and that burnout occurs at different times. Data analytic tools such as the SCORE Integration Survey can help your organization determine its level of workforce well-being and predict clinical and operational outcomes.^[3]

RECOMMENDATIONS

CONSIDER THESE INTERVENTIONS:

1. Connect staff with professional mental health services that are available 24/7.
2. Provide focused education and well-being resources, including on yoga, meditation/ breathing techniques, nutrition, exercise, sleep habits, social connection, and finding purpose in life.
3. Create peer support opportunities to show that “no one is in this alone.”
4. Use data analytics such as the SCORE Integrated Survey.
5. Evaluate productivity metrics and reassign non-clinical tasks to those not at the bedside.
6. Implement a critical-incident stress management program.