



**NCCN Virtual Nursing Program:  
Advancing Oncology Nursing™**

**Wednesday, March 17, 2021  
10:40 AM – 11:25 AM EDT**

# **Cultivating Nursing Resilience During a Pandemic**

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James Cancer Hospital and Solove Research Institute*

**NCCN.org** – For Clinicians | **NCCN.org/patients** – For Patients

## Objectives

- Discuss the concept of resilience and how it relates to the field of nursing.
- Identify challenges in cultivating nursing resilience during a pandemic.
- Discuss techniques that will assist in fostering nursing resilience now and in times of future global health crises.

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NCI-designated Comprehensive Cancer Center Rated "Exceptional" by the NCI



Nationally ranked academic medical center



Third-largest cancer hospital in the country



One of the nation's largest public universities

**James Vision:** Creating a Cancer-free world. One patient. One Discovery at a Time.

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## Nursing Mission

To provide personalized, compassionate, relationship-based nursing care to our patients and families across the continuum.



**James  
Nurses**

**1250  
Clinical RNs  
300  
APRNs/PAs**

**95%  
BSN or higher**

**64.5%  
specialty certification**

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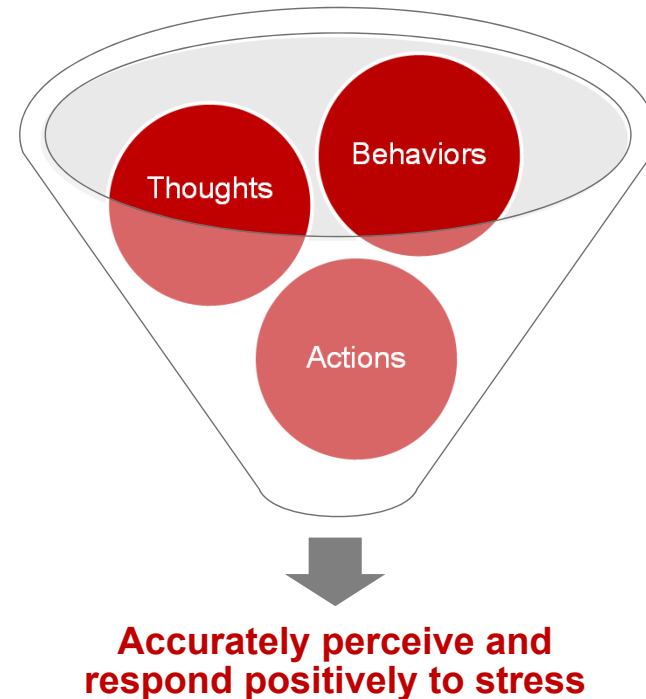
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## OBJECTIVE 1

DISCUSS THE CONCEPT OF **RESILIENCE** AND  
HOW IT RELATES TO THE FIELD OF NURSING.

## Nursing Resilience

- Ability to bounce back or cope successfully despite adverse circumstances (Rutter, 2008)
- Resiliency is a learned process not a personal trait (Kornhaber & Wilson, 2011)
- Resiliency doesn't mean you have not suffered difficulty or distress



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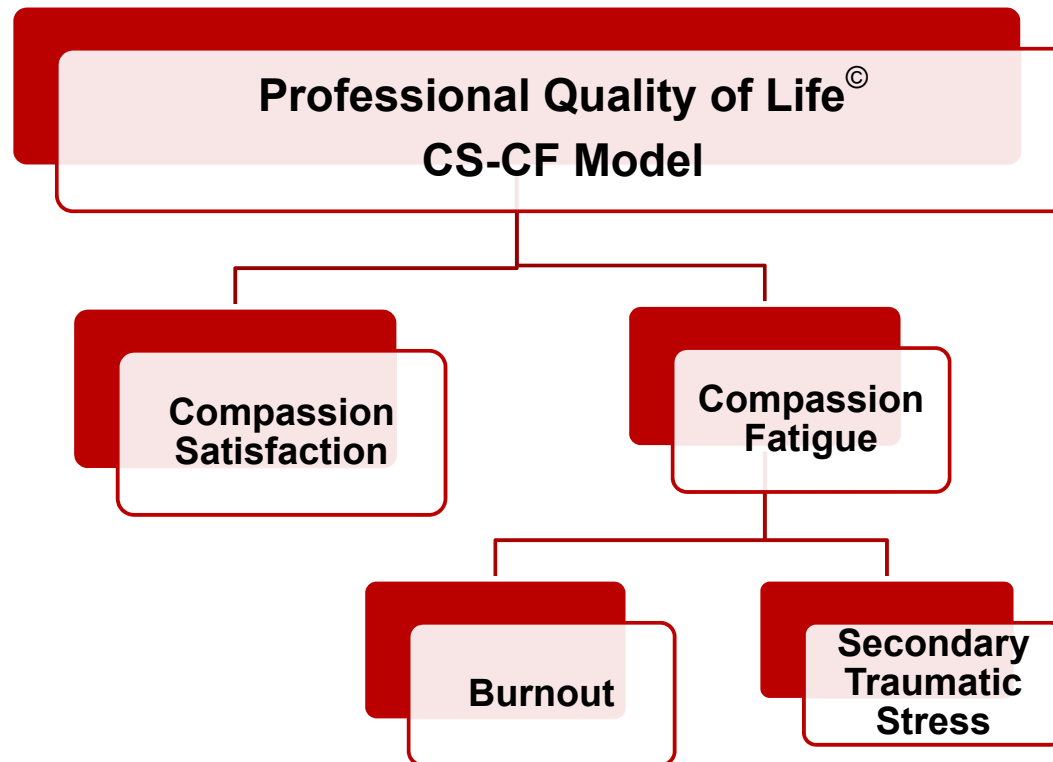


## Characteristics of Resiliency



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(Stamm, 2018)

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## Understanding Burnout



40 %

Burnout

Unaware of risk

Cumulative stress

Slow onset

Depletes coping mechanism

(Back et al., 2014; Duarte & Pinto-Gourveia, 2016; Maslach & Leiter, 2016; Rushton et al., 2015)

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## Symptoms and Results of Burnout



- Emotional exhaustion
- Cynicism
- Depersonalization
- Reduced sense of accomplishment



- Reduced nursing productivity
- Lost work time
- Increased risk of:
  - Errors
  - Infections
  - Patient mortality
- Nurse turnover

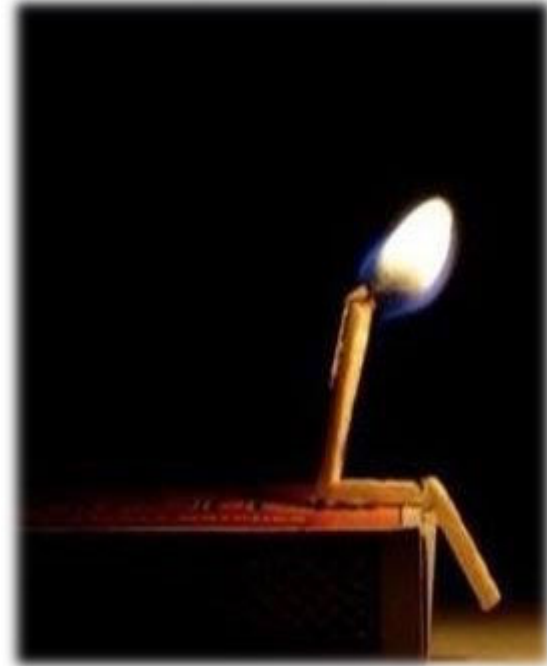
(Brown et al., 2018; Duarte & Pinto-Gourveia, 2016; Mealer et al., 2017; Nursing Solutions, 2020; Rushton et al., 2015; Stamm, 2018)

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## World Health Organization

- Burnout ICD-11 “problems associated with employment or unemployment”
  - Refers to phenomena in the occupational context
  - Reduced professional efficacy



(WHO, 2019)

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## What we know from the literature:

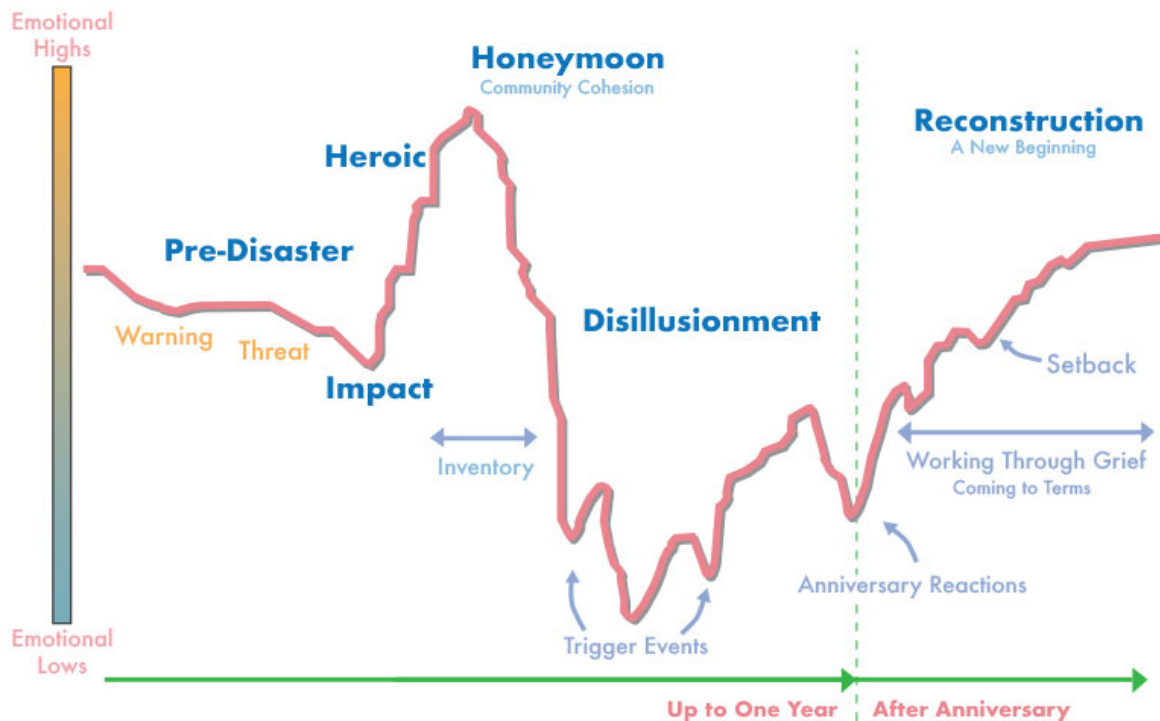


- The things that bring us to a helping profession contribute to our vulnerability for burnout
- Stress and burnout are real
- Resilience can mediate burnout
- Resiliency requires the attention of organizations and nurses

## OBJECTIVE 2

IDENTIFY CHALLENGES IN CULTIVATING  
NURSING **RESILIENCE** DURING A PANDEMIC.

# Emotional Phases of Disaster Response



(SAMHSA, 2020)

- Work-life balance
- Boundaries
- Caring attributes
- Family/Community
- Isolation
- Fear

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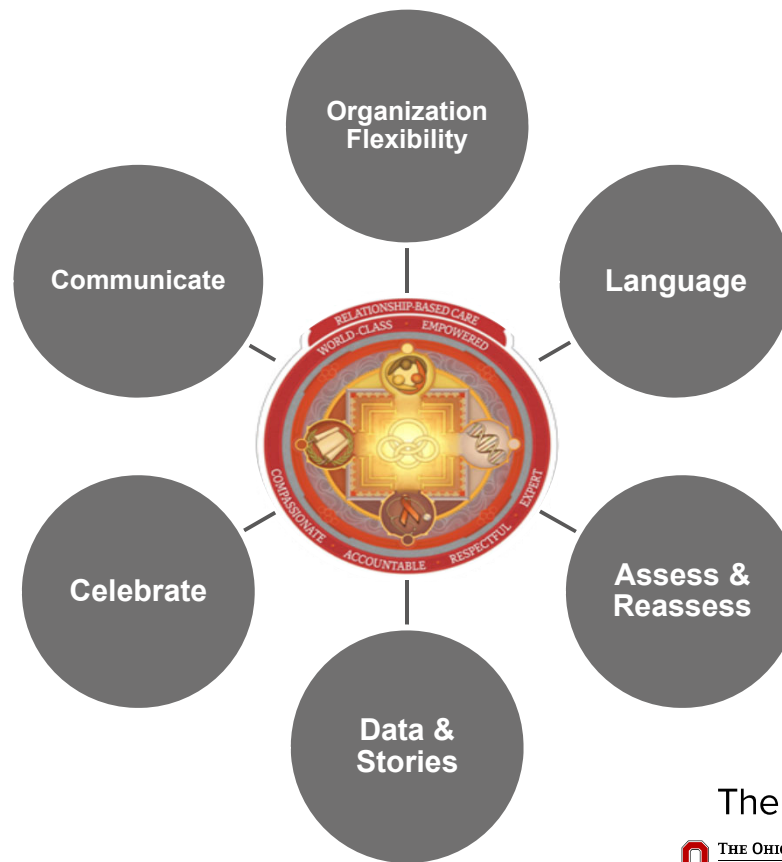
## James Framework for Resilience



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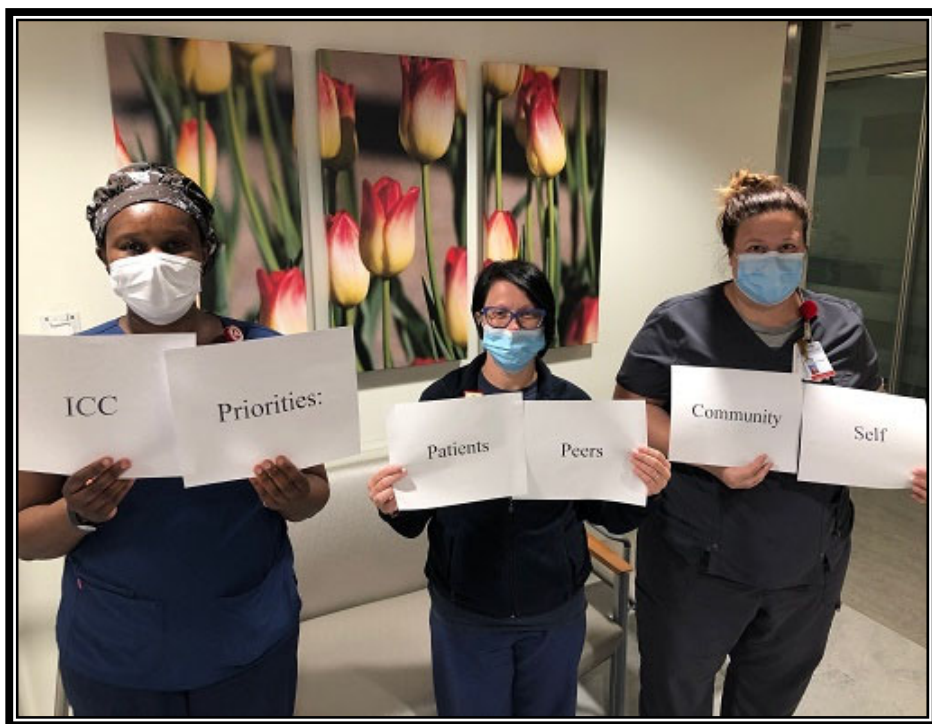
# Staying Focused



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## Our Road Map



(CHCM, 2017)

## Relationship-Based Care<sup>®</sup>

Focuses on four caring relationships

Caring for  
Patient/family  
Self  
Colleagues  
Community

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## What COVID-19 is Teaching Us



**We are in this fight together.**

- Relationships bring stability
- A team provides security
- Organizational resilience supports change
- Technology is essential
- Language is the cement

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## OBJECTIVE 3

DISCUSS TECHNIQUES THAT WILL ASSIST IN FOSTERING **NURSING RESILIENCE** NOW AND IN TIMES OF FUTURE GLOBAL HEALTH CRISES.

## Looking at the Evidence

**Define/  
Describe**

**Self-Care  
Practices**

**Stress  
Reduction**

**Mindfulness  
Practices**

**Peer  
Support**

Alexander et al., 2015; Durate & Pinto-Gouveia, 2016; Halm, 2017; Potter et al., 2013; Poulsen et al., 2015; Rushton, et al., 2015).

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# Programs Supporting Well-Being

## Relationship-Based Resilience

*(Care of patient/family, self, colleague & community)*

76% nursing units feel organizational values are reflected in their work  
(Engagement Survey Results)

## Brief Emotional Support Team

*(Care of colleague & self)*

327 trained peer supporters

## Remembrance & Renewal

*(Care of self)*

7 offerings - 544 in-person visits;  
4 virtual offerings with 1223 visits

## Claiming Resilience

*(Care of self & colleague)*

143 sessions facilitated with  
1193 staff/ faculty participating

### Measurement

- MBI
- CD-RISC
- PROQOL
- Staff Engagement
- HCAHPS
- Pulse Checks

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## Relationship-Based Resilience Retreat

- 8-hour retreat
- Interprofessional
- Learn/apply caring relationships
  - ❑ Patient/family
  - ❑ Self
  - ❑ Colleagues
  - ❑ Community
- Connect resilience to relationship



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## Brief Emotional Support Team (B.E.S.T.)

3-hour **peer support** training builds skills for collegial support during challenging events.

- Top 3 support triggers:
  - ❑ Difficult family situation
  - ❑ Patient death
  - ❑ Assignment/schedule
- Top 3 methods of support provided:
  - ❑ Active listening
  - ❑ Facilitate an off-unit break
  - ❑ Emotional support



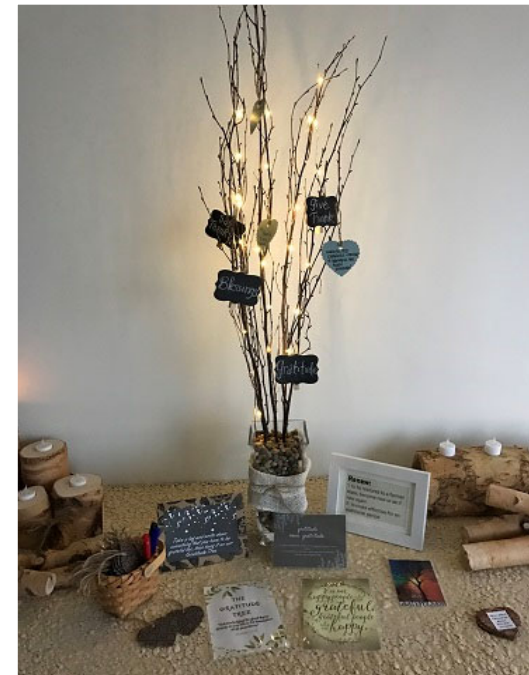
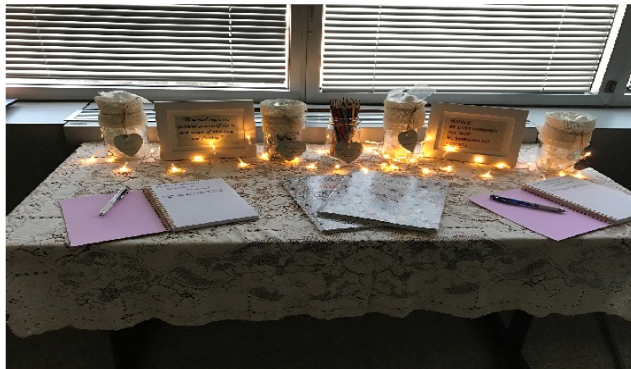
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## Remembrance and Renewal

A reflective experience that acknowledges & supports professional loss, grief & bereavement.

- Interprofessional
- Provided at 6 locations



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## Responding to Staff Needs During the Pandemic

- 1:1 in-person support; virtual support
- Staff respite rooms
- Virtual mindfulness activities
- Employee Resource Center (hotel, food, childcare)
- End of shift “reset” activity
- Peer Supporters provided resource guides to colleagues
- Buckeye Paws

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## Relational Leadership



(Lown, 2016; Frei & Morris, 2020)

### Intentional Rounding

- Begin with trust
  - Authentic
  - Logic
  - Empathy
- Stay connected
  - Purpose
  - Passion
  - People

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## Journey to Resilience

- No one-size-fits-all approach
- We can't alleviate all workplace stress
- Works against powerful biological forces
- Requires intentional cultivation of relationship with self
- Compassion for self and others creates a synergy
- Commitment to staff resiliency is essential for staff, patients, and organization



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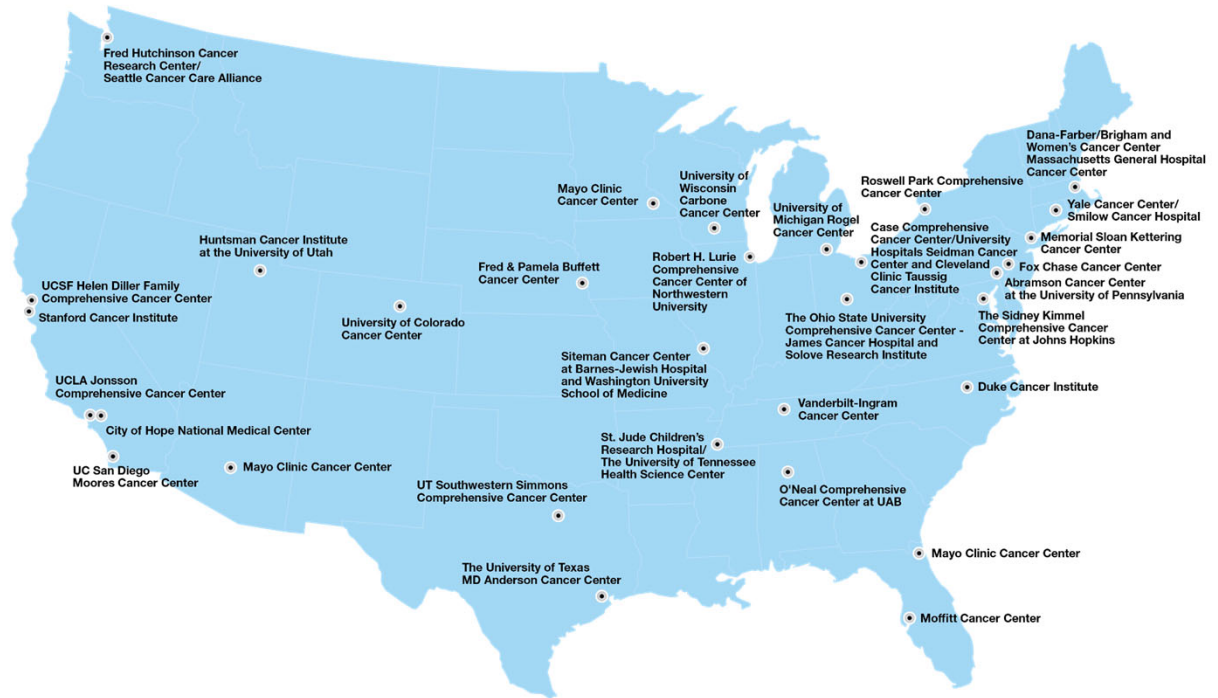
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