



Be Wise Positive Practices

Gratitude



Enhancing resilience

Prevention

Recognize stress
and reduce
stress injury

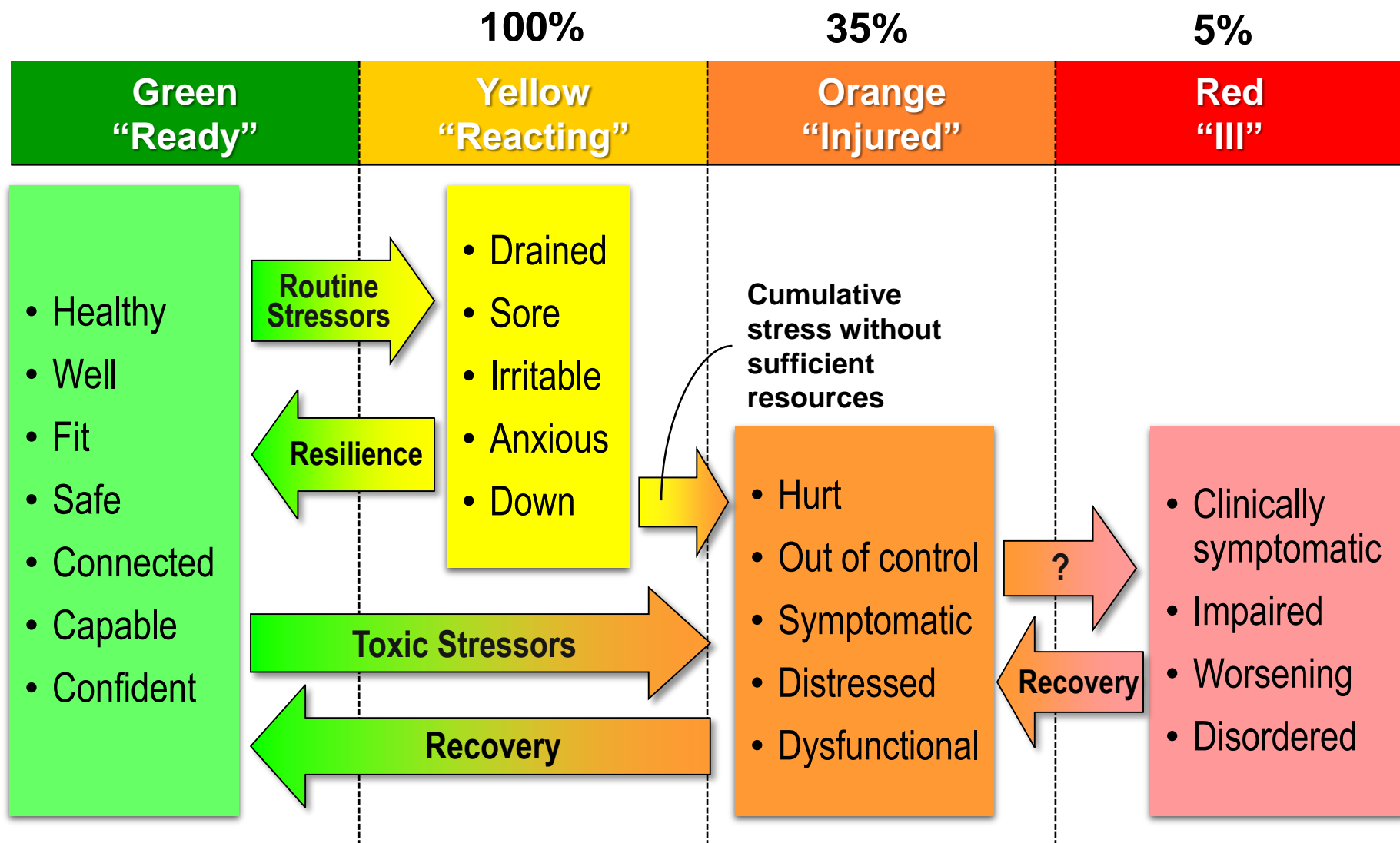
Positive
Practices

Optimize the
work
environment





Recognize Stress Zone Transitions: Demand::Resource Balance





Stress Continuum Support Resources

“Grow the Green”

Ready

Positive Practices

- Attention
- Awareness
- Self-mastery
- Fostering Positive Emotion
- Compassion
- Communication

Reacting

Huddles
Active problem solving
Unit stress mitigation strategies
Peer Support
Stress communication skills
Stress reduction skills
Engage additional coping resources
EAP
Stress management skills

Injured

Peer Support:
Stress First Aid
Leader Support:
• Mentoring and Coaching
• Early Referrals
Voluntary EAP resources for specific injury behaviors
Ethics Consults

Ill

Voluntary and Mandatory Referrals
EAP
Work Med
Mental Illness Treatment



Positive Practices



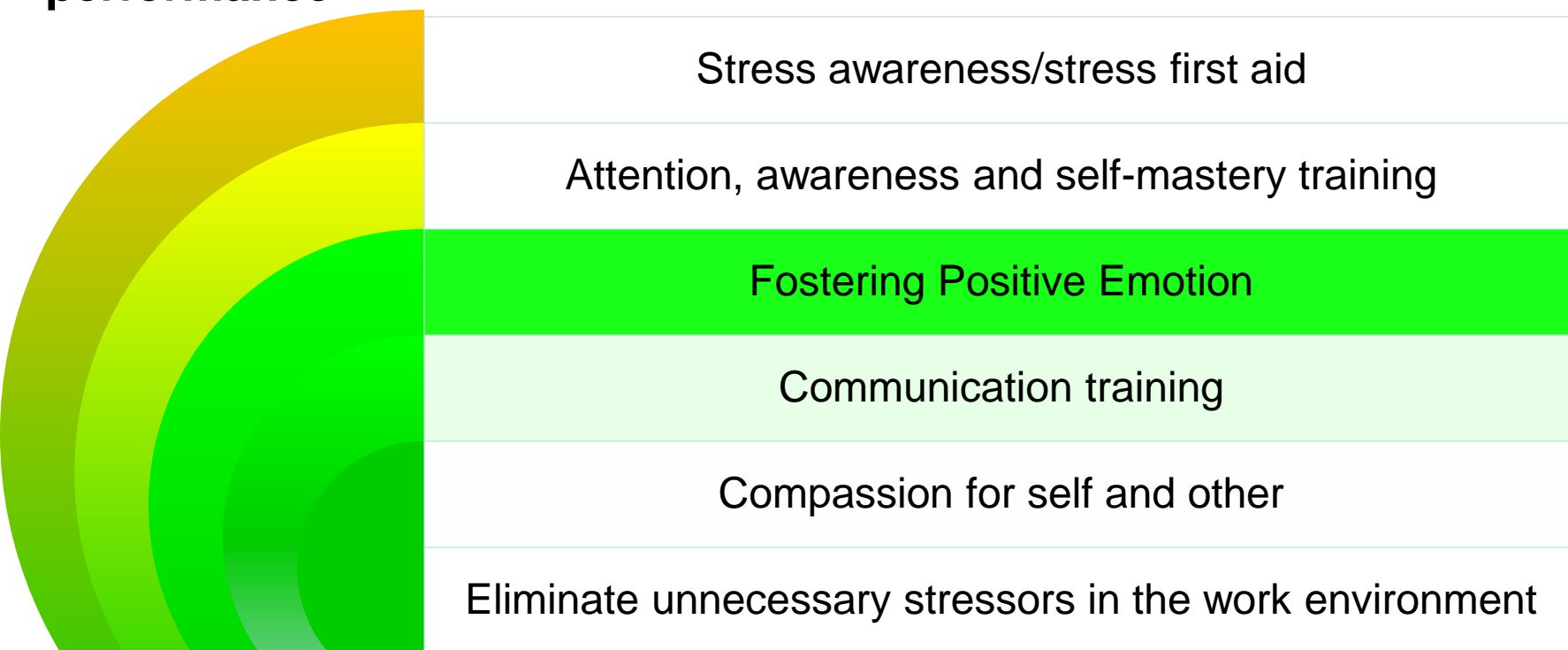
We now know that these practices actually change the brain, giving us more control over our actions, allowing us to exercise the virtues (like kindness, compassion) more consistently.





The “Be Wise” Bundle

The capacity to act wisely is built through skills, practice, training, and experience. It is fostered in an environment that optimizes human performance



Building the capacity to act wisely helps create an optimal work environment.



Grow the Green!

The Be Wise Bundle



POSITIVE PRACTICES FOR THE INDIVIDUAL

- Stress First Aid
- Awareness
 - Thought, Emotion, Bias, interpersonal awareness
 - Stress awareness: recognize stress injury
- Attention
 - Mindfulness techniques in focused attention
- Self Mastery (“between stimulus and response there is a space...”)
 - STOP technique
 - Stop
 - Take a breath
 - Observe
 - Proceed with awareness of end goal
 - Change the frame
- Fostering Positive Emotion
 - Assume positive intent
 - Positive framing
 - **Cultivate gratitude**
- Communication techniques
 - The interpersonal circumplex
 - Means-end approaches
 - Assertiveness training
- Compassion (self and others)
 - **Compassion resources**

POSITIVE PRACTICES FOR THE UNIT

- Stress First Aid
- Attention
 - **mindful moment (3 slow breaths) between patients, when handwashing, start of each meeting**
- Awareness
 - Stress level awareness
 - Stress injury awareness
- Collective Mastery
 - S.T.O.P collectively to manage stressful situations
 - Incorporating continuous learning from mistakes into standard operations
- Collective Positive Habits
 - **Appreciative check-in**
 - Finding the value behind the complaint
 - **Expressing gratitude**
 - **Appreciative gossip**
 - Using appreciative inquiry as change methodology
 - **Use of positive story and narrative (positive framing “great work” narratives, success and gratitude stories)**
 - Assuming positive intent
 - Errors as opportunities for the community to learn
- Fostering compassion (self and others)
 - Unit level compassion resources
- Communication skills
 - Speaking up and Listening
 - Assertiveness skills
 - Stress First Aid



Gratitude

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What's so special about gratitude?

- Two-steps:
 - Recognizing that one has had a positive outcome
 - Recognizing that this was due to something outside of oneself
- Other directed an “empathetic emotion”
- Pro-social-builds trust
- Associated with other positive emotions (happiness for example)
- In particular associated w/meaning, hope, optimism, helping people to positively interpret life experiences



What's the evidence?

McCullough and Emmons (2003)

- **Study 1:** once a week for 10 weeks--5 things you're grateful for vs hassles vs things that happened (students)
 - >increased gratitude, wellbeing, expectations for future, and exercise. Fewer symptoms of physical illness. No effect on positive affect *hmm—what if more intensive intervention?*
- **Study 2:** daily for two weeks (students)
 - >larger increases in gratitude, now sig increase in positive affect . No effect on physical symptoms or exercise behaviors, increased helping behavior (offering emotional support or helping someone w/personal problem *hmm—what if longer and w/chronic illness?*
- **Study 3:** daily for three weeks in people w/NMD
 - >Increased gratitude, wellbeing, satisfaction w/life, optimism, connection w/others OBSERVER reported incr positive affect, life satisfaction

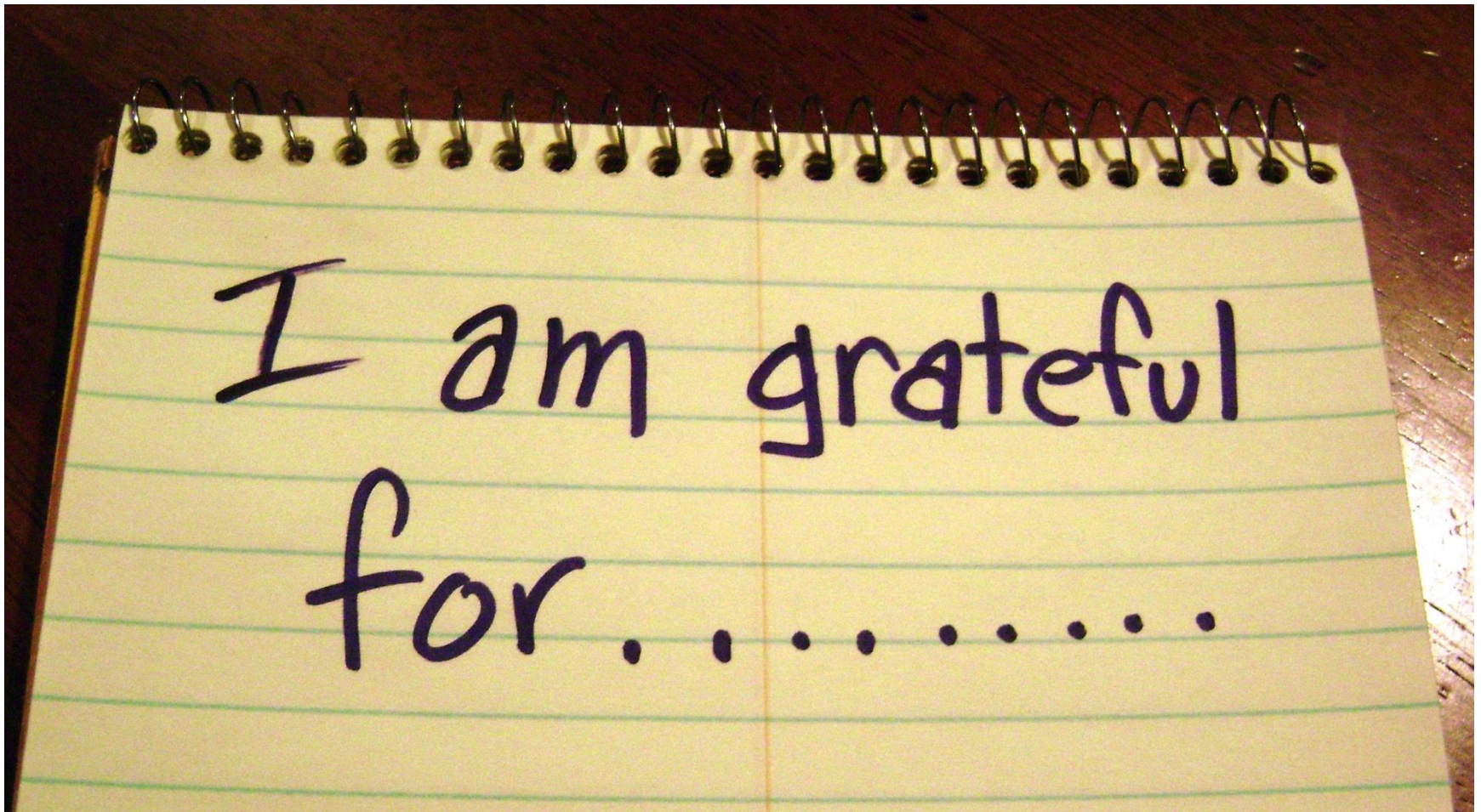


Gratitude interventions

	<u>Intervention</u>	<u>Outcome</u>
Watkins (2003)	5 minute single intervention	*positive affect
Lyubomirsky (2004)	weekly X6 weeks	* wellbeing
Seligman (2005)	3 thingsX1 week	* happiness
	gratitude letter	*happiness
Sheldon (2006)	daily 4 wks	positive affect
Froh (2008)	daily 5 thingsX2wk	*gratitude, satisf
Froh (2009)	10-15' letter QOD X 2 wk	* positive affect
Geraghty (2010)	2 week gratitude diary	*body satisf
Geraghty (2010)	2 week gratitude diary	*decr worry



Lets try it





Ideas for fostering an attitude of gratitude

For yourself

- 3 good things
- “what went well today?”
- Gratitude journal
- One thing I love about this patient
- Saying thank you
- One grateful email or letter per week
- Group email w/friends or colleagues-listing things they are grateful for

On the unit

- Appreciative check in to start a meeting”
“anyone have a story of something that went well this week?”
- Appreciative gossip
- Positive Fridays
- Collective gratitude journal
- Huddle “shout out”
- Appreciation Board in Unit
- M&M: Rescue step, positive pause, or focus one M&M per month on a success story
- Good Catch: Fish Bowl, emails, w/coffee cards
- Environmental prompts
- Wall of fame—post pictures and letters when former patients return
- Group emails: go out every day, or three days a week: 3-5 things they are grateful for
- Strengths-comment on strengths of family/patient daily