Be Wise
Orange & Red Zone Practices
The Be Wise Program Goals:

to help people be their best selves, together, so that we can give the best care possible to our patients

Prevention
- Promote Positive practices
- Recognize and reduce stress injury
- Optimize work environment

Intervention
- 1:1 coaching
- Offer courses and supportive resources
- Identify and fix unnecessary stressors

Accountability | Stewardship | Professionalism | Integrity | Respect | Excellence
The Be Wise Approach

- Enhance individual resilience and interpersonal communication
- Identify and reduce unnecessary stressors
- Recognize caregiver stress and know how to respond

Improve caregiver wellbeing
Do our best work together
Enhancing resilience and communication

Prevention

- Recognize stress and reduce stress injury
- Positive Practices
- Optimize the work environment
Major Concepts

**Stress Continuum**

- **READY (Healthy)**
  - Good to go
  - Well trained
  - Prepared
  - Fit and focused
  - Cohesive units & ready families

- **REACTING (Reacting)**
  - Distress or impairment
  - Mild and transient
  - Anxious, irritable, or sad
  - Behavior change

- **INJURED (Injured)**
  - More severe or persistent distress or impairment
  - Leaves lasting memories, reactions, and expectations

- **ILL (Ill)**
  - Stress injuries that don’t heal without help
  - Symptoms persist for many weeks, get worse, or initially get better and then return worse

**Stress Injury**

- Life Threat
- Loss
- Inner Conflict
- Wear & Tear

**Stress First-Aid**

- **Cover**
  - Check & Coordinate
- **Competence**
  - Check & Coordinate
- **Calm**
  - Check & Coordinate

**Seven Cs of Stress First Aid**

1. Check
2. Coordinate
3. Cover
4. Calm
5. Connect
6. Competence
7. Confidence
Recognize Stress Zone Transitions: Demand::Resource Balance

<table>
<thead>
<tr>
<th>Green “Ready”</th>
<th>Yellow “Reacting”</th>
<th>Orange “Injured”</th>
<th>Red “Ill”</th>
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<tbody>
<tr>
<td>Healthy</td>
<td>Drained</td>
<td>Hurt</td>
<td>Clinically symptomatic</td>
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<tr>
<td>Well</td>
<td>Sore</td>
<td>Out of control</td>
<td>Impaired</td>
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<tr>
<td>Fit</td>
<td>Irritable</td>
<td>Symptomatic</td>
<td>Worsening</td>
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<tr>
<td>Safe</td>
<td>Anxious</td>
<td>Distressed</td>
<td>Disordered</td>
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<tr>
<td>Connected</td>
<td>Down</td>
<td>Dysfunction</td>
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<td>Capable</td>
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<tr>
<td>Confident</td>
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<tr>
<td>Routine Stressors</td>
<td>Resilience</td>
<td>Cumulative stress without sufficient resources</td>
<td>Recovery</td>
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<td>Toxic Stressors</td>
<td>Recovery</td>
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<td>Recovery</td>
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What ways do we expect coaches to be engaged in stress behavior conversation?

• Rarely as the initial observer
• Often with second or third hand information
Over the past (time frame):
1. What has been your greatest challenges, hassles, or frustrations?
2. What has been your greatest reward, success, or positive experience?
3. What does it mean to be a (name role) in the work you do?

Follow-up assessment determines next set of actions. Offer support, provide coping information, refer for next level of service.
Be Wise

OSCAR Communication
SFA: Check

Observe
State Observations
Clarify Role
Ask Why
Respond with guided options
Oscar Assessment
Assessing for an Observing Ego

Observe
State Observations
  What behaviors led to our conversation today?

Clarify Role
  What was your role (job/task/goal)?
  What was the other person’s role (job/task/goal)?

Ask Why
  Was there a point in the interaction/relationship where you had a sense this is not going in the right direction? Or Knowing what you know now; would you do anything differently?

Respond with guided options
  What would resolution look like to you?
**Observe:**
Actively observe behaviors; look for patterns.

**State Observations:**
All attention to the behaviors; just the facts without interpretations or judgments.

**Clarify Role:**
State why you are concerned about the behavior. Validates why you are addressing the issue.

**Ask Why:**
Seek clarification; try to understand the other person's perception of the behaviors.

**Respond:**
Clarify concern if indicated. Discuss desired behaviors. State options in behavioral terms.
Exercise

• You have observed the following coworker behaviors:
  • 
  • 
  • 
  • 

• Pair-up role play OSCAR skill
• Mix up the roles: Peer, supervisor, subordinate, co-worker…