



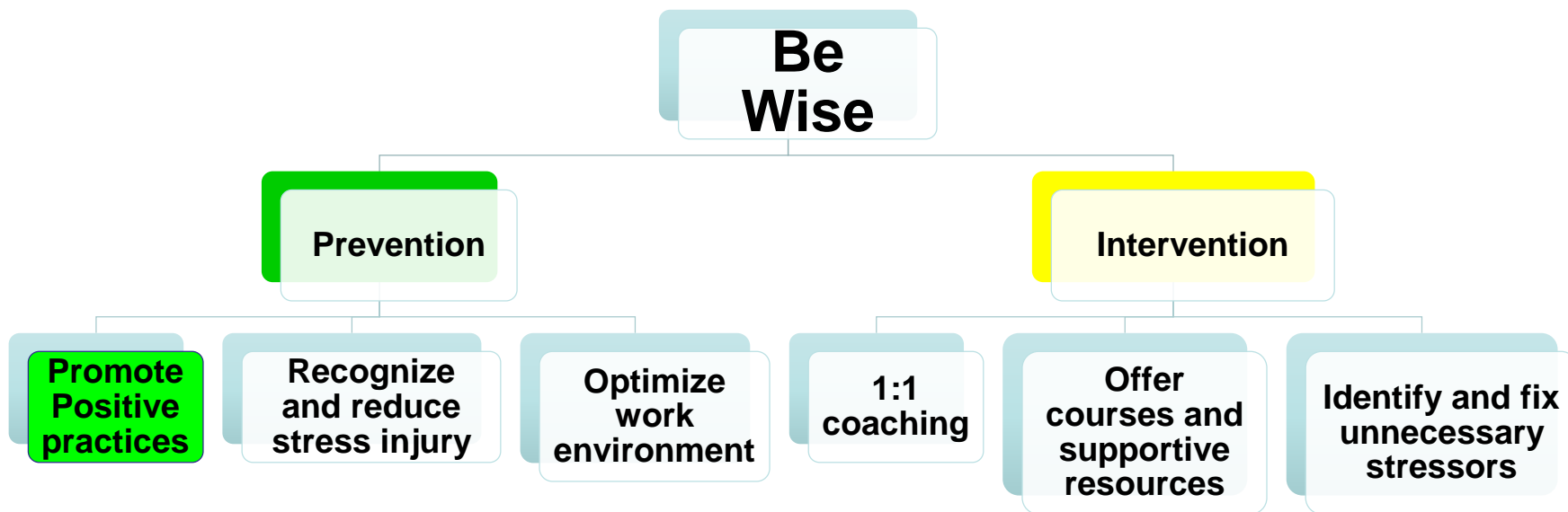
Be Wise

Orange & Red Zone Practices



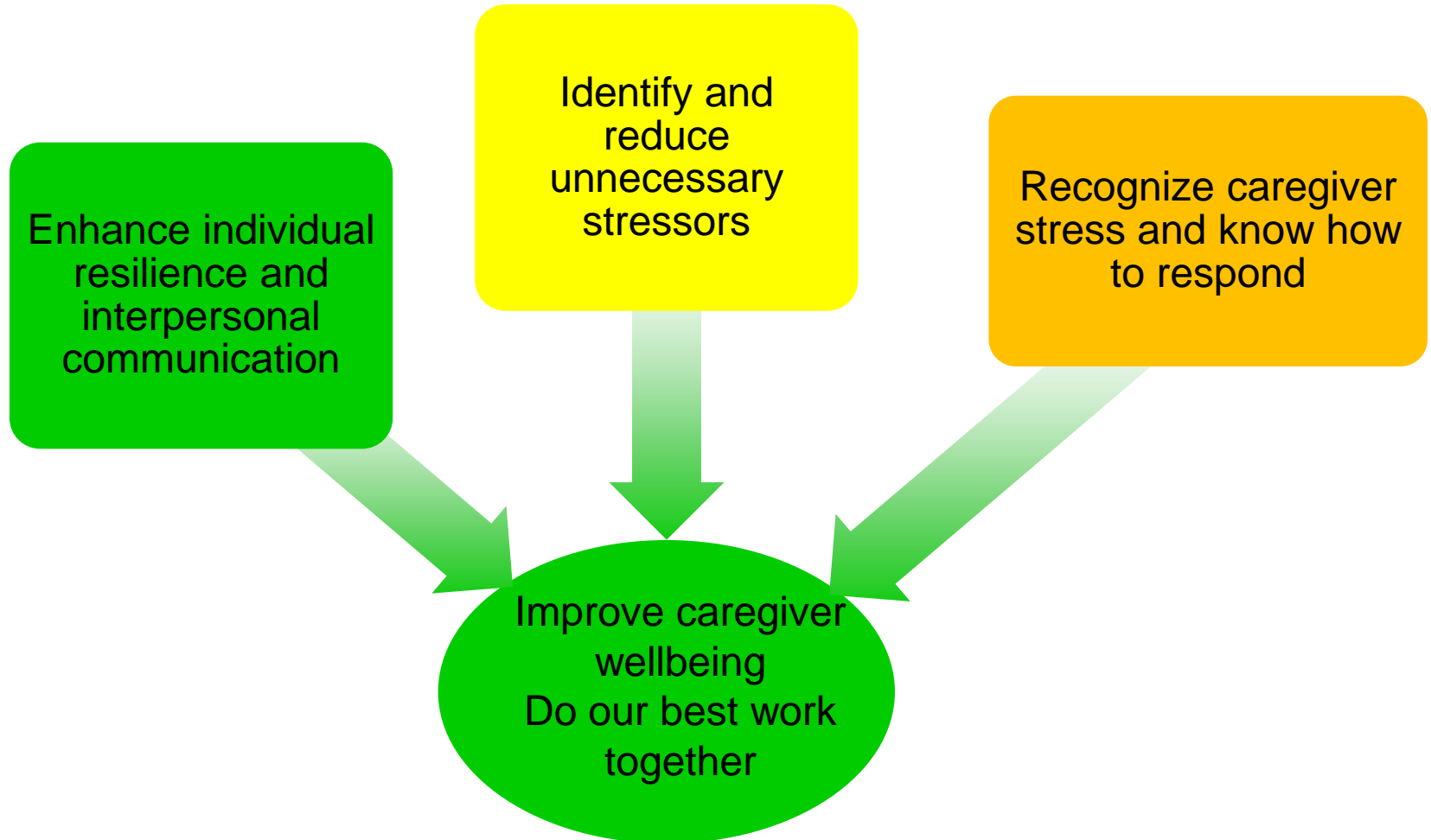
The Be Wise Program Goals:

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





The Be Wise Approach





Enhancing resilience and communication

Prevention

Recognize stress
and reduce
stress injury

Positive
Practices

Optimize the
work
environment



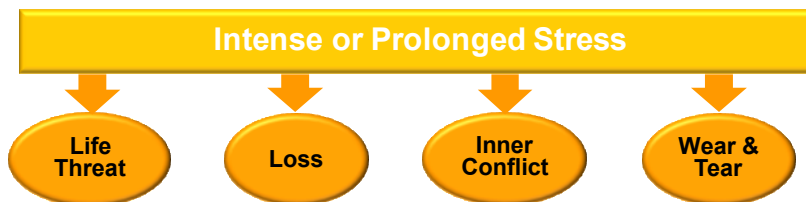


Major Concepts

Stress Continuum

READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
<ul style="list-style-type: none"> • Good to go • Well trained • Prepared • Fit and focused • Cohesive units & ready families 	<ul style="list-style-type: none"> • Distress or impairment • Mild and transient • Anxious, irritable, or sad • Behavior change 	<ul style="list-style-type: none"> • More severe or persistent distress or impairment • Leaves lasting memories, reactions, and expectations 	<ul style="list-style-type: none"> • Stress injuries that don't heal without help • Symptoms persist for many weeks, get worse, or initially get better and then return worse
Unit Leader Responsibility	Individual, Shipmate, Family Responsibility		Caregiver Responsibility

Stress Injury



Stress First-Aid

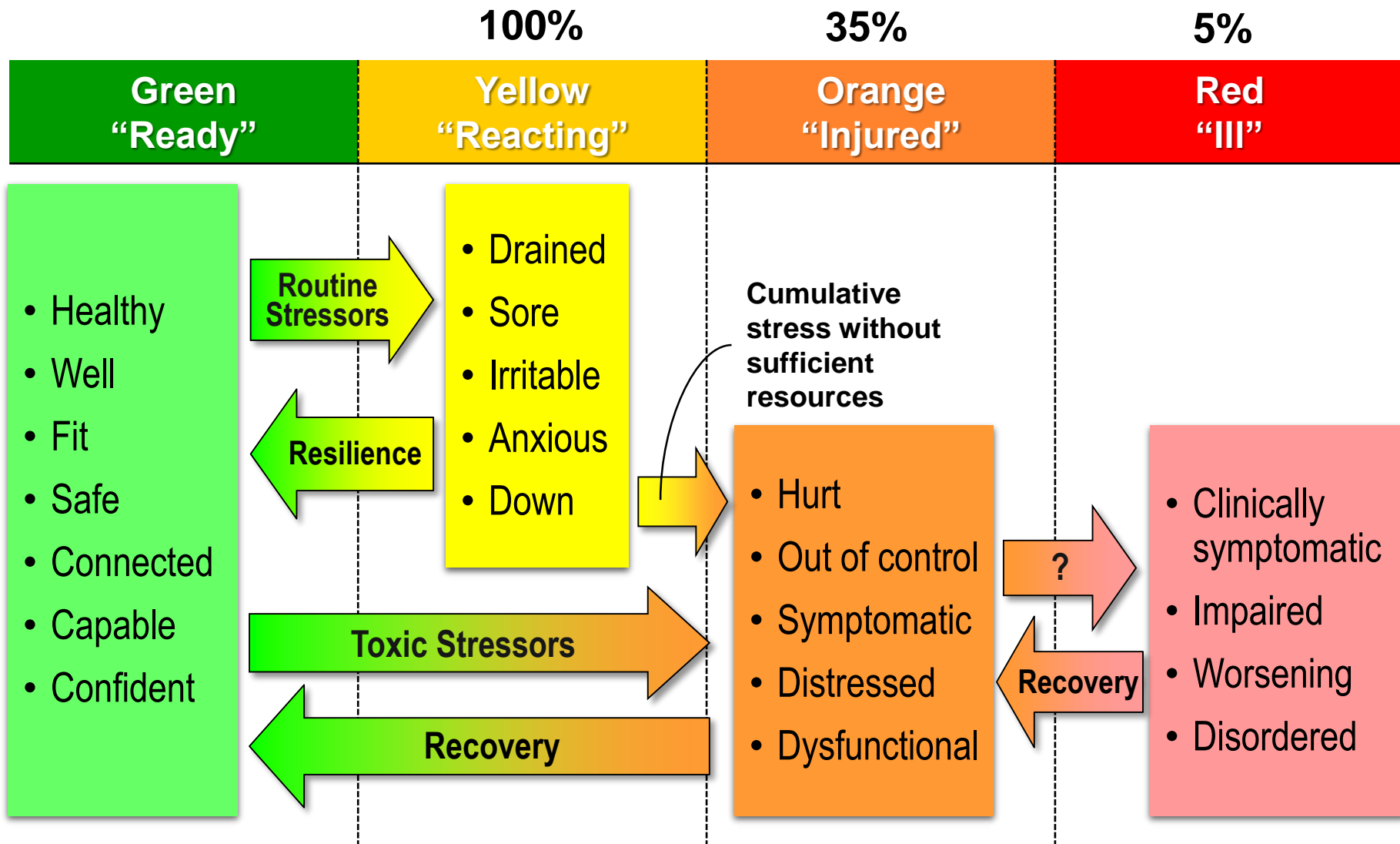


Seven Cs of Stress First Aid:

- 1. CHECK**
Assess, observe and listen
- 2. COORDINATE**
Get help, refer as needed
- 3. COVER**
Get to safety ASAP
- 4. CALM**
Relax, slow down, relax
- 5. CONNECT**
Get support from others
- 6. COMPETENCE**
Restore effectiveness
- 7. CONFIDENCE**
Restore self-esteem and hope



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



Referral Context

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
-
-
-
-



“Be Wise”

Unit/Individual Assessment

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



OSCAR Communication

SFA: Check

Observe
State Observations
Clarify Role
Ask Why
Respond with guided options



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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?





(OSCAR Communication) Individual Coaching Tool

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...