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# Be Wise Positive Practices

Gratitude



# Enhancing resilience

Prevention

Recognize stress  
and reduce  
stress injury

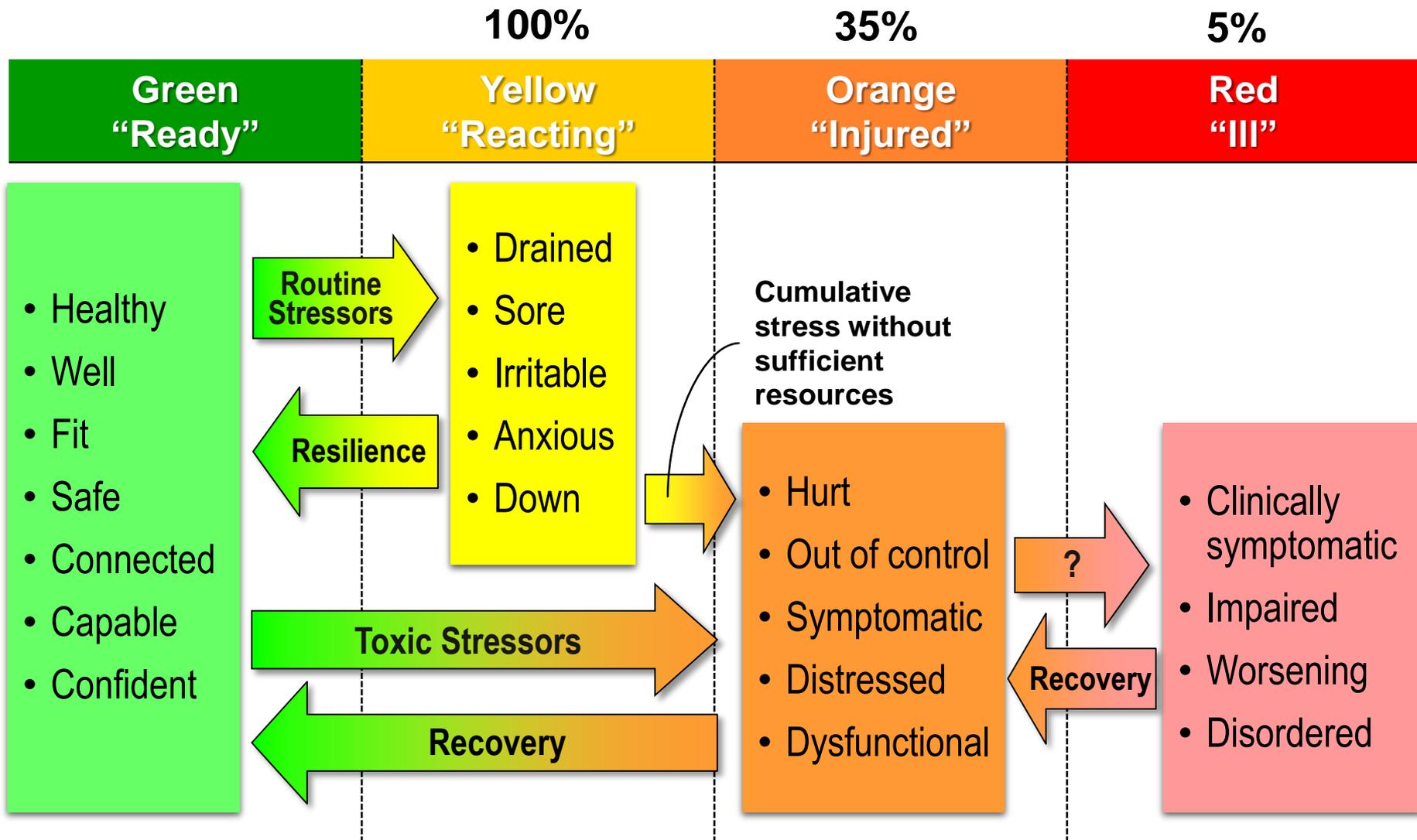
Positive  
Practices

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



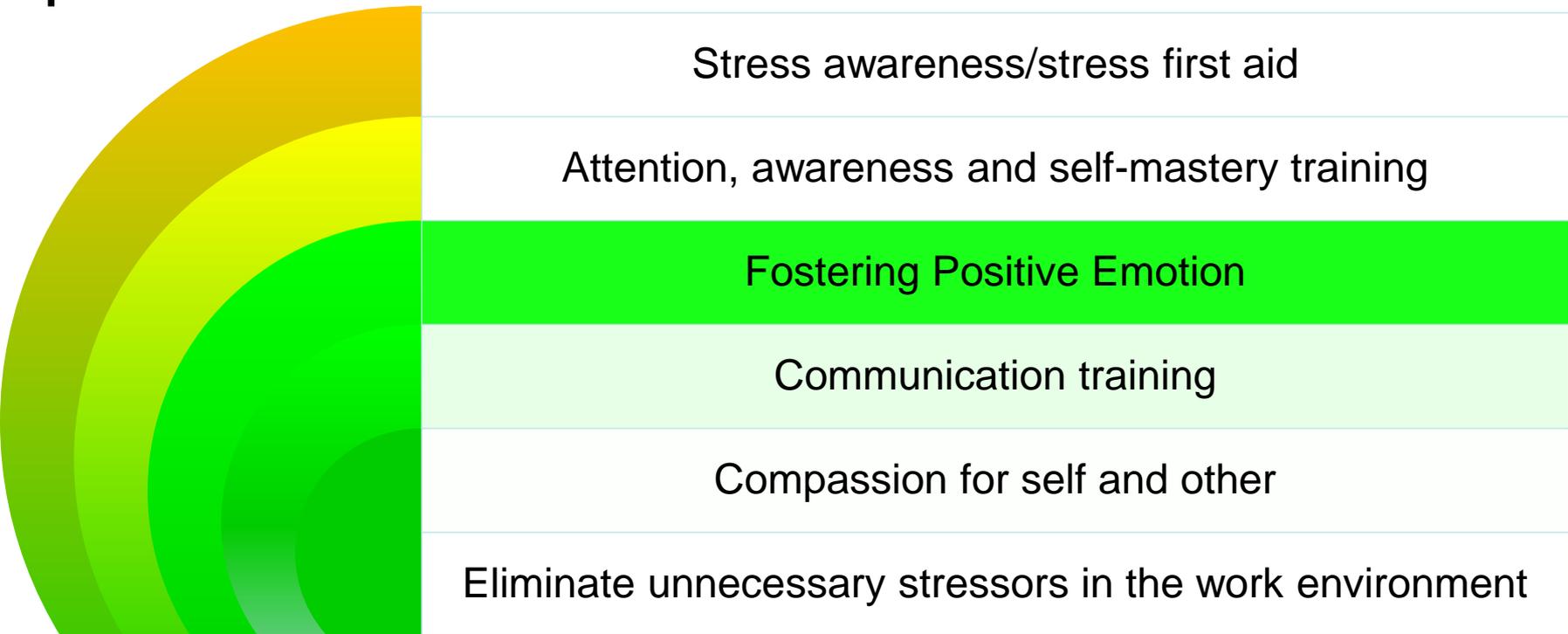
***We now know that these practices actually change the brain, giving us more control over our actions, allowing us to exercise the virtues (like kindness, compassion) more consistently.***





# 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**



Stress awareness/stress first aid

Attention, awareness and self-mastery training

**Fostering Positive Emotion**

Communication training

Compassion for self and other

Eliminate unnecessary stressors in the work environment

**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

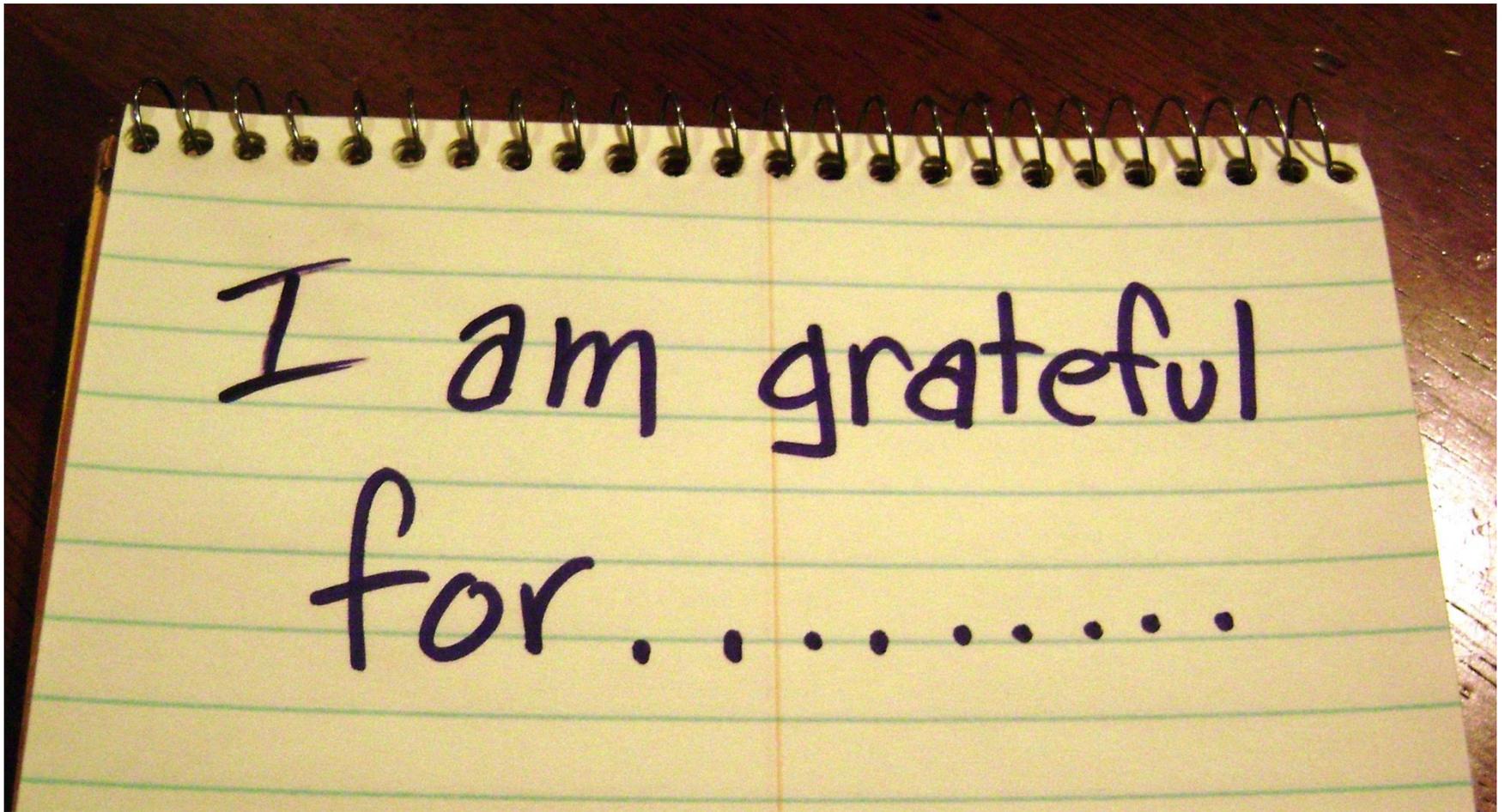


# Gratitude interventions

	<u>Intervention</u>	<u>Outcome</u>
Watkins (2003)	5 minute single intervention	*positive affect
Lyubomirsky (2004)	weekly X6 weeks	* wellbeing
Seligman (2005)	3 things X1 week gratitude letter	* happiness *happiness
Sheldon (2006)	daily 4 wks	positive affect
Froh (2008)	daily 5 things X2wk	*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