

Resilience Rituals & Routines

What we do as leaders, providers and employees in healthcare is physically and emotionally demanding. Due to the nature of this work, we will likely leave most workdays tired and drained – yet (hopefully!) feeling like it matters and feeling satisfied for having made a difference.

Resilience: the ability to recover quickly from difficulties; (not just high volume &/or high intensity work); toughness

Burnout:

1. Emotional exhaustion (feeling emotionally drained and exhausted).
2. Depersonalization (negative or very detached feelings toward co-workers or patients).
3. Reduced personal accomplishment (evaluating oneself negatively and feeling unsatisfied with job performance and achievements).

Rituals: a series of actions or type of behavior regularly and invariably followed by someone

Routines: a sequence of actions regularly followed; a fixed program

Often easiest to start/maintain when incorporated into a ritual/routine that already exists.

Proactive (like “Vital Time”) and Reactive

Thriving: To understand whether you are suffering, struggling or thriving (as well, in aggregate, it is an index of the resiliency of a culture), this two-part question, called the Ladder Scale*, is the best Gallup has found:



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Resiliency Rituals & Routines – PERSONAL/TEAM/DEPARTMENT 1

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Please imagine a ladder with steps numbered from zero at the bottom to 10 at the top. The top of the ladder represents the best possible life for you and the bottom of the ladder represents the worst possible life for you. On which step of the ladder would you say you personally feel you stand at this time? On which step do you think you will stand about five years from now?

Packed into any person's response is almost everything in their life -- from basic needs such as food and shelter to personal safety to having a good job, social wellbeing, money and health.

Ready – Before Work

Refresh – During Work

Recover – After Work

Recharge – Non-Work Hours/Days



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Resiliency Rituals & Routines – PERSONAL/TEAM/DEPARTMENT 2

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Resilience Rituals & Routines - PERSONAL

READY	REFRESH	RECOVER	RECHARGE
Preparing to Work	During Work	Right After Work	Non-Work Hours/Days



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Resilience Rituals & Routines – TEAM/DEPARTMENT

READY	REFRESH	RECOVER	OTHER
Preparing to Work Start of Day/Shift	During Work	Close out the Day	
	Example: Transition Breaks (e.g., 2-5 minutes in between major tasks to “release tension, set intention”		



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