

Staff Support Guiding Team

Monthly Meeting

April 18th, 2013



Welcome New Team Members

- Emily Ann Vall
- Wytaria Henley
- Samantha Steiner
- WELCOME!



Mission & Values



Staff Support - Mission & Values

- Mission:
 - Caring for **YOU!**
- Values:
 - Staff-Focused Support
 - Improved Quality of Life
 - Strengthening & Healing Hearts



We are in the **HEALING HEARTS** business!



Ethics Support to Staff



Unit-Based Ethics Conversations

- Informal discussions are intended to be open and honest conversations about ethical issues that direct care providers face in the everyday course of caring for patients & families.
- Designed with no specific agenda or didactic goal.
- The intent discussions is to provide support to providers in understanding ethical dimensions of care and in identifying ethically acceptable ways of addressing value-laden situations.



Ethics Education

- One of the functions of the Bioethics Committee is to provide education that will further knowledge and understanding of ethical principles and increase skill in value-laden health care decision making for those persons involved with Children's Healthcare of Atlanta including committee members, physicians, staff, and families.



Ethics Liaison Program

- Ethics Liaison Program is intended to create a unit-based role designed to function as a link between direct care providers within selected units and the Bioethics Committee and to provide an on-the-ground resource for staff in addressing ethical issues.
- The goals of this program are:
 - To build staff awareness regarding ethical issues and concerns within clinical areas
 - To proactively identify specific ethical issues and concerns
 - To help staff identify available resources to assist in dealing with ethical issues and concerns

PICU Staff Support Activities



PICU Care Team

- Made up of staff that represent all employees in the PICU:
 - Nursing
 - Respiratory Therapy
 - Secretaries
 - Chaplaincy



Why do this?

Staff need to know that we understand, care and are working proactively on their behalf whenever/wherever we can.



What do we do for staff?

- The group meets once per schedule, we discuss staff related issues that we can positively impact, i.e.:
 - **Employee leaves of absence:**
 - Does the employee have enough PTO?
 - What will he/she need to “catch-up” upon return?
 - Phone call/Card for congratulations, encouragement, sympathy.
 - Hospital visit if needed.
 - “Someone in the PICU Loves Me” baby blanket for all new babies.

What are we doing continued.....

- “Hugs & Kisses” program
 - For those awful days, chocolate goes a long way!
- The Respite Room
 - Will be completed in early 2013. It provides a place for employees to go away from the stress of the unit to process and grieve. The Care Team is helping manage the launch.
- “Care bags”
 - Contain a few gifts to show the employee we care and to take care of some of their personal needs.

What are we doing continued.....

- Chaplaincy Debriefings
- PTO Drive
 - Employees pledge a set number of PTO hours at the beginning of the year, they do not use these hours. The Care Team will manage these pledges, ensuring that employees out of LOA have donated PTO available to them. Employees will be notified when their PTO has been used.
- Suggestion Box
 - For staff - What would they like to see?



Continued....

- Creation of a “Sunshine Fund”:
 - Employees contribute \$10 each to a fund
 - Funds for staff support related expenses like flowers after a funeral or during an employee hospitalization



Care Team Members are:

- Jennifer H. McKenzie BSN, RN, CPN
- Michelle Calderon, M.Div.
- Nora Goodloe BSN, RN, MBA,CPN
- Amanda Grindle MSN, RN, CPN, CCRN
- Amy Thomas BSN, RN, CCRN
- Echo Fredrickson BSN, RN, CCRN
- Deana Stoios RN
- Stephanie Welling BSN, RN
- LaKeisha Neely BSN, RN, CPN
- Barbara Drake, RRT
- Jeanette Walker, BS, MSM, MBA
- Angela Little, BSN, RN



PICU Staff Support Activities – Sue Gammil



PICU Staff Support - Egleston

- Staff support rounds – done in unit, at least every other month, address different aspect of support.
- Challenging cases – debriefings/discussion (not EAP).
- Critical Care Class – regular staff support sessions included. Approx 8 hours education.
- A time of reflection - guided support journey - maze, breathing, reflection, mandalas, journals.
- Survey Staff - what support means to them
- Encourage use of respite room in tough cases.
- Recognition Dinner
- Angel Wing Pins

PICU Staff Support - Egleston

- Social/fun activities - PICU Night Out / Golf tournament
- Art project “Hands that care” “Tree of Life”
- Always looking for more, better creative ideas



Child Life and Staff Support



Child Life Staff Support Programs

- Staff support committee
 - Made up of 3 staff members, rotates each year
 - They conduct at least 1 staff support activity/offering each month
 - Examples:
 - Everyone chose a song that lifts them up, the committee created a CD for everyone with all the songs
 - Gathered available staff in the respite room following the death of a staff member to process and share
 - Host “mini retreat” hours where we participate in therapeutic activities (i.e. painting activity focused on our jobs and what we love about them, created a work coping kit, etc)

Child Life Staff Support (con't)

- Assign each staff member a “support buddy”
 - Check in on each other monthly
 - If the support team hears that a person is struggling, they let their “buddy” know so they can offer to help



Child Life (con't)

Support from Supervisor:

- Keep a pulse on the team. When an area is struggling from multiple deaths or high acuity cases I will call them to the coffee shop where I buy them a coffee and we process in the garden.
- If everyone has had a stressful couple of weeks, I will try to order lunch in to give everyone a bit of a break.
- Rotate bringing a snack to staff meetings – it is considered “comfort food” and everyone looks forward to it.
- Staff kudos read at each staff meeting.
- Celebration activities at Child Life month annually (lunch, gifts, candy, etc).
- Monthly folder meetings are often a time for support and processing



AFLAC - Care for the Care Provider



AFLAC Model

NEED:

- Provide a model for self-care that is designed to assist staff with stress management and reduction of stress related symptoms.

PROGRAM MODEL:

- Educational and Experiential/Interactive Model designed to decrease or lessen the impact and potential for burnout and compassion fatigue resulting in higher compassion-satisfaction, work-satisfaction, and healthier workforce.

AFLAC Model

PROGRAM IMPLEMENTATION:

- Quarterly Staff Support Group (stress, grief, loss, team building)
- Quarterly Workshop: Death and Dying and Its Impact on Compassion Fatigue©
- Evaluations and comments available for review
- Quarterly Staff Support Retreat: “Care for the Care Provider” © ®

AFLAC Model

PROGRAM IMPLEMENTATION – continued:

- Evaluations and comments available for review
- As needed: CISM Defusing and/or Debriefing per critical incident
- As needed: Referral to EAP Services
- Ongoing: Chaplain Spiritual Support and Pastoral Counseling Intervention
- Bi-Annual Unit Fun Day

Staff Support – ECH NICU



Staff Support Egleston NICU

Staff Education

- Communicating with Families in Crisis
- Practicing Compassion Wellness
- Grief in the Workplace
- Stress Busters: Thriving Not just Surviving
- Coping with Grief During the Holidays
- Hospice Foundation of America Series with interdisciplinary panel discussion.
- Community Educational Forums with panel discussion – Emory Ethics Center

Staff Support Egleston NICU

Services and Rituals

- Memorial Services: Staff and Family Members
- Valentines Blessings of the Hands
- Care Packages, Cards, Calls, Visits
- Mother's Day
- Father's Day
- Veteran Day
- Thanksgivings & Season of Giving through New Years
- Consult/Staff Support Room with Treasure Chest



SW Staff Support @ ECH



Social Work Staff Support

- Memory Days ~ “AFLAC Memory Book”
- Remembrance Services ~ annual services that are service line/unit specific (Aflac, Cardiology, PICU)
- Committee that does lunches and plans events for the ETRIP (Transplant Unit)
- SW partners with Chaplaincy to provide intermittent de-briefings usually in relation to multiple losses on the unit; provides 1:1 support to nursing staff at their request

Wellness Programs at Children's



Chaplaincy Programs



Breathing and Visualization

- Imagine your self breathing in 'peace' and breathing out 'stress.'
- Imagine that with each exhale all of your built-up negative energy is moving from your fingertips and toes, to your lungs and out.
- Imagine that with each inhale you are being filled with refreshing positive energy.
- Do sets of 5-10 breaths; perform 1-2 times.



Energize You Now

- Exhale fully, drawing your abdomen toward your spine
- Inhale with mouth open and pushing the lower abdomen out as if filling a balloon
- Let all of the muscles go soft and allow the exhale without effort
- Repeat without pausing
- Perform in sets of 5 breaths. Do twice

Drop In Staff Support Activities

1. Entrance - Bowl of water for hand cleansing
2. Deep breathing exercise
3. Greetings, Labyrinth, and Mandalas with conversation if desired
4. Journals
5. Sand Ritual
6. Exit – Handouts



Blessing of the Hands for Nurses

- Blessed be these hands that have touched life
- Blessed be these hands that have felt pain
- Blessed be these hands that have embraced with compassion
- Blessed be these hands that have been clinched with anger or withdrawn in fear
- Blessed be these hands that have drawn blood and administered medicine
- Blessed be these hands that have cleaned beds and disposed of wastes
- Blessed be these hands that have anointed the sick and offered blessings
- Blessed be these hands that have grown weary in service
- Blessed be these hands that have comforted the dying and held the dead
- Blessed be these hands for they hold the future
- Blessed be these hands for they are the work of Your hands, O Holy One

-Adapted from Dianne Neu, Waterwheel, Inc.



Relief Roundtable – Group Work

- Introduction
- Fact
- Thought
- Reaction/Feelings (10-40)
- Symptom/Impact (5-10)
- Teaching/Self-Care Interventions
- Re-Entry



Other Activities

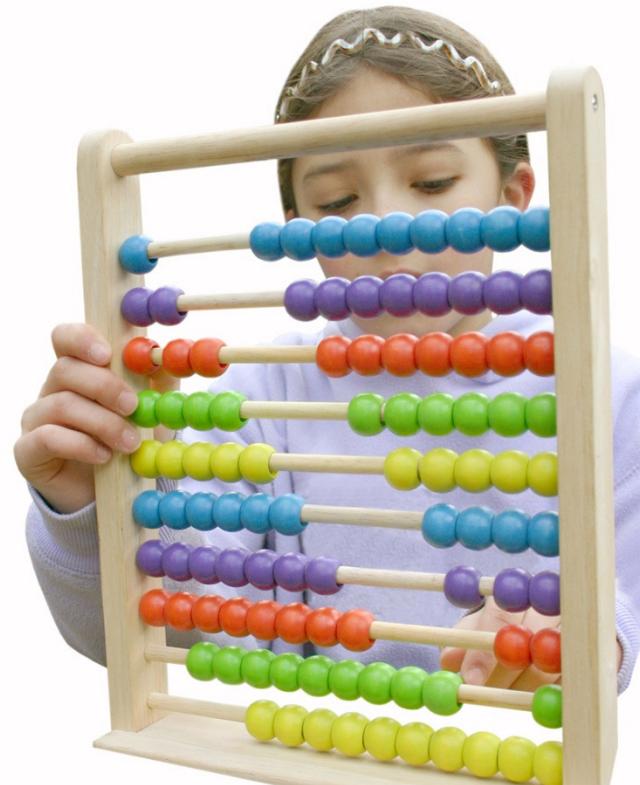
- Welcome Staff services
- Time to Regroup
- Service of Prayers
- How to Become Resilient
- Self Care Journal
- Relief Roundtable

Staff Support Working Groups



Assessment/Outcomes Workgroup

- Purpose:
 - Assess impact & effectiveness of interventions
- Goals/Actions:
 - Research/identify possible tools
 - Plan for pre and post testing
 - Data tracking and analysis



Assessment/Outcomes Workgroup

- Daryl Barkley
- Karen Trotochard
- Pat Wagner
- Michelle Calderon
- Brenda Presha
- Lindsay Damron
- Jennifer McKenzie
- Susan Easom

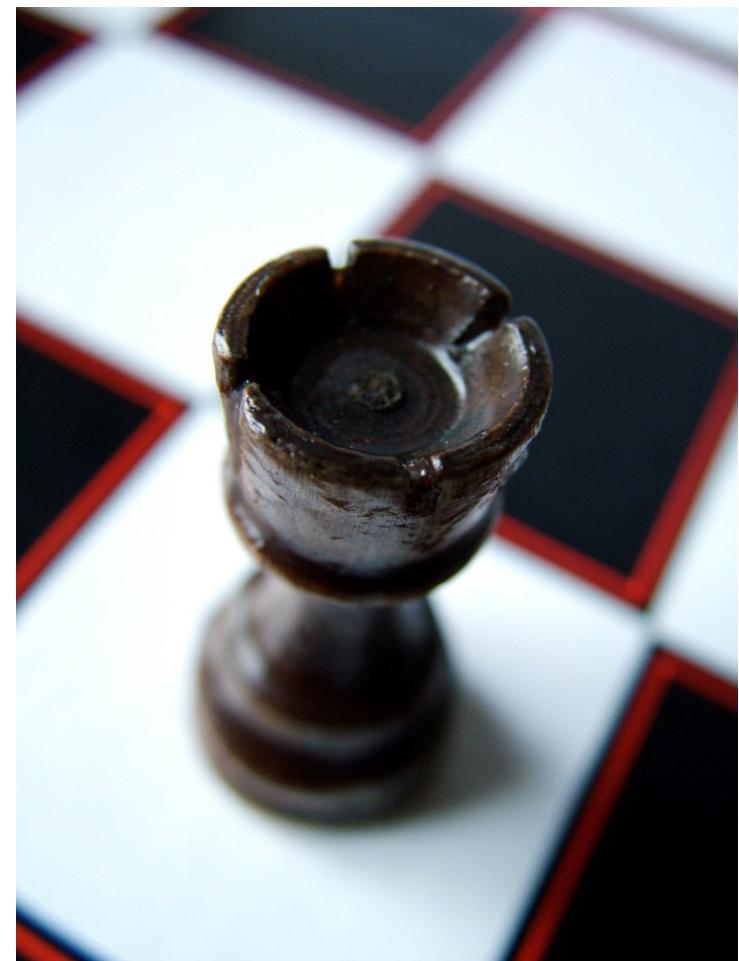
Strategy Workgroup - Purpose

- Communication Plan to the system about the program and what we provide
 - How to communicate
 - When to communicate
 - Who to communicate
- Gaps in programs
 - Conflict Mediation
 - Spiritual/ ethics rounds
 - Evening and weekend coverage
 - Art Program
 - Consultant to Leadership



Strategy Workgroup - Purpose

- Communication
- Flow
- Algorithms for
 - Who does what?
 - When do they do it?
 - Pyramid of levels



Strategy Workgroup Members

- Michael Landis
- Holly Firestein
- Josh Bornstein
- Laura Jones
- Joyce Ramsey
- Kelly Pelts
- Samantha Steiner
- Wilma Wheeler
- Michele Davis-Martin

Education Workgroup

- Purpose:
 - What is resiliency training?
 - How to teach the different pieces?



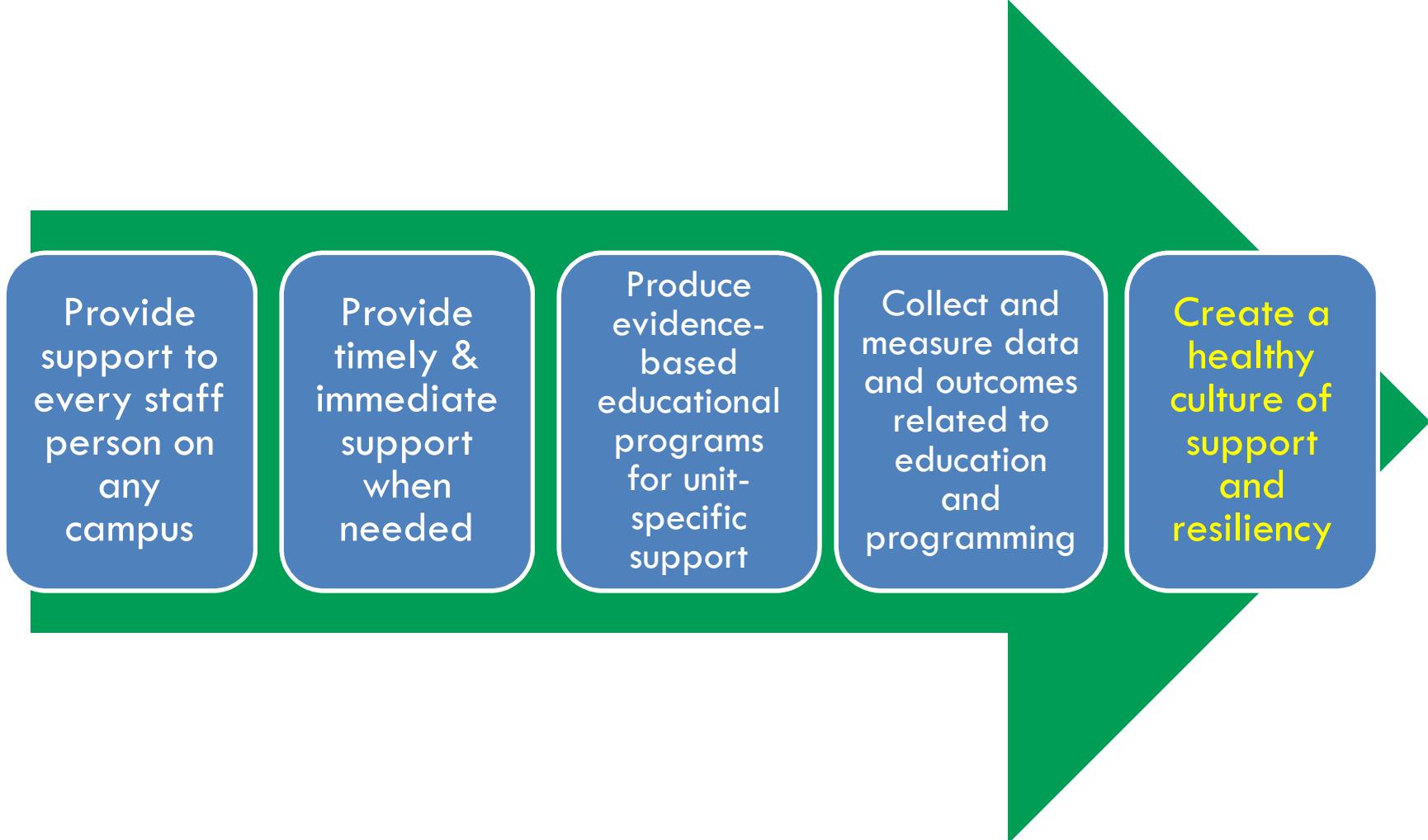
Education Workgroup Members

- Brenda Green
- Alcuin Johnson
- Marie Gay
- Sue Gammil
- Johnnathan Ward
- Wytaria Henley
- Emily Vall
- Becky Lavender

Steps for Guiding Team



Vision for Staff Support

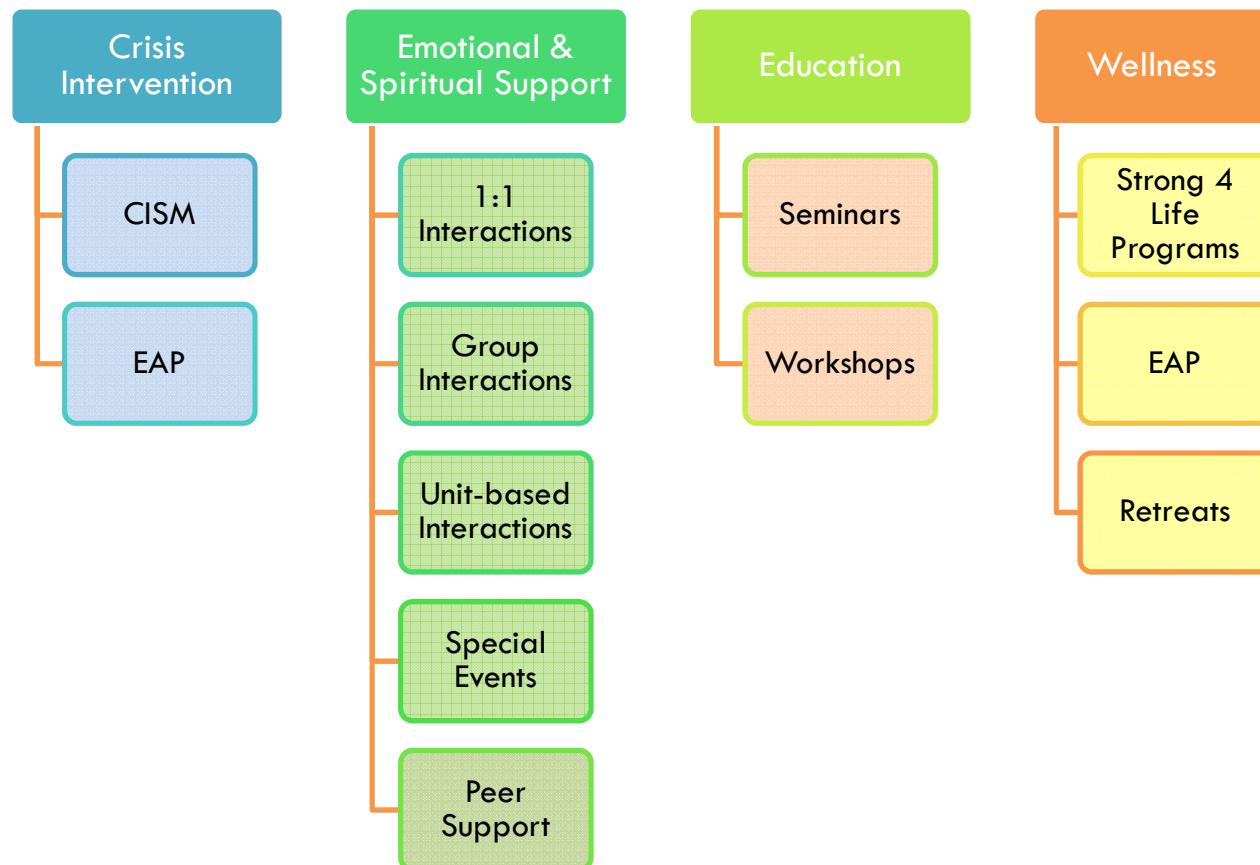


Updated Impact Map



Updated Buckets

~Culture of Resiliency~



Next Meeting

May
2013

- Break into workgroups
- Discuss purpose of groups
- Team building in groups
- Start group work

June
2013

- Updates
- Assessment/outcome tools





Thank you for your time !!!