Reignite
Fighting Burnout with a Virtual Resiliency Program for Nurse Leaders

Michelle Stemley, DNP, RN, NEA-BC
Objectives

• Define burnout in the current age and the impact on nursing
• Introduce the AONL Virtual Resiliency Program
• Present results of the program on nurse leaders’ perceived burnout
• Describe lessons learned
• Self-care exercise demonstration
Nurse

It's been a long time since I've had a week like this one. I am completely poured out; have nothing left. So spent I am numb. No more tears. Exhausted and done.

😢_criteria and 84 others 37 Comments

👍 Like Comment Send

Sending love 💖
14w  Like  Reply

Lord refresh this nurse /give her rest. Restore her joy
14w  Like  Reply

Prayers for recovery and renewal of spirit, thanks for all you do...from those that may not have been in a state mind to be thankful.
14w  Like  Reply

Hugs and love my friend! You are an amazing nurse, wife and mom! Don't give up!! 💖
14w  Like  Reply

Praying for rest and restoration
Burnout

- A state of feeling emotionally worn-out and drained as a result of accumulated stress
- Feelings of being “stuck” or “trapped”
- Lack of energy, poor sleep, and decreased motivation can make it difficult to overcome burnout
- Over time can cause permanent damage to health
Our Greatest Challenge

- Texas has 4th highest nurse shortage in US
- Attributed to aging population, Covid, reduced enrollment in nursing programs
- Nurse burnout is the new pandemic

What can we as nurse leaders do?
As the leader goes, so goes the team.
Purpose
To evaluate the value and effectiveness of an evidence-based virtual resilience program for nurse leaders, which was implemented by the American Organization of Nursing Leaders (AONL)

Significance
• Positive impact on nurse well-being
• Reduce burnout
• Reduce nurse turnover (Wei at al., 2018)
Conceptual Model – Community of Healing

(Hancock, Personal Communication, 2020)
Program Components

Interactive Live-Sessions

Discussion Boards

Drop-in Coaching Sessions
Program Evaluation

• Compared pre-intervention and post-intervention results of the MBI-GS survey

• Qualitative analysis
  - Learned self-care techniques
  - Resiliency tools learned for implementation with staff
  - Recommendations for program improvement
Measuring Burnout

Maslach Burnout Inventory – General Survey (MBI-GS)

 Emotional Exhaustion – frustration, fatigue, “end of my rope”

 Depersonalization/Cynicism – callousness, detached, not caring

 Personal Accomplishment – effective, making a difference

Maslach et al., 2018
## MBI-GS Likert Scale – Emotional Exhaustion

<table>
<thead>
<tr>
<th>Frequency Level</th>
<th>Description</th>
<th>PRE</th>
<th>POST</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Never</td>
<td>3.4</td>
<td>3.7</td>
</tr>
<tr>
<td>1</td>
<td>Few times a year or less</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Once a month or less</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Few times a month</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Once a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Few times a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Every Day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Higher frequency correlates to burnout*
### MBI-GS Likert Scale - Cynicism

<table>
<thead>
<tr>
<th>How often participants experience Cynicism</th>
<th>PRE: 2.6</th>
<th>POST: 2.7</th>
</tr>
</thead>
<tbody>
<tr>
<td>0=Never</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1=Few times a year or less</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2=Once a month or less</td>
<td></td>
<td></td>
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<tr>
<td>3=Few times a month</td>
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<td></td>
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<tr>
<td>4=Once a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5=Few times a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6=Every Day</td>
<td></td>
<td></td>
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</tbody>
</table>

*Higher frequency correlates to burnout*
### MBI-GS Likert Scale – Professional Efficacy

*Lower frequency correlates to burnout*

<table>
<thead>
<tr>
<th>How often participants experience Professional Efficacy</th>
<th>PRE: 4.8</th>
<th>POST: 4.4</th>
</tr>
</thead>
<tbody>
<tr>
<td>0=Never</td>
<td></td>
<td></td>
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<tr>
<td>1=Few times a year or less</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6=Every Day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PRE: 4.8
POST: 4.4
Qualitative Themes – Personal Resiliency Strategies

- PRIORITIZING HEALTHY HABITS
- PRACTICING PRESENCE/GRATITUDE /INTENTIONALITY
- PRIORITIZING FAMILY TIME
- SETTING WORK BOUNDARIES
- MEDITATION/PRAYER

Number of responses
Qualitative Themes – Building Team Resilience

- Encourage/Model
- Prioritizing Self Care
- Listening/Communication
- Promote Work-Life Balance
- Serenity Rooms
- Team Building Activities
- Sharing Positive Affirmations
- Reward/Recognition

Number of responses
Participant Comments

I have been putting in my ear buds and walking outside during the meeting. I can usually get in over a mile by the time the huddle is done.

I work hard to ensure every nurse gets a lunch break and takes some time away from the bedside to decompress.

How are you implementing what you learned in the program in your personal and professional life?

I am working on improving and maintaining work/life balance, healthy eating, and increasing exercise.

We've been taking our team out to the track for walking meetings.

I close my office door, dim the lights in my office, turn off my computer screen, eat my lunch and then do a 7-minute guided meditation.
Lessons learned...

- Commitment to self care is difficult
- Techniques such as guided exploration of self-care, building a community of support, and sharing of best practices, can help leaders create an environment that reignites their teams’ resilience
- What worked? virtual, engaging with one another in community, exercises in real-time, check-ins to see where others are, applications to use with teams, and laughter.
- What wasn’t as effective? support structures such as online forums, chat group, likely due to time issues and no real-time dialogue
My Life Dashboard

RATE YOUR CURRENT SATISFACTION IN EACH DIMENSION (1-10)
Habits to Promote Wellness

- Mindfulness / Meditation – Headspace
- Talk to someone – EAP has licensed counselors free to employees
- Prioritize rest and sleep
- Set personal boundaries (and respect others’!)
- Spend time with friends/family
- Be active or exercise daily
- Eat energizing foods (avoid sugary and processed foods)
- Hydrate! Target ounces daily: ½ your body weight in pounds
- Turn off work notifications at home
Commitment

What two dimensions do you feel you have the most opportunity to improve?

What are specific actions you can take to improve your wellness in these dimensions?

Will you commit to yourself to practice and track these actions for the next month?


References


Questions?

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