

Resilient Registrants: Supporting Regulators' Expectations
Ginny Hanrahan and Jenny Bulbutia CORU - regulating Health & Social Care Professionals Ireland



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Resilience

*“The world breaks everyone,
and afterward, some are
stronger at the broken
places.”*

Hemingway, *A Farewell to Arms*




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What is Resilience?

A dynamic, evolving process of positive attitudes and effective strategies in response to a stressful event (Jensen et al., 2008)

The ability to respond to stress in a healthy way at minimal psychological and physical cost

Resilience is wholehearted engagement with, not withdrawal from - the often harsh realities of the workplace...(Epstein & Krasner, 2013)



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What is Resilience?

"...more than education, experience, or training, an individuals level of resilience will determine who succeeds & who fails."
Harvard Business Review, 2002

...ability to cope with stress and crisis and then rebound quickly (K Barton WITI)

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What is Resilience?

- **Doing your best on the worst days of days**
- The ability to cope effectively in the face of adversity
- **“BOUNCE-BACK-ABILITY”**

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Why is Resilience important?

- To be effective YOUR psychological wellbeing is paramount
- The “person of the doctor” is the most powerful drug that a doctor gives his/her patient (Balint)
- The “self of the counselor” is the fundamental tool of therapy (Arvay)

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Are Lawyers resilient?

- High levels of scepticism(Skepticism)/Urgency
- Low levels of resilience and sociability
 - Defensive, resist taking feedback, hypersensitive to criticism

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There can be a “cost to caring”...

(Figley, 1995)

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Role of the Regulator

To Protect the public by promoting high standards of professional conduct, education, training and competence amongst registrants of the professions

HOW DO WE KNOW?

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Regulators interest in Resilience

- Registration, Continuing Competence through CPD/ competence assurance schemes
- Continuing resilience -What are the factors that ensure this
- Should we consider the skills that help one to keep or build up resilience ?

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EXERCISE

- What are the top 5 factors that you think will keep a registrant resilient?

(10 mins - per tables)

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Maslach Burnout Score

- **Emotional Exhaustion** - feelings of being emotionally overextended and exhausted by one's work
- **Depersonalization** - an unfeeling and impersonal response toward recipients of one's service, care treatment and instruction
- **Personal accomplishment** - feelings of competence and successful achievement in one's work

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If every 5th Physician is affected by burnout – what about the other 4 ?

Learning from Resilient Practitioners

200 surveyed in Germany – GPs Psychiatrists, Surgeons, Physicians

Zwach & Schweitzer

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JOB RELATED SOURCES OF GRATIFICATION

- doctor-patient relationship
- Medical efficacy
- Self Organisation
- Limitation of working hours
- Ritualised time out period

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PROFESSIONAL DEVELOPMENT

- Proactive engagement within the limits of skills, complications and treatment errors
- Personal reflections
- Self demarcation
- Cultivation of one's own professionalism
- Quest and cultivation of contact with colleagues

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RESILIENT PRACTICES

- Leisure time activity to reduce stress
- Cultivation of relations with family and friends
- Spiritual practices

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USEFUL ATTITUDES

- Acceptance and Realism
- Self Awareness and Reflexivity
- Active engagement with the downside(s) of the medical professional
- Recognising when change is necessary
- Appreciating the good things

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Resilience can be built ~Dr. Sam Goldstein

- **Develop a strong sense of purpose**

- **Develop a healthy sense of control**

- **See change as a challenge or opportunity**

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Resilience can be built -Dr. Sam Goldstein

- Develop Self-confidence
- Be Optimistic
- Build good social supports
- Become flexible and adaptable
- Use sound problem-solving strategies
- Have a good sense of humour
- Stay Healthy

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Exercise

- Do you think we should incorporate the requirements of resilience in how we register our professionals?
- If so How?
- 10 minutes - table

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Is Resilience always positive?

Report on a failing regulator - watchdog stated
“ staff worked with **resigned resilience**”

Can personal resilience blind someone to the needs of their services users??

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Next Steps

- Do the room think the topic of resilience and regulation needs further exploration?
- “YES” - look for experts for next year and see how we can look at incorporating into regulation
- “NO” - thank you - Good to have had the conversation

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If you can't explain it **simply**, you don't understand it well enough.

- Albert Einstein



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**“THE OAK FOUGHT THE WIND
AND WAS BROKEN, THE WILLOW
BENT WHEN IT MUST AND
SURVIVED.”**



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