Resilience

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

Hemmingway, A Farewell to Arms

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)
What is Resilience?

"...more than education, experience, or training, an individual's 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)

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"

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)
Are Lawyers resilient?

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

There can be a “cost to caring”...

(Figley, 1995)

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?
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?

EXERCISE

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

(10 mins - per tables)

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
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

JOB RELATED SOURCES OF GRATIFICATION

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

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
**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
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

Exercise

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

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??
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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Speaker Contact Information

Queries to
Ginny Hanrahan CEO CORU
ginny.hanrahan@coru.ie

Jenny Bulbulia Council member at CORU