



# THE WORLD OF STAFF SUPPORT IN HEALTHCARE

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# WHAT IS STAFF SUPPORT?

Support Staff



## OPTIONS



## **SUPPORT**

**MISSING**



## **CRITICAL INCIDENT**

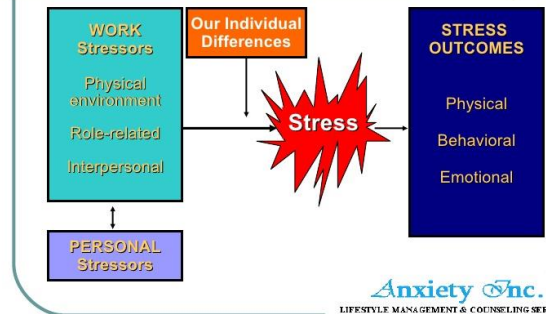
- **Unusually challenging event that has the potential to create significant human distress and can overwhelm one's usual coping mechanisms**



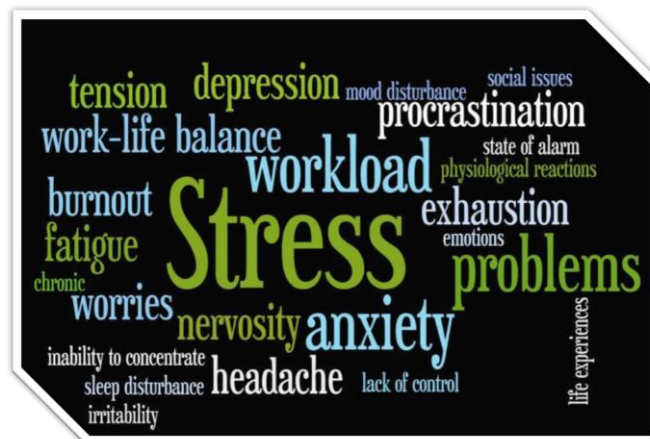
# ENVIRONMENTAL STRESSORS



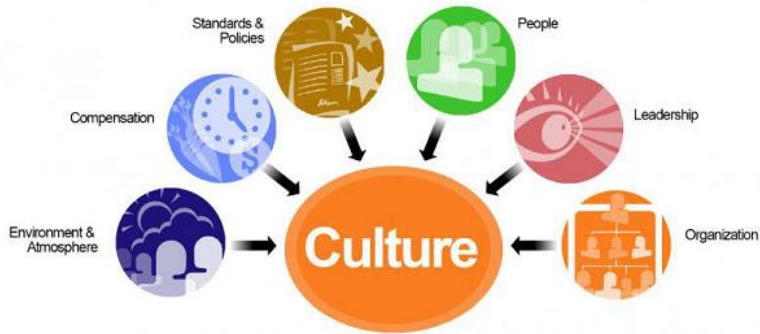
## Stressors & Stress Outcomes



# RELATIONSHIP OF FACTORS



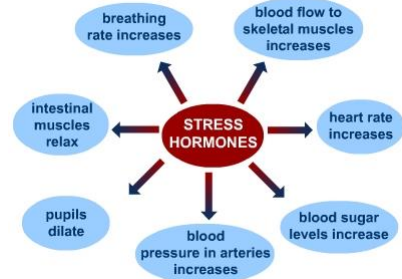
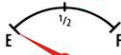
# ENVIRONMENTAL STRESSORS



# TYPES OF STRESSORS



Compassion  
Fatigue





## RECOGNITION



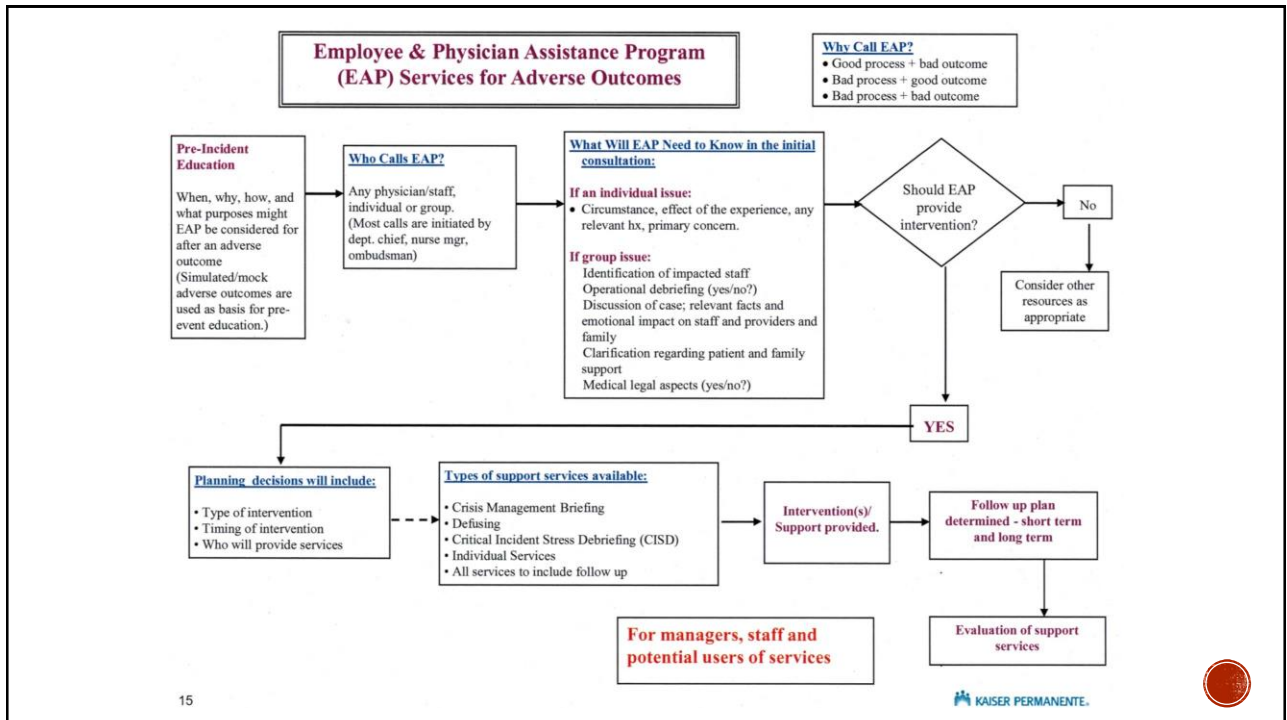
- **Level of event**
  - **Average event**
  - **Large scale events**
- **Organization policies/practices for staff communication**





## EXAMPLES OF REASONS FOR CALLING A CODE LAVENDER

- 1) Deaths on the floor that have been difficult for the staff.
- 2) Personal difficulty on one staff member that is affecting the functioning of the group.
- 3) Distressing medical situation of patient
- 4) Distressing medical situation or staff member
- 5) Death of staff member that affects functioning of the group
- 6) When a team is in need of extra care



# Resilience

- **Problem solving**
- **Social competence**
- **Autonomy**
- **Sense of purpose: goal direction**



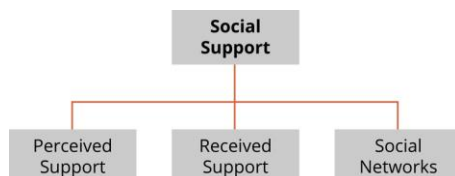


## GROUP DISCUSSIONS

- **Crisis management briefings**
- **Defusing**
- **Debriefing**
  - **The good**
  - **The concerning**
  - **The ugly**
- **Care Tyme**



## OTHER CONSIDERATIONS



# PERSONAL HARDINESS



## Building Hardiness & Confidence

Building psychological resilience requires a change of attitudes

Embrace 'commitment' over 'alienation' - connect with others

Emphasize 'control' over 'powerlessness' - move forward with your goals

Embrace 'challenge' over 'security' - have courage and take chances



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# GRIT

**Grit** | *Noun*

COURAGE, bravery, pluck, mettle, backbone, spirit, strength of character, strength of will, moral fiber, steel, nerve, fortitude, toughness, hardiness, resolve, resolution, determination, tenacity, perseverance, endurance; informal: guts, spunk.

<https://angeladuckworth.com/grit-book/>



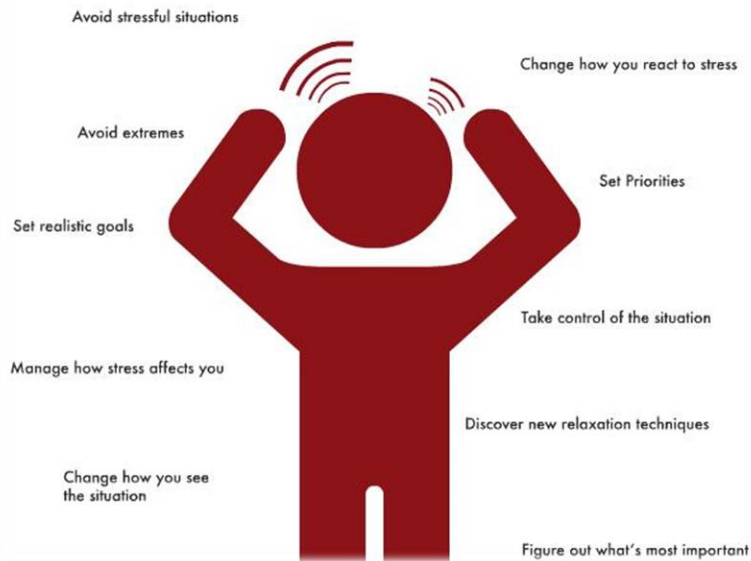
# ALTERNATIVE THERAPIES



- **Social intelligence**
  - **Empathy, self-awareness, curiosity, analytical mind, belief, passionate, optimistic, adaptability, desire to help others succeed**



## How Can You Manage Your Stress?

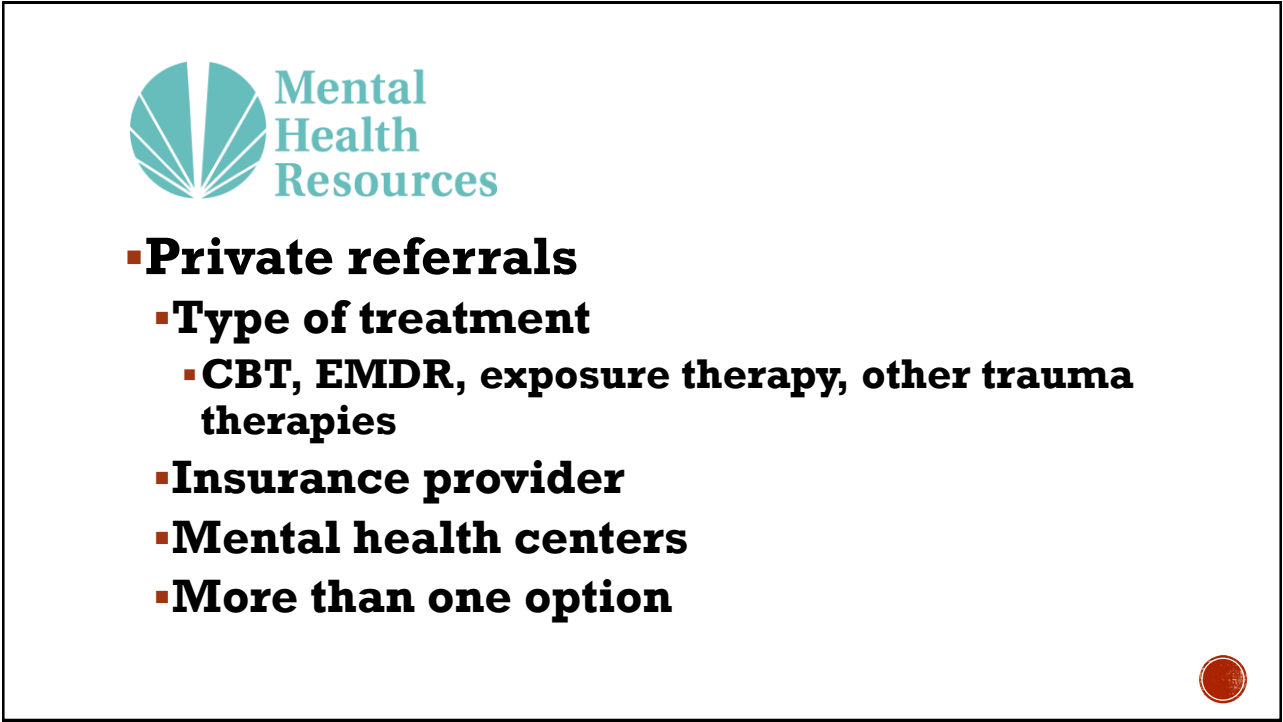


## BARRIERS

- **Time**
- **Money**
- **Culture**
- **Availability**
- **ROI**









- **Access to resources**
  - **Webpage (intranet)**
  - **Posted resource handouts**

