Resilience on the Front Lines of Care
Organizational strategies to foster compassion and sustain resilience in the face of trauma and emotional suffering

Compassion in Action Webinar Series
September 26, 2017

Moderator

Kim Kania Vaillancourt
Webinar Producer
The Schwartz Center for Compassionate Healthcare
Audience Reminders

- This webinar is funded in part by a donation in memory of Julian and Eunice Cohen.
- You may submit a question by typing it into the Question and Answer pane at the right of your screen at any time.
- Please respond to audience polls by clicking on the answer of your choice.
- We value your feedback! Please complete our electronic survey following the webinar.

Host

Beth Lown, MD
Medical Director
The Schwartz Center for Compassionate Healthcare
Today’s Speaker

Micheline St-Hilaire, MBA, MSc
Director, Strategic Initiatives & Organizational Development
Catholic Health Corporation of Manitoba

Resilience on the Front Lines of Care: Organizational strategies to foster compassion and sustain resilience in the face of trauma and emotional suffering

Micheline St-Hilaire, MBA, MSc
Director, Strategic Initiatives & Organizational Development
Catholic Health Corporation of Manitoba
“Just love them”

Polling Question
Context

- Faith-based health and human service system
- Winnipeg, Manitoba CANADA
- 15 Communities of Service
- Tertiary care hospital, community hospitals, personal care homes, primary health care, counselling
- 200 board members
- 7,000 employees
- 2,000+ volunteers

Edge States
Sources of Depletion & Learning

- Pathological Altruism
- Vital Exhaustion
- Vicarious Trauma
- Moral Distress
- Horizontal and Vertical Hostility
- Structural Violence

Source: Dr. Joan Halifax (2010)
Polling Question

“We are…”
An organizational change and development initiative
Seeks to **co-create** the conditions for compassion and resilience to flourish intra-personally, inter-personally and organizationally

**PILLAR I: Awareness**
**PILLAR II: Education & Formation**
**PILLAR III: Sustainability**

Research & Development
What are we uncovering?

Evidenced Based Protocols

- Mindfulness Based Stress Reduction (MBSR)
- Stanford University's Compassion Cultivation Training
- Mindful Self Compassion
Perceived Stress

T1 2.79
T2 2.43
2.2
2.3
2.4
2.5
2.6
T1
T2
Total Scale Score

Self-Compassion

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<th>Common humanity</th>
<th>Isolation</th>
<th>Mindfulness</th>
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Mean Rating
Fears of Compassion

Fear of giving compassion
Mean Rating: 1.23

Fear of receiving compassion
Mean Rating: 0.98

Fear of self-compassion
Mean Rating: 0.92

Copenhagen Burnout

Personal Burnout
Mean Rating: 2.93

Work-related Burnout
Mean Rating: 2.87

Client-related Burnout
Mean Rating: 2.12
Positive Affective Wellbeing

Spiritual Wellbeing

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Compassion

by Miller Williams

Have compassion for everyone you meet, even if they don’t want it.

What appears bad manners, an ill temper or cynicism is always a sign of things no ears have heard, no eyes have seen.

You do not know what wars are going on Down there where the spirit meets the bone.
Thank you for participating in today’s session.

Please take a moment to complete the electronic survey upon exiting today’s program.

Visit theschwartzcenter.org for more details or to register for a future session. Look for our webinar email invitations and share them with your friends!