


# 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

 **the schwartz center**  
FOR COMPASSIONATE HEALTHCARE

1



**Moderator**



**Kim Kania Vaillancourt**  
Webinar Producer  
The Schwartz Center for Compassionate Healthcare

 **the schwartz center**  
FOR COMPASSIONATE HEALTHCARE

2

## 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.



3

## Host



**Beth Lown, MD**  
Medical Director  
The Schwartz Center for  
Compassionate Healthcare



4

**Today's Speaker**



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

 **the schwartz center**  
FOR COMPASSIONATE HEALTHCARE

5

*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



**Projet  
Compassion Project**

Un cheminement vers notre raison d'être la plus profonde  
A journey toward our deeper sense of purpose

6

“Just love them”



7

Polling Question



8

## 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

9

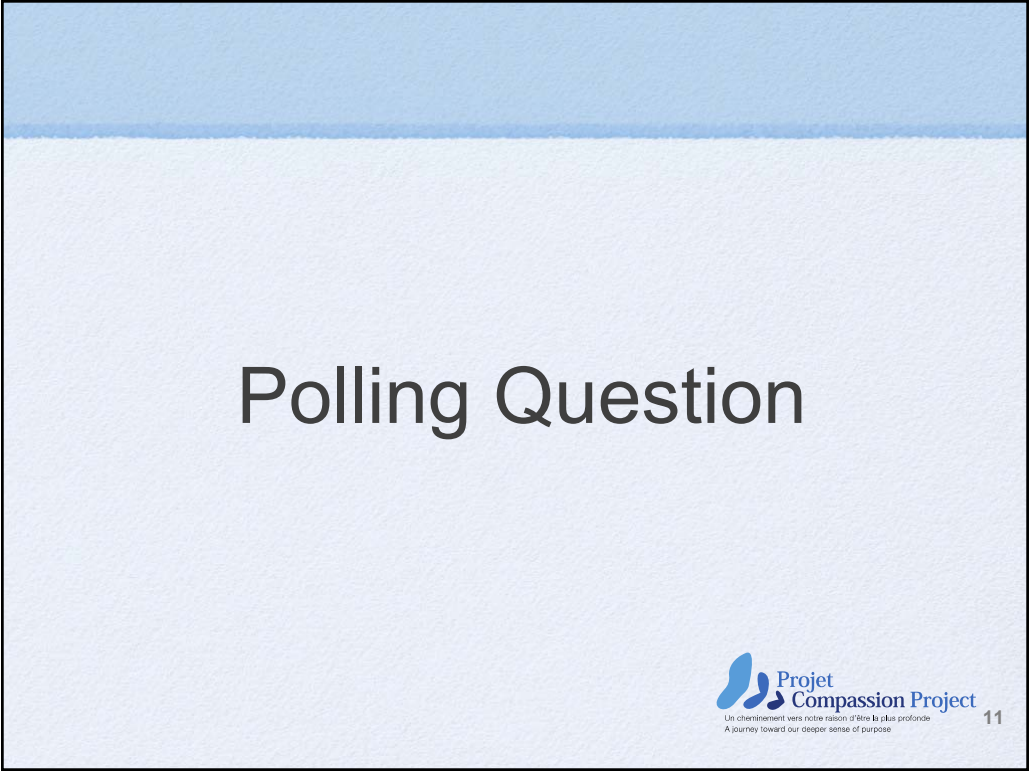
## Edge States

### Sources of Depletion & Learning


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

Source: Dr. Joan Halifax (2010)

10



# Polling Question



Un cheminement vers notre raison d'être la plus profonde  
A journey toward our deeper sense of purpose

11




# “We are...”



Un cheminement vers notre raison d'être la plus profonde  
A journey toward our deeper sense of purpose

12



**Projet  
Compassion Project**

Un cheminement vers notre raison d'être la plus profonde  
A journey toward our deeper sense of purpose

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

13



**Projet  
Compassion Project**

Un cheminement vers notre raison d'être la plus profonde  
A journey toward our deeper sense of purpose

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

**Research & Development**

14

# What are we uncovering?

15

## Evidenced Based Protocols



- Mindfulness Based Stress Reduction (MBSR)



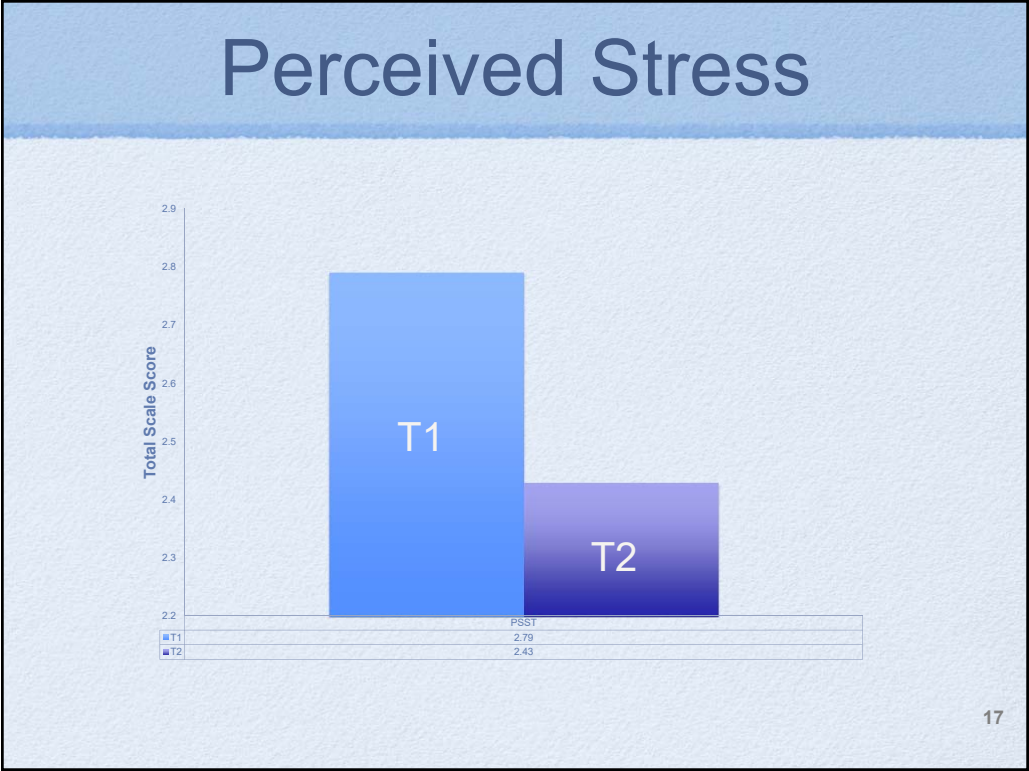
- Stanford University's Compassion Cultivation Training



- Mindful Self Compassion

16





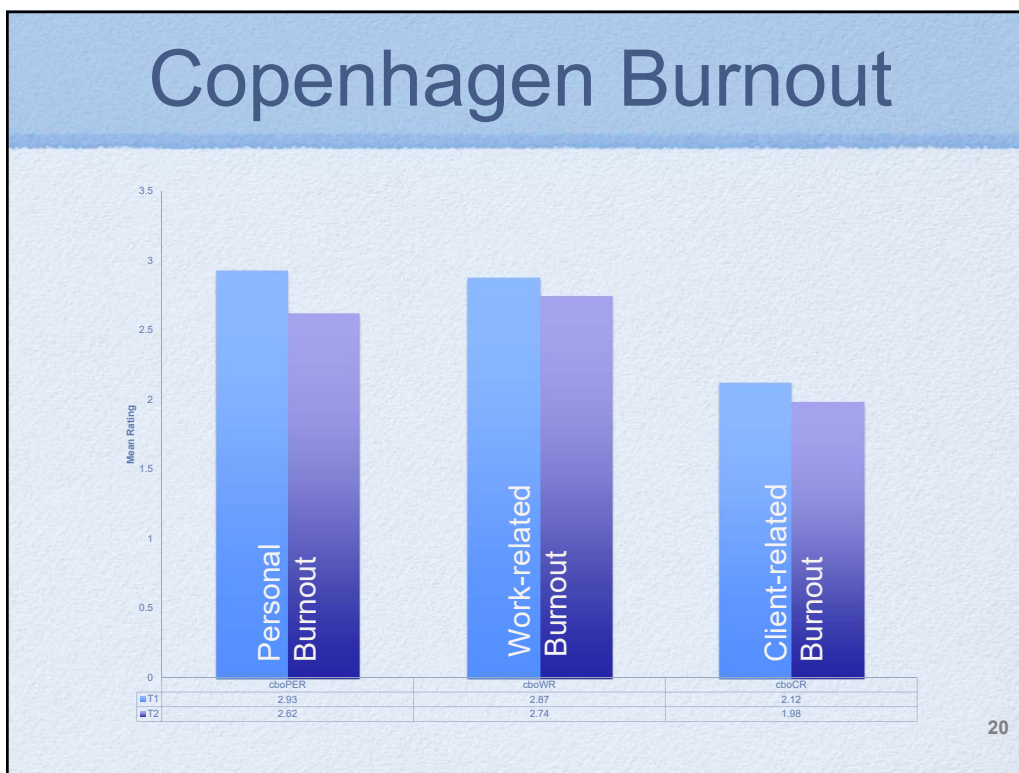
17



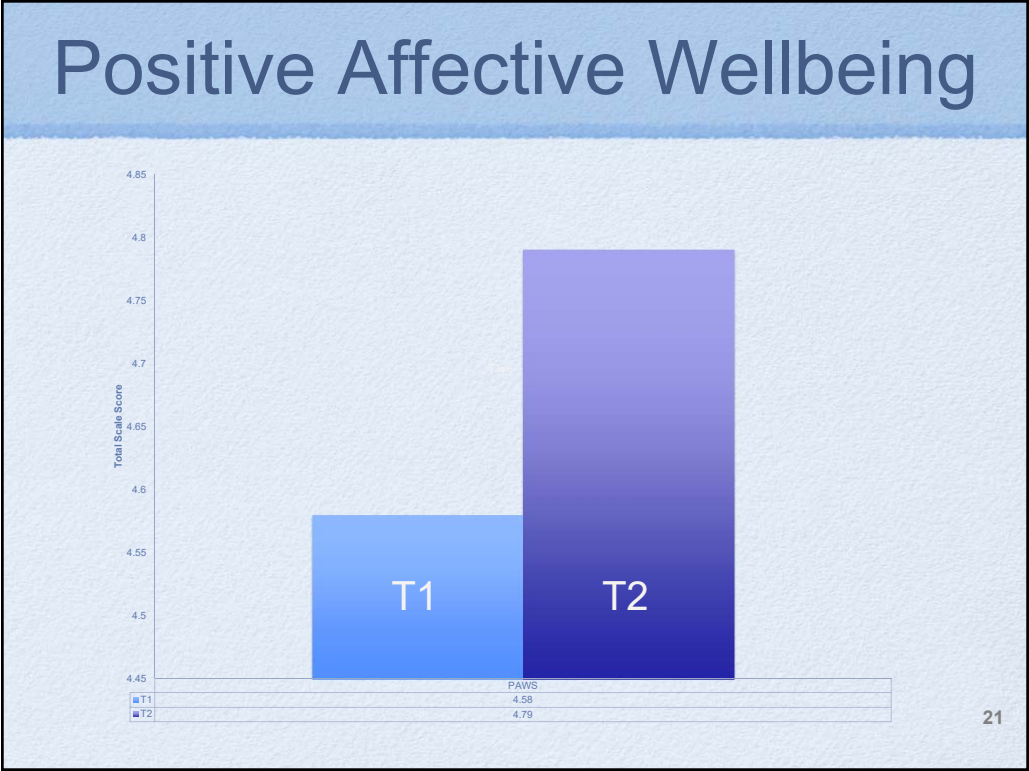
18



19



20



# 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.

23

## Questions



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



**Beth Lown, MD**  
Medical Director  
The Schwartz Center for  
Compassionate Healthcare



**Kim Kania Vaillancourt**  
Webinar Producer  
The Schwartz Center for  
Compassionate Healthcare



**HARVARD**  
MEDICAL SCHOOL

## COMPASSION IN PRACTICE:

Achieving Better Outcomes  
by Maximizing Communication,  
Relationships and Resilience

October 29-30, 2017 in Boston

Register at:  
[theschwartzcenter.org/course](http://theschwartzcenter.org/course)




25

**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](http://theschwartzcenter.org) for more details or to register for a future session.  
Look for our webinar email invitations and share them with your friends!*



the schwartz center  
FOR COMPASSIONATE HEALTHCARE

26