

RESILIENCE TIPS

How to Support Your Teams During Adverse Events

Rates of adverse events in our communities have been climbing for a while. And when our patients experience trauma, health care providers feel those effects, too. In response, we've compiled the following evidence-based discussion points and strategies for leaders informed by the collective wisdom from the last few years. In other words, we've been here before. We've learned what works and what doesn't—and we're happy to help.

DISCUSSION POINTS

NAME IT

- **Acknowledging our experience** helps us calm our nervous system.
- **Naming the emotions** that many of us are experiencing (exhaustion, fear, anxiety, anger) helps us feel seen and heard.
- **Be transparent** and feel free to acknowledge our current situation in the broader context of things, but do not explain how everything will be better soon.
- **Uncertainty remains** regarding future disruptions.

BE REALISTIC

- **Most of us are overwhelmed.** We will not be able to hold ourselves to our usual standards. We can encourage people to do what they can—and that will have to be enough.
- **Give people permission to not be perfect** with every task.

BE THOUGHTFUL

- **Stop and pause.** When crises occur, we tend to be reactive and try to fix as much as we can at once. This comes from a place of caring but sometimes makes things worse.
- **Give yourself space** to make thoughtful decisions when possible. (See the “What can I do for my team?” on the next page.)

BE ACCOUNTABLE

- **Even in a crisis, we can be accountable** for our words and actions.
- **Acknowledging when we've made a mistake and apologizing** will go far. We will all mess up, especially when we're exhausted.
- **Accountability is essential** during a crisis, but it doesn't have to be punitive.

CONNECT WITH ONE ANOTHER

- **Encourage people to check-in with one another** to make sure they are doing ok and feeling supported. Throughout the pandemic, teams that feel connected have done better.
- **Model by listening and understanding** the concerns of your team and, if possible, address their concerns.

CARE FOR YOURSELF

- **It starts with you.** To be maximally successful, we have to continue caring for ourselves. It is what will save the most lives and do the least damage in the coming weeks.
- **Share how you are taking care of yourself** to give your team permission to do the same.
- **Engage in discussion around self-care** (whether that is exercising, getting enough sleep, or using the bathroom during a shift) to normalize behavior)

Find this and other well-being resources at: accelerate.uofuhealth.utah.edu/resilience

WHAT CAN I DO FOR MY TEAM?

Questions to ask	Why it helps
1. Does your team feel a strong sense of connection ?	Connection is a key ingredient for groups that are doing well.
2. Does your team feel supported (by you, each other, the department/ system)? Do they feel seen, valued, and heard?	Communication, recognition and support can occur in many ways.
3. Do they have an opportunity to debrief about their experiences?	Reach out for help from the Resiliency Center if needed.
4. Does the department/division/clinic have the resources needed to succeed?	Be an advocate for resources even when resources are scarce. Allow yourself to be creative .
5. Are you able to identify the biggest obstacles for your group?	Pick one issue to work on (to acknowledge, not fix right now) to address an upstream driver of burnout/dissatisfaction.
6. Are you discussing professional development in a coaching framework?	Support a connection to purpose that also has a direction .

WHAT IF SOMEONE ON MY TEAM IS REALLY STRUGGLING?

Crisis Resources

[Huntsman Mental Health Institute \(HMHI\)](#)

- Crisis Line: 801-587-3000, available 24/7, 365 days/yr
- Warm Line: 801-587-1055, available 8am-11pm, 365 days/yr
- SafeUT Frontline: 801-372-3335 or <https://safeut.org/frontline>

[Employee Assistance Program](#)

- Phone: 801-262-9619, this is also a crisis line 24/7, 365 days/yr
- Daily Crisis Appointments Available, includes 1-hour/day at the Resiliency Center
- CALL AHEAD to schedule an appointment, do not walk-in

National Crisis Call & Text Lines

- Call 800-273-8255
- Text HOME to 741741

Urgent Resources

- Frontline Urgent Referral ([on Pulse website](#)) or contact your PCP
- [Resiliency Center](#): 801-213-3403 or resiliencycenter@hsc.utah.edu
- [GME Wellness](#): 801-213-8753 or GMFwellness@hsc.utah.edu
- [Medical Student Wellness](#): somwellness@hsc.utah.edu
- [University Counseling Center](#): 801-581-6826