

Building Resilience Individually and as a Team



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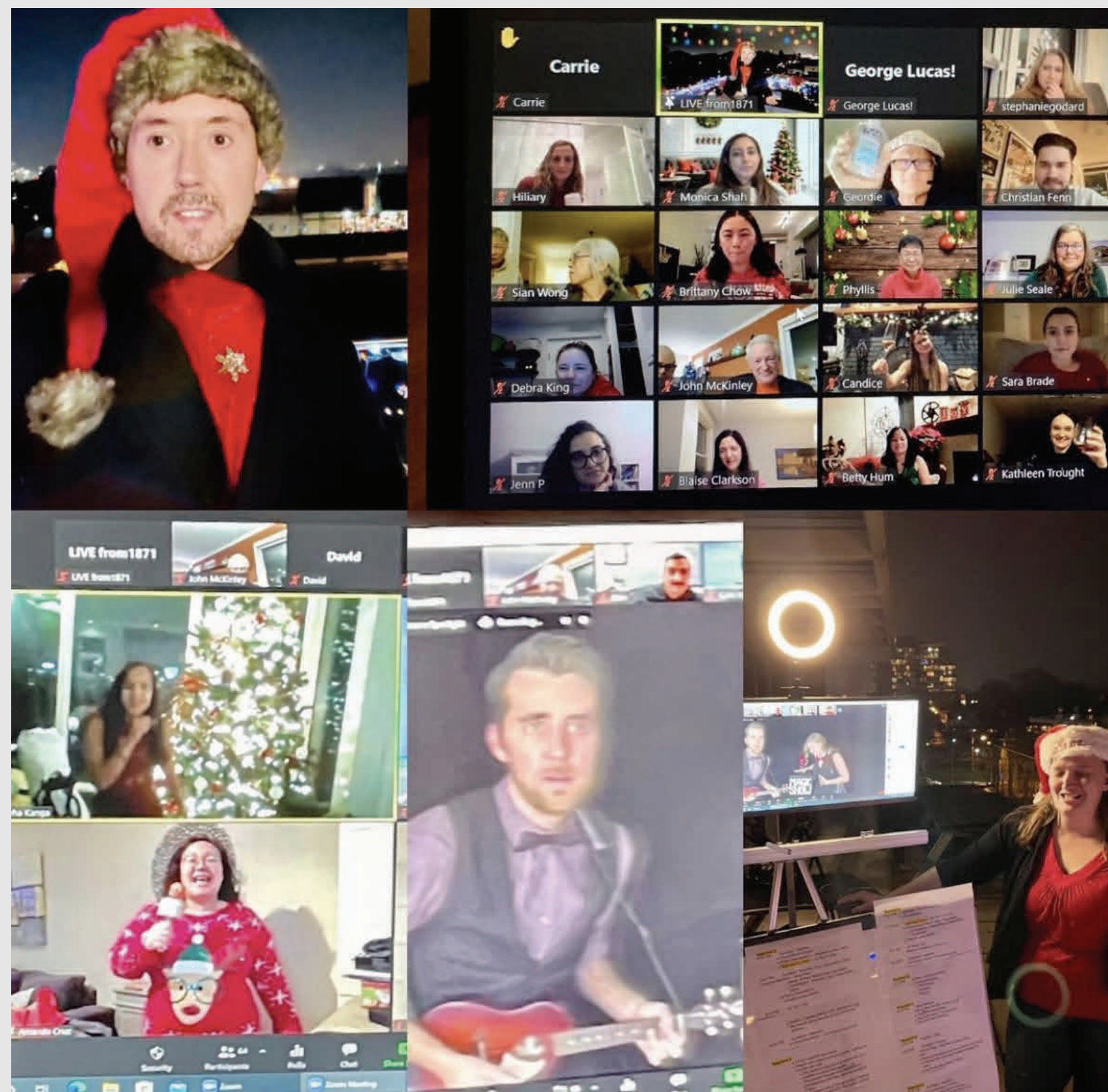
Background

Creating an environment that supports each and every member to build their own resiliency ensures that not only does the individual prosper, but also that the organization is able to maintain its services for the patients and the community.

The pandemic has challenged healthcare workers in a way that goes deeper than anything ever has before. Employees now struggle with many areas, both at work and in their personal lives, which make coming into work every day, providing exceptional care and service more difficult. The pandemic has made even the most basic things more labour intensive and time consuming. At SETFHT, we know the only way to get through the pandemic and continue to provide excellent care to our patients and the community is to support each other as a team and to ensure self-care is always a priority.

Objectives

- Create a supportive and empathetic work environment
- Create an environment that facilitates less burnout and therefore allows for a greater ability to provide patient and community care
- Celebrate all accomplishments, regardless of how big or small
- Encourage team members to take time for self-care and support those colleagues when they need some time for self-care
- The ultimate goal is to improve both team and individual resiliency



Strategies

SETFHT had to ensure it was supporting the full employee and not just the part that came into work each day. Some key strategies included:

- Listening to staff needs and ensuring appropriate resources were in place
- Reviewing the Employee and Family Assistance Program and educating staff on what services were available
- Expanding the Health benefits to include areas of greater need so that staff could worry less about those areas
- Meeting with staff regularly both in large and small groups as well as individually to ensure that staff had support and the necessary resources
- Create a culture of transparency so staff felt like they were aware of any changes and could voice thoughts/opinions/concerns
- Celebrate any accomplishment as a team —the pandemic created a time when it wasn't always easy to come together as a group, in the traditional way, but find ways to celebrate as a team—this is so critical to boosting staff morale and resiliency



Results

This is a list of some of the things SETFHT and its staff can recognize as results of focusing on resiliency:

- Improved staff morale
- Decreased staff illness
- Increased productivity, including expanding services and programs during a pandemic when many others were scaling back
- Improved patient and community experience
- Lower staff turnover rates
- Greater sense of team and community

Conclusion

The team at SETFHT worked hard to practice self-care, support each other and build on both their own and the teams resiliency. As a result, the team has been able to maintain and expand services to create meaningful and supportive experiences.

Future

Resiliency is a continuous process, one simply does not learn it and move in, at SETFHT we continue to find ways to support the entire team and help them build their own personal resiliency as we know this will boost team morale and allow for exceptional patient and community care.

Challenges

- Understanding that one resiliency strategy will not work for everyone and therefore implementing various options for staff to be able to use
- Recognizing that implementation is only one piece and that ongoing maintenance and finding new strategies is critical to ongoing success
- As an employer understanding that not all challenges have to do with the work place, but ensuring staff have channels for support in all areas of their life will transpire to improved work productivity.

