



From Surviving to Thriving



DIXIE WEBER, MS, RN

SYSTEM SERVICE LINE
DIRECTOR, WOMEN'S &
CHILDREN'S CARE

PEACEHEALTH SYSTEM

What If...

If the person who named
Walkie Talkies named
everything

Stamps - Lickie Stickie

Defibrillators - Hearty Starty

Bumble bees - Fuzzy Buzzy

Pregnancy test - Maybe Baby

Bra - Breastie Nestie

Fork - Stabby Grabby

Socks - Feetie Heatie

Hippo - Floatie Bloatie

Nightmare - Screamy Dreamy



I Might Have
Been...

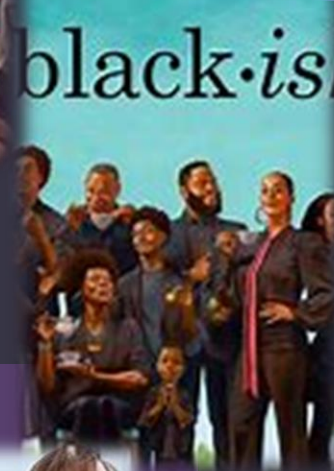
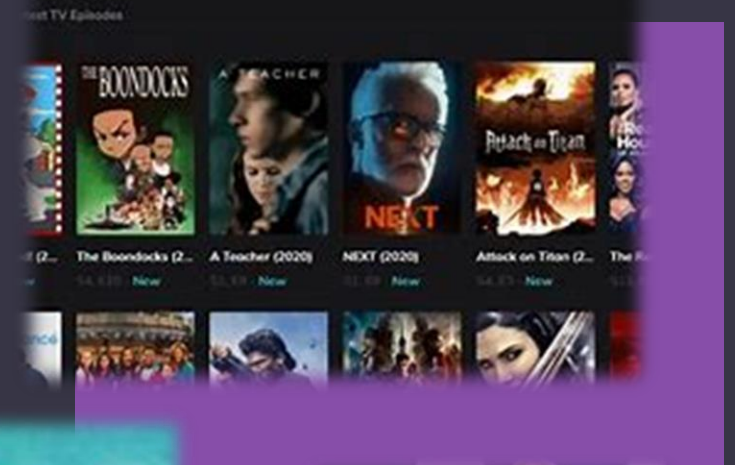
**I NEVER CALLED
YOU STUPID, BUT
WHEN I ASKED YOU
TO SPELL "ORANGE"
AND YOU ASKED ME
OLDTIMERS
THE FRUIT OR COLOR
IT KINDA CAUGHT
ME OFF GUARD.**

Some
Days...

i walk around like
everything is ok...
but deep down
inside, i want to
put up my
Christmas tree.

When you are
"overwhelmed,"
consider
seeking silence
and quiet.

The Power in Giving Ourselves Permission to Stop and Do Nothing.





Give power to your emotions...



State your state of mind... “I feel...”

Use exact language to
identify emotions.
*(accurately label emotions
during your experience)*

Use Your Words

Sad

Happy

Pissed

Accurate Emotional Language Leads to Positive Neuroplasticity

“Name it to tame it...”

What is Neuroplasticity?

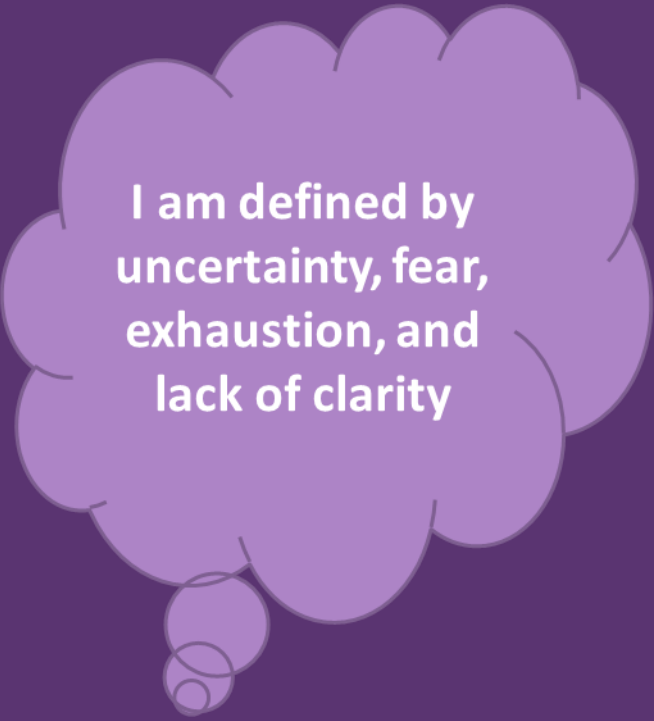
- The brain's ability to grow, change, and heal.

What increases Neuroplasticity?

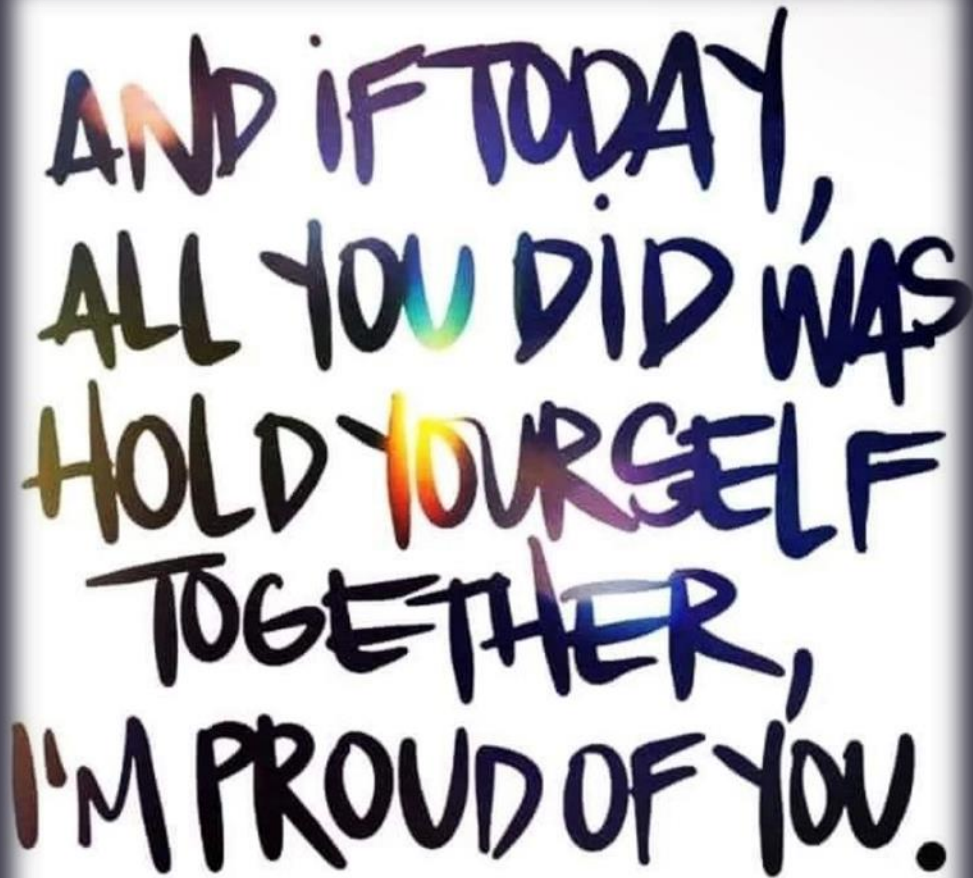
- Every positive experience contributes to positive neuroplasticity.
- Accurate emotional language builds new neural connections that promote lasting emotional regulation and resilience.



What I Knew
Before is Gone and
Now I Must
Redefine my
Normal?



I am defined by
uncertainty, fear,
exhaustion, and
lack of clarity



AND IF TODAY,
ALL YOU DID WAS
HOLD YOURSELF
TOGETHER,
I'M PROUD OF YOU.

Anticipatory Grief & Courageous Leadership

My greatest
barriers:

- Loneliness
- Longing
- Feeling Loss

you became who you needed
to be in order to survive.
but now it's time to become
who you need to be so you
can thrive in life.

change is coming.
it's time to embrace it.

/ topher kearby

Engagement in the Workplace Continues to Decline

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“No, this isn’t the company you’re mad at. And if it is, I’m not the employee you’re mad at. And if I am, I’m not available right now.”

SINCE 2018, ENGAGEMENT AND CONTENT IN THE WORKPLACE HAS BEEN ON THE DECLINE. (PRESS GANEY)

2022 Gallop Study:

**32% Full-time employees are engaged
17% Actively disengaged**

(Innovate Healthcare, 2022)

The Pandemic

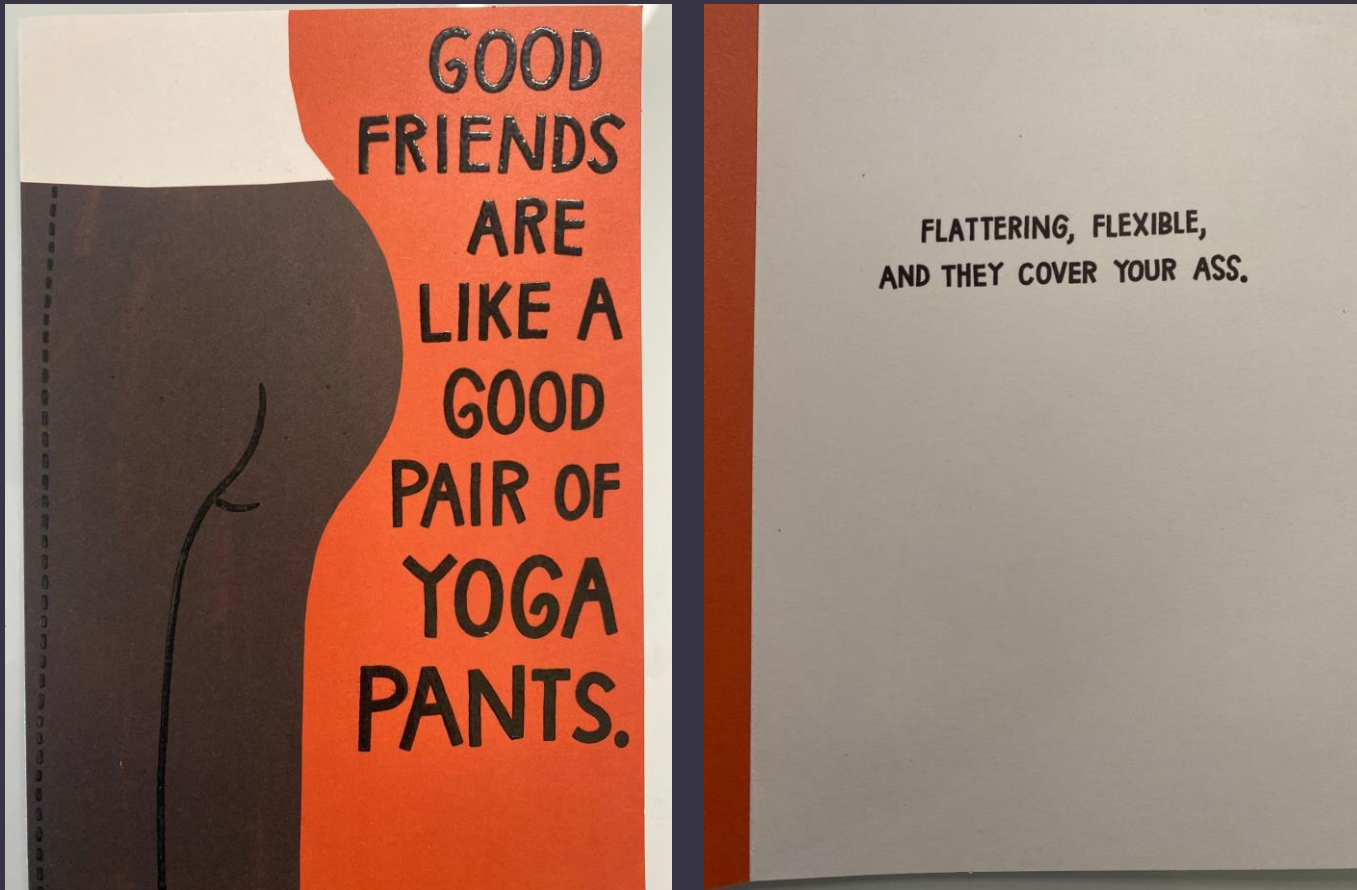
The last 5 years have been the hard time of my life:

- Marriage
- Parenting of teenagers
- Death of my father
- Transition to being responsible for my mom
- Moved the family for a new job

WHAT WE DON'T
NEED IN THE MIDST
OF STRUGGLE IS
SHAME FOR BEING
HUMAN

-BRENE BROWN

Physicians and Staff are Feeling the Same Way for the First Time



Prior to Covid, providers and staff saw the world differently.

- 4/6 Key Drivers of “Shared Meaningfulness” in the workplace are aligned.
 - Staffing Adequacy
 - Safety and Quality of Care
 - Trust in Senior Leaders
 - Reasonable Job Stress

Higher Risk of Nurse Burnout

Heavy Workload Impact on Nurses and Patient Safety



Impact on Nurse	Resulting Issues	Impact for Patient
Less time	Bypassing safety protocols and incomplete communication	Lapses of continuity in treatment
Less attention to details	Mistakes and brain strain	Risk of over- or under-medicating patients
More stress	Reduced job performance	Greater risk of medical errors
More shortcuts	Compromised quality of patient care	Risk of infections and compromised data security

Source: Pascale Carayon and Ayse Gurses, "Chapter 30: Nursing Workload and Patient Safety—A Human Factors Engineering Perspective," Patient Safety and Quality: An Evidence-Based Handbook for Nurses: <https://www.ncbi.nlm.nih.gov/books/NBK2657/>

"I have missed kids' school events, I have been short-tempered when I shouldn't have been, and I have compromised my own health at times due to my inability to say 'no' to the extra shifts even on days when I knew I should."
—Heather Josey Thomas

How Do We Help?

Acknowledgement & Recognition

It is time to mend relationships.

“I see you.”

"I am listening to you."

“I appreciate you.”



“ Will someone please explain the term ‘benchmarking’ to Fletcher? ”

This is how it should feel.

**“Remember I chose you to
be on our team.”**

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Leading

How to lead when people are struggling.

2 Word Check-in:

“What are your two words today about how you feel? “

“Thank you so much for sharing that...”

Table Activity

“Overwhelmed”
“Scared”

Intentionally check in with that person

I see you, I hear you and I want to connect.

The Great Resignation

#1 Reason given by people - Toxic Culture

This is in our control.
We are the culture!!!



The Political and
Socio-Economic
Environment is not
Making it Easier

- We must find common ground, which is **the patient**.
- If we make decisions which are in the **best interest of the patient** based on the **shared decision-making** process, then we will be ok.

4 IMPORTANT LAWS OF GROWTH

1. Speak less.

Let your results talk for you.

2. Listen more.

You can not learn if you do not listen.

You can not GROW if you do not LEARN.

3. React less.

The less you react, the better you can respond.

4. Observe more.

The more you observe, the clearer the situation.

The clearer the situation, the better your reaction.

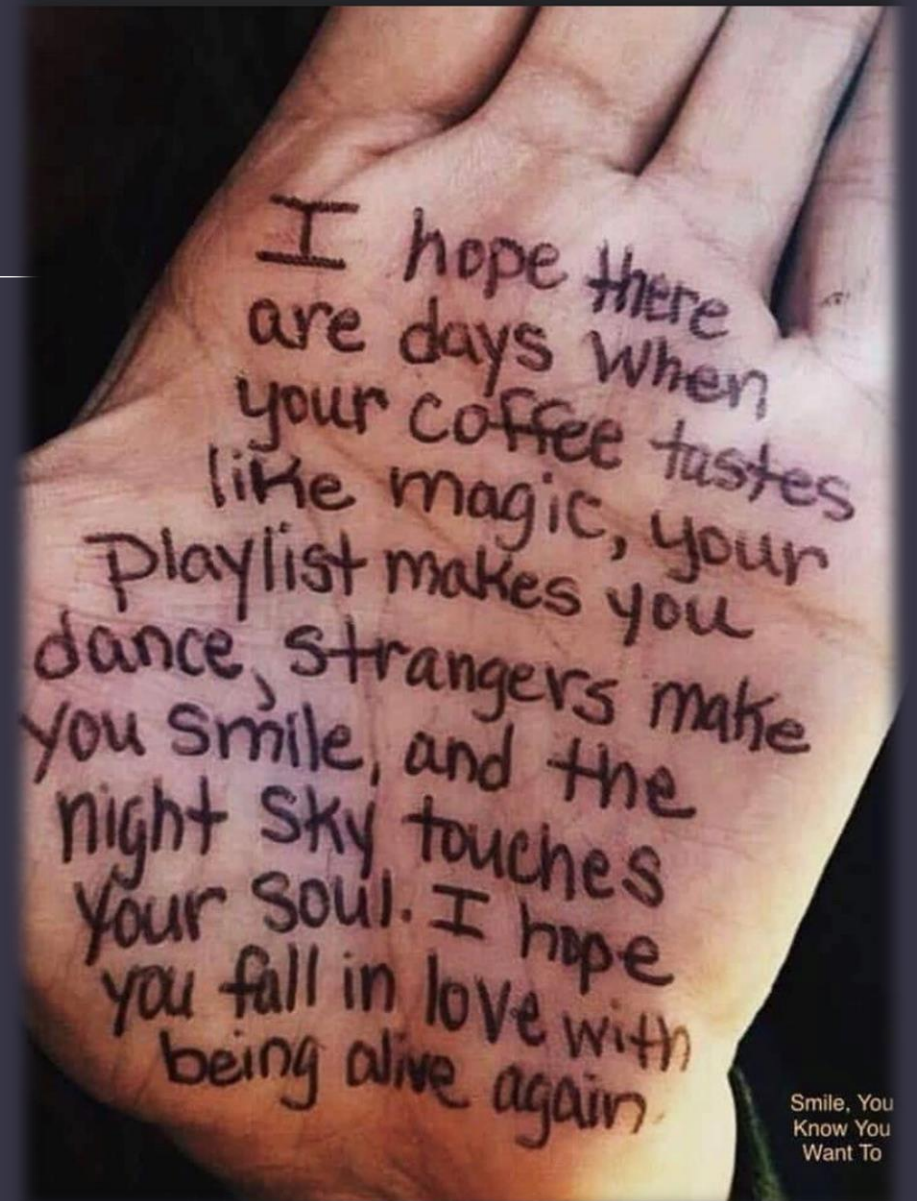
The better your reaction, the better your RESULTS.

Renew and Reconnect

What do you do to renew?

Activity:

What is the best you saw in each other during the pandemic?



Smile. You
Know You
Want To

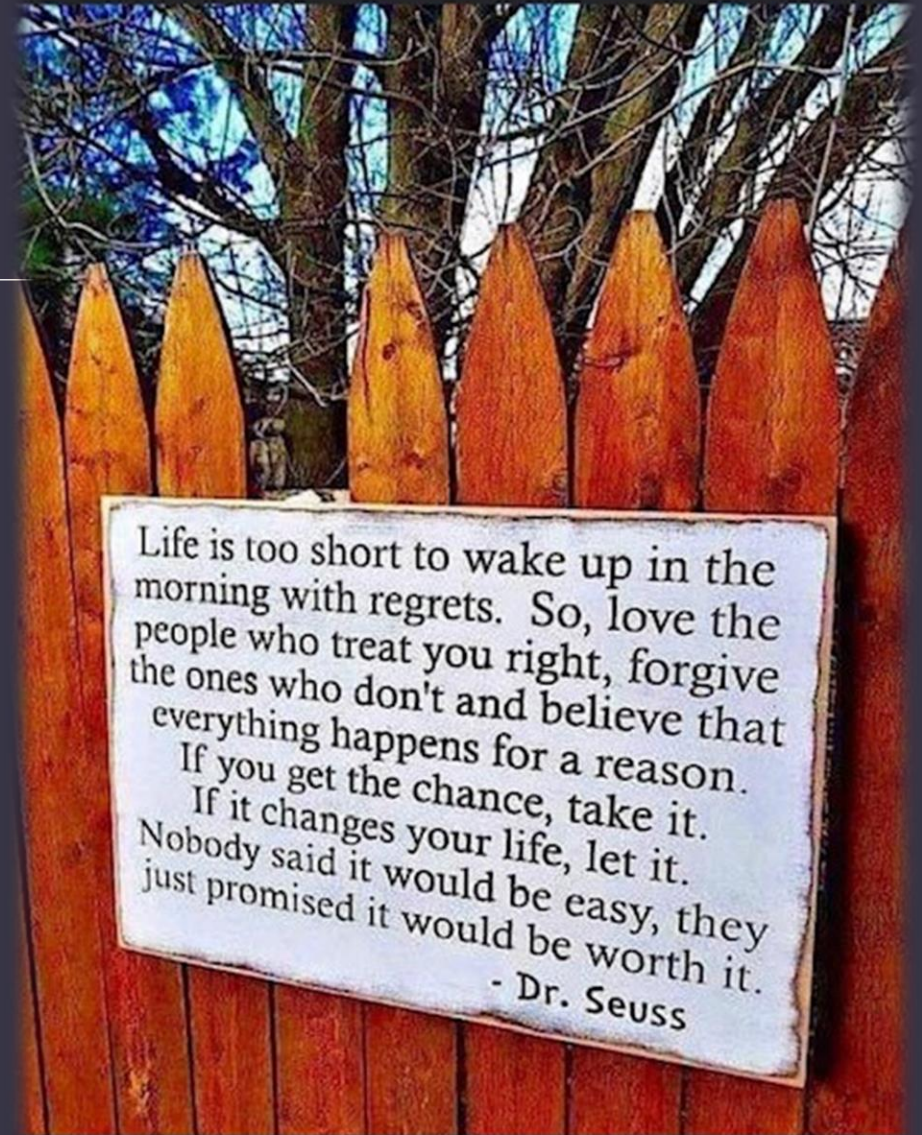
How Do We Collectively Come Back

We won't come back without each other.

- Look back at the **choices you and others have made during the pandemic** and rejoice for the choices which were made that **focused on people.**

- **It's ok to say we are not ok.**
- **Lean on each other.**

(Brown, 2022)

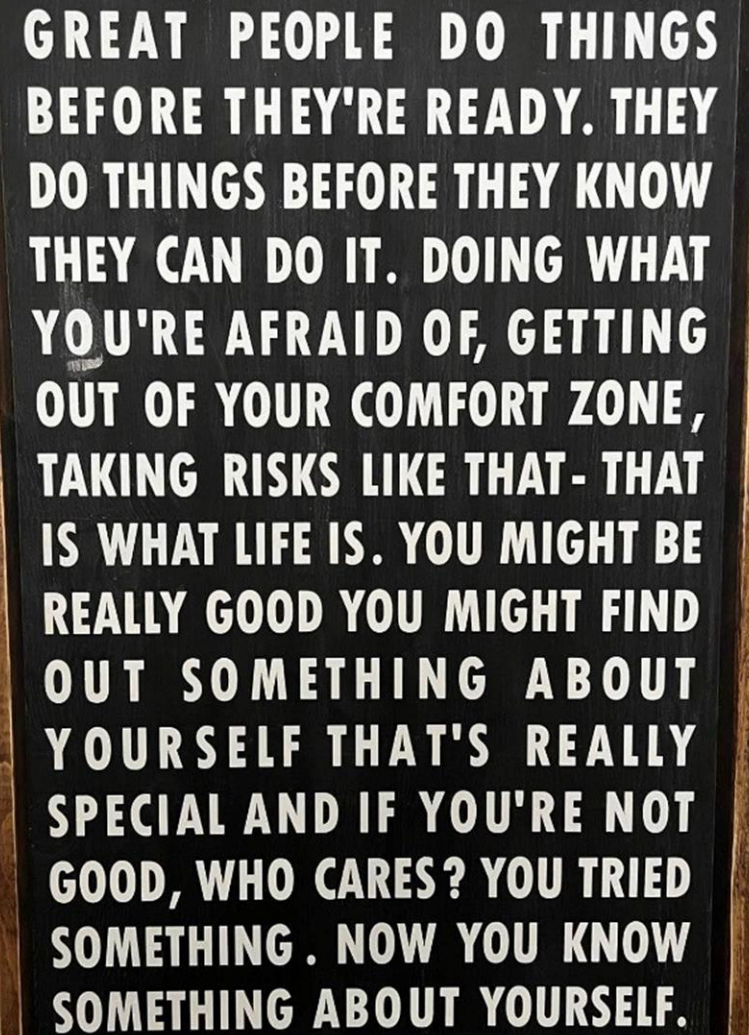


Remember Your Why...

Compassion is a call to action!

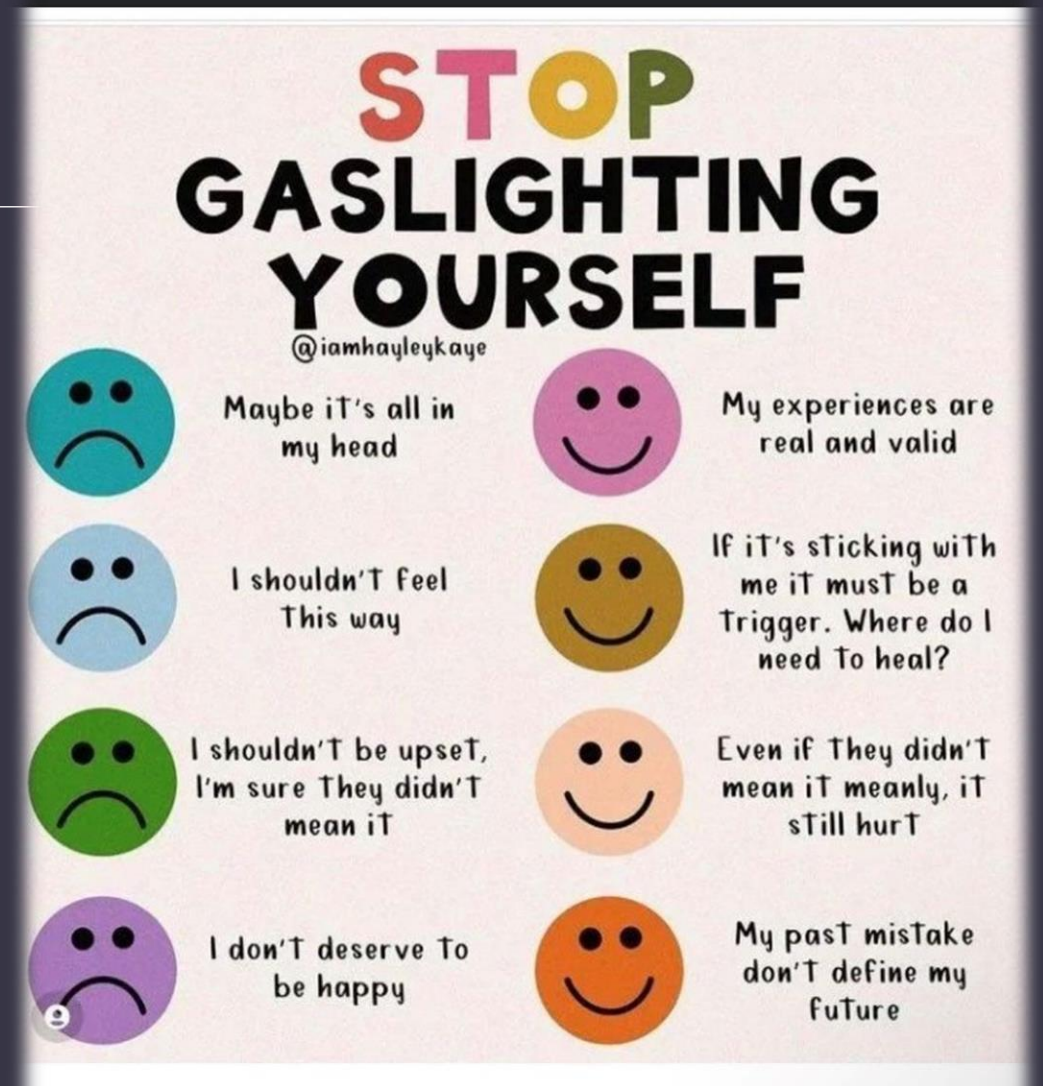
This is a once in a generation opportunity to rebuild something that addresses the fault lines exposed during the pandemic.

- **Stop BSing** ourselves and each other about perfection.
- Success isn't getting out of bed with a little bit of hope.
- It's more than that.
- **It's about CHANGING.**



GREAT PEOPLE DO THINGS BEFORE THEY'RE READY. THEY DO THINGS BEFORE THEY KNOW THEY CAN DO IT. DOING WHAT YOU'RE AFRAID OF, GETTING OUT OF YOUR COMFORT ZONE, TAKING RISKS LIKE THAT- THAT IS WHAT LIFE IS. YOU MIGHT BE REALLY GOOD YOU MIGHT FIND OUT SOMETHING ABOUT YOURSELF THAT'S REALLY SPECIAL AND IF YOU'RE NOT GOOD, WHO CARES? YOU TRIED SOMETHING . NOW YOU KNOW SOMETHING ABOUT YOURSELF.

We Have to Get Real to Get it Done



I got cookies made for my
hysterectomy.
Bakery did not disappoint.



PS This Sucks...

I DON'T LIKE THIS EITHER... BUT
I LOVE YOU AND I LOVE BEING
A NURSE.

Remember You
Are Incredible...

The moment we
build the capacity
to turn towards
pain and grief and
look it in the eye is
the moment we
unlock incredible
magic in our lives.





What Do We
Actual Want?

What Happened Before?

History of Nursing



1930s Demand driven-historic unemployment during the Great Depression

- “Unaccustomed to dealing with nurse shortages, hospital administrators reacted slowly to the situation...”
- “Some blamed nurses themselves for creating the shortage by failing to live up to the ideals of their profession and refusing to work.”
- LPN role created, 1 year education compared to 3-year RN requirement.

What Happened Before?

History

World War II

- 77,000 nurses were not in the military, which led to a shortage.
- **Replacement** of nurses required a discrepancy between the military and civilian sectors required for other occupations.

1943 Boylston Report

nursing education training and financial support to build the workforce.

Studies showed key to improving nursing profession = increased wages

Intervention chosen = increased education opportunities and increased reliance on less trained nurse assistants and LPNs.



age, these nurses in the civilian sector,

y, the three years incentive. Further, long hours, and is for other er."

\$160 Million for



What Happened Before?

History of Nursing

1960s

- **1964 Nurse Training Act-** \$283M to build new nursing schools, expand training and provide school loans.
- Hospitals benefited from Medicare and Medicaid legislation.
- Increased wages attributed to rise in # of nurses entering workforce.

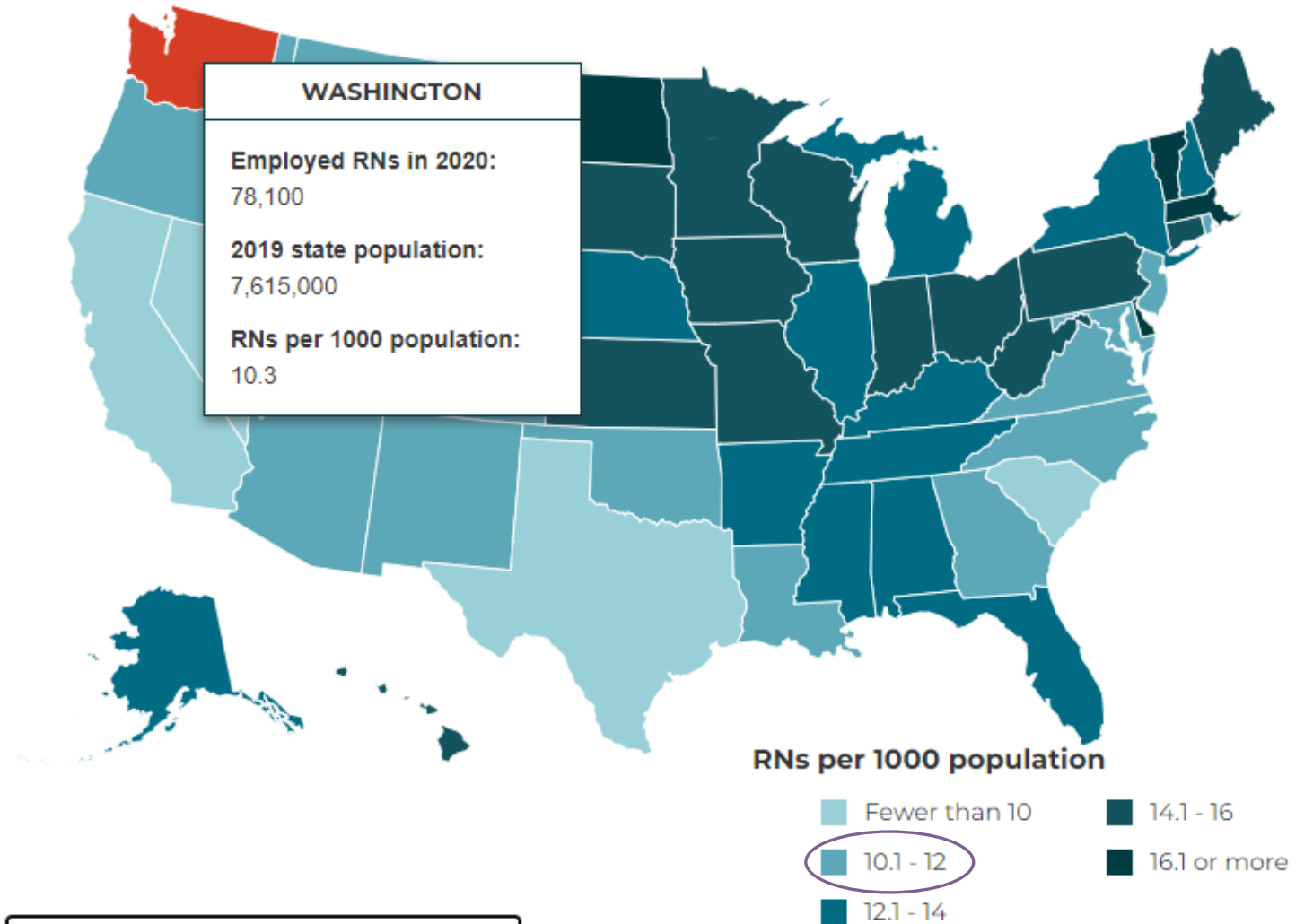


Today...

“Well, crap!”

Registered nurses available by state

Click on a state to reveal the statistics or use the dropdown menu below.



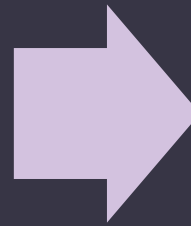
Today

Rethinking our approach and use of nurses in the workforce.

#1 Recruit to Retain

Nurses who are devoted to:

- Patient care.
- Patient satisfaction.
- Positive patient outcomes.



#2 Recruit Deliberately

Look for certain traits:

- Ability to actively listen to patients.
- Personal experience/anecdotes that required critical thinking.
- Time management and flexibility.

- Be upfront about job requirements and expectations.
- Nursing is often a 24/7/365 operation.
- Explain the duties as crystal-clear from the start to ensure there are no misunderstandings down the line.
- Tell the nurse if they will need to work on weekends, on holidays, or be on call.
- Don't leave out any details, even if those details aren't appealing.

Today

Rethinking our approach and use of nurses in the workforce.

#3 Consult with Staff About Potential New Hires:

- It's important they can get along with current staff.

#4 Offload Tedious Tasks:

- Automates many burdensome tasks, freeing nurses to perform at top-of-license

#5 Consider RNs with Restricted Licenses:

- RNs who are working with their state licensure departments to return to work after healing from substance use disorder.
- Triage roles, telehealth, nurse consultant, etc. are ideal roles.

#6 Put RNs Upstream:

- Triage roles to prevent ED visits
- Clinics (nurse visits)
- Quality roles
- Urgent Cares
- Home Visits

What is the Real Impact of Covid?

Prior to the current COVID-19 pandemic, **PTSD** rates of healthcare providers ranged from **6 to 18%**.

COVID Impact:

- US-based studies approximately **23%** of healthcare workers reported probable PTSD.
- **57%** scored above the cutoff on a PTSD screening measure.
- **Women, nurses, and those working directly with COVID-19 patients reported more severe traumatic stress symptoms.**

LEVERAGE THE
POWER OF YOUR
TRAUMA

What Are We
Actually Willing
to Do to
Achieve
Change?

Strategies to Turn Trauma into Strength

1. Mindfulness: (Youtube-How Meditation Can Reshape Our Brains)
2. Vulnerability: Post-traumatic growth is not the opposite of post-traumatic stress. The stress becomes the engine to fuel the growth.
3. Self-Compassion: Blame and shame...reconnect with parts of yourself that have been wounded.
4. Finding Meaning: Making meaning out of and reflecting about your trauma.

What is Self Care?

“The practice of taking an active role in protecting one's own well-being and happiness, in particular during periods of stress.”

(Oxford Language Dictionary)

THE TWELVE STEPS TO SELF-CARE

- If it feels wrong, don't do it
- Say exactly what you mean
- Don't be a people pleaser
- Trust your instincts
- Never Speak bad about yourself
- Don't be afraid to say no
- Don't be afraid to say yes
- Be kind to yourself
- Let go of what you can't control
- Stay away from drama and negativity
- LOVE

Dixie Weber

System Service Line
Director

PeaceHealth System
Vancouver, WA

303-506-9283

dweber1@peacehealth.org

<https://www.linkedin.com/in/dixie-k-weber-ms-rn-44163575/>

Thank you!

YOU'VE GOT THIS.

(And we've got you.)

