RESILIENCY IN NURSING: EXPLORING INTIMATE SPACES OF CARING

GOALS
1. Define resiliency.
   - Exploring your "Why" of nursing (the goals & obstacles)
   - Impact of "Intimate spaces"
   - The 5 C’s of me.
2. Explore life events & perceived impact on resiliency.
   - (ACES & the 7 C’s)
3. Identify key concepts for nurses leaders in building resiliency
   - Equanimity, optimism, perseverance.
4. Your nurse journey: intimate spaces & the spirit of nursing

Disclosures: none

RESILIENCE

Resilience...the ability to find the inner strength to bounce back from a setback or challenge.
Resiliency

**RESILIENCE**
- Resilience is variable in time & space
- Resilience has 2 dimensions:
  1. Resistance
  2. Construct:
     - this involves imagining the future
- Growth may happen
  - In spite of problems
  - Because of problems
  - Or a “mixture” of both
- What is positive adaption?
- What does it mean to adapt to difficulties?

Resistance: without working self out of cocoon, the butterfly would not be able to fly.

**HOW IT BEGAN**...
- My dream of being a nurse started young...
- Take a deep breath in...out...
- What are your reasons for going into nursing?
  - Were there obstacles you had to overcome?
Nurse Watch: Nurses Again Top Gallup Poll of Trusted Professions and Other Nurse News

Caring & Intimate Spaces

The Many Parts of Nursing

- Physical care
- Emotional support
- Spiritual
  - Summer 2018 at a conference at Niagara Falls,
    - Jade—hand bandaged—service with a smile—
    - Invited her to be a nurse
Invited into intimate spaces
“Sami’s story”
Not her nurse, yet invited into this very tender moment

IN MEMORY OF DEAN 8-13-2018

The white bear has a recording of his US heart beat.

DOES YOUR PERSONALITY TYPE MATTER WHEN HOLDING INTIMATE SPACES?

How you experience & interpret life, provide care is impacted by how you are wired. Then add:
- Are you rested, feeling well?
- Are you focused, or thinking about home, work stuff, the last patient?
- Is someone in your life ill?
- What about the personality type of the person(s) you are caring for?
- How do we bounce back from the hard stuff?
5C’S OF THE HUMAN EXPERIENCE

- Cells
- Consciousness
- Connections
- Circumstance
- *Choices*

Biology

- Our thoughts
- People in our orbit
- What happens
- What we do with what happens

An Illustration from Malcolm Gladwell

ACROMEGALY

An illustration from Malcolm Gladwell includes the following:

- Doughy-feeling skin over the face and extremities
- Thick and hard nails
- Deepening of creases on the forehead and nasolabial folds
- Noticeably large pores
- Thick and edematous eyelids

Signs and symptoms of acromegaly include the following:

- Elongation of the nose and jawline
- Dental spacing of the teeth and proclination
- Carpal tunnel syndrome
- Skin thickening and plaques
- Hyperhidrosis
- Hypertrichosis
- Hypertension
- Excessive sweating
- Breast tissue becoming atrophic, galactorrhea
- High blood pressure
- Iliac hip dysplasia

HOW WE ARE WIRED

- Personality type
- Cells, consciousness, connections, circumstance, choices
- ACE’s

1998 study was a collaboration between the Centers for Disease Control (CDC) and Kaiser Permanente.

E-medicine accessed 3/24/2019

5/13/2019
Adverse Childhood Experience (ACE) Questionnaire

Finding your ACE Score

While you were growing up, during your first 18 years of life:

1. Did a parent or other adult in your household often:
   a. Swear at you, insult you, put you down, or humiliate you? Or did a parent or other adult in your household act in a way that made you afraid that you might be physically hurt?
   b. Push, grab, slap, or throw something at you? Or did a parent or other adult in your household hit you so hard that you had marks or were injured?

2. Did a parent or other adult in your household often:
   a. Touch or fondle you or have you touch their body in a sexual way? Or did a parent or other adult in your household try to or actually have oral, anal, or vaginal sex with you?
   b. Make you feel that you didn’t have enough to eat, had to wear dirty clothes, and had no one to protect you? Or did your parents or caregivers not provide enough food or clothing or take care of you or take you to a doctor when you needed it?

3. Did a member of your family ever:
   a. Separate or divorce?
   b. Push your mother or stepmother? Or did a family member frequently throw something at her? Or did a family member ever physically abuse her?
   c. Ever repeatedly hit her over at least a few minutes or threaten her with a gun or knife?

4. Did you live with anyone who was a problem drinker or alcoholic or who used street drugs?

5. Did a household member:
   a. Ever be depressed or mentally ill or attempt suicide?
   b. Go to prison?

Now add up your “Yes” answers: _____ This is your ACE Score

https://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/about.html

Types of ACEs

Abuse

Household Challenges

Neglect

https://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/about.html

The ACE Pyramid

https://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/about.html
### WHAT THEY FOUND...

<table>
<thead>
<tr>
<th>Philadelphia ACE Study Questions</th>
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<tbody>
<tr>
<td>Original</td>
<td>Additional Adversities</td>
</tr>
<tr>
<td>Physical or sexual abuse or neglect</td>
<td>Property or neglect</td>
</tr>
<tr>
<td>Abuse or sexual abuse</td>
<td>Physical abuse</td>
</tr>
<tr>
<td>Financial neglect</td>
<td>Physical or sexual abuse</td>
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<td>Sexual abuse</td>
<td>Physical abuse</td>
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<tr>
<td>Physical abuse</td>
<td>Emotional abuse</td>
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<tr>
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<tr>
<td>Emotional neglect</td>
<td>Emotional abuse</td>
</tr>
<tr>
<td>Emotional abuse</td>
<td>Emotional abuse</td>
</tr>
</tbody>
</table>

#### Prevalence of Expanded ACEs

<table>
<thead>
<tr>
<th>ACE Description</th>
<th>Prevalence</th>
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<tbody>
<tr>
<td>Parental neglect</td>
<td>50%</td>
</tr>
<tr>
<td>Emotional abuse</td>
<td>10%</td>
</tr>
<tr>
<td>Physical abuse</td>
<td>20%</td>
</tr>
<tr>
<td>Sexual abuse</td>
<td>3%</td>
</tr>
<tr>
<td>Financial neglect</td>
<td>15%</td>
</tr>
</tbody>
</table>

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### Outcomes Associated with Adverse Childhood Experiences: A Life Course Perspective

- Childhood exposure to ACEs increases the risk of adverse outcomes across the life course.
- ACEs are associated with higher rates of mental health problems, educational challenges, and physical health issues in adulthood.
- Early intervention programs can help mitigate the effects of ACEs and improve outcomes.

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**Stress- ACE Creation?**

Impact of Toxic Stress:
- Toxic Stress
- Hyper-regulated stress response
- Chronic stress
- Brain development
- Change in brain architecture

http://www.mahoningcountyoh.gov/DocumentCenter/View/65291119925

**Stress & The Immune System**

Three Levels of Stress:
- Реактивный стресс: реакция организма на стрессовые ситуации, приводящие к повышению уровня стрессовых гормонов
- Восприимчивый стресс: временные, непостоянные стрессовые воздействия, которые могут быть сориентированы на помощь и поддержку
- Иммунно-стресс: пролонгированная активизация иммунной системы в ответ на стресс, что приводит к восстановлению функциональных параметров

Stress weakens immune system:
- Duration matters
- Helped by early intervention
- It takes 1-2 hrs to fix post-fight/flight
- Immune system recovery to stress - a multi-step process

**Resiliency & ACE’s from AAP**

Knowing ACEs

The Importance of ACEs: Knowing

- Traumatic experiences
  - Develops attachment and resilience
  - Impact on development
  - Resilient children
  - Healthy outcomes
  - Early interventions
  - Effective outcomes

Resiliency = Elasticity

AAP, cont.

Increase protective factors
- External assistance
- Internal strengths
- Positive experiences
- Positive environments
- Positive beliefs
- Positive coping strategies

Life supplies the challenges to test and strengthen the protective factors

KNowing ACEs

Protective factors

Children grow into healthy adults

Prevent toxic stress

Improve health outcomes

Resiliency = Elasticity
USING RESILIENCY TO PROTECT AGAINST ACE’S (ADVERSE CHILD EXPERIENCE): 7 CS
- **Competence**—allow youth to recover by self from a fall
- **Confidence**—need to be able to navigate, think outside the box
- **Connection**—other supportive people, provides security, independence, creative solutions
- **Character**—clear sense of right & wrong, commitment to integrity
- **Contribution**—the well being of others, receive gratitude: giving feels good, more easily turn to others for help, with out shame
- **Coping**—less likely to turn to dangerous quick fixed when stressed
- **Control**—understand privileges & respect are earned through responsibility- learn to make wise choices & feel a sense of control

https://www.healthychildren.org/English/healthy-living/emotional-wellness/Building-Resilience/Pages/Building-Resilience-in-Children.aspx

SELF DETERMINATION THEORY & RESILIENCY
- **Competence** (higher)
  - Recognition
  - Ability
  - Strengths
  - Gifts
- **Autonomy** (mid range)
  - Choices
  - Voice/make decisions
  - Feel supported
  - Longevity
  - Power, less hostility
- **Relatedness** (fundamental)
  - Belonging
  - Connected to others that are supportive
  - Support
    - Professional
    - Personal
    - Teambuilding

REFLECTING AUTONOMY
Autonomy—noun
- The right or condition of self-government.
  - Dictionary.com
- (choices)
- I have a voice and am able to make decisions about things that are important to me and others.
- Others support me I my choices.
Reflecting Relatedness
- (belonging)
  - I feel I belong and am connected to important relationships that support and encourage me.
  - I also support and encourage others in actions and spirit.

Reflecting Competence
- (recognition)
  - I have abilities, strengths and gifts that are recognized by myself & others.
  - When I use these to meet goals & help others, I feel a sense of accomplishment and worth.
  - Task master & future orientated

The Importance of Support
- It helps to have mentors, learn work.
  - In parenting:
    - expectations & follow through
    - Some make it look so easy
    - For others, chaos abounds
  - In the research: ACE’s:
    - Getting out of fight or flight-mode as soon as possible
    - change from emotional quick response to
    - frontal lobes, cerebral cortex
    - more thought, cause and effect, learning from blunders, etc.

  - What is needed:
    - 1 person
    - “Grandma” effect
SO FAR: PERSONAL SKILLS
- Social skills & competencies
  - Developmental tasks
  - Career
  - Giving back...
- Self esteem:
  - Overall sense of self-worth or personal value;
  - Seen as a personality – tends to be stable and enduring.
  - A variety of beliefs about self, appraisal of one’s own appearance, beliefs, emotions, and behaviors.
- Humor:
  - comic, absurd, or incongruous quality causing amusement;
  - mental disposition or temperament
  - (dictionary.com accessed 3-25-2016)

**Take a few moments- think about ACE's and resiliency through your eyes...**

NURSE LEADER RESILIENCY
KEY CONCEPTS
- Look at the role of
  - Equanimity
  - Optimism
  - Perseverance as a nurse leader

EQUANIMITY
- Mental calmness, composure, and evenness of temper, especially in a difficult situation

Handling multiple needs at once
- Family upset with new diagnosis,
- Cause of delayed puberty is a tumor
- Teen not following plan, parent asking for help
- One at end of life while another celebrating joy of remission
- Or a child comes in for “routine” appointment in severe DKA
- The next patient is waiting
OPTIMISM

- Hopefulness & confidence about the future or the successful outcome of something
- I have choices, my future is directed by my thoughts and choices
- I have the power to look at options: best plan, did it work, adjust
- Plan, do, check, adjust with belief in outcome

PERSEVERANCE

- Ability to move forward with courage and energy
- Steadfastness in doing something despite difficulty or delay in achieving success
- Component of Grit:
  - Passion & perseverance

BRAIN POWER & EMOTIONS

- Brain is always changing, growing
  - Most cells we have now did not exist 7 years ago
- Emotional regulation is an active process
- Writing, mindful meditation helps
- It helps to tap into happy & optimism
  - Practice using
    - More readily available
    - As engage in self-talk & reflection,
    - We increase own competence to identify strengths & “can do” attitude

If there is a set back auto re-set thoughts; shift negative to accomplishments (music can help- favorites?)

If emotions are labeled, we quiet it... (Affective labelling)
Gratitude

- Just like writing can heal, gratitude impacts well-being.
- Mindful moment: gratitude this moment
- Practicing gratitude boosts our happy.
- Relationships play a role in perception of happy.
- Gratitude is the best predictor in relationship satisfaction.
- Look for gratitude—list 3 things daily.
- Increases emotional resilience, dopamine, mood regulation.
- Decreases stress, BS, BP, inflammation, pain, heart disease.
- Increased cognitive power, immune response, sleep.

When Care is Provided

The brain knows about caring; & perceptions of the person who cares & cares given to.
I touch, you are calmed vs. I touch, while you glance away.
Compassionate intent is.
Send healing message.
Can be Hands on or distant, intentional.
Conscious/subconscious knows the intent of caring.
Prior knowledge & experience of care is instilled into this moment of caring.
Caring is complex, an art form.
Illness, like cupid’s arrow, is impermanent...
We are not always in charge...
Sometimes caring means letting go.
Fear is about future threat or worry...
On the surface, it holds the spirit trapped.
Keeps illness lodged in physical realm.
Sometimes we can manage worry with words...
Sometimes we are wounded healers: we show active compassion, even when tired.
Being open to pain & going deeper builds resiliency.

Caring May Involve Loss

- Loss is like an unwanted guest.
- Can write to release or contain thoughts, are able to revisit thoughts later if choose.
- Loss is inevitable, cannot control flow of life but can control how deal with loss.
- The feeling of grief can be like moving through the dark or riding a rollercoaster.
Ladder of Healing

From ‘The School Beneath the Wave,’ by Richard Lloyd Parry
Collective loss- the Tsunami of 3/2011
- “Grief is the raw presence of the deceased- it overshadows.”
- It creates a space that is empty that can never be filled.
- Cannot replace who is lost...
- But...
- We can make a choice to be in touch or not with what is beautiful in life
- What gives you a sense of peace?
- Is it a person, place, activity?
- List 100 things that are beautiful:
  - What you see, hear, smell, taste, touch...
  - Gratitude...

Emotions associated with caring

- Impact of encounter
- Intimate spaces
- Danglings?

Nurse tool: writing for health

- Writing can be letters, notes, journaling: focused or not, pen to paper is more focused
- Able to talk (write) about feelings without worry about listener response*

David from David & Goliath grew from shepherd to King, wrote Psalm 23, often used for comfort & strength.
**Practice Model RES (Poetry)**

- **R = receptive/prescriptive component**
  - Introduction of literature
  - Reading known poem/lyrics, discuss meaning, purposeful, caution
- **E = expressive/creative component**
  - Use of client writing
  - Journal, poem, diary
  - Express emotion, gain order, concreteness
  - Sentence stems: When I am alone... Or When I care...
- **S = symbolic/ceremonial component**
  - Use of metaphors (something that stands for something else),
  - Rituals (validate occurrence [holidays],
  - Produce change; endings—recognize past, let go, move on)
  - Storytelling (create/listen, real/fantasy)
  - Empowerment—story circles: share experience, meaning
    attached to problems, find common ground → call to action

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**Embracing the Nurse Spirit**

Examples:

- **Sensing Hope (Day 3 of AHNA group)**
  - Hope is the color white,
  - It sounds like birdsong,
  - It feels like power.
  - It makes you feel renewed.

- **Homeless**
  - Is the color gray,
  - It sounds like silence,
  - It feels like forever,
  - It tastes bitter,
  - It smells like decay,
  - It makes you feel helpless.

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**The Four Seasons & Resiliency**
For the resilient:
Daily group of emotions used is different:
They find silver lining: letting negative emotions co-exist
with other emotions
I am sad about… yet grateful for….

CREATING & HOLDING INTIMATE SPACES
- Caring for the nurse who provides care
- Look for intimate spaces
- Finding your secret fuel
- Recruiting nurses (& BB players)

Day 2: 6 word story: Compassion
Compassion flowing freely, grounded in me.
One hand on self, reaching another.
Compassion flowing from within yourself.
- Compassion = care & compassion
- Empathy: the ability to understand & share the feelings of another
  - Meeting others where they are at
  - Moving them toward their highest level
My Rx for you:
Lots of color in your life!
6-8 fruits/veggies
8-10 fish/seafood
Daily activity
Trusting, supportive relationships
Time to create & reflect
Positive attitude
Forward thinking
Warmth & safety
Questions?
Shari Liesch, APNP, CDE
Nurse, author: Nurspiration

UNCONSCIOUS BIAS & ACE's

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5/13/2019
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- https://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/about.html

A Butterfly’s Birthday

Night passed slowly, so slow; starlight shone
Brighter than any diamond shown.
Day’s arrival was sudden, and light
Won the race, stealing away from the night,
Marking the dawn, the moment so bright.

The butterfly, so small and fragile
Painting my world; with colors so magnificent,
Kissing each flower good morning,
Bidding them to rise—decorating her world.

She tickles each blossom, soon they are singing;
An enchanting choir fills the air. Our world is alive!

With all petals at attention, sweet sounds echo about.
Contented, she drifts down to her favorite rock,
Peaking over the peaceful ripples of the bay.
She rests, soaking up energy from the sun’s rays,
Until gentle breezes call her, to come and play.

Today as I rested on the sandy shore,
Peaceful breezes sang.
The butterfly sat down beside me. My heart swelled.
I tried to reach out to her,
But she flew away…eluding my touch.

I was saddened she left me so alone,
Yet, I thought I heard her whisper,
“Today I celebrate, come and play!”

By Shari Liesch RN,          August 1996

EXTRAS

Common Pennebaker Method:
Over the next 4 days, write about emotional upheavals,
or the most traumatic or emotionally upsetting experience.
The four times of writing must be separated by at least 10 minutes, but not longer than one week.
(Minimum of writing is 15 minutes for at least three times).
Write continuously, grammar or spelling does not matter.
Explore deepest thoughts, emotions about an event (e.g., childhood event, link to relationships, future goals).
NURSE RESILIENCY

- The nurse experience
  - Bounce back
  - Optimism
  - Deal with setbacks
  - Manage distractions
  - Channel positive emotional energy - get unstuck
  - Develop a path to success
  - Stay the course, be creative
- These traits are not “done” rather are woven within the role

---

GROUP RESILIENCY

- Being part of group processed in different part of brain
- Even though motivated differently it works together
- Brain processes information close to us
- Group info treated same as info about self
  - Increased empathy
  - Acceptance
- Increased intent & understanding
- Organizational resiliency improves
  - General well being
  - Career development
  - Learning/innovation
  - Teamwork
- Confidence is contagious

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SHARING: “BOUNCING BACK” REFLECTING RESILIENCY...

- What resiliency strengthening and personal “traits” or skills were discovered?
  - Flexibility, adaption, thrive in the midst of change, empathy
- For survival, brain has affinity to & wired to pay more attention to the negative (CNN)
- Always on alert (tiger vs kitty?)
- B. Fredrickson PhD, 2009
**IMPROVING MENTAL FITNESS**

- Ask for help
- Provide support
- Encourage expression
- Show empathy
- Give choices
- Have a warm demander
- Consider other’s view
- Be inclusive
- Encourage others to learn

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**NURSE EMOTIONS & BURN OUT**

Erickson & Grove

- Reviewed emotions & burnout
- Knowing
  - emotional demand is critical
  - how work stress translates to burnout & turnover
- Influenced by work place organization more than the challenge of care
  - How emotions are managed: surface acting VS deep acting (how one feels on the inside)
  - Younger nurse experience more stress & burnout
  - Increased burnout if more surface acting & more masking of emotions

Burnout related to:
- Older nurse:
  - if low level of + emotions
  - if experience agitation
- If experience agitation
- Covering up true feelings lead to increased burnout

For practice:
- Positive emotions may insulate us
- Mentoring needs an emotional, supportive part

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**BUILDING GRIT THROUGH FOSTERING RESILIENCY**

Building grit through fostering resiliency

- Grit grows with connections & coping
- Growth mindset
- Grew from inside out
  - Or outside in
  - Think of culture of institution can become who you are
  - Sports teams, West Point, schools, programs
- More positive emotion
  - better grit
  - better emotional well being

Fosters decreased
- Skepticism
- Social isolation
- Stress

Grit growing action steps:
1. Feet in front of the other
2. Hold on to goal
   - Practice (time tested)
   - Fall 7 times, get up 8

Grit: passion/persistence
Drive & direction
**Finding Healing**

- Heal - subjective
- New sense of whole
- Face challenge with what brings joy
- When suffer -
  - Mental scatter
  - Tunnel vision
  - Impatient
  - Numb

Cyclical: Peak/valley, hope peak carries to next peak, help survive "down" moments

- Trust change
- Let pieces fall where may
- Be present
- Resilience -
  - Outcome of impermanence
  - Able to choose growth
  - Life - positive, changing

**Journaling for Nursing Students**

Journaling for nursing students -
- Links nursing learning to personal & clinical experience
- Writing links thought & action
- Organize thoughts while incorporate self, options, emotions, & desires
- Writing skills = thinking skills
- Reflective writing = actively thinking about practice; explore, event, skills, knowledge, attitude

- Helps one think reflectively, develops self -
  - as care provider, and person.
- The story is a gift -
  - their personal journey,
  - change is constant,
  - their journal is a memory, chronology of career; life events.
- What about other careers?

**De-stress Poem**

Acrostic: the first, last or other letter line up to form a word.
- Acrostic about a stress reducing, immune supportive strategy
- T  Time goes by
- I  It never stops
- M  My heart beats, too
- E  Ending it would change my form.

- J  O  Y
- L  A  U  G  H
SET ONE GOAL FOR BUILDING OWN RESILIENCE

What I manage well:

My strengths:

My support:

My goal:

My drive: (motivation)

My direction: (baby steps)

NURSE FROM THE HEART

To nurse is to provide care;
With grace, compassion, depth;
Handling ups and down,
Highs and lows.

Offering a boost,
Or providing a lifeline.

Actions fueled from deep within,
Guiding words; spoken or sometimes whispered.
Empathy stemmed from a deep drive;
To support, teach, nurture,
As cares are given
From the heart.

To nurse is to provide care.
To nurse with soul is tuning in
To essential emotions
Pulsating from within.
Embracing, understanding, amplifying,
Effects of care given
From the heart.

Published in Journal of Art and Aesthetics 2016