

Resilience Roadmap

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My signs of *personal* stress (circle those that apply):

Physical: Back pain, muscle tension, stomachache, headache, changes in appetite, sleep disturbance, fatigue, rapid heartbeat, breathing, other: _____

Emotional: Worry, irritability, sadness, anger, anxiety, fear, depression, guilt, sadness, mood swings, hopelessness, powerlessness, helplessness, other: _____

Cognitive: Difficulty concentrating, trouble remembering things, feeling confused, catastrophizing, self-doubt, change in world view, other: _____

Behavioral: Snapping at others, overworking, withdrawing, poor self-care, increased substance use, pacing, increased conflicts, irritability, nightmares, hypervigilance, other: _____

Spiritual: Loss of purpose, pervasive hopelessness, anger and/or questioning of prior religious beliefs, for example, anger at God or higher power, other: _____

Interpersonal: Withdrawal, decreased interest in intimacy, mistrust, isolation from friends, parenting, other: _____

My signs of *professional* stress (circle those that apply):

Job Performance: Decrease in quality or quantity of work, low motivation, avoidance of job tasks, other: _____

Morale: Decrease in confidence, loss of interest, dissatisfaction, negative attitude, apathy, other: _____

Relationships with Peers: Impatience, decrease in quality of relationship, poor communication, staff conflicts, other: _____

Behavior: Absenteeism, exhaustion, faulty judgment, irritability, tardiness, feeling overworked, other: _____

Which aspects of the response are likely to be most stressful for you (circle those that apply)?

- | | |
|---|---|
| Proper use of PPE / infection control protocols | Lack of organization and role clarity |
| Limited resources/supplies | Altered standards of care and ethical conflicts |
| Safety and security | Separation from usual colleagues |
| Witnessing the death of patients | Challenging team dynamics |
| Fear of contracting illness | Concerns for safety of family and friends |
| Separation from family | Feeling misunderstood; pressure to justify work |
| Stress with re-entry to home / regular unit | Stigmatization, lack of appreciation |
| Fatigue and limited rest time | Self-doubt |
| Personal/team pressure to succeed in care of patients | |

What techniques already work for you (circle those that apply)?

- Reading a book • Games on smartphone • Taking a walk • Yoga • Socializing • Hobby
- Listening to music • Journaling • Writing poetry • Knitting • Puzzles • Alone time

Other: _____

Additional tips:

- Take frequent short breaks • Limit media consumption • Keep a gratitude journal
- Spend time outdoors • Pace yourself • Focus on teamwork • Be flexible

Formal relaxation techniques you may want to learn:

- Deep breathing • Body scan • Mindfulness • Visualization

Deep breathing

- Inhale through the nose for 3 seconds
- Pause for 2 seconds
- Exhale through the mouth for 4 seconds
- Fill the bottom of your lungs
 - Stomach moves, not chest
 - “Belly breathing” or diaphragmatic breathing
 - Two-hand test
- Takes practice!
 - Still works if can’t belly breathe
- Useful and portable tool for countless situations

On the web:

Three 2-3 minute lessons on deep breathing
(Harvard Vanguard Medical Associates):

<https://www.youtube.com/watch?v=gAkjx25o4el>

Apps

PTSD Coach (Not just for PTSD!)*

- Tap “Manage symptoms” then “Tools” for exercises in:
 - Deep breathing
 - Guided imagery
 - Muscle relaxation
 - Mindfulness
 - Healthy thinking
 - Tips for sleep

Calm

- Assists with sleep, meditation, relaxation
- Music, body, masterclasses
- Nature scenes and sounds

Healthy Thinking – Watch out for:

Overgeneralizing

Clue words: “never” “always” “nothing”
“everything” “nobody” “everybody”

For example, “Nothing ever works out”;
“Nobody cares”

Body Scan

- Get comfortable
- Close eyes (if comfortable)
- Begin with three deep breaths
- Then breathe naturally
- Release tension with each exhale
 - “I breathe in relaxation, I breathe out all tension”
- Relieve tension in parts of the body in sequence
 - Hands, forearms, shoulders, neck, jaw cheeks, eyes, forehead, stomach, back, hip, buttocks, thighs, calves, feet, toes
- Scan for remaining tension and release with exhale
- Focus back on breath
- When you notice other thoughts, just let them go

On the web:

Body scan (UC Berkeley Greater Good Science Center):

https://ggia.berkeley.edu/practice/body_scan_meditation

5 minute body scan (The Sleepy Aardvark)

<https://www.youtube.com/watch?v=D5OzLizZC rc>

Mindfulness Coach*

- Teaches mindfulness
- Variety of mindfulness exercises, both audio- and self-guided
- Log to track progress
 - Reminders you can set for practice

*Free apps developed by the Veterans Administration and Department of Defense

Blue Life Coach

- Behavioral health toolkit
 - Critical incident support
 - Crisis resources
 - Suicide prevention
 - Mindfulness, breathing, relaxation

Catastrophizing

Exaggerating the importance of negative events, believing they are far worse than they actually are, or that you can’t cope with them.

Healthy Thinking includes:

- Accepting what you can't change
 - Avoiding comparison
 - Focusing on mission
 - Adapting to the situation
 - Maintaining a hopeful outlook
 - Sense of humor
-

Identify your social supports:

_____	_____
_____	_____
_____	_____

Eat well, exercise and get sufficient sleep when possible.

For trouble sleeping, try this app:



CBT-i Coach 12+
US Department of Veterans Affairs (VA)
★★★★☆ 3.6, 38 Ratings
Free

When should I seek help?

- Intrusions (nightmares, flashbacks, intrusive thoughts)
- Hyper-arousal (anxiety, insomnia, irritability, etc.)
- Feeling numb, spaced out or like things aren't real
- Avoiding reminders of a traumatic event
- Avoiding feelings by using substances
- Daily functioning is affected

Where can I find help?

Baystate Healthy- Well-being and WorkLife Resources

- **Online Programs and Apps:** Resiliency, Stress Management, Mood, Sleep, Anxiety, Depression, Fitness and more. Available at no-cost.
- **New! Worklife & EAP Support program with licensed clinicians available for:**
 - Coaching for well-being and worklife balance and financial concerns
 - Counseling for common challenges; anxiety, grief, substance misuse, etc
 - Available at no-cost to all employees, their dependents and household members. Call 1-800-888-6332 - 24/7/365. Visit MagellanAscend.com to get started on your own – create an account.

Your supervisor

Federal disaster distress helpline- Confidential 24/7 for anyone experiencing distress

- (800) 985 5990 or text 'talkwithus' to 66746
- <http://disasterdistress.samhsa.gov>

Baystate Spiritual Services Team

- Spiritual care and support to individuals of all faiths or of no particular faith, Reiki & Guided Imagery and Bereavement Support
 - <https://www.baystatehealth.org/patients/support/spiritual-services>
 - Call: 413-794-2899