Safety Action Series

Positive Psychology Strategies

Provider Wellness Miniseries, Session 3
Speakers

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Disclosures

- Al'ai Alvarez, MD has no real or perceived conflicts of interest.
- Patty de Vries, MS has no real or perceived conflicts of interest.
Objectives

- Review the crucial role that provider well-being plays in patient safety
- Identify strategies to promote psychological safety in the clinical environment
- Use concepts of positive psychology, including gratitude, in optimizing psychological safety and team dynamics
loneliness and isolation in medicine
• second victim/trauma phenomenon
• medical errors
• patient complaints
• microaggression
• implicit bias
• imposter syndrome
• second victim/trauma phenomenon
• medical errors
• patient complaints
• microaggression
• implicit bias
• imposter syndrome
Shame

Shame is the intensely painful feeling or experience of believing that we are flawed and therefore unworthy of love and belonging.
Turnover and reduction in clinical hours

$4.6 billion/year

$7,600/physician/per year
Happiness or meaningfulness, self-worth, self-efficacy and satisfaction at work.
Our Vision of Worksite Well Being

Culture of Wellness

Efficiency of Practice

Professional Fulfillment

Personal Resilience

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Culture of Wellness
Organizational values and actions that promote personal and professional growth, self-care and compassion for ourselves, our colleagues and those we serve.

Efficiency of Practice
Workplace systems, processes, and practices that promote safety, quality, effectiveness, positive interactions, and work-life balance.

Personal Resilience
Individual skills, behaviors, and attitudes that contribute to physical, emotional, and professional well-being.
What Google Learned From Its Quest to Build the Perfect Team

New research reveals surprising truths about why some work groups thrive and others falter.

BY CHARLES DUHIGG ILLUSTRATIONS BY JAMES GRAHAM  FEB. 25, 2016

2015
Google’s 2 year study of teams
Google’s 2 year study of teams

1. Psychological Safety
   Team members feel safe to take risks and be vulnerable in front of each other.

2. Dependability
   Team members get things done on time and meet Google’s high bar for excellence.

3. Structure & Clarity
   Team members have clear roles, plans, and goals.

4. Meaning
   Work is personally important to team members.

5. Impact
   Team members think their work matters and creates change.
Psychological safety is essential for making people feel secure and capable of behavior change during organizational shifts.

“What if we don’t change at all ... and something magical just happens?”

Edgar H. Schein
Warren Bennis
1965
With Psychological Safety, individuals are free to focus on collective goals and problem prevention, rather than focusing on self-protection.
Danger VS Safety

“Common knowledge” effects

Fear of admitting mistakes

Less likely to share different views

Blaming others

Better innovation & decision making

Comfort admitting mistakes

Everyone openly shares ideas

Learning from failure

Amy Edmondson
Amy Edmondson, PhD

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
<th>Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reaction to Mistakes</td>
<td>If you make a mistake on this team, it is not really held against you.</td>
<td>1 2 3 4 5 6 7</td>
</tr>
<tr>
<td>Dealing with Issues</td>
<td>Members of this team are able to bring up problems and tough issues.</td>
<td>1 2 3 4 5 6 7</td>
</tr>
<tr>
<td>Accepting Diversity</td>
<td>People on this team never reject others for being different.</td>
<td>1 2 3 4 5 6 7</td>
</tr>
<tr>
<td>Taking Risks</td>
<td>It is safe to take a risk on this team.</td>
<td>1 2 3 4 5 6 7</td>
</tr>
<tr>
<td>Asking For Help</td>
<td>It is easy to ask other members of this team for help.</td>
<td>1 2 3 4 5 6 7</td>
</tr>
<tr>
<td>Mutual Support</td>
<td>No one on this team would deliberately act in a way that undermines my efforts.</td>
<td>1 2 3 4 5 6 7</td>
</tr>
<tr>
<td>Appreciation</td>
<td>Working with members of this team, my unique skills and talents are valued and utilized.</td>
<td>1 2 3 4 5 6 7</td>
</tr>
</tbody>
</table>
Acceptance of Human Condition

Pursuit of Perfection

SOURCE: Mickey Tockel, MD
"Self-compassion is simply giving the same kindness to ourselves that we would give to others."
"Self-compassion is simply giving the same kindness to ourselves that we would give to others."

Kevin Neff, PhD
https://self-compassion.org/
motivation

Kristin Neff, PhD
https://self-compassion.org/
Creating effective teams
Psychological Safety
DARING FEEDBACK

The Engaged Feedback Checklist

I know that I’m ready to give feedback when ...

___ I’m ready to sit next to you rather than across from you.
___ I’m willing to put the problem in front of us rather than between us (or sliding it toward you).
___ I’m ready to listen, ask questions, and accept that I may not fully understand the issue.
___ I’m ready to acknowledge what you do well instead of picking apart your mistakes.
___ I recognize your strengths and how you can use them to address your challenges.
___ I can hold you accountable without shaming or blaming.
___ I am open to owning my part.
___ I can genuinely thank someone for their efforts rather than criticize them for their failings.
___ I can talk about how resolving these challenges will lead to growth and opportunity.
___ I can model the vulnerability and openness that I expect to see from you.
reset
reset
mindfulness & meditation
"Gratitude is a vaccine, an antitoxin, and an antiseptic"
- John Henry Jowett (1863–1923)
Cultivating Positive Emotion: Ratio of positive to negative

Low Performance Groups = 1:1
Mid Performance Groups = 2:1
High Performance Groups = 6:1

High performers asked questions as much as they defended their own views, and cast their attention outward as much as inward.

Low performers asked almost no questions, and showed almost no outward focus (not listening, rather, waiting to talk to defend their own view).
Fixed Mindset     Vs.     Growth Mindset

Avoids challenges
Gives up easily
Sees effort as fruitless
Ignores feedback
Feels threatened by others success

Embraces challenges
Persists in face of setbacks
Sees effort as a step to mastery
Learns from criticism
Is inspired by the success of others

Those with a fixed mindset often plateau early and often does not meet potential

Those with a growth mindset often reach ever-higher levels of achievement

Carol Dweck PhD
https://mindsetonline.com/
Dr. Martin Seligman
3 Good Things
Good Things
Just before sleep, ask yourself:

‘What three things went well today and what was my role in making them happen?’

• For best results, write it down.
• Repeat for 2 weeks for longer effects
Burnout and Depression
Conflict at Work

Work Life Balance
Levels of Happiness
Sleep Quality
loneliness and isolation in medicine
belonging
I appreciate you.
Thank you for being in my life.....
“Just as ripples spread out when a single pebble is dropped into water, the actions of individuals can have far-reaching effects.”

Dalai Lama
"We are people responding to a calling. All of us can be part of the effort. We are brothers and sisters in Medicine."

--Vivek Murthy, MD
19th Surgeon General of the United States
Announcing the 3rd Cycle of the Council’s National Improvement Video Challenge

- **How to Participate:**
  Develop a short (3 - 5 minute) video showcasing how a Council bundle has been utilized within your institution.

- **Deadline:**
  October 18, 2019

- **Awards:**
  Monetary awards are given to the top 3 entries for each cycle. Winning videos will be featured on the Council’s website.

[Click For More Information!](#)
Q&A Session

To ask a question, please choose from the following two options:

1. **Verbal**: Click to raise your hand with the button on the control panel. The moderator will call your name and unmute your line when it is your turn to ask a question. You will remain unmuted until your question dialogue is over.

2. **Typed**: Submit your question by typing it into the box at the bottom of the control panel. Your question will be read aloud by the moderator and you will remain anonymous.

Please note: this webinar is being recorded. Comments from speakers and participants will be live on the website shortly.

A recording of this presentation will be made available on our website:
www.safehealthcareforeverywoman.org
Next Safety Action Series

Presentation of Enhanced Recovery After Gynecologic Surgery Bundle

August

Registration Coming Soon