

A Message from Tom Peterson, MD, Chief Safety Officer, Trinity Health

In his recent video message to colleagues, Mike Slubowski, President and CEO of Trinity Health, highlighted three challenges we face as a ministry and as a nation – the public health crisis with Covid-19; the economic crisis and the social injustice crisis. In addition, we have experienced difficult and painful colleague transitions over the past several months. All of this underscores the critical importance of continuing to reach out to our colleagues, express our gratitude for their service, check-in on their well-being, and connect them with support and resources as appropriate.

All ministries will have a Colleague Care Team in place by end of August. In July, across the system, 290 rounders supported this work, attending 577 huddles and engaging with 1:1 with 1642 colleagues either in person, virtually or telephonically!

In closing, I want to acknowledge what may be an obvious reality but needs to be said: The very people who are leading Colleague Care Teams and providing Resiliency Rounding are also susceptible to the same or similar stressors as those on whom they are rounding. So please, remember to invest in your own resilience; practice good self-care and take time for yourselves to renew and re-charge. Your efforts are needed now more than ever!

Thank you for your noble work.

Tom Peterson, MD

In the words of Resiliency Rounders...

The following descriptions of Southeast Michigan Resiliency Rounder experiences are shared with permission.



I met with a nurse for a little less than an hour. I didn't expect it to last that long. Her story was a familiar one. She had witnessed many deaths in a day...for many days. She heard the message that we care. All she could speak of was the intense tension between hearing we care and facing the brutal reality that, on the floor, the entire focus was on getting dead patients out of their bed and preparing the room for a quick turnaround to the next one. It was about the inexorable process, not about human care givers. She named the pressure "relentless" and struggled to say, with tears, how crying or other demonstrable emotion was looked upon as a weakness. She was contemplating quitting. I

listened. She cried. As our conversation came to a close, she gave words to her thankfulness and said, 'I wish there were 50 nurses here to do this.' I left her with some resources to affirm her self-care and, reflecting on the conversation, wondered how Trinity Health could ever thank her enough for her personal and professional sacrifices."

Tom Rea

Manager, Spiritual Care
St. Joseph Mercy Ann Arbor, Michigan

To be honest, the idea of being a Resiliency Rounder was intimidating at first. As I approached colleagues, I could read confusion and sometimes apathy in their eyes. But I have found that once I introduce myself and explain the mission of Resiliency Rounders, I often see a spark of interest and appreciation. Even though we are all wearing masks, I can see their smiles. Being a rounder allows me the ability to practice the true art of listening. I have been given the opportunity to connect with colleagues throughout the hospital in a way that allows them to be open, knowing that whatever is shared between us is confidential and free of judgment. At first, I thought that the weight of this role would be too heavy. But I have found that helping staff and allowing them to talk through their worries and debrief about the traumatic experiences that they have been through over the past few months has, in fact, helped me through my own healing process.

LeAnn Lauer

Nursing Education Coordinator
St. Joseph Mercy Livingston, Michigan

GREAT IDEA: Schwartz Round concept helps colleagues process the pandemic.

The Colleague Wellness Committee at St. Mary Medical Center, Pennsylvania, recently launched a **Colleague Check-in: Processing the Pandemic** Webex session to help colleagues work through their experiences during the global health crisis. Colleagues were invited via e-mail to take part in a conversation, similar to a Schwartz Round, to share their experiences, support one another and move toward healing. For more information on this concept, contact **Jack Geracci**, Mission Leader, Pastoral Care at JGeracci@stmaryhealthcare.org or **Kathryn Conaboy**, Director, Patient Experience at kathryn.conaboy@stmaryhealthcare.org

The e-mail invitation script with program description is shared below for your reference and potential replication.

Why Are We Doing This?

The past few months of caring for patients and coping with the pandemic's impact and restrictions on everyday life have been extraordinarily stressful. Taking the time to process our individual and shared experiences can help us tend to our resilience, and our physical, emotional and spiritual health. You can share your feelings and experiences, any lingering images or stories that are painful or difficult, what you continue to struggle with, and how well you are coping. In telling our stories, our healing begins.



Who Can Take Part?

Any colleague

What Will We Be Talking About?

Here is a sample of some of the questions we may discuss during the Colleague Check-in. If you have others to suggest, please send them to Jack Gerraci. JGerraci@stmaryhealthcare.org

- What (image, experience) has stayed with you during this time?
- What are some things that we can do for each other to help one another?
- Talk about something that really helped during a stressful even/period?

When Is the Colleague Check-In?

Wednesday, July 1, 2020 from noon to 1:00 p.m. via Webex

How Do I Connect?

Look for the Webex invitation, which will come to your St. Mary email address.

What are Schwartz Rounds?

According to one participant, "Schwartz Rounds are a place where people who don't usually talk about the heart of the work are willing to share their vulnerability, to question themselves. The program provides an opportunity for dialogue that doesn't happen anywhere else in the hospital." Schwartz Rounds offer an opportunity for colleagues to appreciate the roles and contributions of colleagues from different disciplines; decrease feelings of stress and isolation, and increase openness to giving and receiving support; share insights into the social and emotional aspects of patient care; and experience a renewed sense of compassion toward patients and colleagues and increased readiness to respond to patients' and families' needs.

PLEASE JOIN US: Colleague Care National Check-in #3: August 25, 2020

Please join us for our August Colleague Care National Check-in for all Accountable Executives, Coordinators and Task Force members. **Tiana Samuels**, Consultant, Total Rewards and Benefits and Resilience and Behavioral Health Task Force member will host our discussion with **Saint Peter's Health Partners** Colleague Care Team in Albany, New York. *NOTE: This appointment should already be on your calendars. If it is not, please reach out to your liaison or Becky Hoerner.*

RESOURCES: From Carebridge EAP and Live Your Whole Life

August Carebridge EAP highlights

Carebridge continues to offer virtual support groups to assist colleagues in prioritizing their mental health and well-being. Support groups offer opportunities to obtain credible information, learn strategies and share in the discussion.

Thursday, August 6, 2020 12pm E.T. [Grief & Loss: Finding Your Way – You Are Not Alone](#) Grief and loss are experienced in so many ways -- physical, emotional, and spiritual. Participants will have an opportunity to share experiences with grief and loss and to recognize their reactions as part of the journey of grief. During this virtual support group, strategies are shared to facilitate coping, affirm that one can survive loss, and help the griever to find new empathy, understanding, and renewed strength.

Tuesday, August 11, 2020 2pm E.T. [Stress Relief: Parenting during the Pandemic](#) Whether working from home, or out on the frontlines, parents are scrambling to manage the demands of their jobs and caring for children. As the school year approaches, new questions and concerns arise about how to parent in the current and the next normal. This virtual support group is a safe and confidential place for parents/significant caregivers to ask questions to manage their own and their children's well-being during these times of uncertainty.

Monday, August 17, 2020 10am E.T. [Staying Motivated during COVID-19](#) Life during a pandemic is one of constant change. This can result in sustained levels of stress and can create challenges for staying motivated during this time. This virtual support group is intended to help you avoid disengagement at work and at home, and to regroup and recharge with self-motivation strategies to get you through the long haul

Thursday, August 20, 2020 10:30am E.T. [Mindfulness Listening Practice](#) Mindful listening is a way of listening without judgment, criticism, or interruption while being aware of internal thoughts and reactions that may get in the way of effective communication. Learn practices during this virtual session to enhance your listening skills and to increase your empathy, improve your focus and attention, and deepen your relationships.

Wednesday, August 26, 2020 10am E.T. [Stress Relief: Parenting during the Pandemic](#) Whether working from home, or out on the frontlines, parents are scrambling to manage the demands of their jobs and caring for children. As the school year approaches, new questions and concerns arise about how to parent in the current and the next normal. This virtual support group is a safe and confidential place for parents/significant caregivers to ask questions to manage their own and their children's well-being during these times of uncertainty.

On-Demand Webinar (recorded) [Keeping Your Family Emotionally Healthy and Resilient – COVID-19](#)

The COVID-19 pandemic has created unprecedented challenges for families. Healthy families are characterized by the capability to adapt and thrive in changing times and circumstances. Proactive factors, such as adaptability, effective communication, expectations, and acceptance will be discussed along with many other factors all contributing to development of resiliency within contemporary families. This prerecorded webinar emphasizes family traits and practices which promote resiliency such as communication, organization, and stress management.

August Live Your Whole Life highlights

Live Your Whole Life is excited to launch a new team-based physical activity challenge, [The US National Parks Step Challenge](#).

From desert canyons to seaside cliffs, this challenge will take participants on a virtual journey through some stunning United States National Parks as they unlock new destinations by tracking daily steps. In addition to motivating colleagues to get moving; this challenge is an amazing opportunity for team building and social connection. [Plus, challenge participants will receive a Trinity Health Gaiter.*](#) (promotional flyer and digital display attached)

**Limited quantities available. Register early!*

Important Challenge Dates:

- Challenge begins: Mon. Aug. 10th
- Challenge ends: Mon. Sept. 6th

MORE RESOURCES: Two websites to support local Colleague Care efforts

For ALL COLLEAGUES:

Check out the Trinity Health system-wide **Colleague Care** web page. This is a page on our public Trinity-Health.org website so all colleagues can access it without being logged into the network.

On this page, colleagues can access information and resources to support their body-mind-spirit resilience and mental health. To visit, click on the link below:

Trinity-Health.org/Colleague-Care

Suggestions for use of the new Colleague Care page:

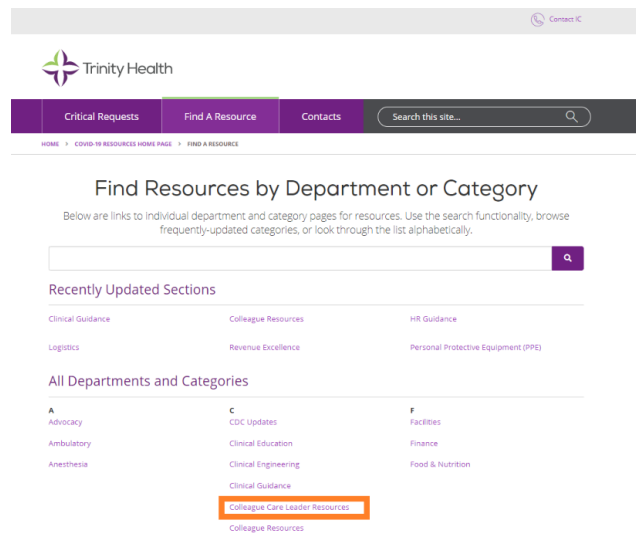
- Share the link above with Resiliency Rounders. Invite them to take a tour and become familiar with the page and what it has to offer. Note: Page will be updated regularly as additional information and resources become available.
- Add link to your Rounder Resource list
- Add link to all local Colleague Care presentations, communications, handouts and local intranet.

For COLLEAGUE CARE TEAMS (AEs, Coordinators, Rounders and HR)

Visit the link below on the COVID-19 Resource page for a growing collection of resources to support local **Colleague Care Team** efforts including:

- Programming ideas, practices, samples from other Health Ministries
- Communication templates – announcement memo, slide deck overview for leaders, etc.
- Colleague Care Guidebook and Outreach Calling Guide
- Templates for colleague-facing to support rounding efforts
- Articles of interest
- And more!

Trinity-Health.org/COVID-19-Resources-Find-a-Resource-Colleague-Care-Leader-Resources



AND FINALLY: A reminder to reach out to your Task Force Liaison with questions, comments and/or feedback or your great ideas!

In gratitude,

The Resilience and Behavioral Health Task Force