



Mindfulness and Resilience Training to Combat Stress and Burnout

This document is a summary of the work First Responder Resilience has completed Acme Company to reveal the benefits and results of our efforts in one place.

Included in this document:

1. Benefits of Resilience at Acme
2. Acme Surveys
3. The 6-hour Workshop Outline

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This entire document references contract # 19-AGT-SOLA-16911 for the following services:

1. Nurse Workshops (6-hour)
2. Leadership Workshops (3-hour)
3. Emotional Intelligence Assessments
4. One-on-one Coaching

1. Benefits of Resilience Training at Acme

In addition to the following surveys and workshop outline, please allow us to provide additional information about the value we provide by bringing resilience methods into Sutter:

1. Return on Investment (ROI) from Reducing Turnover
2. Reduction in Workplace Violence
3. Increased Patient Customer Service
4. CMS Reimbursements
5. Fulfilling Parts of The Joint Commission Survey
6. Increased Ability to Accept Change
7. Additional Benefits

1. ROI from Reducing Turnover

The simplest way to measure the ROI from resilience is reduced turnover. In February 2021, the American Hospital Association released WELL-BEING PLAYBOOK 2.0 which reviewed the "Impact of Burnout." They state, "With an average of ... \$88,000 to replace a registered nurse, organizations face substantial replacement costs that could be avoided."

During the pilot program in 2020, we saved four nurses from burnout, including one director. Saving three nurses and a director in would have resulted in a ballpark \$400,000 in savings. The 2020 pilot cost \$33,000, resulting in an estimated 1,200% ROI.

From February to March 2021, we saved two ICU nurses and one ED nurse from burnout, resulting in an estimated savings of over \$200,000. Our cost was \$16,000, resulting in a similar estimated 1,200% ROI.

These ROI figures do NOT take into account the additional savings and benefits from the resilience training that are listed below.

2. Reduction in Workplace Violence

Responding to workplace violence (WPV) is a priority because of (1) the Cal/OSHA Regulatory Requirements that apply “to work in the following health care facilities...”

<https://www.dir.ca.gov/dosh/workplace-violence-prevention-in-healthcare.html>

and (2) the costly nature of lawsuits. Furthermore, employees struggle with decreased morale as they search for appropriate ways to work together.

Decreased WPV would be a direct result of the skills provided to the resilience program participants. Full-day Resilience Workshop attendees gave a score of 9.4 out of 10 on how well we provided skills to “improve how you work with teammates.”

3. Increased Patient Customer Service

Since 2019, we have listened to the concerns of Acme management, which included increasing scores related to patient care. Full-day Resilience Workshop attendees gave a score of 9.6 out of 10 on how well we provided methods “to improve relations with patients and patients' families.”

4. CMS Reimbursements

CMS (centers for Medical/Medicare services) reimburses hospitals based on quality, safety, and patient satisfaction scores. The higher the score the higher the reimbursement. A major goal of the Resilience Workshop is to give attendees the skills to “provide your best performance, quality, caring, and service.”

5. Fulfilling Parts of The Joint Commission Survey

On November 20, 2020, Sergio Camarillo sent an email detailing “questions the TJC surveyors are asking hospitals.” By having a resilience program, Acme covers the following Joint Commission practices:

- How are you making sure to keep up staff resilience?
- How are you monitoring resilience?
- Do you have ideas for how to support staff so they don't burn out?

6. Increased Ability to Accept Change

A theme repeated throughout the workshops (leadership, full-day, and 1-on-1 sessions) is the stress that comes from “never ending change.” We spend significant time reviewing methods to help staff members see that resilience teaches how to stay peaceful and calm, regardless of what is happening. All workshops at Acme asked us to address the constant changes—and our resilience methods are directly applicable. Before the workshop, attendees (especially managers and directors) were very agitated by all of the “constant change” and “changing and inconsistent rules.” By the end of the workshop, they were much calmer because they practiced resilience skills to accept change.

One director with multiple projects participated in the full-day workshop and received substantial methods to handle the stress he was under. His ability to handle change will greatly benefit everyone who will be affected by his projects.

7. Additional Benefits

We ensure that all workshop and 1-on-1 sessions cover the following topics:

- become aware of the causes of stress
- become aware of how stress affects wellness and work performance
- recognize the symptoms of stress in yourself
- learn resilience methods to combat stress
- improve relations with patients and patients' families
- make better decisions and/or improve accuracy
- improve working with teammates
- increase separation of family and work

We have only covered a few of the overall resilience program benefits listed in the topics above. **The overall ROI is much greater than 1,200% because of the aggregate of all of these benefits.**

The next section presents the survey results which reveal what Acme participants felt about the value of the resilience training.

2. Surveys

Due to the emotional nature of discussing stress related issues, we have learned that the results are much better when we hold in-person workshops. These three surveys present findings that show attendees received a high value from our services when we were able to connect with them on a personal level (not via Zoom).

1. 2021 6-hour Workshop: score 9.3 out of 10
2. 2021 Leadership Workshop: score 9.0 out of 10
3. 2020 1-on-1 Coaching: score 9.7 out of 10

Taking the survey results of these efforts into consideration, participants revealed that they did in fact receive the “Additional Benefits” (described in point 7 above) by providing scores of 9.0 or greater.

The two workshop surveys have “Summary” section which reviews the issues participants feel stress from. Surprisingly, patient care was a minor factor in the stress Acme workers face. Their major stress comes from:

- Dealing with management: constant changes, downsizing, mistrust of leadership
- Family: general family issues, children at home due to COVID, communication

The Summary sections of the “2021-02 Post Full Workshop Survey Results.pdf” and the “2021-02 Post Leadership Workshop Survey Results.pdf” review in more detail the areas where workers feel stress.

Appendices A to C show the full content of the three surveys.

3. Workshop Outline

The below workshop outline provides a high-level overview of the content in the 6-hour workshop.

See Appendix D for the full outline