2018 Nurse Executive Roundtable
Rebuild the Foundation for a Resilient Workforce

Patient care teams must navigate an increasingly challenging work environment. Uncertainty about the future, the rapid pace of change, and more complex patients are leaving staff feeling exhausted and overwhelmed. Around the world, even the most resilient nurses report feeling stressed, overworked, or even burned out. Many are considering leaving the profession altogether.

To ensure staff can function well in a challenging work environment, leaders must address the “cracks in the foundation” that undermine nurses’ resilience and contribute to stress and burnout (Infographic below).

At this session, attendees will learn:

- The “cracks in the foundation” of nursing’s practice environment requiring attention to support nurses’ resilience
- Executive strategies to mend the foundational “cracks” that are most acute at your organisation
- A playbook for rebuilding a strong foundation that allows nurses to flourish as resilient clinicians

Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30</td>
<td>Guest Arrival</td>
</tr>
<tr>
<td>10:00</td>
<td>Welcome</td>
</tr>
<tr>
<td>10:15</td>
<td>Rebuild the Foundation for a Resilient Workforce, Part 1</td>
</tr>
<tr>
<td>12:15</td>
<td>Lunch</td>
</tr>
<tr>
<td>13:00</td>
<td>Rebuild the Foundation for a Resilient Workforce, Part 2</td>
</tr>
<tr>
<td>15:00</td>
<td>Adjournment</td>
</tr>
</tbody>
</table>

Our Speaker

Rebecca Richmond
Senior Director

- Internationally recognised spokeswomen for Advisory Board research
- Works with nursing, physician, executive teams and boards in over 52 countries worldwide

Special Session for Central Region DHBs

Thursday, 13 September 2018

Horne Lecture Theatre
Level 12 Ward Support Block (WSB)
Wellington Regional Hospital
Map attached below

Audience: Senior Nurses and Midwives in the Central region

Please register through the course CCDHB course [page](#)

Capital and Coast DHB Senior nurses and Midwives please register through ConnectMe
CRACKS IN THE FOUNDATION
Undermine Nurse Resilience

Hospitals and health systems have never been more committed to engagement, retention, and wellness. Yet nurses around the world are stressed, overworked, and burned out.

According to Maslow’s hierarchy of needs, individuals can’t reach their full potential if they are struggling with basic needs. In today’s care environment, unaddressed needs, or “cracks in the foundation”, undermine nurse resilience and lead to frontline burnout.

To build a more resilient nursing workforce, leaders must repair four cracks in the foundation of the care environment:

1. **Violence and point-of-care safety threats are now commonplace in health care settings.**
   - **Challenge:** Nurses don’t feel equipped to respond to point-of-care safety threats. As a result, they often feel unsafe at work.
   - **Executive Strategy:** Reduce response time to routine point-of-care threats.

2. **Nurses feel they have to make compromises in care delivery.**
   - **Challenge:** Staff feel they can’t deliver safe care to their patients because of staffing pressures.
   - **Executive Strategy:** Surface and address sources of staffing-related distress.

3. **Staff bounce from traumatic experiences to other care activities with no time to recover.**
   - **Challenge:** Nurses don’t have time to recover from emotionally challenging situations, and they are too busy to use services that can help them debrief and process traumatic experiences.
   - **Executive Strategy:** Make emotional support “opt out” only.

4. **Fast-paced environments and incivility cause nurses to feel “isolated in a crowd.”**
   - **Challenge:** Nurses spend more time working in isolation, with limited opportunities to connect meaningfully with their nursing peers.
   - **Executive Strategy:** Restore nurse camaraderie on the wards.

According to Maslow’s hierarchy of needs, individuals can’t reach their full potential if they are struggling with basic needs. In today’s care environment, unaddressed needs, or “cracks in the foundation”, undermine nurse resilience and lead to frontline burnout.