

8 TIPS TO HELP STAFF COPE WITH CRISIS

Amy Stewart with *Provider Magazine* recently offered these great tips for "Assisting Staff through Adversity." We've summarized her tips below for your convenience.

1 CRISIS DEBRIEFINGS

Take pause as a group to acknowledge what's happened and why it feels bad. Talking about crisis immediately lessens distress.

2 REGULAR TEAM MEETINGS

Discuss difficult emotions among staff. Sharing how you felt during crisis situations with your peers is proven to help with coping.

3 PROMOTING GRATITUDE

Start shifts with staff sharing three things they're grateful for. It's linked to positive physical and psychological health, as well as lower levels of aggression.

4 CHECKING ON NEW CARE STAFF

The effect of stress on morale may vary depending on age and experience. For newer nurses, crisis decisions may have a greater impact. Reinforce why they're necessary.

5 NURSE ASSISTANTS CHECK-INS

NAs may feel powerless during crisis because they carry out the directions of others. Discuss care changes and decisions with them to help their understanding.

6 WELLNESS CAMPAIGN

Launching one now may mitigate staff turnover later. Start small by encouraging breaks, proper sleep, healthy eating, exercise and even meditation. There are apps for all.

7 EMPLOYEE ASSISTANCE PROGRAM

Remind staff that your EAP program is there when they need it. They may prefer to talk to a professional confidentially during these times.

8 POST-CRISIS MANAGEMENT HELP

Promote education around ethical decision-making. It's proven to reduce of moral distress. This education may be a first opportunity for NAs, who've not otherwise received.

