

Pragmatic Approaches to Creating Workforce Organizational Resilience in Public Health Emergency Operations

Kathleen M. Kowalski Trakofler, Ph.D.

Research Psychologist, PRL, NIOSH

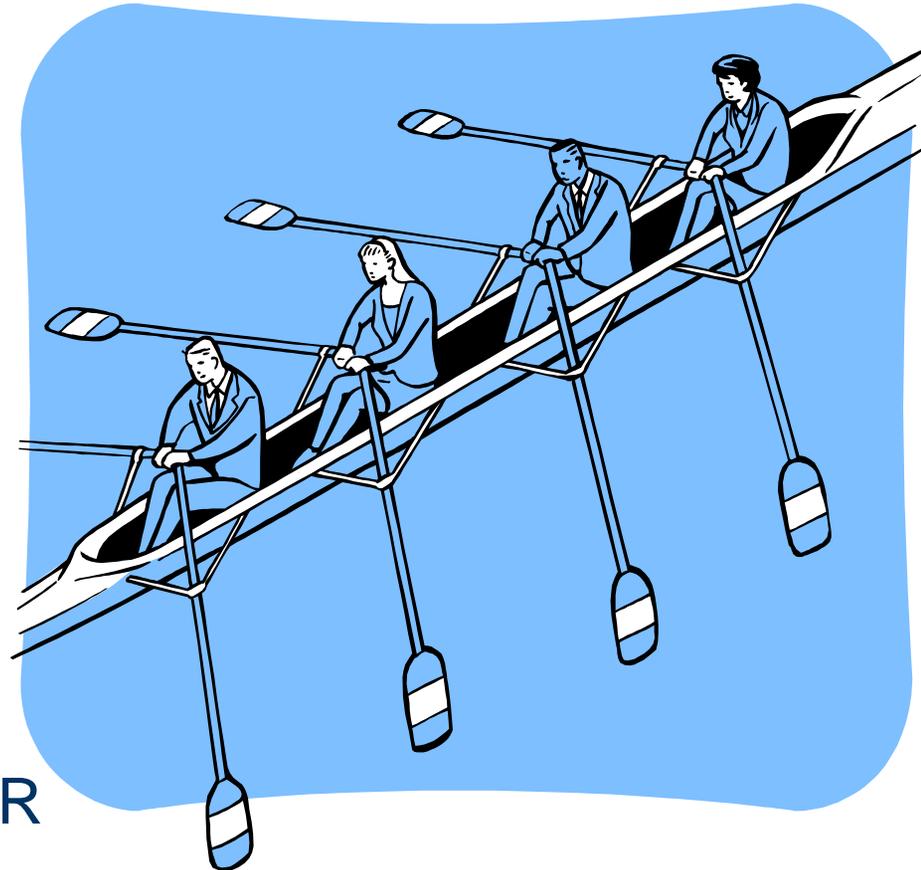
Mental Health Advisor, Office for Emergency Preparedness, NIOSH

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Resilience Program Acknowledgments

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Pragmatic Approaches to Creating **Workforce Organizational Resilience** in Public Health Emergency Operations

- = What is Resilience?
- = How do you DO it?
- = Resilience Concepts into Practice
- = Integrating Resilience into your program

Session Goals



- Present an overview of the components of the *Resilience Program*
- Provide a clear definition of Resilience
- Present the strategies and elements of a successful Responder Resilience Program
- Discuss how to incorporate Resilience into your state Response Plan

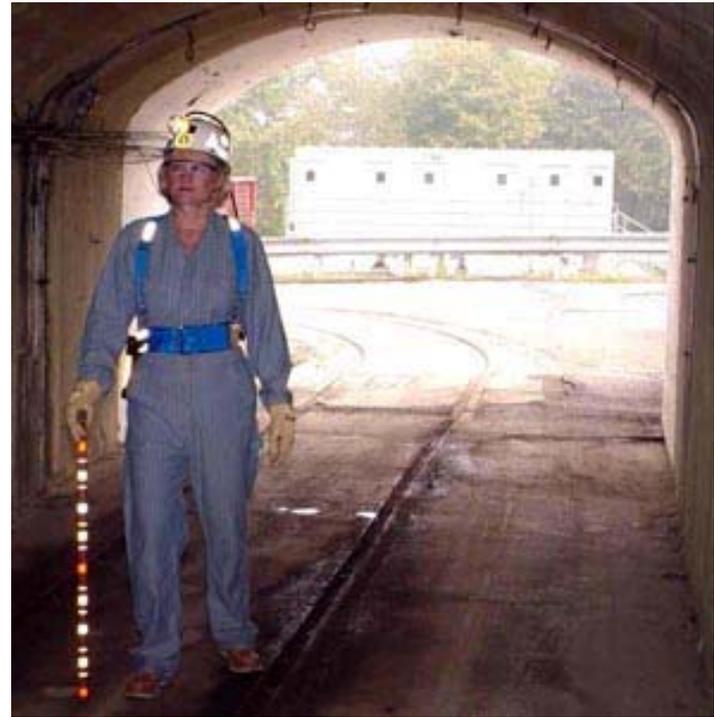
Resilience: What is it?



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- the ability to adapt well in the face of adversity
- the ability to withstand significant adversity and be able to “bounce” back Wolin and Wolin, 1993
- the “early adaptive processes aimed at restoring homeostasis from a disturbed state” Steinberg and Reissman, 1990
- the ability to successfully negotiate and adapt to adverse circumstances in a healthy manner

Reissman et al., 2004

Resilience: What is it?



- **Resilience:** a process of healthy adaptation by individuals or organizations faced with adverse circumstances. Resilience has multiple components which may be impacted favorably.
- Thus, intervention in support of Resilience is most appropriate.

Resilience Components: Multiple Factors

- Perception
- Social support
- Resourcefulness and Flexibility
- Sturdiness
- Exposure – duration and intensity
- Personal characteristics: self-esteem, control, optimism, intelligence, communication, and problem-solving skills
- Factors: Family, Work, Social



Influencing Resilience

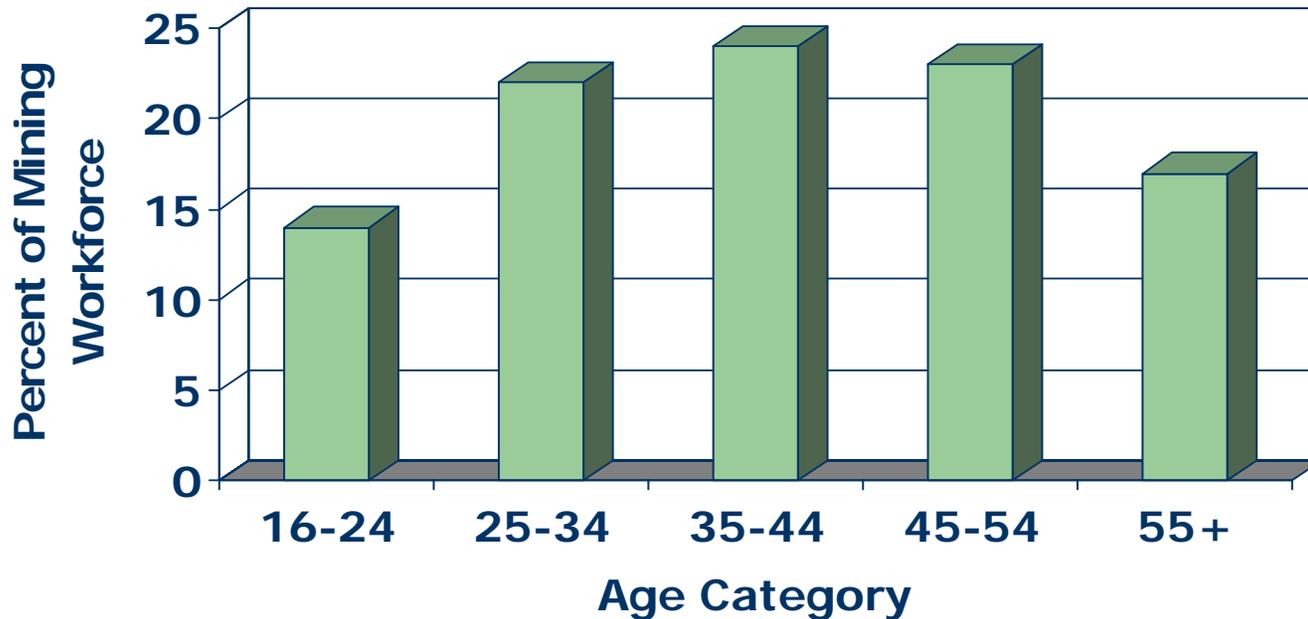
- Reduce stress
- Provide support
- Evaluate coping resources and affective style
- Process experiences
- Incorporate developmental issues
- Integrate Laughter/humor

Resilience Components: An Aging Workforce

Median Age of the United States Workforce				
Year	1978	1988	1998	2004
Age	34.8	35.9	38.7	40.5



Ages of All United States Workers



Source: Bureau of Labor Statistics, Current Population Survey 2004

Incorporating the Resilience Program into your Response Plan: Elements

- Elements of developing a Resilience program in your state include
 - **Pre-event**
 - **During event**
 - **Post-event**

Incorporating the Resilience Program into your Response Plan: Elements

– *Pre-event:*

- training
- clear mission and purpose
- Family/Buddy Plan
- assessment and evaluation tools

Incorporating the Resilience Program into your Response Plan: Elements

- *During event*

- provide support
- monitor safety, health and psychological well-being of responder
- Buddy Plan in operation

Incorporating the Resilience Program into your Response Plan: Elements

– *Post-event:*

- Welcome Home
- Lessons Learned and After Action Report
- Reports and publications

RRP: Components



- **1. The Responder Resilience Program:** support for field personnel and their families
- **2. The Incident Command Resilience Program:** support of the IC personnel during an event
- **3. The Resilience Assessment Support Program:** provides mental health assessment support, tools, surveys, contacts, resource networking for field personnel, written reports, and appropriate publications
- **4. The Resilience Evaluation Program** provides support in facilitating Lessons Learned After Action Reports and serves a program evaluation function

Incorporating Resilience into your Response Plan: Components

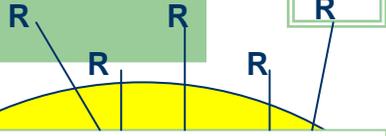
- **1. The Responder Resilience Program:** support for field personnel and their families
 - ***Pre-event:*** training; resources
 - ***During event:*** Activate Buddy Program; provide support and observation of behavior
 - ***Post-event:*** Welcome Home information; Lessons Learned/After Action Report

BUDDY Program



- Voluntary
- Responder choice
- Functions as “Good Neighbor”
- Is not part of the chain of command
- Resilience Team provides training

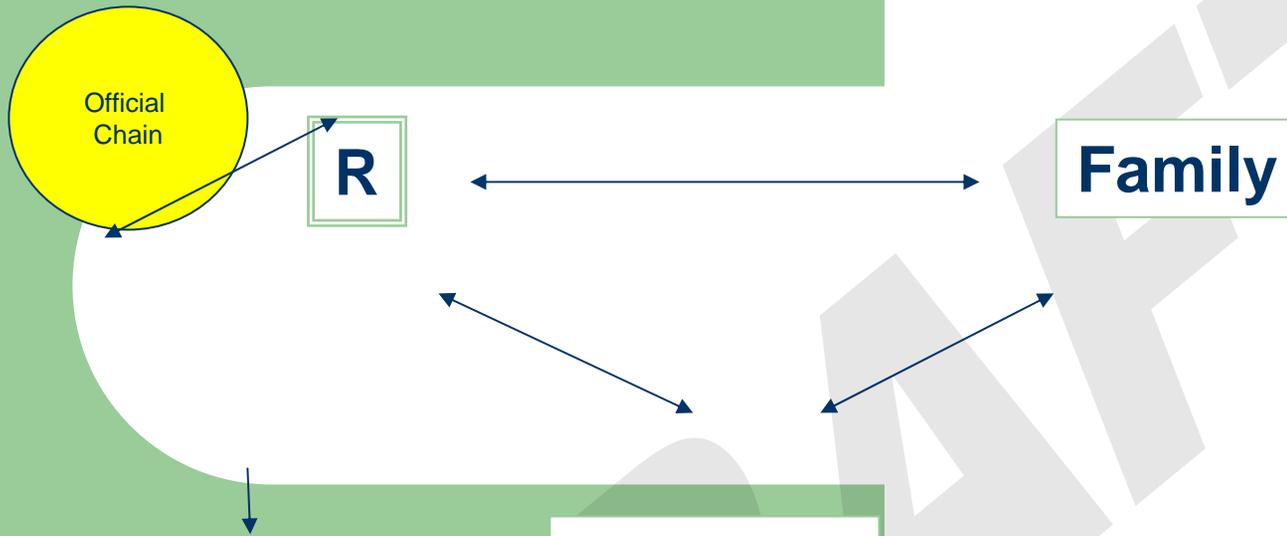
Field Communications



Team Leader

Incident Command

Responder Resilience Program



MH
EAP
Other

Buddy



Responder Resilience Program

Incorporating RRP into your Response Plan: Components

- **1. The Responder Resilience Program:** support for field personnel and their families
- **2. The Incident Command Resilience Program:** support of the IC personnel during an event

Incorporating RRP into your Response Plan: Components

- **2. The Incident Command Resilience Program:**
support of the IC personnel
 - *Pre-event:* team building; training i.e. shift schedules, food suggestions
 - *During event:* on-the-spot relief – toys, humor
 - *Post-event:* facilitate Lessons Learned/After Action Report

Incorporating Resilience into your Response Plan: Components

- **3. The Resilience Assessment Support Program:** provides mental health assessment support, tools, surveys, contacts, resource networking for field personnel, written reports, and appropriate publications
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How do YOU think Resilience can be incorporated into your BT state Plan?



Responder Resilience Program Worksheet
Own it!



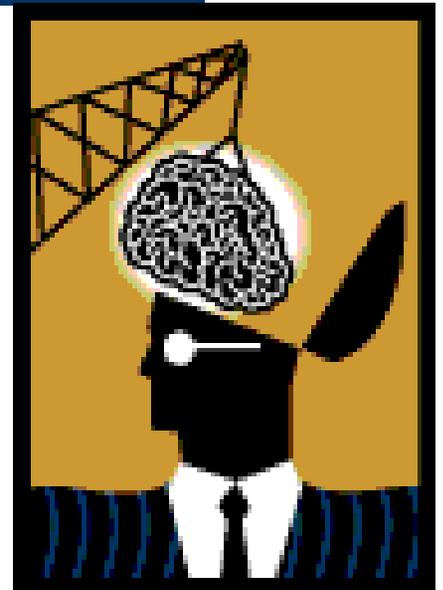
Responder Resilience Program Worksheet

Own it!

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Planning

1. Clearly stated capabilities or **goals**
2. Valid **content**
3. Appropriate **delivery** mechanism
4. Authentic **assessment**
5. **Remediation**





Comments/Questions



Dori B. Reissman, MD,MPH, CMR US Public Health Service, Senior Advisor for Disaster Mental Health and Terrorism, Division of Violence Prevention, NCIPC, CDC, Atlanta dreissman@cdc.gov

Kathleen M. Kowalski-Trakofler, Ph.D., Research Psychologist PRL, Mental Health Advisor, Office for Emergency Preparedness, National Institute for Occupational Safety and Health (NIOSH) CDC kkowalski@cdc.gov

Stay Resilient. Stop Stress!

