

Be Kind to Yourself

Management Edition

As a *LEADER*, you can create a healthier workforce by addressing trauma.

- Realize the prevalence and impact of trauma.
- Recognize the symptoms of trauma in patients, families, and staff members.
- Refer people to the appropriate care.
- Resist re-traumatization of individuals by integrating your knowledge of trauma into all policies, procedures, and practices. Learn more [here](#).

Try these social support activities!

Improve team cohesion and morale by holding informal meetings during lunch, coffee breaks, or happy hours.



Build in formal peer consultation time during work hours to reduce feelings of isolation and increase feelings of efficacy.

Build relationships and improve your responsiveness to employee concerns through daily or weekly huddles.



Start a buddy system. Buddies can check in and help balance each other's stress levels.

Provide targeted education and support for COVID-19 concerns like fears of contagion, concerns for family, job stress, financial concerns, interpersonal isolation, and stigma.



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Signs of Employee Burnout

- Not as productive
- Work is lower quality than usual
- Uncharacteristically disengaged
- Being more cynical or complaining more
- Late for work or not showing up at all
- More illnesses or injuries



What Does Trauma in the Workplace Look Like?

Workplace trauma can come from interactions with a patient, caregiver, or fellow employee. It includes stressful events such as death, grief, suicide, accidents, or witnessing the impact of violence. A [hostile work environment](#) can also cause trauma to employees.

Did you know...

80% of all health care workers have experienced at least one traumatic event as a child and most experience additional traumatic events as adults.

Exposure to continuous trauma leads to burnout and compassion fatigue. This leads to decreased satisfaction of both employees and patients, and a less safe environment.

Studies show that during an infectious disease outbreak, the **single most important factor** influencing staff perception of stress and safety **is management response!**

Communication during COVID-19

- COVID-19 guidance should be timely and trustworthy.
- Acknowledge and normalize feelings of anxiety related to the pandemic.
- Share your efforts to address negative impacts of the pandemic.
- Widely disseminate available self-care resources as well as organizational resources like the employee assistance program or COVID-19 leave.



Additional Resources

- The **National Child Traumatic Stress Network** offers free continuing education credits and has several e-learning resources.
<https://www.nctsn.org/resources/using-secondary-traumatic-stress-core-competencies-trauma-informed-supervision>
- **Illinois ACEs Response Collaborative** takes a root case approach to addressing trauma, promote healing, and advance equity. They have information on capacity building, best practices and much more.
<https://hmprg.org/programs/illinois-aces-response-collaborative/>
- The **SCARF Assessment** helps you better understand how some of the most common workplace stressors uniquely affect you.
<https://neuroleadership.com/research/tools/nli-scarf-assessment/>
- The **CCH Trauma Informed Approaches Task Force** is a diverse group of stakeholders from across Cook County Health including physicians, social workers, psychologists, nurses, and public health practitioners. The goal of the Task Force is to support the implementation of trauma informed approaches at Cook County Health. To join our mailing list, complete the form at:
<https://cookcountypublichealth.org/behavioral-health/trauma-informed-approaches-task-force/>
- The **Employee Assistance Program (EAP)** can help CCH employees balance the demands of family, work, and personal needs. The Cook County EAP is staffed by licensed, external professionals available to help at no cost. All services are confidential and can be accessed over the phone at 1-800-327-5048 or online at www.MagellanAscend.com.

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