BUILDING RESILIENCY THROUGH CONNECTEDNESS

Strategies, Challenges, and Solutions
Eliminating Health Disparities Conference

Jeremy Holloway, PhD

Date:
10/18/2024

INTRODUCTION

Objectives of the presentation:

- Define Resiliency, Emotional Intelligence, Social Connectedness
- Explore their importance in our respective environments.
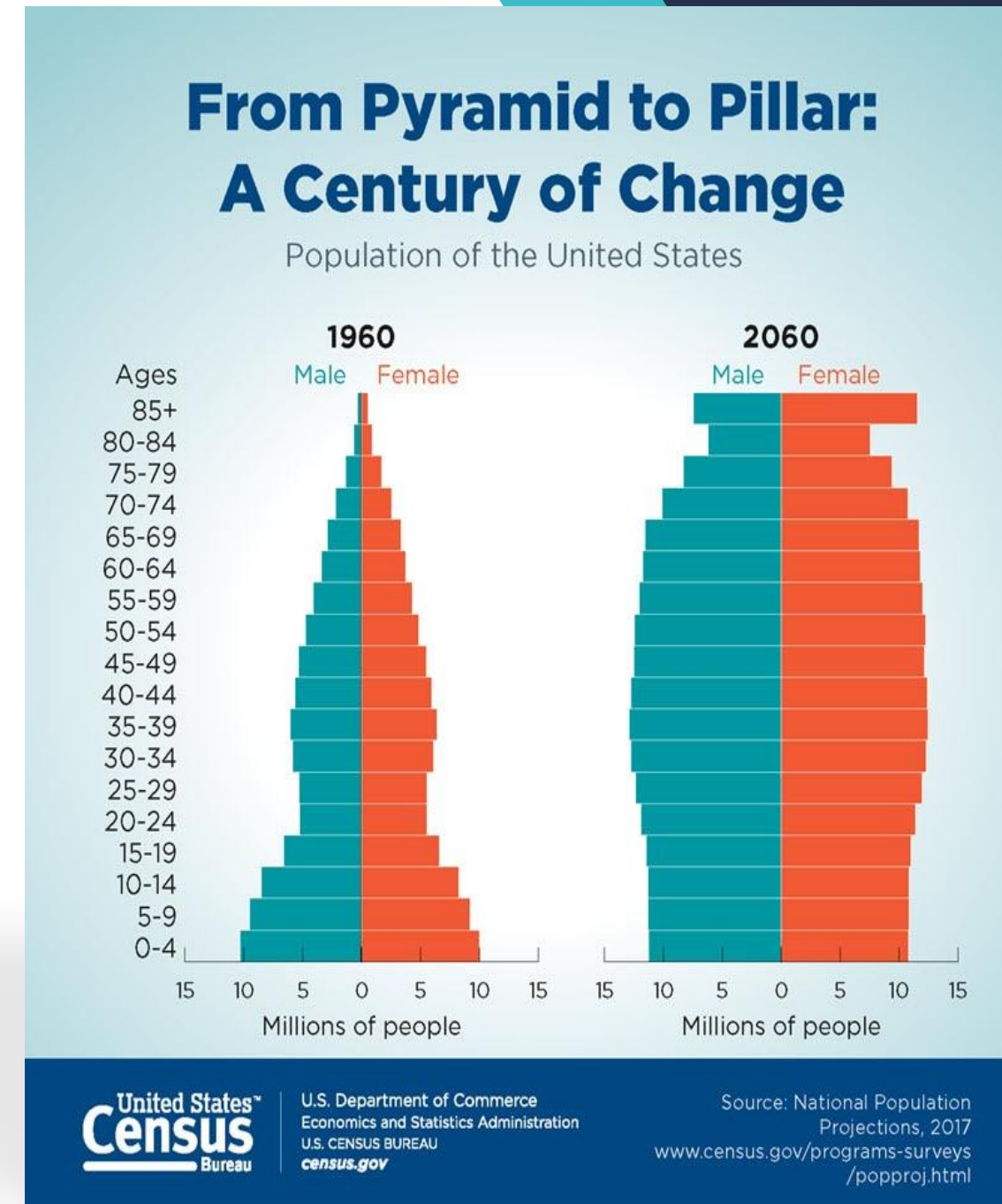- Discuss strategies to enhance these skills in practice

MY STORY

- Personal background and experiences
- Relevance to the topic

Social Isolation and Loneliness

- Social isolation is linked to increased rates of loneliness, hypertension and other physical health effects, and has been identified as a public health priority.

- Loneliness and social isolation are cited as having negative health impacts equivalent to smoking 15 cigarettes a day.

From Pyramid to Pillar: A Century of Change
Population of the United States

1960 — Male Female
2060 — Male Female

Ages: 85+, 80-84, 75-79, 70-74, 65-69, 60-64, 55-59, 50-54, 45-49, 40-44, 35-39, 30-34, 25-29, 20-24, 15-19, 10-14, 5-9, 0-4

Millions of people: 15 10 5 0 5 10 15

United States Census Bureau
U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Source: National Population Projections, 2017
www.census.gov/programs-surveys/popproj.html

Source: Lynda Flowers, Ari Houser, Claire Noel-Miller, AARP Public Policy Institute, Jonathan Shaw, Jay Bhattacharya, Lena Schoemaker, Stanford University, Monica Farid, Harvard University, November 27, 2017.

UNDERSTANDING RESILIENCY

Definition of resiliency

What is one word you think of regarding Resiliency?

UNDERSTANDING RESILIENCY

Characteristics of resiliency:

- Adaptability

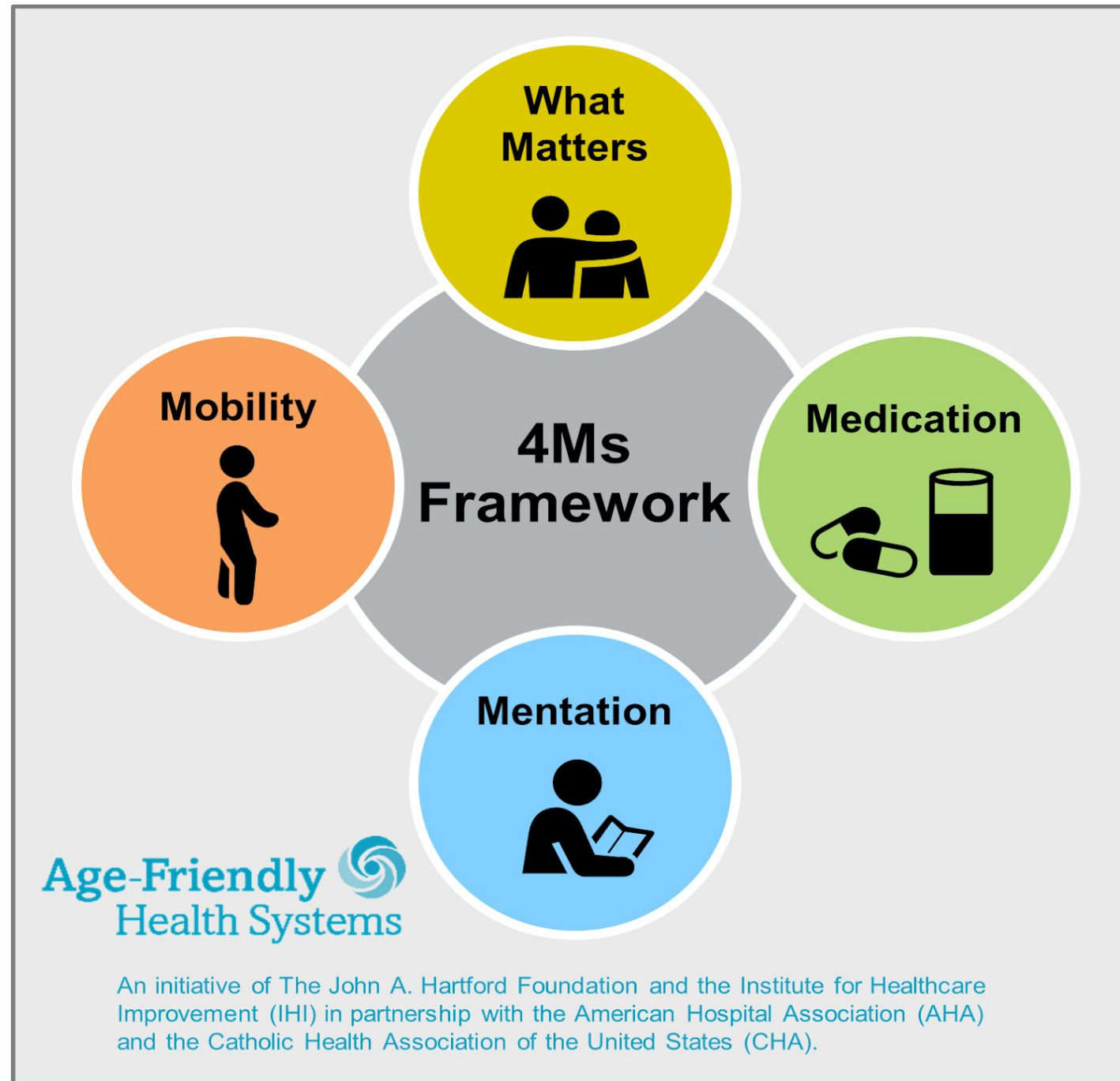- Optimism

- Emotional regulation

UNDERSTANDING RESILIENCY

Living out What Matters for you AND others.

EXAMPLES OF RESILIENCY IN PRACTICE

What Matters
Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication
If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation
Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility
Ensure that older adults move safely every day in order to maintain function and do What Matters.

EXAMPLES OF RESILIENCY IN PRACTICE

- Patient sharing with Doctor **What Matters** in their life

Key: Resiliency involves finding and/or creating safe environments

- Where we can share WHAT MATTERS

- Where we can consider WHAT MATTERS

- Where we can live out WHAT MATTERS in our lives for healthy living and longevity.

Case Study: A nurse working in a busy nursing home or hospital.

◦ Lack thereof causes Silos, Bullying, and Burnout: A lack of such environments creates isolated work environments, contributing to staff burnout, interprofessional conflict, and bullying (Baumbusch et al., 2012; van der Geest & Faber, 2017).

Having just one person to reflect with can often make all the difference.

"Who is the first person in your life you feel is most important to share and reflect on the things that truly matter to you?"

It's You ☺️

It's caught not taught.

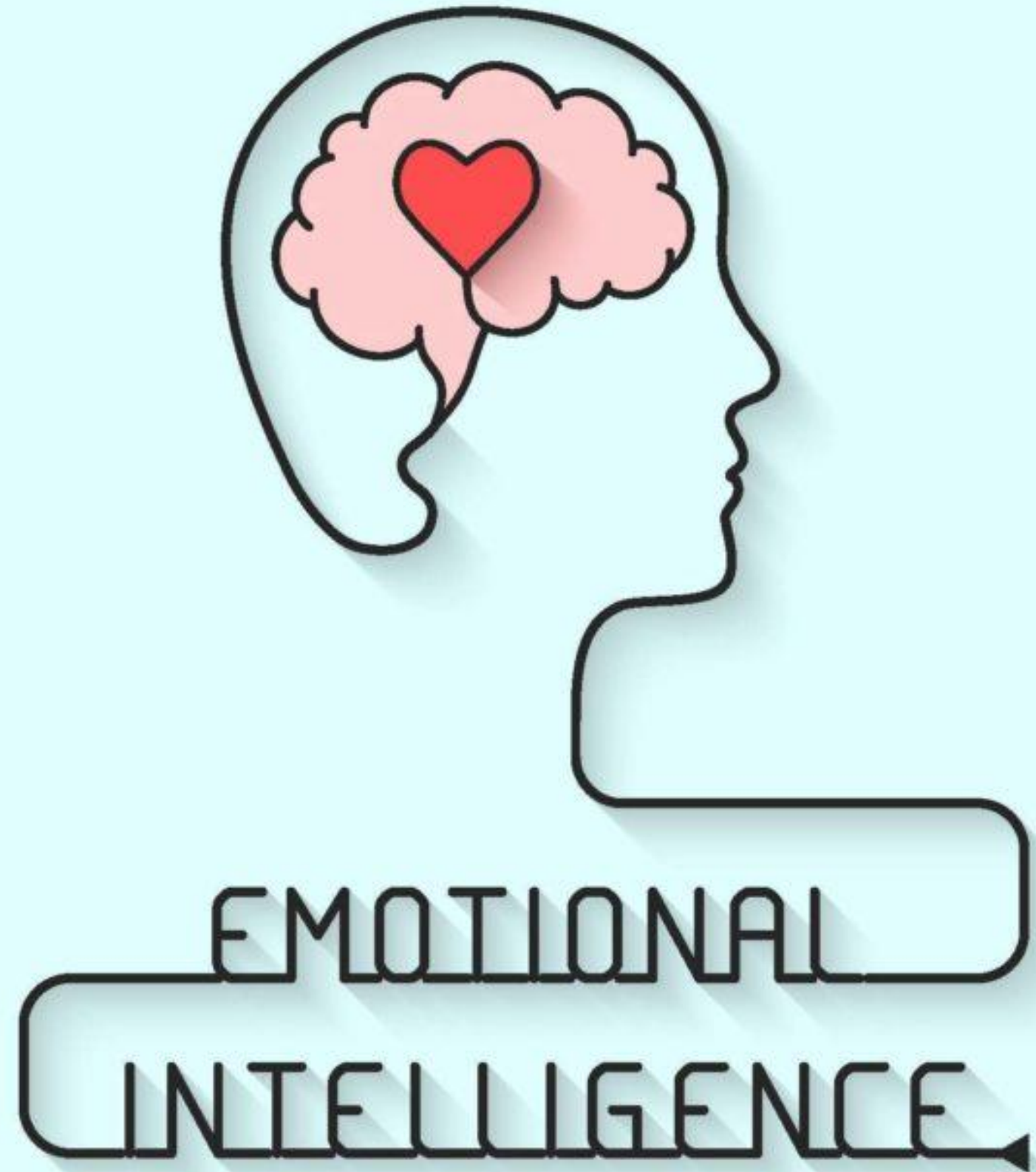Our clients/patients catch what we have.

It's You ☺️

This is the essence of Emotional Intelligence

WHAT IS EMOTIONAL INTELLIGENCE?

- Definition of emotional intelligence (EI)

Involves recognizing and managing our own emotions while also understanding and supporting others in managing theirs.

Reference: Tyczkowski et al. (2015)

PRACTICAL WAYS TO UTILIZE EI

- Managing stress
- Building rapport
- Resolving conflict
- Supporting team and community members

CASE STUDY: EMOTIONAL INTELLIGENCE

- Scenario involving Dr. Smith and a nurse
- Discussion questions on how to use EI to resolve conflict

Case Study

Scenario Involving Dr. Smith and a Nurse regarding an indigenous family.

Dr. Smith, an oncologist, is experiencing conflict with a nurse on his team who desires to advocate for an indigenous family's needs. The nurse has expressed concerns about Dr. Smith's communication style, which she feels is dismissive and unprofessional. As a clinician, it may be helpful for Dr. Smith to use **emotional intelligence** to address this conflict and find a resolution.

Question 1: What is the best way for Dr. Smith to respond to the nurse's concerns?

- **A)** Dismiss the nurse's concerns and tell her to focus on her job
- B) Acknowledge the nurse's concerns, apologize for any misunderstandings, and work together to find a resolution
- **C)** Ignore the nurse's concerns and avoid discussing the issue further

Question 2: How can Dr. Smith use emotional intelligence to improve the situation?

- **A)** By being aggressive and asserting his authority as a doctor
- B) By listening actively, seeking to understand the nurse's perspective, and working collaboratively to find a solution
- **C)** By blaming the nurse for the conflict and insisting that she change her behavior

Case Study

Question 1: What is the best way for Dr. Smith to respond to the nurse's concerns?

- **A)** Dismiss the nurse's concerns and tell her to focus on her job
- **B) Acknowledge** the nurse's concerns, **apologize** for any misunderstandings, and **work together** to find a resolution
- **C)** Ignore the nurse's concerns and avoid discussing the issue further

Answer: B) Acknowledge the nurse's concerns, apologize for any misunderstandings, and work together to find a resolution.

Question 2: How can Dr. Smith use emotional intelligence to improve the situation?

- **A)** By being aggressive and asserting his authority as a doctor
- **B)** By **listening actively**, **seeking to understand** the nurse's perspective, and **working collaboratively** to find a solution
- **C)** By blaming the nurse for the conflict and insisting that she change her behavior

Answer: B) By listening actively, seeking to understand the nurse's perspective, and working collaboratively to find a solution.

Tool: SELF-REFLECTION FOR <u>EI</u>

- Suggestion: Put it in the calendar

Questions:

- What do you feel you need to do to keep a sense of emotional awareness?

- How can you increase self-awareness in this area, and being managers of our past, present and future?

UNDERSTANDING SOCIAL CONNECTEDNESS

The sense of feeling connected and fostering a sense of belonging with individuals or groups, while managing those relationships.

Benefits of social connectedness:

- Improved mental health

- Enhanced quality of life

- Better health outcomes

References:

Holt-Lunstad, J., Smith, T. B., & Layton, J. B. (2010). Social Relationships and Mortality Risk: A Meta-analytic Review. PLOS Medicine.

Umberson, D., & Montez, J. K. (2010). Social Relationships and Health: A Flashpoint for Health Policy. Journal of Health and Social Behavior.

EXAMPLES OF SOCIAL CONNECTEDNESS INITIATIVES

- Community programs
- Support groups
- Volunteering
- Include Experiential Opportunities in CEU trainings

RESILIENCY AND SOCIAL CONNECTEDNESS IN PRACTICE

- Creating action plans for implementation

Programs

Overview of Tellegacy: Tellegacy program, in partnership with Meals on Wheels, is transforming the well-being of older adults through innovative social engagement strategies.

Impact of Tellegacy Program on Volunteer Perceptions

1 **Demographic Profile of Volunteers:**

Gender: 77.78% (n=7) female and 22.22% (n=2) male volunteers participated in the program.
Age Distribution: Majority (66.67%) of volunteers were aged between 25 and 48, while 22.22% were between 51 and 60.

2 **Results:**

Attitudes Towards Aging:

Volunteer Ageism Assessment

Pre-Intervention: Volunteers' average AGEISM score was 36.11.
Post-Intervention: Average AGEISM score decreased to 33.00.
Statistical Significance: Paired samples test indicated a significant decrease in AGEISM scores (p = .045 two-tailed), suggesting a positive impact on volunteers' attitudes toward aging.
Supporting Test: Wilcoxon signed-rank test showed a trend towards significant differences in AGEISM scores (p = .058), reinforcing the effectiveness of the program.
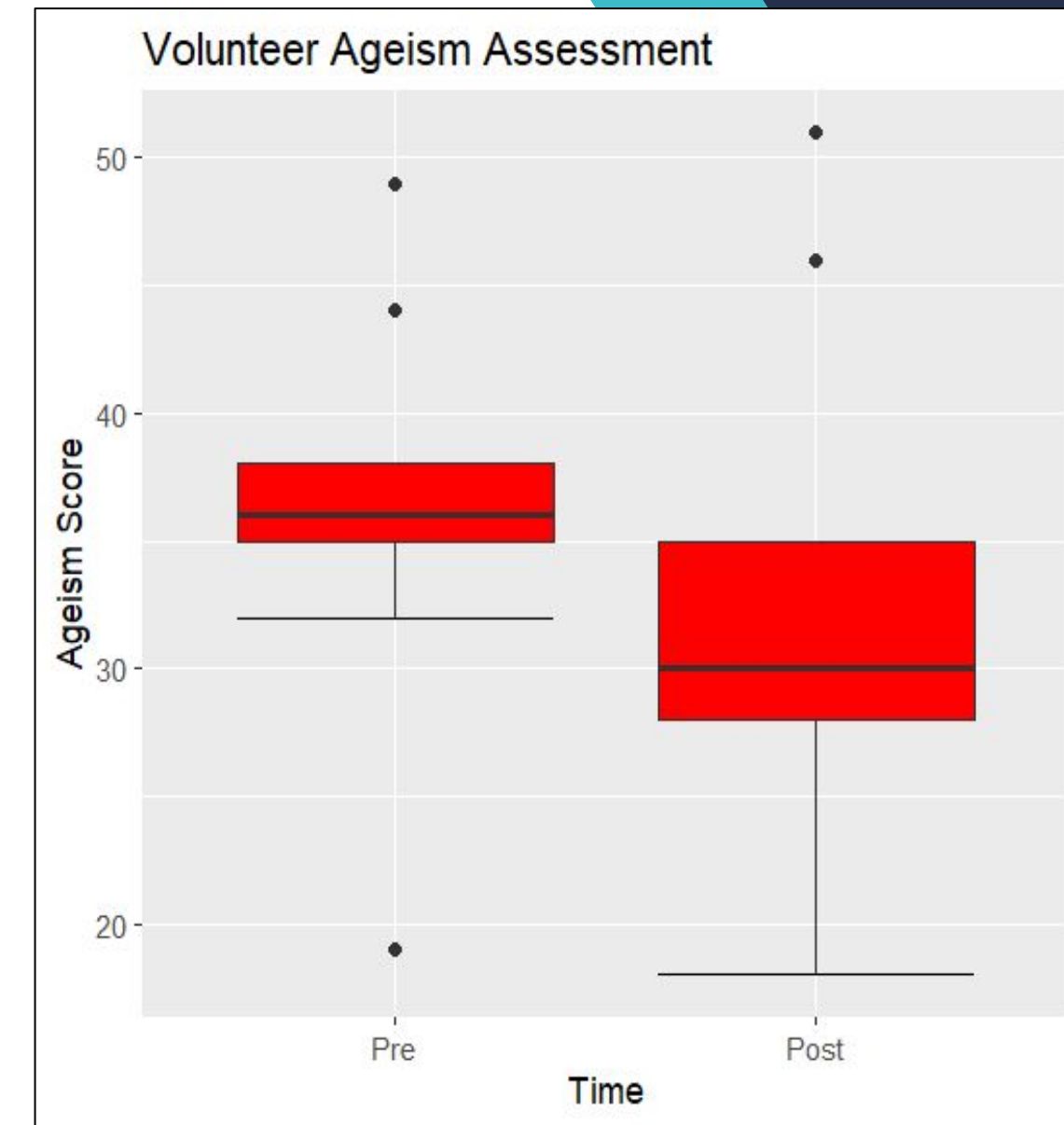
# Impact of Tellegacy Program on Older Adult Perceptions

✓ **Data Presentation:**

UCLA: Scores increased by an average of 1.5 points. This change was statistically significant, as shown by two tests:
Paired t-test showed significance with a p-value of 0.034.
Wilcoxon test confirmed this with a p-value of 0.036.

SWLS: Scores decreased by 3.5 units, and this reduction was significant with a p-value of 0.038.

PHQ-9: Scores increased slightly by 0.36 units with a highly significant p-value of 0.001.
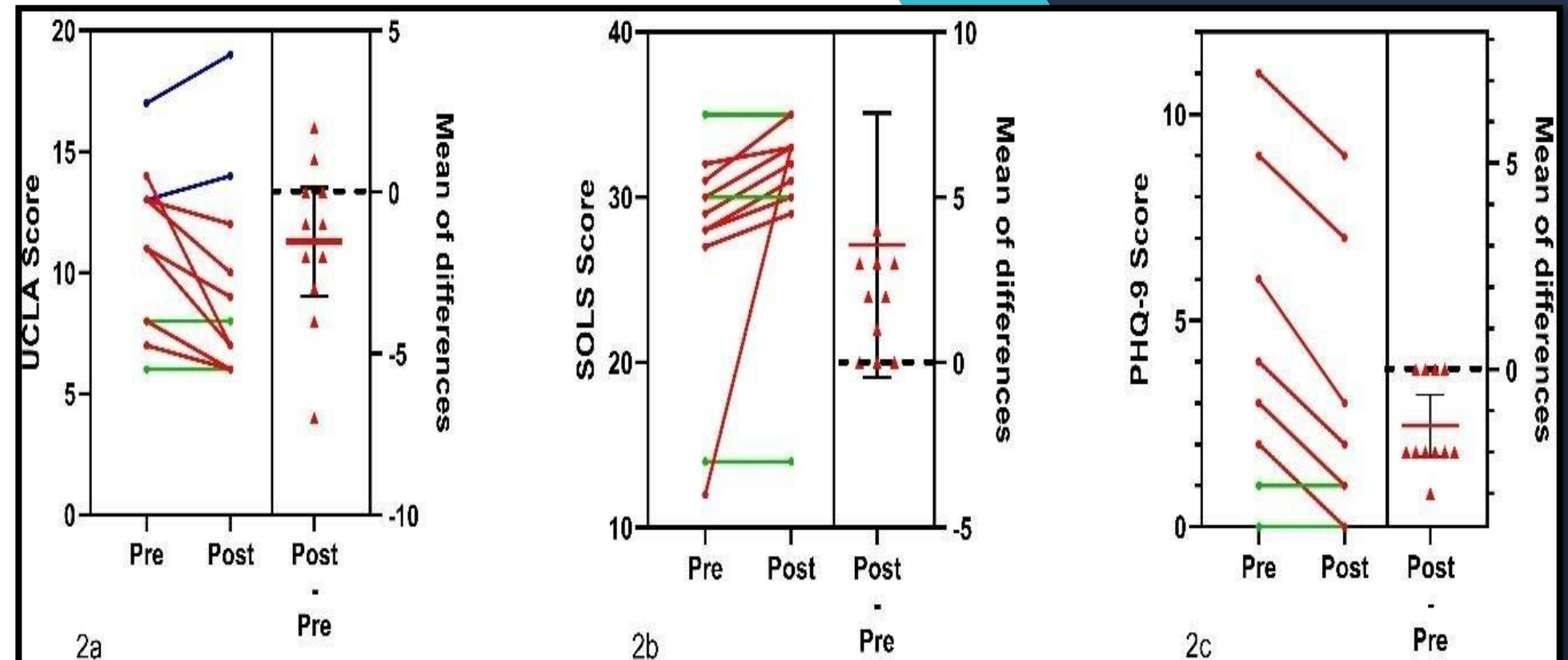
Workshops and Trainings for Staff and Volunteers

PARTNERS

CURRICULUM

COMMUNITIES

OLDER ADULTS

VOLUNTEERS/STUDENTS

Cross-Cultural Communication in Healthcare

Definition & Importance: Cross-cultural communication for thriving in diverse healthcare settings. It involves understanding and integrating different cultural perspectives to improve team cohesion and patient care.

Objectives:

- Define Cross-Cultural Communication.
- Understand its essential role in healthcare.
- Take practical steps towards improvement.

Social Determinants of Health (SDOH)

Explanation: Providing knowledge and practical steps for providing staff, volunteers, and members with efficacy for economic stability, education quality, and social environments.

Impact on Healthcare: Discuss how SDOH affects both community members & staff, emphasizing the importance of addressing these determinants to improve overall health and program outcomes.

Objectives:
- Define SDOH.
- Explore the significance of valuing 'What Matters'.
- Identify ways to mitigate implicit bias and increase SDOH support .

Policy & Law

Data & Surveillance

Infrastructure & Capacity

Evaluation & Evidence Building

Community Engagement

Partnerships & Collaboration

Equity

Social Conditions

Structural Conditions

SDOH

Health Equity, & Resiliency Through Connectedness

Overview: Highlighting the critical role of fostering connection and emotional support in the workplace.

Strategic Interventions: Detailing evidence-based strategies to enhance social connectedness, focusing on emotional intelligence and a growth mindset for resiliency.

Objectives:
- Identify causes of social isolation.
- Describe interventions to boost connectedness.
- Receive strategies for connectedness in work and within communities.

EQ Goal-Setting Workshop

✓ **Vision & Mindfulness Techniques:**
Explore solutions through the use of
visualization, SMART Goal-setting and
guided imagery to enhance emotional
intelligence and goal-setting outcomes
in healthcare settings.

Benefits: Participants discover how
these practices can mitigate
work-related stress, burn-out, and
foster a supportive community.

OVERCOMING CHALLENGES

Common Barriers:

- Social stigma

- Lack of resources

- Cultural differences

Strategies to Overcome These Challenges:

- Advocacy and policy change

- Collaboration with community organizations

- Cultural competence training

References:

Thornicroft, G. (2016). Shunned: Discrimination against people with mental illness. Oxford University Press.

Putnam, R. D. (2000). Bowling Alone: The Collapse and Revival of American Community. Simon and Schuster.

Betancourt, J. R., et al. (2016). Defining cultural competence: A practical framework for addressing racial/ethnic disparities in health and health care. Public Health Reports.

Other Programs

Bingocize

Target audience: The program targets sedentary, older adults at all physical and mental ability levels in a variety of settings including Certified Nursing Facilities, Assisted Living, Independent Living, and Community Senior Centers.

Health outcomes:

Improved lower/upper body strength, gait, balance, and range of motion

Improved aspects of cognition (executive function)

Increased social engagement

Improved knowledge of falls risk reduction and nutrition

Improved patient activation

UCLA's TimeOut

Aims:

1. Foster Intergenerational connections between college students and memory-impaired seniors

2. Provide needed respite to family/caregivers of older adults

3. Inspire college students to consider careers in aging

Generations Online

Generations On Line can
help elders with lots of tasks:
- Using the Internet, email,
   apps, Zoom, etc.
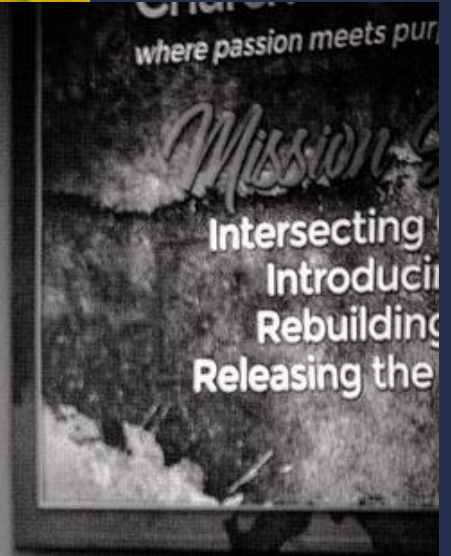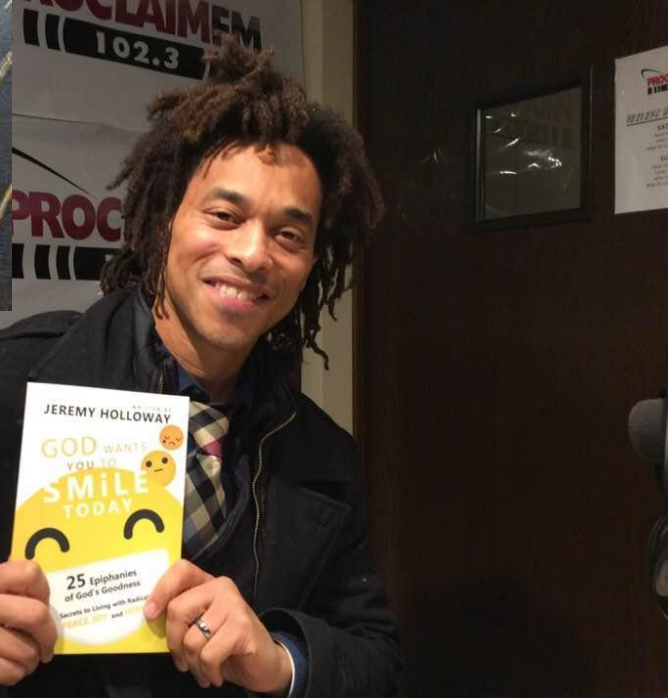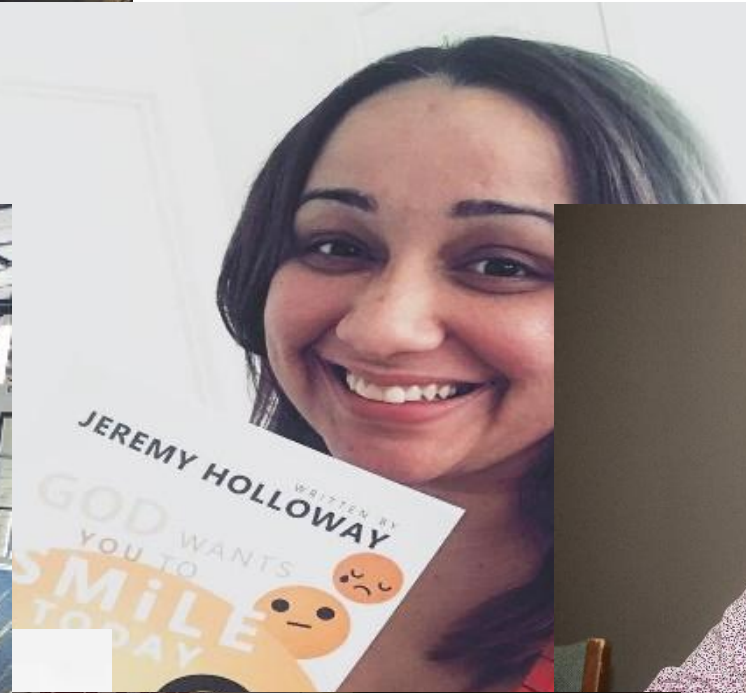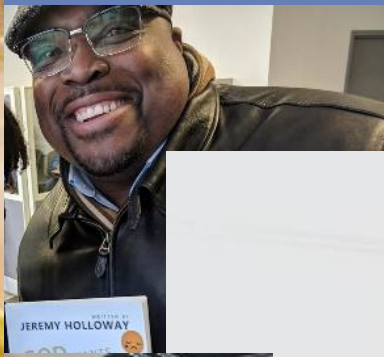- Accessing vaccination sites
- Using telehealth

Other Ways to Stay Connected and live out WHAT MATTERS

WHAT DO YOU LOVE?

## WHAT WHOLESOME HOBBIES DO YOU ENJOY?

GOAL-SETTING AND VISUALIZATION

Goal-Setting is known to facilitate increased motivation, a sense of meaning, greater focus / decisiveness, and a sense of achievement.

Visualization in goal-setting utilizes the demonstrable abilities of sight, sound, feeling and emotion.

Visualization has been used for centuries and the technique is an established approach in medicine and traditions as well as other healing practices.

Source: Treadway & Lazar, 2009.
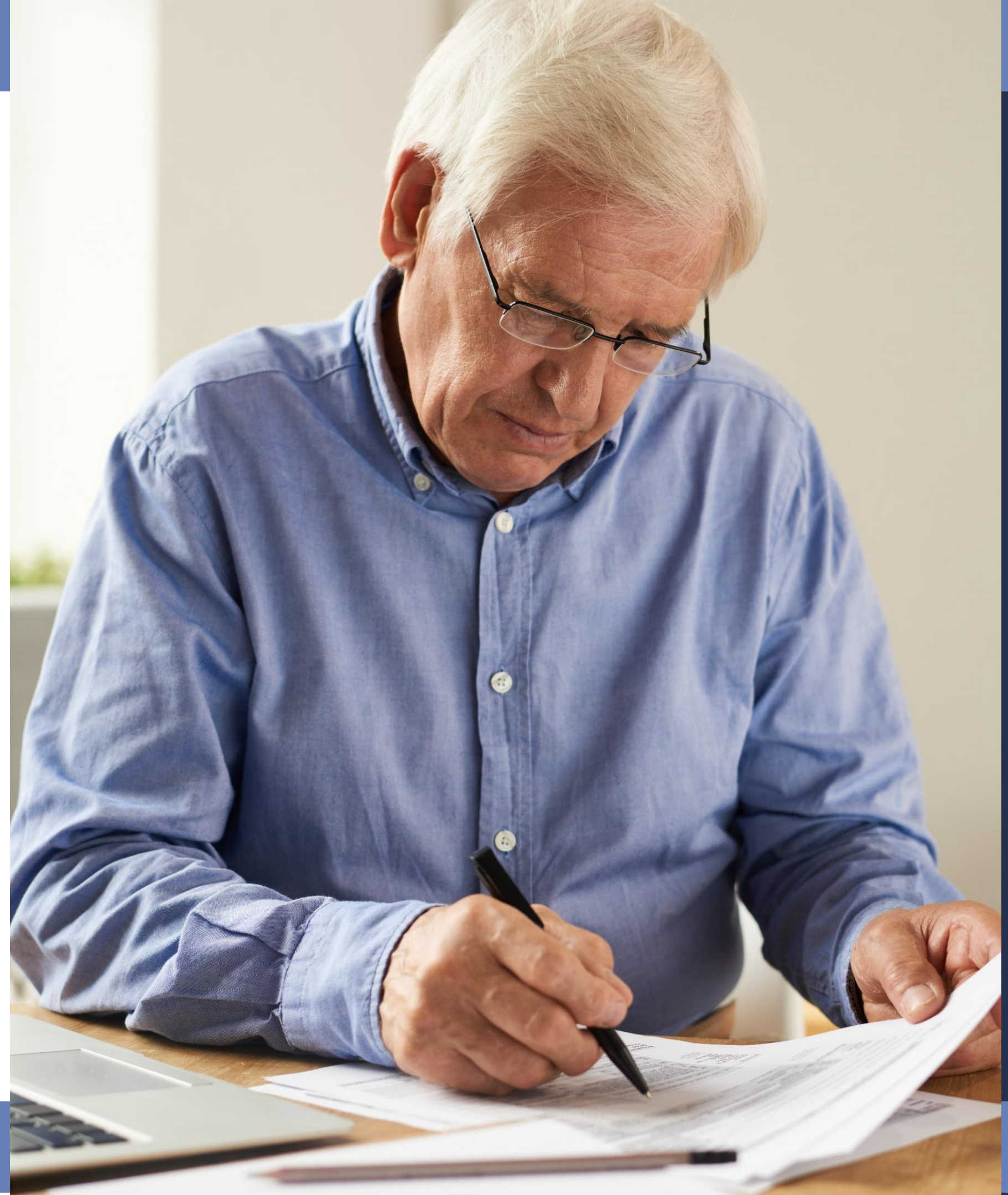
Write it down

1 WRITE DOWN WHAT YOU LEARNED FROM YOUR PERSONAL HISTORY.

2 WRITE DOWN WHAT YOU ARE THANKFUL FOR TODAY

3 WHAT DOWN YOUR (IDEAL) GOALS

4
5 CONNECT WITH SOMEONE AND SHARE WITHT THEM

SUMMARY AND CONCLUSION

STRATEGIES TO BUILD RESILIENCY AND SOCIAL CONNECTEDNESS

Individual-Level Strategies:

- Cognitive-behavioral techniques

- Mindfulness and stress management

- Reflect: Put it on the Calendar for Building self-efficacy

Community-Level Strategies:

- Individuals for Support

- Community Involvement

Organizational Strategies:

- Training and professional development

- Programs: Interprofessional/Intergenerational Programs

- Supportive workplace culture

References:

Beck, A. T. (1976). Cognitive therapy and the emotional disorders. New York: International Universities Press.

Kabat-Zinn, J. (1990). Full catastrophe living: Using the wisdom of your body and mind to face stress, pain, and illness. New York: Delacorte.

Yalom, I. D., & Leszcz, M. (2005). The theory and practice of group psychotherapy (5th ed.). New York: Basic Books..

STRATEGIES TO ENHANCE SOCIAL CONNECTEDNESS

Facilitating Social Connections for Clients:

- Social skills training
- Emotional skills training
- Cultural skills training
- Community engagement for application

Leveraging Technology:

- Apps
- Social media
- Virtual support groups

Creating Supportive Environments:

- Inclusive community programs
- Safe spaces for social interaction

References:

Cacioppo, J. T., & Cacioppo, S. (2018). Loneliness in the modern age: An evolutionary theory of loneliness (ETL). Advances in Experimental Social Psychology.

Helliwell, J. F., Layard, R., & Sachs, J. (2019). World Happiness Report 2019. New York: Sustainable Development Solutions Network.

TOOLS FOR RESILIENCY AND SOCIAL CONNECTEDNESS

- Tools and methods for assessing resiliency in clients:

- Connor-Davidson Resilience Scale (CD-RISC)

- Brief Resilience Scale (BRS)

- Tools and methods for assessing social connectedness:

- Social Connectedness Scale (SCS)

- Duke Social Support Index (DSSI)

- Using assessment results to tailor interventions

References:

Connor, K. M., & Davidson, J. R. T. (2003). Development of a new resilience scale: The Connor-Davidson Resilience Scale (CD-RISC). Depression and Anxiety.

Smith, B. W., et al. (2008). The Brief Resilience Scale: Assessing the ability to bounce back. International Journal of Behavioral Medicine.

Resource Request

Link:
https://docs.google.com/forms/d/e/1FAIpQLSdvbLKrz7ou0Cout85mu4rjwY9uS3o0lS18Bzn4acTtP0kcFQ/viewform?usp=sf_link

QUESTIONS AND DISCUSSION

- Open floor for questions and discussion
- Feel free to share experiences and ideas
- Contact information for follow-up questions and support:

Jeremy Holloway:

jeremyh@nmhu.edu

Jeremy.holloway@tellegacy.com

This comprehensive presentation structure ensures healthcare workers will gain a deep understanding of resiliency and social connectedness, learn practical strategies for application, and be encouraged to foster a supportive work environment.

BUILDING RESILIENCY THROUGH CONNECTEDNESS IN HEALTHCARE

Strategies, Challenges, and Solutions
**Jeremy Holloway: jeremyh@nmhu.edu or
Jeremy.hohlloway@tellegacy.com**

Thank you!

Date:
10/18/2024