



Resilience and Well-being Summit

Methodist Health System
May 12, 2026





Continuing Education Announcements

Nebraska Methodist College Learning Center is providing the continuing education for today's program. In order to obtain contact hours or continuing education credit for this educational activity, participants are required to complete stated requirements:

- Attendance at the entire activity
- Completion/submission of an evaluation & attestation within 7 days of the program (you will receive an email when the evaluation & attestation are ready).
- Your certificate will be issued into your online account once you complete the evaluation.

If you have any questions or need assistance with accessing your account, please contact the Learning Center at lc@methodistcollege.edu.





Welcome

Teri Bruening

MSN-RN, GERO-BC, NEA-BC

Vice President and CNO, Patient Care Services
Methodist Hospital and Methodist Women's Hospital

Melinda Kentfield

MSAS, BSN, RN, CENP

Vice President, Chief Nursing Executive
Methodist Fremont Health

Jenene VandenBurg

MS, MSN, RN

Vice President, Patient Services and Chief Nursing Officer
Methodist Jennie Edmundson Hospital





What is Resilience?

The process and outcome of successfully adapting to difficult or challenging life experiences, especially through mental, emotional, and behavioral flexibility and adjustment to external and internal demands.





What is Well-being?

Well-being is a positive state experienced by individuals and societies. Similar to health, it is a resource for daily life and is determined by social, economic and environmental conditions.

Well-being encompasses quality of life, as well as the ability of people and societies to contribute to the world in accordance with a sense of meaning and purpose.





Why Resilience and Well-being Matter in Healthcare:

- **Sustains Quality of Care**
Resilience helps clinicians stay focused, compassionate, and effective, even under pressure.
- **Protects Mental Health**
It reduced burnout, emotional exhaustion and long-term stress.
- **Supports Decision-making**
Well-being improves clarity and judgment in high-stakes, uncertain situations.
- **Promotes Longevity in the Field**
It enables healthcare professionals to maintain a sustainable, fulfilling career over time.





Objectives

- Explore and compare current resilience and well-being practices across hospitals and departments.
- Examine and consider solutions for combating compassion fatigue and addressing incivility, and building community and connection in the workplace.
- Select and commit to 1–2 actionable strategies to implement.





The Importance of Resilience and Well-being

Paula Pittman

J.D.

CHRO/ Vice President, Human Resources
Methodist Health System





Engagement Motivates Effort, Well-being Sustains It

- Health care is emotionally demanding work
- Burnout impacts engagement and retention
- Well-being is an organizational strategy
- Supported employees perform better and stay longer

72% less likely to experience burnout | 49% less likely to seek another job





Wellbeing is Bigger than Wellness

Career | Social

Wellbeing

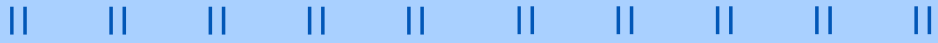
Financial | Physical

Community

Methodist Focus Areas:

Preventive Care • Mental Health Support • Leadership Development • Resilience Resources





Engaged Does Not Always Mean Well

The Burnout Zone

“Engaged but not thriving employees are the hidden risk category.”

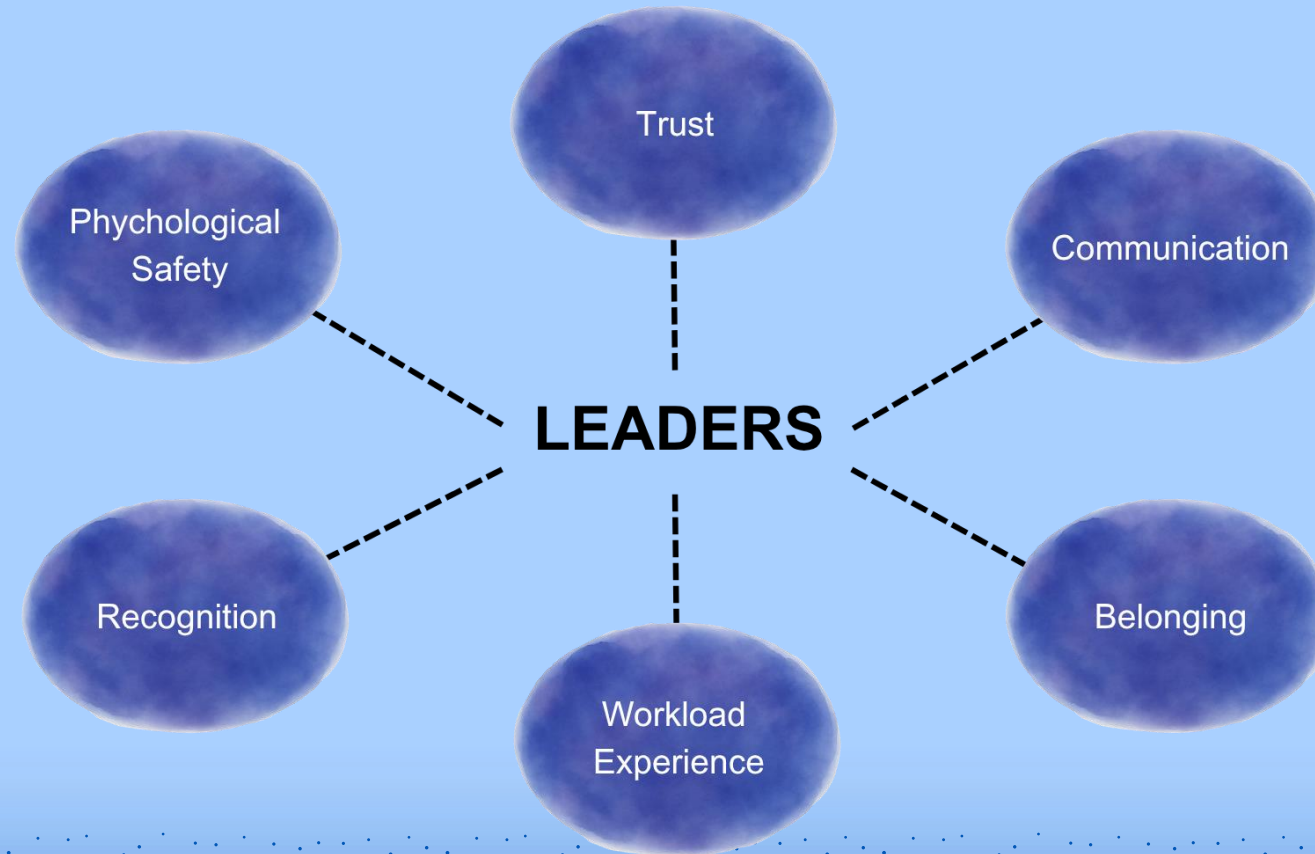
--Gallup

- More vulnerable to burnout
- Higher stress and exhaustion
- More likely to leave





Leaders Shape Wellbeing





Caring for Employees Supports Caring for Patients



Today's Conversations:

- Compassion fatigue
- Incivility
- Community & Connection
- Practical strategies to support teams

Caring for employees and caring for patients are not separate conversations.





Best Care EAP

Brian Turille

MBA, BS, PHR

Manager, Accounts and Education Services
BestCare Employee Assistance Program





Best Care EAP

Used time and time again by employees and their family members for real-life challenges

- In 2025, Best Care EAP opened nearly **4,500** cases and saw nearly **5,000** people
- ~ **18** cases open every day

At Nebraska Methodist Health System

- **7.5%** of employees used clinical services
- **14%** of all users were spouses and or children
- **17%** heard about Best Care EAP from a co-worker

From resilience to everyday stress employees, family members, and leaders alike use Best Care EAP – because everyone needs support sometimes.





Best Care EAP – Tips and Resources



- #1 Reason NMHS members visited BCEAP – Anxiety
 - “Ground yourself in what you can control at this very moment”*
- #3 Reason NMHS members visited BCEAP – Depression
 - “Do one small, kind act for yourself each day – let that be enough”*

On-Demand Webinars (login needed)

- Resiliency Project (12 webinars - 30 minutes in length)
- Gratitude – The Key to Resiliency
- Bounce Back Better
- Power of Positive Self

Resource Hub

- Understanding Emotions
- Building Your Resilience

Events - Leader/Member webinars once per month (free to join)

- Encouraging Best Care EAP Without Shame or Fear – June 3rd
- Harmonizing Work and Life – June 15th

Login Information:
User ID: bcNMHSe
Password: NMHS



*Source: Terry Coleman – Clinical Manager – Best Care EAP



Resilience Initiatives at Methodist Fremont Health, Methodist Hospital, and Methodist Women's Hospital

Kim Denton-Hill
MS, EdS, LIMHP
Wellness Coach
Methodist Fremont Health

Melissa Strong
M. Div, APBCC
Service Leader, Spiritual Care and Resilience
Methodist Hospital and Methodist Women's Hospital

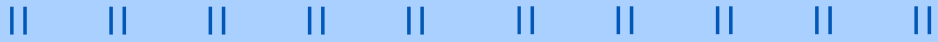




Workplace Factors Influence Resilience in Healthcare

- Combating Compassion fatigue
- Addressing Incivility
- Building Community & Connectedness





Compassion Fatigue: A Major Drain on Resilience

What is Compassion Fatigue?

Compassion fatigue is the cost of caring for others or for their emotional pain, resulting from the desire to help relieve the suffering of others.

Compassion Fatigue leads to:

- Reduced empathy and emotional capacity
- Increased risk of burnout
- More difficulty in recovery from stress





Incivility: The Hidden Stress Multiplier

What is incivility?

Incivility refers to low-intensity, disrespectful behaviors that violate norms of mutual respect in ways that are often ambiguous or difficult to address directly.

Incivility leads to:

- Damage to psychological safety
- Increases emotional load
- Weakens teamwork and trust





Community & Connection: The Recharge System

What is Community?

Community, in its most basic definition, can be defined as individuals who share a common interest, background or purpose that gives them a sense of cohesion.

What is Connectedness?

Social connectedness reflects the continuum of meeting social connection needs. It is the degree to which you have the number, quality, and variety of relationships that you want. It is when you feel like you belong and have the support and care that you need.

Community and Connection Lead to:

- Sense of belonging
- Shared purpose and meaning
- Mutual support and teamwork





References

American Nurses Association, <https://www.nursingworld.org/practice-policy/work-environment/wpv/>

Canadian Medical Association, <https://www.cma.ca/physician-wellness-hub/content/compassion-fatigue-signs-symptoms-and-how-cope>

Center for Disease Control, “Social Connection”, <https://www.cdc.gov/social-connectedness/about/index.html>

Clark, C. M. (2019). Fostering civility in nursing education and practice: Nurse leader perspectives. *Journal of Nursing Regulation*, 10(1), 27–34.

Cocker, F., & Joss, N. (2021). Compassion fatigue among healthcare, emergency and community service workers: A systematic review. *International Journal of Environmental Research and Public Health*, 18(2), 1–15.

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Hunsaker, S., Chen, H., Maughan, D., & Heaston, S. (2020). Factors that influence the development of compassion fatigue, burnout, and compassion satisfaction in emergency department nurses. *Journal of Nursing Scholarship*, 52(1), 106–113.

Laschinger, H. K. S., & Read, E. A. (2021). The effects of workplace incivility on new graduate nurses’ mental health and resilience. *Journal of Nursing Administration*, 51(1), 22–28.

Shanafelt, T., Ripp, J., & Trockel, M. (2020). Understanding and addressing sources of anxiety among healthcare professionals during the COVID-19 pandemic. *JAMA*, 323(21), 2133–2134. (Highlights the protective role of teamwork, connection, and shared purpose.)





Building Resilience and Well-being at Methodist Fremont Health





Role of the Wellness Coach

- **Provide individual coaching and therapeutic support**
 - Providers
 - Nurses
 - Leaders
 - Any other staff
- **Lead educational offerings**
 - Compassion fatigue
 - Vicarious trauma
 - Communication/ Crucial Conversations
 - Emotional Intelligence
 - Psychological Safety
 - Establishing team values





Role of the Wellness Coach

- Provide a wellness activity and education for *Transition to Practice*
- Investigate and offer recommendations for departmental challenges with culture & morale
- Mediate interpersonal conflict resolution
- Assist with difficult termination situations
- Co-facilitate monthly employee Life Group
- Debrief with employees following challenging events





How My Work Supports Mission, Vision & Values

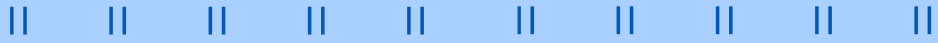
- Advancing the MFH Mission
- Strengthening the MFH Vision
- Living Our Values
- Enhancing patient experience
- Creating a supportive environment
- Helping MFH thrive





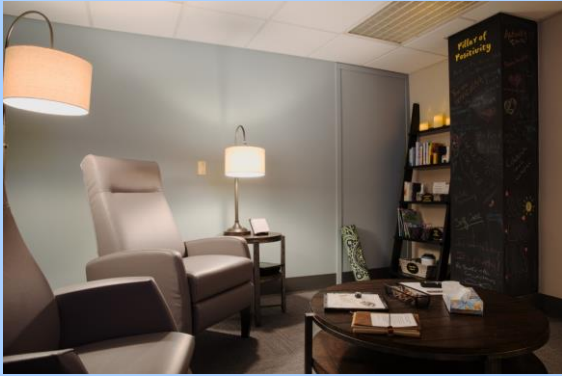
Building Resilience and Well-being at Methodist Hospital and Methodist Women's Hospital





Renewal Room

Methodist Hospital



Dedicated multi-person spaces for employees to renew, relax, and decompress during the workday

Relaxation Station

Jennie Edmundson



Renewal Room

Methodist Women's Hospital



Amenities vary by hospital affiliate and may include:

- Massage chairs
- Reading materials
- Aromatherapy
- Calming sounds and visuals
- Pillar of Positivity

Oasis Room

Methodist Fremont Health





Self-Care Timeout Cards

Self-Care Timeout Cards are designed to be given to team members following difficult patient encounters:

- Challenging or unexpected medical emergencies
- Following verbal or physical assaults
- Any work-related stressful situation where a short break would be beneficial.

Service Leaders, Team Leads, Core RNs, and other supervisors may give a card to staff for a 15-minute break away from their department.



Self-care Time Out



Please take these next few moments for yourself.

Thank you for your care and support of our patient during this rough time. We recognize that these situations may create a need for time away. Therefore, we encourage you to take a self-care time out.

Our team will ensure that your duties are covered during this 15-minute break.

If you're seeking quiet time and reflection, several areas of the hospital can provide an appropriate setting for your time away. Visit the chapel, the gift shop, the renewal room, a breezeway or area near windows or natural light, or the healing or reflection gardens. You may also visit the cafeteria or terrace (MH) and enjoy a complimentary hot coffee, hot tea or fountain beverage.

Please see the reverse of this card for further self-care resources as you go forward.

This coupon entitles you to a hot coffee, hot tea or fountain beverage of your choice from any Methodist cafeteria.

Name _____

125-82010-71560

(Please tear off and give this section to cashier.)

Thank you for your continued dedication and support of our patients.

As you take this time for yourself, consider the following self-care techniques:

- Close your eyes and focus on your breathing for one minute.
- Take a moment to think of 3 things you are grateful for.
- Acknowledge your feelings without judging them.
- Remember that you provide amazing care.

If you would like further support:

Resilience in Stressful Events (RISE) – A peer responder program offering confidential, compassionate support from trained coworkers after stressful events. Available 24/7 at 402-354-RISE (7473).

Hospital Chaplains – Chaplains are available to provide emotional and spiritual support for staff. To connect with a chaplain, call the hospital operator.

Emotional Debriefing – After a critical incident, if you or your team continue to struggle, an emotional debriefing can help process the experience. To request a debriefing, contact a hospital chaplain.

Best Care EAP – This free employee assistance program offers an array of services including short-term counseling. Find more info or request an appointment at bestcareeap.org.

Resilience & Spiritual Care Department Page – Visit the Employee Center for articles, reflections, & resources to support your well-being.





Resilience in Stressful Events (RISE)

RISE is a 24/7 peer support program that provides confidential, timely and compassionate support to staff members and providers who have experienced a stressful patient- or visitor-related event.

What is a stressful event?

- A challenging medical emergency
- A medical error, even if it didn't result in a negative patient outcome
- Workplace violence, including verbal and physical assaults
- Unexpected patient death
- Situations that challenge your moral beliefs

The RISE program is possible thanks to funding from Methodist Hospital Foundation and its donors

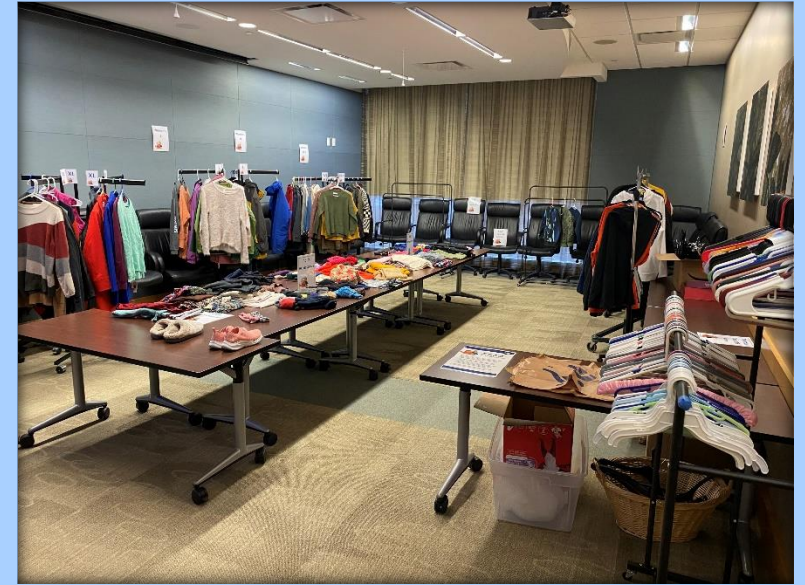
402-354-RISE (7473)





Caring Closet

Caring Closet is an opportunity for our staff and providers to donate items that many people are needing.



Methodist staff are then invited to “shop” the closet, anonymously and completely free of charge.





Random Acts of Kindness

What did we do?

- February 13-23 - Over 200 cards distributed
- Participants were invited to perform one or more acts of kindness, then pass the card on to a coworker.
- They were invited to take and display a sticker as part of their participation.

Results:

- We received over **80 cards back** (12 from Women's Hospital and 68 from Methodist Hospital), meaning over 800 people did random acts of kindness!
- **1,624 random acts of kindness reported!!**
- The top acts of kindness were #1: Say something kind to someone (269), #2: Make someone smile (259), #3: Greet a stranger (197) and 7 People reported doing all 10!!

**PAY IT FORWARD at METHODIST
DURING RANDOM ACTS OF KINDNESS WEEK!**
Friday, Feb 13 through Friday, Feb 20, 2026



Celebrate and spread positivity through a simple, meaningful act this week.

- Step 1:** Perform 1 or more of the 10 Random Acts of Kindness listed below.
Step 2: Note your name and what you did (by its #) on the back of this card. Then take one of the heart stickers to show you've paid-it-forward with kindness through a random act!
Step 3: Pass the card on to another **staff member** in the next 24 hours (or sooner) to participate and continue to pay it forward! *Don't break the chain!*

Once the card is filled with 10 names, the last participating staff member should turn it in to the gift shop or email a pic of the back of the card to resilience@nmhs.org for a chance for everyone listed to win prizes! If your card is not filled with all 10 names, no worries! Just turn it in before Sunday, Feb 22 with the names you have! Drawing held Monday, Feb 23!

CHOOSE ONE OR MORE OF THESE RANDOM ACTS OF KINDNESS!

1. Buy a beverage for a stranger.
2. Say something kind to someone.
3. Write a positive sticky note to a co-worker.
4. Help a patient or visitor who looks lost.
5. Pick up any trash you see.
6. Allow someone to go before you in line.
7. Greet a stranger.
8. Make someone smile.
9. Hold the door open for someone.
10. Tidy a shared space.



Resilience Resources on Employee Center

The screenshot shows the Methodist Employee Center website. The top navigation bar includes the Methodist logo, a search bar, and a 'My Tasks' link. Below the navigation bar, there are several dropdown menus: 'Affiliates', 'Departments', 'Clinical Resources', 'Quality & Safety', 'Services & Requests', 'Patient Forms', 'Policies', and 'News'. The 'Departments' dropdown menu is open, showing a list of departments. The 'Resilience & Spiritual Care' option is highlighted with a red box. A red arrow points down with the text 'Scroll Down'.

Methodist

Search [] My Tasks

Affiliates ▾ **Departments ▾** Clinical Resources ▾ Quality & Safety ▾ Services & Requests Patient Forms Policies News

Legal
Policies (PowerDMS)
Accounting & Finance
BioMed
Community Benefits
Health Information Management (HIM)
Hospitalist
Imaging
Joint Commission
Laboratory
Radiation Oncology
Resilience & Spiritual Care
Volunteer Services

Methodist Jennie Edmondson
Supply Chain
Supply Chain Resources
Workday Training

Planning and Construction
Construction Project Management
Strategic Planning

Operational Innovation
Project Toolkit
Revenue Cycle
Business Office
CPM Registration and Scheduling
Experian
HealthPay24
Insurance
Miscellaneous

Scheduling / Registration Training Calendars
Understanding Waivers
Websites
Who Do I Contact?
WIN32 Registration and Scheduling

Scroll Down

Popular [] Browse all

My Applications
All Recents Favorites





Resilience Resources on Employee Center

Resilience & Spiritual Care

Support resources

Filter by

All

Sort by

Popular

Search resources



- Article

Employee Assistance Program (EAP)

The Best Care Employee Assistance Program (EAP) offers a full suite of mental...
4mo ago
- Article

Caring Coworkers Fund

The Caring Coworkers Fund (CCF) is a resource for staff who have been employ...
3mo ago
- Article

RISE (Resilience in Stressful Events)

RISE stands for Resilience In Stressful Events. It's a new program for Methodist...
3mo ago
- Article

Healing Touch (For patients and staff)

Healing Touch is an "energy therapy" that uses gentle hand techniques to help re-...
3mo ago
- Article

Resilience Resources - Methodist and Community

When going through something, having the right resources is essential for finding...
11mo ago
- Article

10 Minute Guided Meditation

Every one of us needs a reset from time to time. Take a moment, grab your...
11mo ago
- Article

Reflections on Resilience - Healing in Nature

We have so many things in our hearts and minds that may be weighing us down....
11mo ago
- Article

Reflections on Resilience - How are you?

We have so many things in our hearts and minds that may be weighing us down....
10mo ago







Mindfulness Activity









Combating Compassion Fatigue

Introduced by Teri Bruening





Mental Resilience in a 24/7/365 Operation

Jon McComic
USN (ret.) BBL, M.C.S.
Director of Facility Operations
Methodist Fremont Health





Leadership Builds Mental Resiliency

My Leadership Philosophy

People don't fail because the work is hard.

They fail when leaders don't prepare them for sustained pressure.

- This is not about facilities, shifts, or emergencies
- This is about human performance under load





The Umbrella — A Resiliency System

What the Umbrella Does

- Filtering noise: Not every problem deserves immediate team attention
- Predictable leadership presence: People know what version of you shows up during crisis
- Visible backing: People take risks when they know leadership absorbs fallout

All of this is so that we can reduce mental wear without reducing standards.





Guided Talk-Through Sessions With Purpose

Structured Emotional Processing

Guided sessions help employees review facts and identify emotions to reduce negativity and promote relief.

Building Resilience and Insight

Reflective practices increase job satisfaction and resilience by turning stress into insight and growth which becomes a strength.

Values-Based Alignment

Discussions reconnect experiences to organizational values, restoring agency and grounding employees after challenges.

Supporting Professionalism and Health

Guided talk-throughs maintain professionalism and psychological health in emotionally demanding roles.

“Leadership isn’t proven in one crisis. It’s proven by how long people are willing—and able—to stay in the fight.”





Resilience in Women's Health

Stephanie Bricker

MSN, RNC-MNN

Service Leader, Gynecology and Obstetrics
Methodist Women's Hospital





Clinical Stressors in Women's Health

Fetal-Infant Loss

- Stillbirth, miscarriage, neonatal death

Emotional impact:

- Bearing witness to grief in real time
- Supporting families while managing one's own response

Unique challenges:

- Staff often expected to “move on” quickly to the next patient





Clinical Stressors in Women's Health

Adverse Postpartum Outcomes

- Severe maternal morbidity (hemorrhage, ICU admissions, maternal death)
- Postpartum depression or psychosis
- Cases involving maternal-infant separation

Emotional Strain:

- Feeling helpless when outcomes do not match expectations
- Moral distress when care feels insufficient or delayed

**Important to recognize that these are not isolated events, they accumulate,
and that cumulative exposure is what drives compassion fatigue**





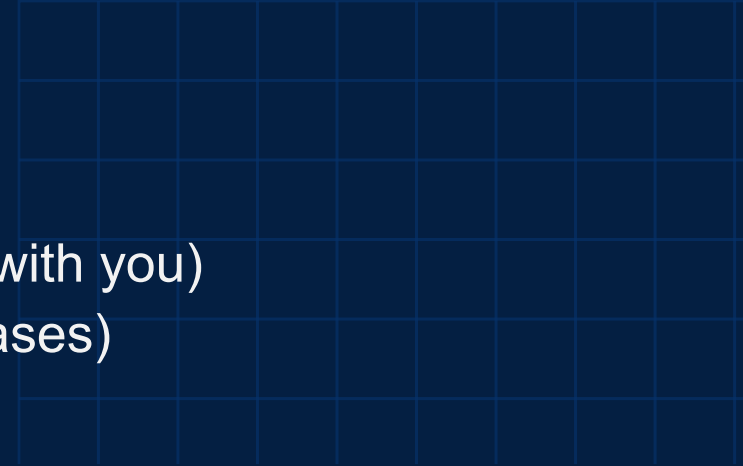
Resilience Strategies

Individual Strategies for Staff

- Brief reset (take a break off unit, Renewal room)
- Emotional boundaries (caring for patients, not carrying everything with you)
- Reflective practices (journaling, debriefing mentally after difficult cases)

Team-Based Strategies

- Peer check-ins after difficult cases (SL, Core, Peer RNs)
- Normalizing conversations about emotional impact
- Buddy systems for high-acuity shifts
- Monitoring staff assignments to prevent consecutive placement on particularly challenging cases
- Structured debriefings after fetal or maternal loss





Let's Chat

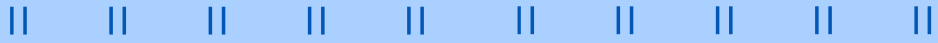




Addressing Incivility

Introduced by Melinda Kentfield





Healthy Dissent

Mindy Barna

Edd, MSN, RN

Vice President, Operations
Nebraska Methodist College





Healthy Dissent = Better Decisions

Dissent- expressing disagreement to improve outcomes

Results in:

- Better decision-making
- Innovation
- Risk reduction

Requires psychological safety





Micro-Practices

Language shifts

- “Yes, and...”
- Avoid “but”

Leader behaviors

- Publicly thank challengers
- Model fallibility, “I might be wrong...”

Invitation prompts

- “What am I missing?”
- “Who sees it differently?”
- “What could go wrong?”





Building a Culture for Healthy Dissent

Establish Norms

Reinforce behavior

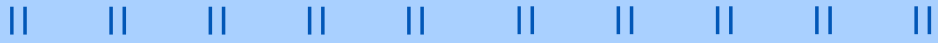
- Recognize and reward speaking up

Reduce risk

- Normalize mistakes and learning
- Research indicates that dissent happens more often when leaders normalize it (Lewis, et al., 2025)

Reference: Lewis, K. D., Holliday, S. A., Nichols, K. J., & Terhune, K. P. (2025). Building Bridges: Approaches to Conflict Resolution That Lead to a Collaborative Learning Environment. *Journal of graduate medical education*, 17(2), 235–236. <https://doi.org/10.4300/JGME-D-25-00127.1>





Rooting Out Incivility: Growing a Culture of Respect

Pam Stout

DNP, RN, CENP, SCRN, ASC-BC, CLSSGB

Nurse Practice Coordinator

Methodist Fremont Health





Pulling the Weeds

- Awareness
 - Disruptive Behavior
 - Incivility
 - Bullying
- Failure to address
 - Spreads
 - Staff stop speaking up
 - Team grows weak
 - Quality and safety issues increase
- **What We Ignore, We Allow to Grow**





Planting the Seeds of Respect



Step 1: Understanding

Step 2: Identification

Step 3: Actions





Tending the Garden: Addressing Issues Early

- Focus on behavior, not individual
- Use respectful, direct communication
- Stay Accountable
- Step in when you witness incivility

A healthy garden isn't maintained once — it's tended every day, by all of us.





Let's Chat





Building Community and Connection

Introduced by Jenene VandenBurg





The Stoplight Huddle

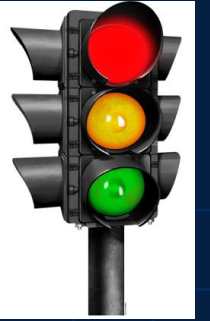
Rachel Tipton

MSN, RN

Service Leader, Acute Care for Elders
Nebraska Methodist Hospital



The Stoplight Huddle: Team Green



What It Is:

- Mid-shift team huddle
- Share status + top 3 priorities

How It Works (≤5 min):

- Red – Needs help
- Yellow – Busy, managing
- Green – Available to help
- Charge nurse redistributes support
- Goal: All → Yellow/Green in 30 min

Keys to Success:

- Start on time
- Keep it brief
- Include everyone

Why it Works:

- Encourages communication and awareness among team members
- Promotes collaboration, prioritization, and verbalization of needs to enhance teamwork and job satisfaction

5 Minutes or less depending on number of staff present

Red indicates being notably behind
Yellow means busy but handling the workload
Green signals caught up and ready to help others

Once everyone states their stoplight color and top 3 priorities, the charge nurse assigns task support where staff that are green help a team member who is red.

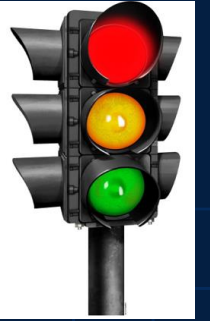
The goal is for the entire team to become yellow then green within the next 30 minutes.

Avoid 3 Main Pitfalls of ineffective huddles:

- ✗ Not showing up on time
- ✗ A lengthy huddle (>5 min)
- ✗ Group isn't together



The Stoplight Huddle: Team Green



Developing a culture that supports a healthy workplace is imperative in nursing today to achieve quality patient care while promoting nurse satisfaction.

This quick, intentional huddle proactively



Bolsters a culture of embedded teamwork



Promotes quality patient care and nurse satisfaction

Strengthens teamwork with a boost in morale

Simple tactic produces dynamic outcomes



Provides individual nurse support



Teaches critical thinking through priority identification



Supports a healthy workplace.

Why?

- Less experienced nurses: address the growing need for guidance and prioritization with a newer workforce
- Learning priorities: helps nurses understand and communicate team priorities
- Fostering teamwork and satisfaction: improves collaboration, leading to a more cohesive and resilient team

90% **Nursing Staff**
(by survey)

noted that they attend the Stoplight huddle as a priority for individual and team workload support, finding it effective.





MJE Pharmacy Resilience/Wellness Activities

Melanie Ryan

PharmD

Pharmacy Director

Methodist Jennie Edmundson





MJE Pharmacy Resilience/Wellness Activities

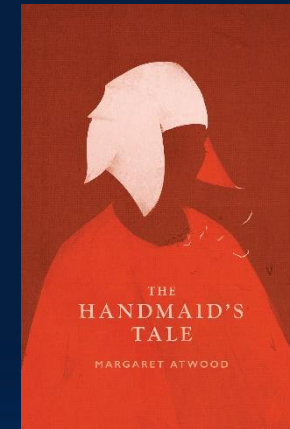
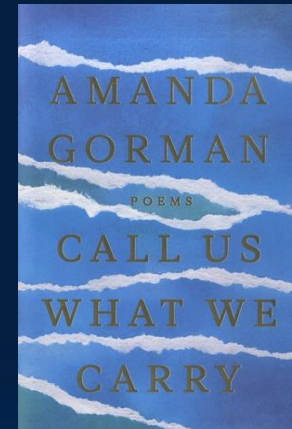
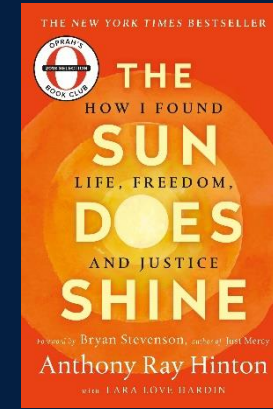
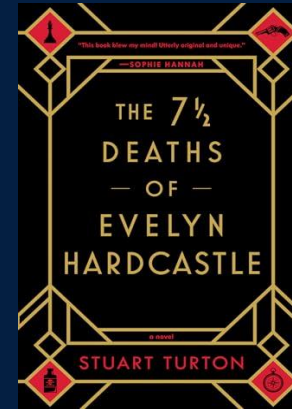
- Monthly Birthday Celebrations
- Pharmacy Director and Pharmacy Support Coordinator determine best day of the month to celebrate that month's birthday celebrants
- Celebrants decide how they would like to celebrate with food
 - Pizza
 - Jimmy Johns
 - Breakfast Burritos
 - Potluck
- Free will donation for funds
- Recently added employee specific birthday flyers





MJE Pharmacy Resilience/Wellness Activities

- Monthly Book Club
- Started by a new Patient Care Pharmacist
- Initially involved Pharmacy Staff
- Expanded to employees outside of the Pharmacy Department
- Participants give book suggestions then vote on them
- Monthly discussion gathering at a local Council Bluffs establishment



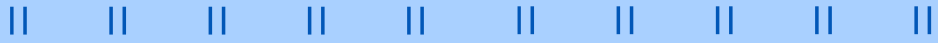


MJE Pharmacy Resilience/Wellness Activities

- Community Service Involvement
- Have gathered outerwear in the fall/winter to donate to a local Council Bluffs church for their parishioners in need
- MJE Case Management sponsored a food drive at MJE in November 2025
 - MJE Pharmacy was the largest contributor to the drive within the hospital

EMPLOYEE ENGAGEMENT + TEAM BONDING
=
RESILIENCE AND WELLNESS





Let's Chat





Closing and Key Takeaways

Teri Bruening



Resilience in Action: What our Teams are Doing

Combatting Compassion Fatigue

Supporting emotional, physical, and mental well-being

- ◆ **Workload & Workflow**
 - Load balancing and shared responsibility for complex cases
 - Flexible scheduling, cross-training, and hybrid work options
 - Reducing interruptions and unrealistic productivity pressure
- ◆ **Rest & Recovery**
 - Encouraging PTO and protecting time off
 - Ensuring breaks and lunch coverage
 - Quiet/ decompression spaces (renewal rooms, separate break areas)
- ◆ **Emotional Support**
 - Debriefs after difficult events
 - Routine 1:1 check-ins and leader rounding
 - Peer support: EAP, RISE, chaplains, wellness coaches
- ◆ **Wellness Resources**
 - Burnout prevention and resilience education
 - Mental Health Awareness activities
 - Fitness, screenings, and wellness incentives

Addressing Incivility

Creating a respectful, psychologically safe culture

- ◆ **Communication & Training**
 - Conflict management and emotional intelligence education
 - Workshops on communication and self-awareness
 - Encouraging healthy dissent and open dialogue
- ◆ **Recognition & Positivity**
 - Kudos, shout-outs, and appreciation boards
 - Peer recognition programs (e.g., "Cheers for Peers")
 - Celebrating wins and positive feedback
- ◆ **Leadership Practices**
 - Open-door policies and approachable leaders
 - Regular 1:1 meetings and feedback loops
 - Leaders modeling respect and accountability
- ◆ **Team Norms**
 - Daily/weekly huddles that include gratitude
 - Safe spaces to speak up and share concerns
 - Reinforcing a culture of respect and inclusion

Building Community & Connection

Strengthening relationships and belonging

- ◆ **Social Connection**
 - Team lunches, potlucks, coffee runs
 - Social outings (sports teams, dinners, events)
 - Celebrations (birthdays, holidays, milestones)
- ◆ **Team Building**
 - Icebreakers, themed days, puzzles, and games
 - Retreats and structured team activities
 - Engagement committees planning events
- ◆ **Meaningful Recognition**
 - Celebrating service years, certifications, and achievements
 - Sharing patient feedback and honoring patient lives
 - Organization-wide awards and appreciation
- ◆ **Daily Connection Rituals**
 - Huddles with personal check-ins or gratitude
 - Informal gatherings to connect and debrief
 - Suggestion boxes and open communication channels
- ◆ **Shared Purpose**
 - Community service and outreach
 - Family-inclusive events
 - "Family-first" culture and support



This list summarizes input from Methodist leaders gathered through the March 2026 Resilience Survey.



