

ACTION COLLABORATIVE FOR RESILIENCE AND WELL-BEING

Friday, Oct. 22

Noon – 1 p.m.

Webinar

*Co-hosted by the WVU School of Public Health
Master of Health Administration Program and
West Virginia Hospital Association*



Jim Kaufman, Moderator

“Resilience” is loosely defined as “the innate trait of the ability to bounce back from stressful situations or challenges of adversity.” The staff and healthcare facility administrator’s strategy may be focused differently during these times. This can lead to moral distress when the system intent is on supporting the staff’s well-being while at the same time dealing with growing patient demand. Sometimes, events occur unexpectedly — such as COVID-19. That is why it is important for leaders to have built effective communications gaining employees trust and support. Leaders have a responsibility to listen and protect their staffs from unusual stress or personal risk, and develop support services to maintain a healthy and stable work force. In addition, not all employees possess the same level of a resilience and performance. That is why leaders at all levels need to be present and listen to individual employees to ensure that they can cope with the ever-changing demands of the workplace. Everyone has a breaking point and “It is OK, not to be OK.” The question then is:

What tools or techniques should health care managers employ to build employee resilience to prevent burnout or more lasting mental health issues?

Join moderator Jim Kaufman, president and CEO, West Virginia Hospital Association, and panelists Arthur S. Hengerer, MD, FACS, past board chair of Federation of State Medical Boards and member National Academy of Medicine; Heidi Edwards, vice president for professional practice and CNO, CAMC Health System; and Matthew Murray, vice president of operations, The Orchards, for this timely discussion.

For assistance, contact Kara Forst kara.forst@hsc.wvu.edu. To register:

go.wvu.edu/MHAGrandRounds

To learn more about the MHA program, visit go.wvu.edu/MHA.

