




A decorative graphic on the left side of the slide, consisting of a network of white lines and small circles on a blue gradient background, resembling a circuit board or a neural network.

# REDUCING MORAL DISTRESS: DE-ESCALATING DISRUPTIVE EVENTS AND BUILDING RESILIENCE






## Objectives:

- Learning to intervene at the least invasive opportunity
  - Determining the key sources of moral distress
  - Learning to respond vs reacting
  - Fostering a safe emotional and physical environment
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## ABSTRACT

This session will explore stressful and disruptive events, positive communication, and promoting a culture of psychological safety. We will discuss tools for building moral resilience and producing an environment of empowerment, hope, and growth. Using the least invasive first model, we will cover intervening and deescalating disruptive behaviors at the lowest level possible.



Moral Distress occurs when one assesses and makes a plan of action that parallels with one's beliefs and accomplishing the plan is prevented by individuals or by a system causing stress, doubt, anger and feelings that one's moral integrity has been violated.

We delight in the beauty of the butterfly, but rarely admit the changes it has gone through to achieve that beauty.

Maya Angelou

# What do we have control over?

Each one of us has lived through some devastation, some loneliness, some weather superstorm or spiritual superstorm, when we look at each other we must say, I understand. I understand how you feel because I have been there myself. We must support each other and empathize with each other because each of us is more alike than we are unlike.

Maya Angelou

# What don't we have control over?

You may encounter many defeats, but you must not be defeated. Please remember that your difficulties do not define you. They simply strengthen your ability to overcome.

Maya angelou



# Tibetan monk



# A BOX



# SOME WAX







- Emergency Rooms

- Clinicals

- Strokes

- Procedures

- Doctors

- Residents

- Emails

- Pagers

- Code 99

- Supervisors

- Colleagues

- Children

- Icy Roads

- Interns

- Fellows

- Stairs

- Anesthesia

- Tests

- Falls

- Intubation

- Preceptors

- Scrubs

- Trauma

- Extubation





- Psychiatric Units

- Traffic

- Broken AC

- Patients

- Parking

- Clinics

- Patient Load

- Short Staffed

- Sick Calls

- Plumbing

- C-Diff

- Colostomies

- Catheters

- IV Starts

- Nursing  
Instructors

- Animals

- PTSD

- Spilled Coffee

- Spilled Urine

- Heart Attacks

- Accidents

- School

- Symposiums





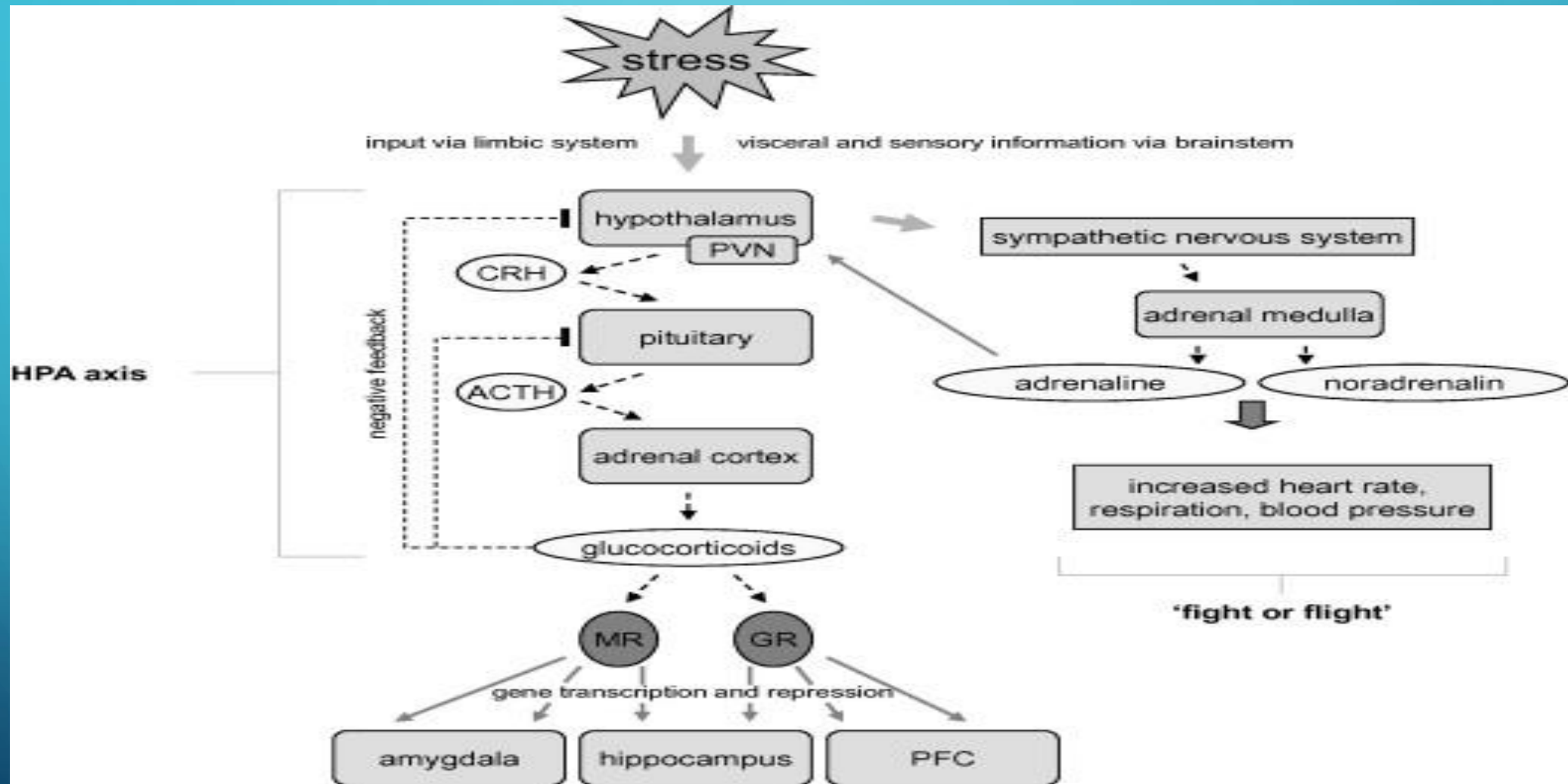
Worrying is problem solving without finding a solution.

The distress can rewire our brain

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Maya Angelou







Neuroplasticity plays a crucial role  
in the adaptation to different  
environmental conditions.



Nothing will work unless you do.

Maya Angelou

<https://doi.org/10.1016/j.neuroscience.2014.08.037>





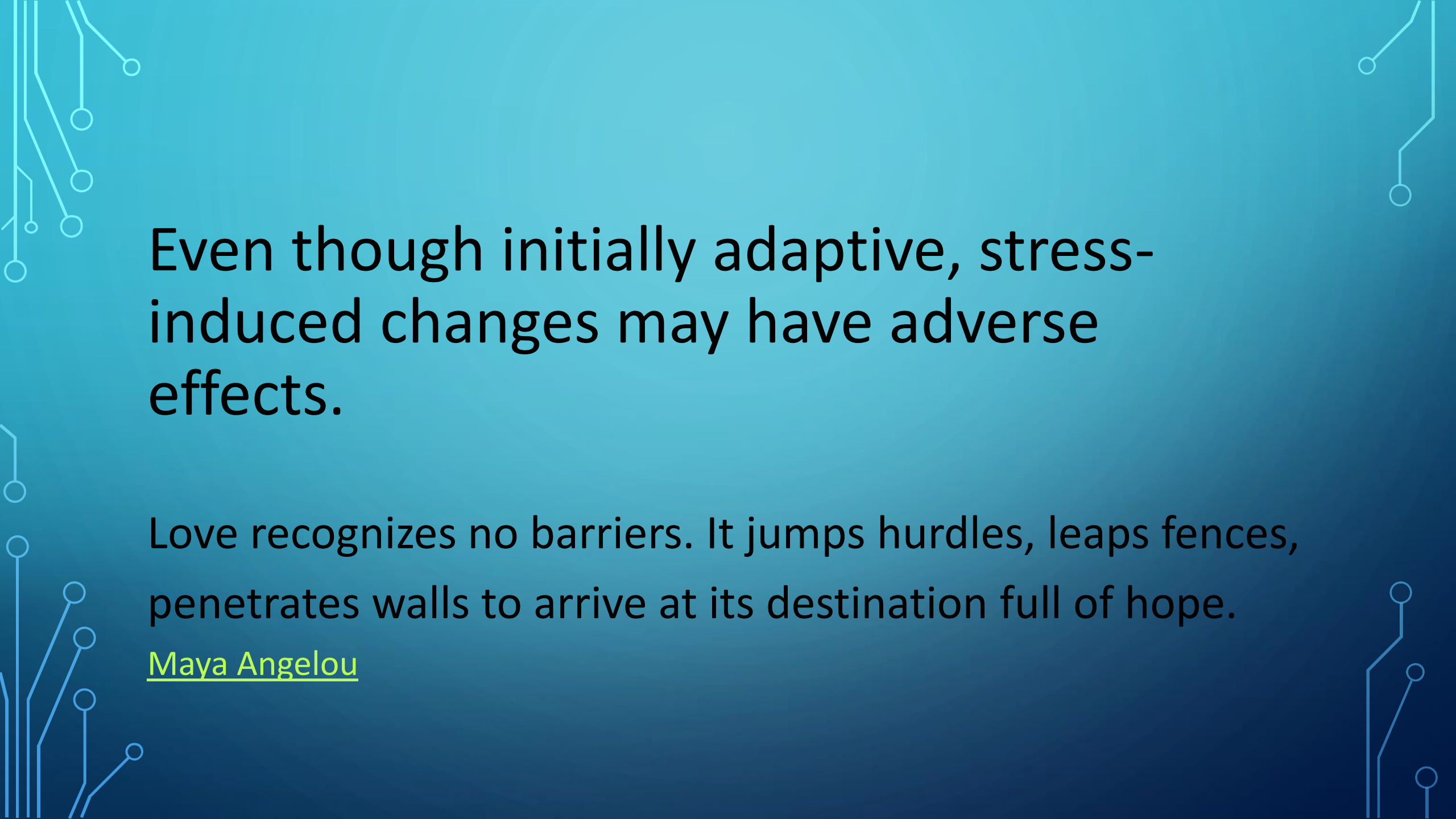


Stress is one of the most important promoters to induce neuroplastic alterations in order to maintain homeostasis.

If you are going down a road and don't like what's in front of you, and look behind you and don't like what you see, get off the road. Create a new path!

Maya Angelou

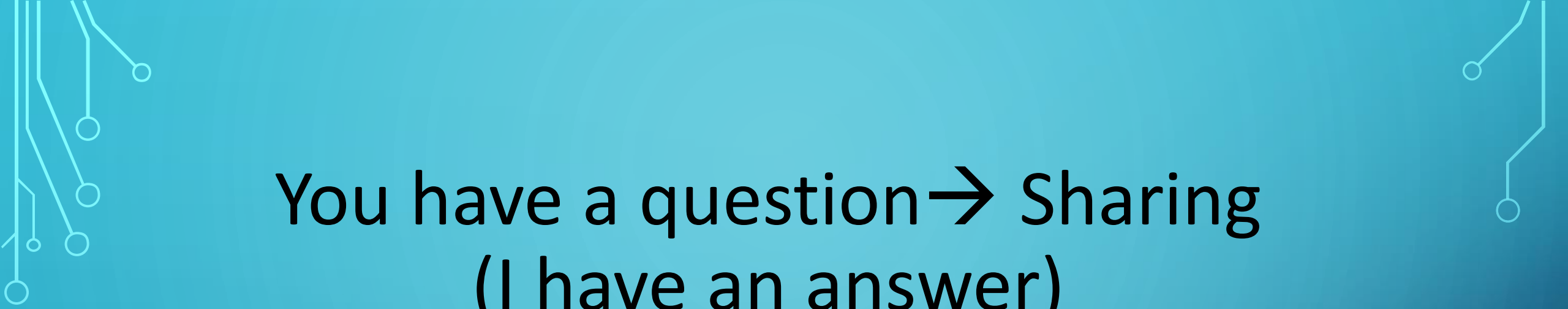


The background is a solid blue gradient. In the corners, there are white, stylized circuit-like lines with small circles at the ends, resembling a network or data flow diagram.

Even though initially adaptive, stress-induced changes may have adverse effects.

Love recognizes no barriers. It jumps hurdles, leaps fences, penetrates walls to arrive at its destination full of hope.

Maya Angelou




You have a question → Sharing  
(I have an answer)  
Listening in order to answer!

When you learn, teach. When you get, give.

Maya Angelou



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Being present in this moment, using your experience, motivational interviewing, your resources, allowing the individual to come up with solutions.

You can't use up creativity. The more you use, the more you have.

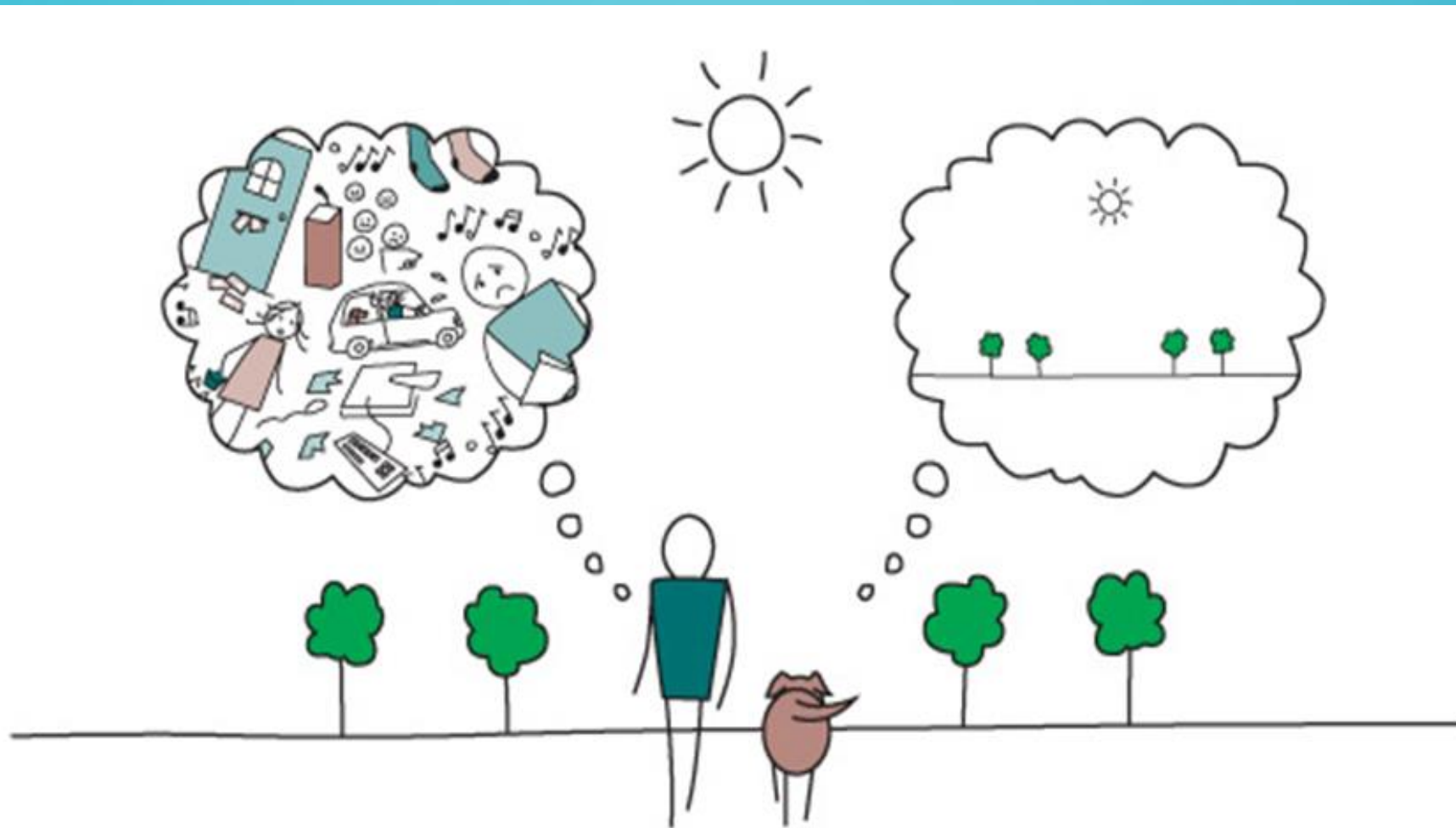
Maya Angelou

# Mindfulness

Take that breath, touch the door frame,  
ground your feet to the floor and turn  
away from your computer.

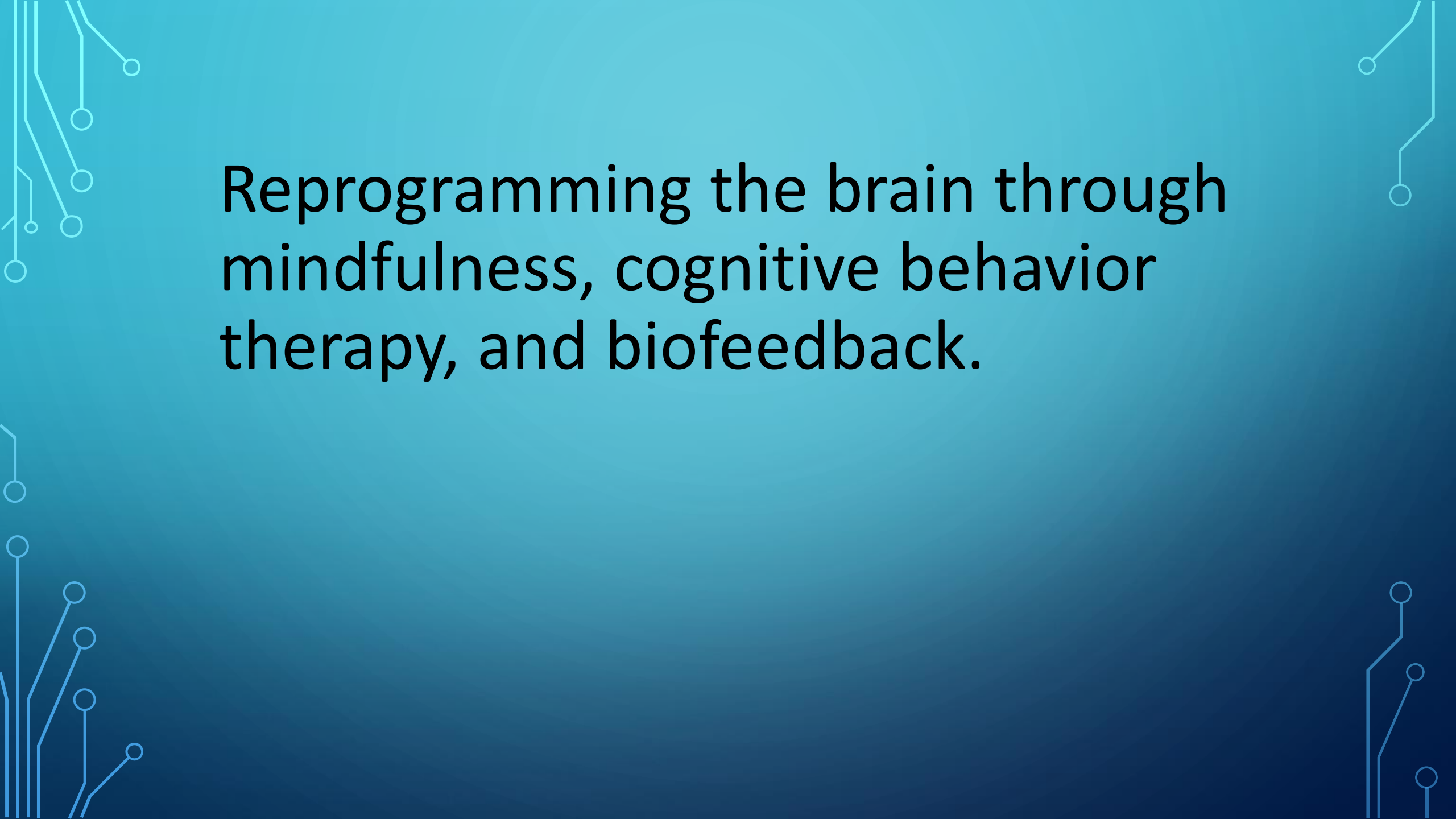
Don't touch your phone!





Mind Full, or Mindful?



The background is a blue gradient. In the corners, there are white line-art illustrations of circuit boards or neural networks, with lines connecting to small circles.

Reprogramming the brain through  
mindfulness, cognitive behavior  
therapy, and biofeedback.

# Disruptive Behavior and Setting Boundaries

If you can't do your job=set a  
boundary=empowerment

There is no greater agony than bearing an untold story  
inside you.

If you don't like something, change it. If you can't change  
it, change your attitude.

MAYA ANGELOU

# American nurses association code of ethics for nurses

- Offers definition, conversation opportunities, a blueprint, and takes us back to our foundation.



Provision 1 - The nurse practices with **compassion and respect** for the inherent dignity, worth, and unique attributes of **every person**.

Provision 2 - The nurse's primary **commitment** is to the patient, whether an individual, family, group, community, or population.

Provision 3 - The nurse promotes, **advocates for**, and protects the rights, health, and safety of the patient.

Provision 4 - The nurse has authority, accountability and responsibility for nursing practice; **makes decisions**; and takes action consistent with the obligation to provide optimal patient care.

Provision 5 - The nurse owes the same duties to **self** as to others, including the responsibility to promote health and safety, **preserve wholeness of character** and integrity, maintain competence, and continue personal and professional growth.

Provision 6 - The nurse, through individual and **collective effort**, establishes, maintains, and improves the ethical environment of the work setting and conditions of employment that are conducive to safe, quality health care.

Provision 7 - The nurse, **in all roles** and settings, advances the profession through research and scholarly inquiry, professional standards development, and the generation of both nursing and health policy.



Provision 8 - The nurse **collaborates** with other health professionals and the public to protect human rights, promote health diplomacy, and reduce health disparities.

Provision 9 - The profession of nursing, collectively through its professional organizations, must articulate nursing values, **maintain the integrity** of the profession, and integrate principles of social justice into nursing and health policy.

Source: American Nurses Association. (2015). Code of ethics with interpretative statements. Silver Spring, MD: Author. Retrieved from <http://www.nursingworld.org/MainMenuCategories/EthicsStandards/CodeofEthicsforNurses/Code-ofEthics-For-Nurses.html>



# EDWARD PHILLIPS, MD

- Chief, Physical Medicine & Rehabilitation Services, VA Boston Healthcare System
  - OPCC-CT, Whole Health Education Champion for Professional Trainees
  - Assistant Professor of Physical Medicine & Rehabilitation, Harvard Medical School
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**By 2020, two-thirds of all disease worldwide will be the result of lifestyle choices.**

**The actual causes of death in the USA**


**Smoking (18%)**

**Diet and activity patterns (15%)**

**Alcohol (4%)**

1.Chopra M Bull World Health Organ 2002; 80: 952-8.

2.Mokdad AH JAMA 2004 Mar 10;291(10):1238-45.





# LIFESTYLE MEDICINE

Evidence based practice of assisting individuals and families to adopt and sustain behaviors that can improve health and quality of life

Lianov L. & Johnson M. JAMA 2010;304(2): 202-203

## PROGRAM CONTENT

(12 HOURS FOR PA STUDENTS;

8-9 DAYS FOR RESIDENTS

EXERCISE PRESCRIPTION/EXERCISE PHYSIOLOGY

NUTRITION/CULINARY MEDICINE/CHEF COACHING

WHOLE HEALTH/COACHING/PATIENT CENTERED

COUNSELING

SELF-CARE/BURNOUT PREVENTION/MINDFULNESS

[HTTPS://WWW.VABOSTONEDUCATION.ORG/LIFESTYLE-MEDICINE](https://www.vabostoneducation.org/lifestyle-medicine)

“You may not control all the events that happen to you, but you can decide not to be reduced by them”

Maya Angelou

- CFR (42 CFR 482.13 (e))
- TJC Hospital (PC.03.05.01 - PC.03.05.13)
- TJC Mental Health (CTS.05.01.01 - CTS.05.06.35)
- CARF (*Behavioral Health Standards Manual: Section 2.F Nonviolent Practices*)
- <http://magazine.nursing.jhu.edu/2017/02/moral-distress-and-building-resilience/>