Cultivating Resilience: Mindful Practice and Communities of Care (SA514)
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Objectives
• Define resilience and burnout and their effects on clinical care.
• Identify and create opportunities for enhanced self-care and resilience, and thereby achieve improved quality of care.

Resilience is the capacity to respond to stress in a healthy way such that goals are achieved at minimal psychological and physical cost; resilient individuals “bounce back” after challenges while also growing stronger. Resilience is a key to enhancing quality of care, quality of caring, and sustainability of the healthcare workforce. AAHPM prioritizes “identifying opportunities for enhanced self-care and resilience” as a key objective for its Annual Assembly sessions. Although it is known that people can enhance their capacity for resilience, addressing burnout and promoting resilience in healthcare settings have been elusive. Resilience is especially important in palliative care, where clinicians confront loss, grief, conflict, and difficult decisions on a daily basis.

In this workshop, we will focus on individual, team, and institutional factors. We will draw upon evidence about the effectiveness of individual and institutional approaches that promote empathy, quality of care, well-being, and resilience. Our approach is three-fold. First, resilience involves cultivating an “observing self”—a capacity for mindfulness, self-monitoring, limit setting, and attitudes that promote constructive and healthy engagement with (rather than withdrawal from) the often difficult challenges at work. We will introduce specific skills, habits, and attitudes that promote resilience using small group discussion, appreciative inquiry interviews, contemplative approaches and practices that clarify intention, presence, and attentiveness in the workplace. Second, resilience is facilitated by a strong sense of community, and we will explore ways in which communities of practice can promote resilience, analogous to efforts to promote patient safety and patient-centered care. Finally, it is in the self-interest of healthcare institutions to support the efforts of all members of the healthcare workforce to enhance their capacity for resilience; it will increase quality of care while reducing errors, burnout, and attrition. We will address institutional factors that promote individual and collective resilience.