

# Operation Uplift™

## CAREGIVER FATIGUE RECOVERY PLAN



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A comprehensive initiative to appreciate, nurture, and support our Caregiver Heroes

**Operation Uplift™**  
**Caregiver Fatigue Recovery Plan**

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## Operation Uplift Charter

### 1. Mission Statement

*“To take initiative to support, nurture and care for employees and their leaders, to mitigate against the adverse impact of Covid-19.”*

### 2. Role & Responsibilities

This performance improvement team is responsible for and has the authority to brainstorm, coordinate, communicate, and implement strategies to realize its mission including the following:

#### a) Customize Charter

Customize and update this charter to clarify and confirm responsibilities and assignments.

- If there is already a team or committee working on employee engagement/wellness/activities, please be sure to incorporate them into this project, or ensure that you do not overlap purpose and objectives.

#### b) Seek Input

Once the team is ready to proceed, consult with the Service Excellence Council and/or Sr. Leadership Team for any further input.

#### c) Conduct Operation Uplift Survey

Utilize the Operation Uplift Survey (see Operation Uplift Survey) as a valuable way to meet your organization’s unique needs. This survey is organized into four objectives:

- i. Self-Care
- ii. Covid Fatigue
- iii. Morale
- iv. Retention

**There are three optional approaches** to clarifying which of these four objectives should be priority for the team:

- i. **Option A:** The team to complete the assessment tool as a group and based on its consensus proceed.
- ii. **Option B:** To request the organizations leaders to complete the assessment tool and based on their consensus, begin its work.
- iii. **Option C:** To seek input from a large sampling - or all – employees and utilize the compiled results as a guide for proceeding.
- iv. **Option D:** Some combination of the above.

Results can be compiled manually via the attached document, or via CareSay (see CareSay Guide).

#### d) Operation Uplift Best Practice Guide

We have provided an alphabetical inventory of best practices that you have the option to use as a menu of choices for action. (See Operation Uplift Best Practice Guides). Your next task will be to review those options that fit your targeted objective and choose the ones the team feel best fit the needs of your organization, that you get excited about, and committed to implementing.

*The Operation Uplift Charter (cont'd)***e) Caregiver Hero Library**

An invaluable resource your team will want to consider utilizing is the “Caregiver Heroes Video Library.” (See Caregiver Heroes Library). These videos can be viewed by individuals or teams. We have provided a table of contents organized by the four objectives for your convenience.

**f) Ted Talk Library**

We have also provided an inventory of brilliant Ted Talk videos, all easily accessible via YouTube which are organized by the four objectives. (See Ted Talk Library)

**g) Recommended Reading**

Provided for your use, is a Recommended Reading List, organized by the four Uplift objectives. (See Recommended Reading)

**3. Meeting Effectiveness**

We recommend this performance improvement team meet at least every 2 weeks, until you are satisfied you have completed this project. Ensure meetings are conducted in a timely and effective manner using these tools found on the following pages:

- Code of Conduct
- Agendas
- Minutes
- Meeting Evaluations

**4. Communication Plan**

The goal is to keep everyone informed with your progress and project plans via:

- Regular Agenda Items on:
  - Administrator Meetings
  - Leadership Meetings
  - Service Excellence Council Meetings
- Service Excellence Training
- Internal Newsletters and Press Releases

**5. Recommended Team Membership**

We recommend this team be comprised of the following:

- Chair to be a member of the C-Suite
- Co-Chair to be a frontline employee
- Additional team members should include representatives from the following departments:
  - HR
  - Nursing
  - ER
  - Imaging
  - Therapy
  - Lab
  - Clinics
  - Billing/HIM
  - Dietary
  - Maintenance/EVS

*The Operation Uplift Charter (cont'd)*

## 6. Why is this Important:

Article by Lizzie Ryan

### By the numbers

Amid the [worst staffing shortage](#) in decades, [60% of nurses](#) and [20% of physicians](#) say they're planning to leave their professions as a direct result of the well-being impacts caused by COVID-19.

This sea change is projected to cost individual U.S. hospitals an average of \$5 million in turnover costs per year—[\\$137 billion](#) dollars in total.

### Healthcare worker burnout puts patient care at risk

Healthcare workers need more resources. In a [study of 2,000+ frontline nurses](#), 60% experienced emotional exhaustion and burnout, 42% reported symptoms of depersonalization, and 91% said they were experiencing moderate to high levels of anxiety, depression, and fear due to the pandemic.

### What this means

If hospitals and healthcare systems do not look for new ways to improve worker well-being, they may risk decreasing levels of patient care while putting millions of dollars in turnover costs on the line. Research led by the [University of Pennsylvania](#) shows that patients suffer worse outcomes and increased mortality rates of up to 20 percent as a direct result of lowered nurse engagement and turnover. On the more positive side of the coin, happier nurses can boost patient care by up to 20%, according to the [American Nursing Association](#).

### Why this matters

For leaders at hospitals and health systems, the challenge is clear: mitigate staff turnover to help preserve high-quality patient care. To do so, hospitals must invest meaningfully in healthcare workers' physical, emotional, and financial well-being. But the reality is that most hospitals in the U.S. are facing financial challenges, so it's up to their leaders to invest in high-impact programs that directly impact the safety and well-being of their employees while also helping meet organizational goals. Not only can addressing the commute boost worker engagement and loyalty, which mitigates turnover, but it can also add to the hospital bottom line. [One study](#) of 23 U.S. hospitals and healthcare systems found that those with more engaged workers resulted in 8% higher net revenue per patient than facilities with lower engagement.

*Lizzie Ryan is the Communications Manager at Scoop, leading external communications and bringing Scoop's brand to commuters everywhere. In her spare time, you can find her teaching and practicing yoga across the San Francisco Bay Area.*

## Team Code of Conduct

Select 3-5 areas of concern that may prevent your Team from working effectively. Then write a Ground Rule to post at the meeting to remind the team of their commitment to working together.

<b>Areas of Concern:</b>	<b>Ground Rule:</b>
1. <b>Timeliness</b>	_____
	<i>(What should we do about lateness?)</i>
2. <b>Agenda</b>	_____
	<i>(How important is it to stick to the agenda?)</i>
3. <b>Minutes</b>	_____
	<i>(Who, when, how?)</i>
4. <b>Attitude</b>	_____
	<i>(What should we do about negative attitudes?)</i>
5. <b>Decision Making</b>	_____
	<i>(How will we make group decisions?)</i>
6. <b>Participation</b>	_____
	<i>(Is it OK to not participate?)</i>
7. <b>Unjustified Absence(s)</b>	_____
	<i>(What if we can't make a meeting?)</i>
8. <b>Accountability</b>	_____
	<i>(What if team members don't do what they say they will?)</i>
9. <b>Mutual Support</b>	_____
	<i>(How should we give it, get it?)</i>
10. <b>Flexibility</b>	_____
	<i>(Is it important to be open to new ideas?)</i>
11. <b>Conflict</b>	_____
	<i>(How should we handle personal conflicts?)</i>
12. <b>Buddy Assignment</b>	Every participant is to be assigned a "Buddy". They are responsible to each other for: <ul style="list-style-type: none"> <li>• Confirming attendance</li> <li>• Briefing on missed meetings</li> <li>• Completing assignments</li> </ul>
13. <b>Team Attendance</b>	<ol style="list-style-type: none"> <li>1. Any team member not able to make a Team Meeting must RSVP their planned absence to their Team Leader (or Assistant Team Leader).</li> <li>2. If a team member misses a team meeting without the courtesy of advising the Team Leader, they will be deemed to have "withdrawn" from their team and the CEO will be notified.</li> <li>3. Withdrawing from a team is not an option, unless the team member has written approval from the CEO.</li> </ol>

## Team Meeting Agenda

**Team Name:** \_\_\_\_\_ **Day:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**Team Mission:** \_\_\_\_\_

#	Topic
1.	<b>Call to Order</b> – _____
2.	<b>Good News/Inspirational Story</b> Each team member shares best good news, personal or business, since previous meeting.
3.	<b>Action Plan from Previous Meeting</b>
5.	<b>Progress Reports</b> Each team member reports on their assignments.
6.	<b>Project Work</b> a. _____ b. _____
7.	<b>Acknowledgement/Recognition</b> Which team member(s) deserve special recognition?
8.	<b>WWW &amp; H (Who's going to do What, by When, and How)</b>
9.	<b>Calendar Announcements</b> Preview upcoming meetings, training, and deadlines.
10.	<b>Next Team Meeting</b> Day: _____ Date: _____ Location: _____ Time From: _____ To: _____
11.	<b>Good of the Team</b> Each team member shares their best idea gained from the meeting, or any comment, suggestion, or criticism (along with a positive solution) in the best interest of the group.



## Team Meeting Evaluation Form

**Please Print Clearly:**

*You've just heard from us, now we'd like to hear from you. Evaluation is the "Breakfast of Champions" - and a critical part of our goal of continuously improving customer satisfaction. Thank you for your help.*

Facilitator/Chair Name: \_\_\_\_\_ Date: \_\_\_\_\_

My First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Department: \_\_\_\_\_ Position: \_\_\_\_\_

**1. What I liked best about this meeting was:**

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**2. Recommendation on how the meeting and/or process could be improved:**

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**3. Constructive feedback for the facilitator:**

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**4. I rate the value of my participation in this meeting as: (Excellent) 5 4 3 2 1 (Poor)**

**5. I rate the overall value of this meeting as: (Excellent) 5 4 3 2 1 (Poor)**

**6. The one area I am going to work most on between this and the next meeting is:**

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**P.S.** \_\_\_\_\_

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## Assessment Tool: Workforce Well-Being & Engagement Check-In

Your organization’s leaders are committed to supporting you and your team in today’s evolving healthcare environment. Your honest feedback will help identify current challenges and opportunities to better support staff, strengthen teams, and improve the overall work experience.

This questionnaire is designed to capture both **personal well-being factors** and **workplace experience factors** that influence team performance, engagement, and retention.

- **Self-Care** and **Resilience** explore personal capacity and support systems
- **Team Experience** and **Workplace Support** focus on culture, communication, and organizational practices

<p><b>IMPORTANT NOTE:</b> This survey <u>IS NOT</u> a psychiatric screening nor a mental health assessment. It is a questionnaire designed to help respondents share their opinions about four key issues typically experienced by work groups during a crisis/pandemic. Like satisfaction surveys, the results are <b>anonymous</b> (unless someone chooses to identify him/herself) and <b>confidential</b>.</p>					
<p><b>SELF-CARE:</b> “ . . . how I support and nurture myself.”</p>		<p><b>COVID FATIGUE:</b> “ . . . a decrease in, or total loss of, the ability to function normally at work because of the current pandemic.”</p>			
<p><b>MORALE:</b> “ . . . the level of mental and/or emotional well-being of an individual or group.”</p>		<p><b>RETENTION:</b> “ . . . the activities a company does to keep / retain its staff.”</p>			
<p>Please rate the questions below using the following scale:</p>	<p>1= Strongly Disagree</p>	<p>2 = Disagree</p>	<p>3 = Neither</p>	<p>4 = Agree</p>	<p>5= Strongly Agree</p>

<p style="text-align: center;"><b>Self-Care:</b></p> <ol style="list-style-type: none"> <li>1. At this time, I am satisfied with my current level of health &amp; well-being: <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>2. I know how to take care of myself during challenging times: <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>3. I am comfortable asking for help if I need it: <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>4. I have family, friends, and colleagues I can rely on during challenging times: <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>5. I make an effort to support others when they need it: <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>6. Other: _____ <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> </ol>	<p style="text-align: center;"><b>Resilience &amp; Capacity:</b></p> <ol style="list-style-type: none"> <li>1. I believe my efforts at work make a difference for patients and my colleagues. <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>2. I can handle the changes and challenges in my work setting: <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>3. I can ask for help if I feel overwhelmed. <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>4. I am able to manage stress without it negatively impacting my work. <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>5. I can stay connected and engaged with those we serve. <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> <li>6. Other: _____ <input type="checkbox"/> 1   <input type="checkbox"/> 2   <input type="checkbox"/> 3   <input type="checkbox"/> 4   <input type="checkbox"/> 5</li> </ol>
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**Team Experience:**

1. There is an excellent level of “team spirit” in my team.  
 1    2    3    4    5
2. My co-workers cooperate well with each other.  
 1    2    3    4    5
3. My co-workers almost always “go the extra mile” for patients and fellow staff.  
 1    2    3    4    5
4. Our team works efficiently and productively.  
 1    2    3    4    5
5. When confusion or conflict occurs at work, my co-workers give each other “the benefit of the doubt” rather than blame.  
 1    2    3    4    5
6. Other: \_\_\_\_\_  
 1    2    3    4    5

**Retention:**

1. Management has worked hard to help create and maintain “team spirit” companywide.  
 1    2    3    4    5
2. This company regularly requests feedback from me and my co-workers.  
 1    2    3    4    5
3. This company clearly communicates its responses to feedback from staff.  
 1    2    3    4    5
4. This company follows through on complaints and/or problems raised by patients or staff.  
 1    2    3    4    5
5. This company offers incentives to keep working for it, especially during challenging times.  
 1    2    3    4    5
6. Other: \_\_\_\_\_  
 1    2    3    4    5

**OPTIONAL:** After responding to this survey, I would like support or resources related to my responses.

\_\_\_\_\_

Name

\_\_\_\_\_

Phone

**CareSay™ Check-In Instructions**

This assessment tool is available online for you and your team to complete. Please contact Dorian at [dorian@customlearning.com](mailto:dorian@customlearning.com) or 1-800-667-7325 ext. 2206 to register 1 person from your organization to receive the results of this assessment digitally.

## Watch This / Read That Caregiver Heroes Videos

#	Title	Length	COVID-19	Morale	Retention	Self-Care
1	Rise Above the Chaos - Carolyn Gross	5:11	X			
2	Through Your Patient's Eyes - Mark Black	6:15	X			
3	What Will You Be Remembered For? Daniel Burrus	5:14	X			
4	Professional Paradise in a Pandemic? - Vicki Hess	5:46	X		X	X
5	Social Distancing and Staying Sane - Frank King	5:52	X			X
6	Top Gun Resilience - Lt CI Waldo Waldman	7:00	X	X		
7	Staying Present While Distancing - Marcus Engel	6:29	X	X		X
8	Recalculating/Precalculating - Karen Jacobsen	5:17	X			
9	Resilience Skills for Caregiver Heroes - Eileen McDargh	5:51	X			
10	Know Your Limits - Kathy Dempsey	5:41	X			
11	Emotional Wellness in Turbulent Times - Stephanie Staples	7:06	X			X
12	Tools for Tough Times - Dr. Willie Jolley	7:46	X			X
13	One Word Can Make the Day - Bruce Lee	4:37		X		
14	Bolstering Resilience - Meg Soper	5:17		X		
15	CARE Matters - Donna Cutting	5:59		X		
16	Lift Up Your Spirits - Marilyn Suttle	4:32		X		
17	Love Louder - Michael Hoffman	6:09		X		
18	Managing Anxiety & Inspiring Hope - Joe Tye	6:36		X		
19	Service, Self-Care, And Contribution - Blair Kolkoski	6:24		X		
20	Staying Positive in A Difficult Time - Darci Lang	6:57		X		
21	Resilient Leadership for Disruptive Times - Eileen McDargh	6:32		X		
22	Leading in Turbulent Times - Jeff Tobe	5:07		X	X	
23	Leading in Uncertainty - Jody Urquhart	5:16		X	X	
24	Never Lose the Recognition Momentum - Sarah McVanel	5:41		X		X
25	Turn on Your GPS - Scott Friedman	5:47		X		X
26	One Minute Humor Break - Scott Friedman	5:36		X		X
27	Commitment to Conflict...Reconciliation - Valerie Cade	5:53			X	
28	Culture Eats Strategy for Lunch - Pam Tripp	6:06			X	
29	Leadership in Times of Crisis - Richard Hadden	6:25			X	
30	Reset Expectations - Joe Mull	7:53			X	
31	Seek Comfort with Change - Michele Matt	5:01			X	
32	Subtle Shifts for Strong Leadership - Marilyn Suttle	5:29			X	
33	The Art of Caring Leadership - David Irvine	6:53			X	
34	Walking the Talk - Michael Klein, MD	5:14			X	
35	Conflict: When There's No Time For It! - Andrew Lewis	5:07			X	
36	Simple Truths About Appreciation- Barbara Glanz	6:45		X	X	
37	Conquer Your Key Moments - Robert Grossman	6:34				X

#	Title	Length	COVID-19	Morale	Retention	Self-Care
38	Creating Light in The Midst of Darkness - Donna Cardillo	5:11				X
39	Fire Up Your Life: Raise Your Vibrational Energy - Donna Hartley	5:48				X
40	Hope Happens - Catherine DeVrye	8:25				X
41	Lighten Up - Patricia Morgan	6:47				X
42	Listen to Your Inner GPS - Karen Jacobsen	5:03				X
43	Putting Humor to Work - Michael Kerr	6:12				X
44	Sanity Savers - Christine Cashen	5:11				X
45	Start Fresh Each Day - Michele Matt	5:01				X
46	The Paradox of Self Care - David Irvine	5:37				X
47	The Power of Laughter - Sheila Brune	6:20				X
48	4 Ways to Renew Your Energy - Karen McCullough	6:59				X
49	Do You Want to Be Happy? - Linda Edgecombe	7:18				X
50	How to Cope with Stress - LeAnn Thieman	4:45				X
51	Purposeful Playlists - Jennifer Buchanan	6:01				X
52	E +/- R = O - Alvin Law	5:39				X

## How to Access Caregiver Heroes for FREE

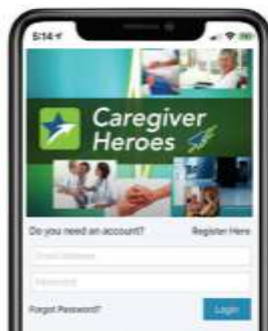
### Option 1

Go to [everyonesacaregiver.com](http://everyonesacaregiver.com) or download our FREE **Everyone's a Caregiver®** smartphone app



**Sign Up or Register** your FREE account

**Log in**, choose a module in Caregiver Heroes and **start watching**



### Option 2



Search **YouTube** for "Caregiver Heroes"

Hit the **Subscribe** button

### Need Help?

Call us **1 (800) 667-7325** extension **206** or email us at [info@everyonesacaregiver.com](mailto:info@everyonesacaregiver.com)

**Help Desk** 

**Watch This / Read That****TedTalk Videos**

#	Title	Length	COVID-19	Morale	Retention	Self-Care
1	Guy Winch: Why we all need to practice emotional first aid.	17:24 m	X			X
2	Brené Brown: The power of vulnerability.	20:19 m				X
3	Emily Esfahani Smith: There's more to life than being happy.	12:18 m	X			X
4	Andy Puddicombe: All it takes is 10 mindful minutes.	9:24 m	X			X
5	Susan David: How to be your best self in times of crisis.	46:03 m	X			X
6	David Steindl-Rast: Want to be happy? Be grateful!	14:30 m	X			X
7	Kelly McGonigal: How to make stress your friend	14:26 m	X			X
8	Carl Honoré: In praise of slowness	19:15 m	X			X
9	Nilofer Merchant: Got a meeting? Take a walk.	3:28 m				X
10	Angela Lee Duckworth: Grit: The power of passion and perseverance	6:01 m	X			X
11	Mandadi, Tilak: Three ways companies can support grieving employees	11:49 m		X	X	
12	O'Neill, Onora: What we don't understand about trust	9:38 m		X		
13	Frei, Frances: How to build (and rebuild) trust	14:43 m		X	X	
14	Edmondson, Amy: How to turn a group of strangers into a team	12:59 m		X		
15	Sinek, Simon: How good leaders make you feel safe.	17:34 m		X		
16	Schwartz, Barry: Using our practical wisdom	23:08 m			X	
17	Dunn, Elizabeth: Helping others makes us happier- but it matters how we do it.	14:21 m		X		
18	Harfoush, Rahaf: How burnout makes us less creative	4:51 m			X	

**Watch This / Read That****Reading List**

#	Title	Length	COVID-19	Morale	Retention	Self-Care
1	Emmons RA. <i>Thanks! How the new science of gratitude can make you happier.</i> Boston: Houghton Mifflin; 2007.	256 pgs.				X
2	Emmons RA. <i>Gratitude Works!</i> San Francisco: Jossey-Bass; 2013.	242 pgs.	X			X
3	Emmons RA. <i>The Little Book of Gratitude.</i> London: Gaia Books; 2016.	98 pgs.	X			X
4	Korb A. <i>The Upward Spiral: Using Neuroscience to Reverse the Course of Depression, One Small Change at a Time.</i> Oakland, CA: New Harbinger; 2015.	240 pgs.				X
5	Rozzak Burton L. <i>The neuroscience of gratitude.</i> Wharton Health-care Quarterly. Winter 2017.	8 pgs.				X
6	Rozzak Burton L. <i>Gratitude Heals – A Journal for Inspiration and Guidance.</i> Amazon; 2019	181 pgs.				X
7	Ryan, M.J. <i>Attitudes of Gratitude: How to Give and Receive Joy Every Day of Your Life.</i> Berkley, CA; Conari Press: 1999	180 pgs.	X			X
8	Duckworth, A. <i>Grit: The power of passion and perseverance.</i> New York. Simon & Schuster, 2016.	352 pgs.				X
8	Garrett, H. J. <i>This Book Will Make You Kinder: An Empathy Handbook.</i> New York: Penguin Books. 2020	197 pgs.	X			X
9	Floyd, J. <i>Resilience: How to Turn Adversity into Strength.</i> London. Circus Books; 2019.	147 pgs.	X			X
10	Greitens, E. <i>Resilience.</i> New York: Mariner Books; 2015	301 pgs.				X
11	Hanson, R., Ph.D. <i>Resilient.</i> New York: Harmony Books; 2018.	278 pgs.	X			X
12	Leonard, G. <i>Mastery.</i> New York. Plume; 1991.	176 pgs.	X			X
13	Seibert, A, Ph.D. <i>The Resiliency Advantage.</i> San Francisco. Berrett-Koehler Publishers, Inc.;2005.	225 pgs.				X
14	Viscott, D., M.D. <i>Emotional Resilience.</i> New York: MJF Books; 1996.	357 pgs.	X			X
15	Gilbert, P. <i>The Compassionate Mind: A New Approach to Life's Challenges.</i> New York: Harbinger Publications; 2010.	513 pgs.				X
16	Trzeciak, S, M.D. & Mazzaelli, A., M.D. <i>Compassionomics.</i> Pensacola, FL.: Studer Group; 2019.	371 pgs.				X
17	Feng, G.F + English, J. <i>Tao Te Ching by Lao Tsu.</i> New York: Random House; 1972	162 pgs.				X
18	Kaye, Beverly, <i>Love 'em or Lose 'em.</i> Oakland. Berrett-Koehler Publishers; 2014	328 pgs.			X	
19	Nelson, Bob, Ph.D.: <i>1501 Ways to Reward Employees.</i> New York. Workman Publishing Co.; 2012	576 pgs.			X	

## Fatigue and Burnout Best Practices List

1. Fatigue and Burnout Quick Hits
2. Ways to Respond to Intense Emotional Stress
3. Productive Ways to Multi-Task and Not Be Overwhelmed
4. Productive Ways to Learn to Say “No”
5. 10 Ways to Put an End to Procrastination
6. Stressful Behavior Check-Up
7. 12 Stages of Burnout
8. 5 Ways to Beat Burnout
9. 5 Ways to Navigate Burnout
10. A Guide to Burnout
11. Burnout Isn’t Just in Your Head – It’s in Your Circumstances
12. How to Cope with Job Stress and Build Resistance
13. Managing Anxiety
14. Overcoming Burnout at Work
15. Physician Burnout
16. Preventing Burnout Is About Empathetic Leadership
17. Your Psychological PPE

## Morale Best Practices Table of Contents

[See Morale Best Practices Document](#)

1. Morale Quick Hits
2. My L.I.S.T.
3. We've Got Value
4. FROG Forward
5. Thank You Habit
6. Tell Your Story
7. Healing Hearts
8. Give One, Take One
9. 10 Ways to Boost Employee Morale in the Workplace: Actionable Tips
10. 11 Ways to Boost Employee Morale
11. 20 Creative Ways to Boost Employee Morale
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