

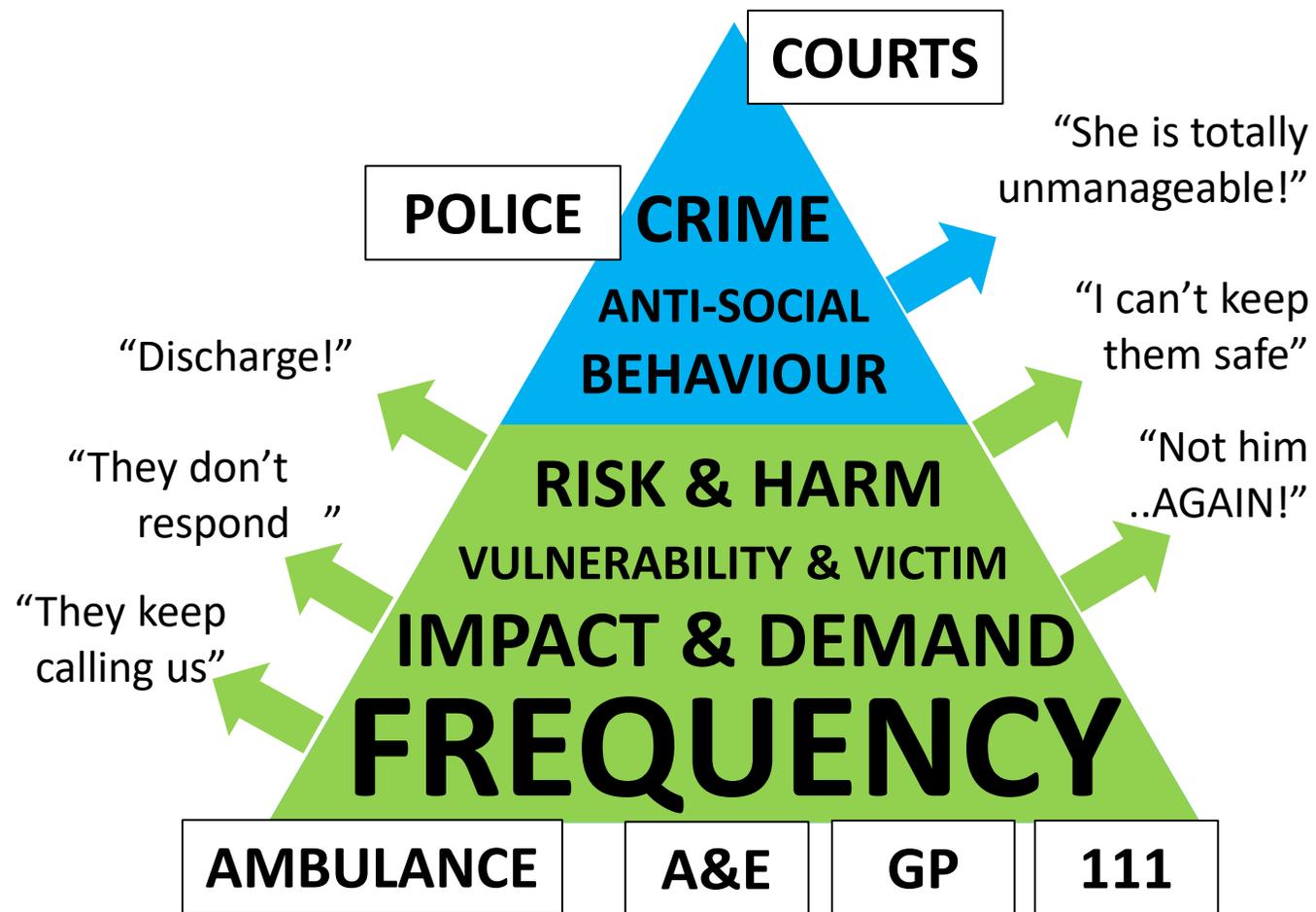
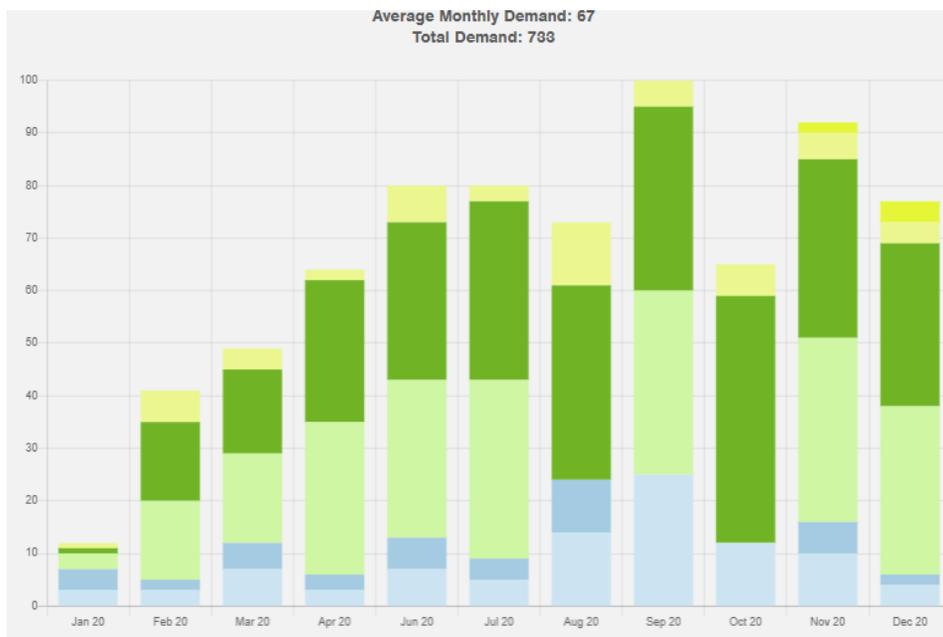
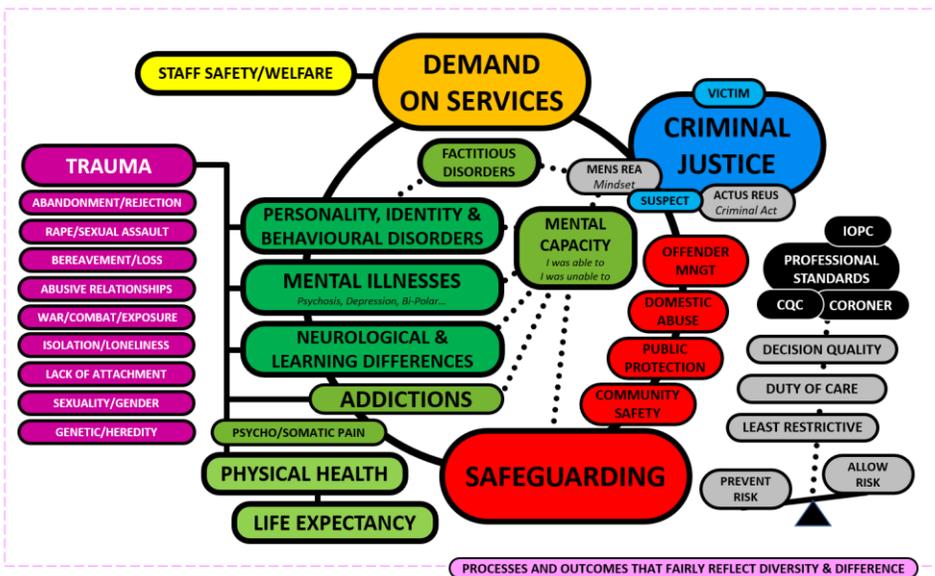


Developing a 'Decision Resilient' Workforce

Paul Jennings
Network Director



**What is the High Intensity Network?
What decisions do our teams make every day?**





NB: These are the most common themes found. Individuals who repeat regularly in crisis may struggle with none, some or all of these problems.

How do we improve the ability of our staff to
make **decisions** about **care under pressure**
without **psychological harm**?

How psychologically healthy are NHS staff?

MALADAPTIVE PATIENT SCHEMAS

Jeffrey Young

Unrelenting Standards Entitlement Vulnerable

Pessimism Subjugation Emotional Inhibition

Abandonment Self Sacrifice **Mistrust/Abuse**

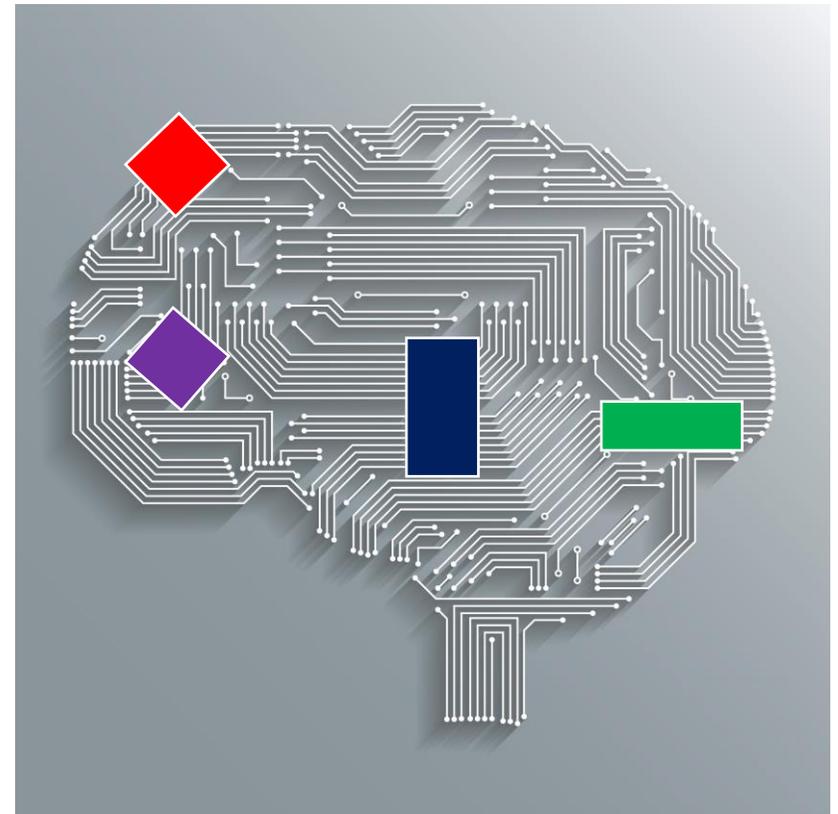
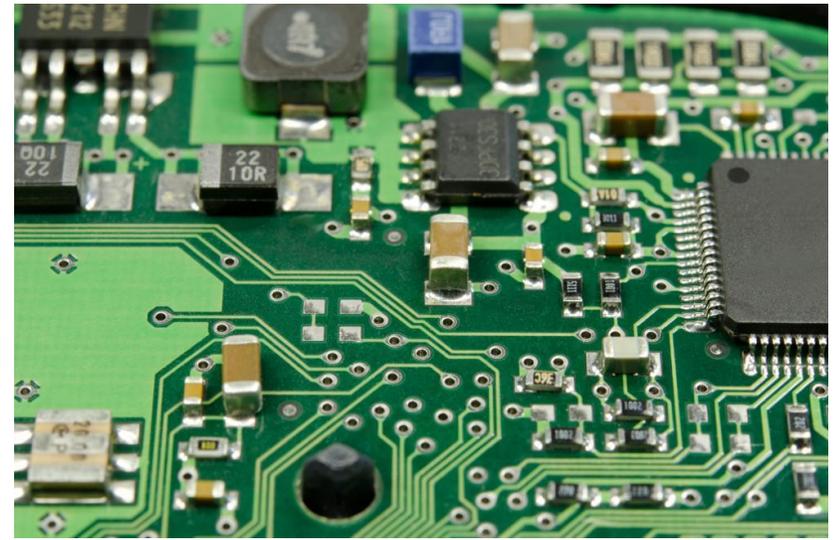
Enmeshment **Defectiveness** Failure to Achieve

Emotional Deprivation Approval Seeking Punitive

Incompetence Self Control **Social Isolation**

Schemas are
organizing framework of the mind.
patterns of internal experience.
(memories, beliefs, emotions, and thoughts)

Formed when a child's core needs are not met.



MALADAPTIVE NHS STAFF SCHEMAS

Legally Ambiguous

Forensically Accountable

Pessimistic

Excessively Responsible

Self Sacrificing

Polarising Standards

Fearful of Consequences

Relentlessly Surviving

Clinically Distant

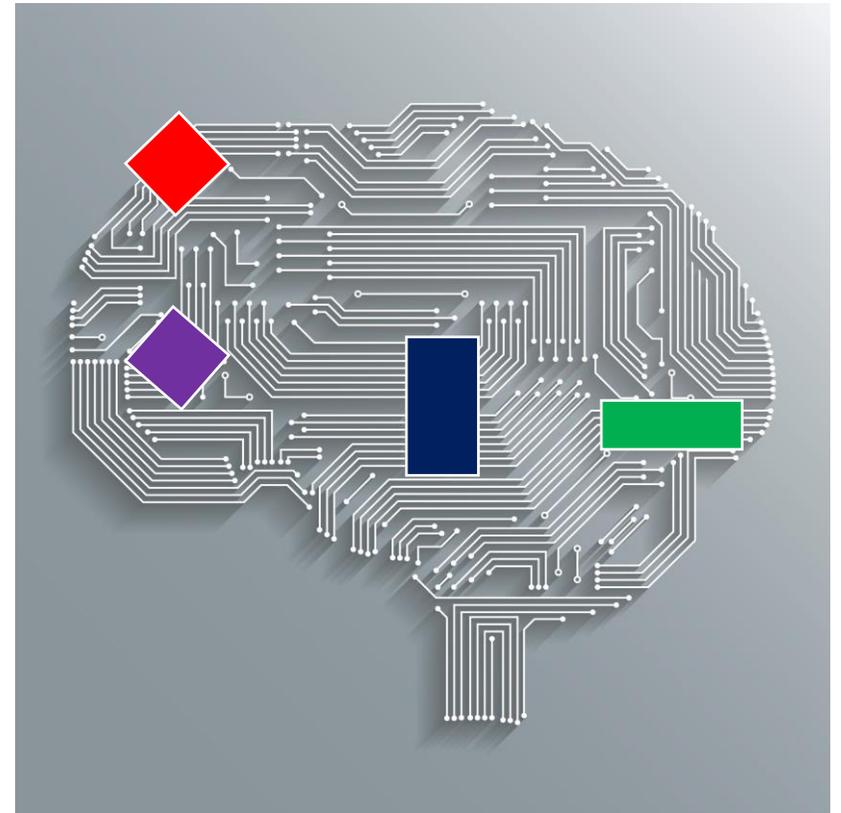
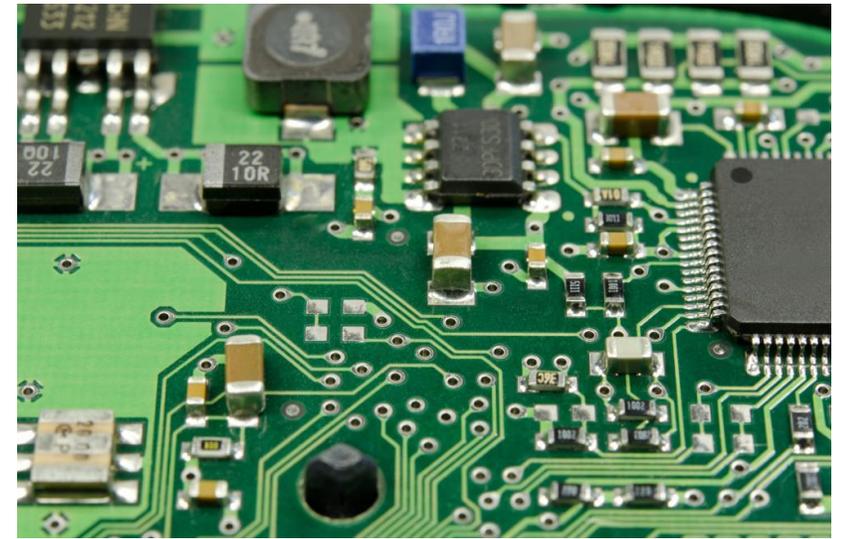
Hierarchically Isolated

A COG Identity

Lacking in Self Confidence

Schemas are
organizing framework of the **professional** mind
patterns of internal **employment experiences**.
(memories, beliefs, emotions, and thoughts)

Formed when an employee's training/leadership needs are not met.



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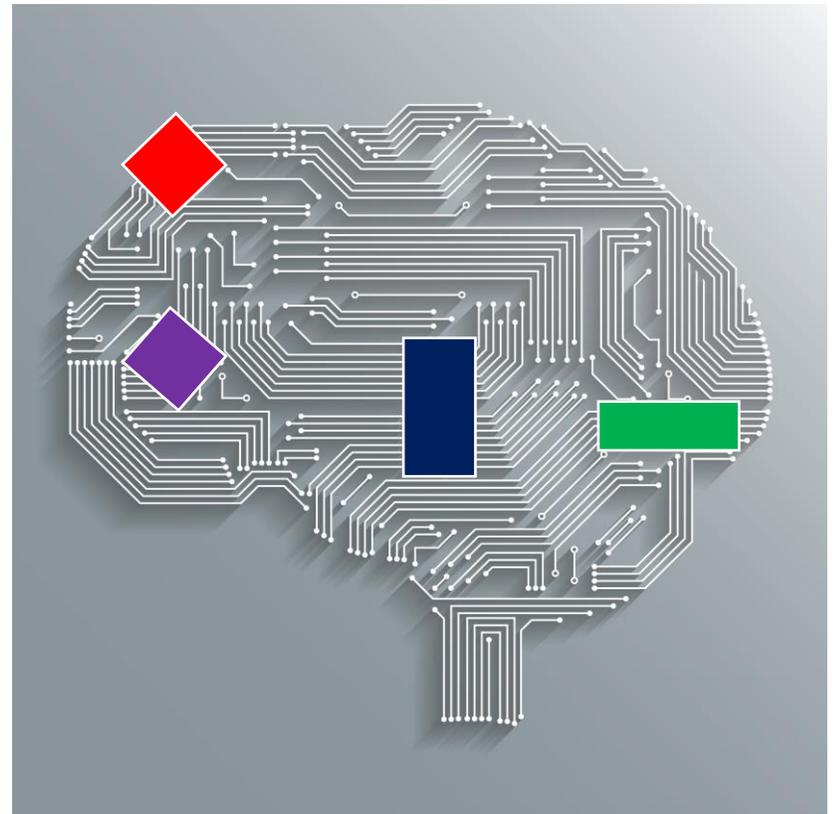
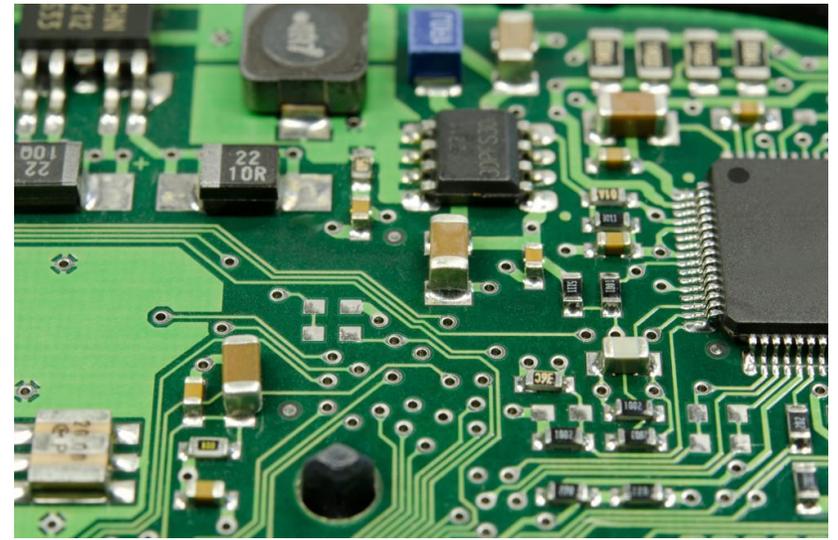
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MALADAPTIVE NHS STAFF SCHEMAS

Legally Ambiguous



Common Law Legal System
Reasonably Held Belief
Common Sense

Fearful of Consequences



Quality of Decision Making
Outcome is out of your control

Excessively Responsible



Death & Suicide must = BAD
It has to be someone's fault.

Lacking in Self Confidence



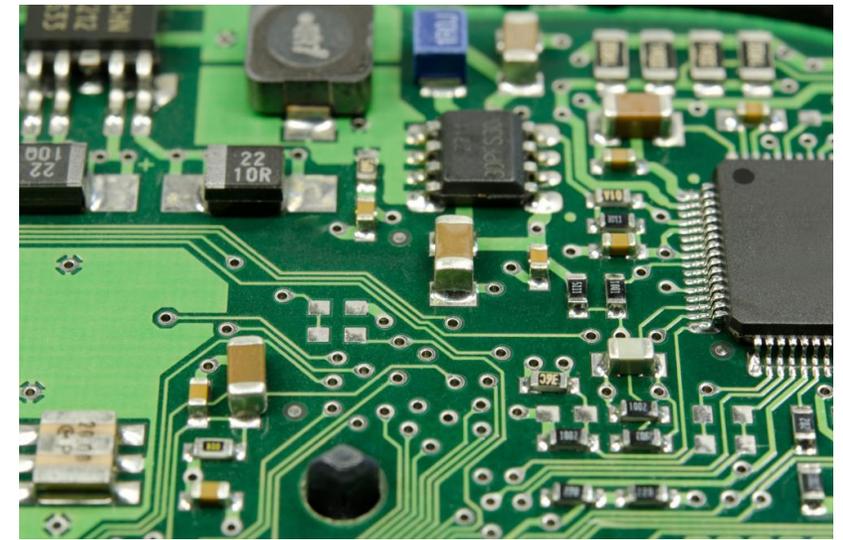
Coroners Court

I am confident the legal system is supportive of what I do

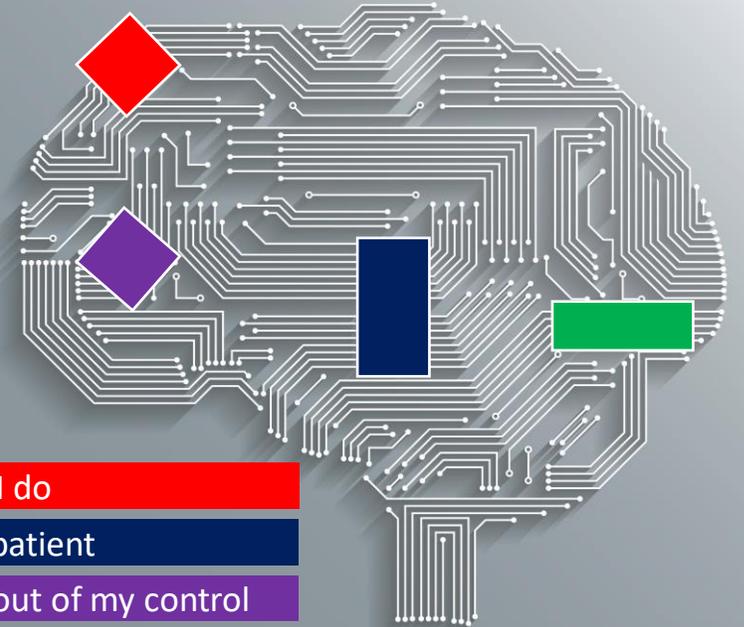
The primary duty of care to my patient is owned by my patient

My decisions are made in good faith – what happens as a result is out of my control

I am a really great nurse – I am quite happy to tell a Coroner about what I did and why



OBJECTIVE - REALISTIC - BALANCED - CALM



Legally Ambiguous

How does the review process work? What is 'negligence'?

Excessively Responsible

What does 'Duty of Care' actually mean? Who is responsible for what? Am I responsible for everything with this patient? Am I alone?

Fearful of Consequences

What are the consequences of making a bad decision made in good faith?

Lacking in Self Confidence

Am I good at my job? Do I know as much as my colleagues? Do I belong here? Am I worthy of being given this role?





Online Decision Resilience Course 2021



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