

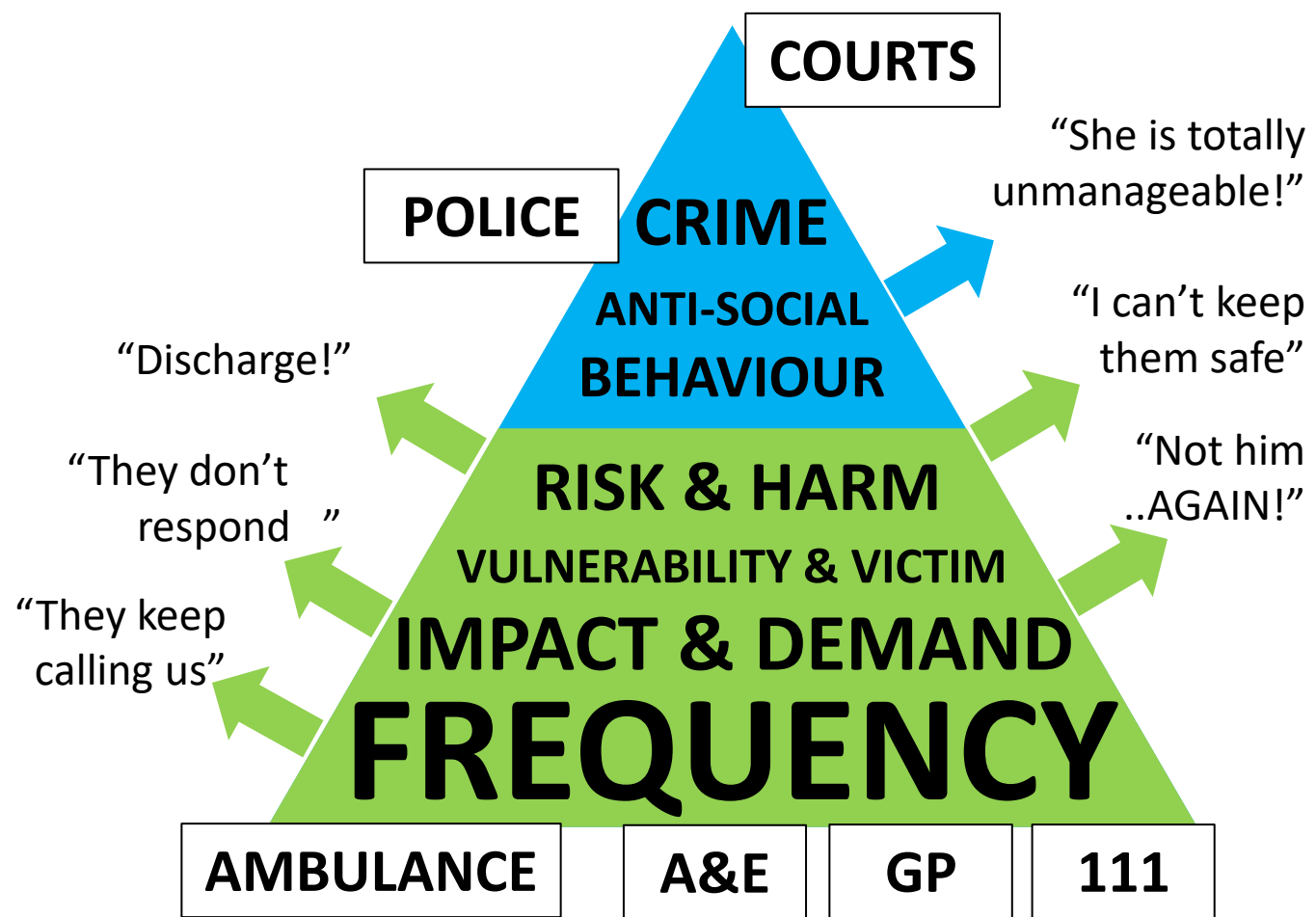
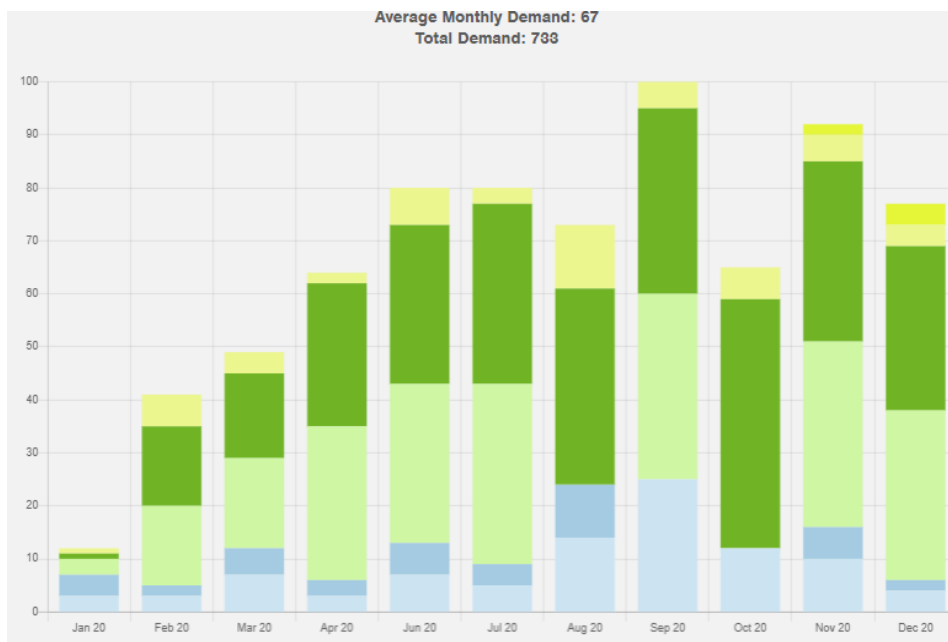
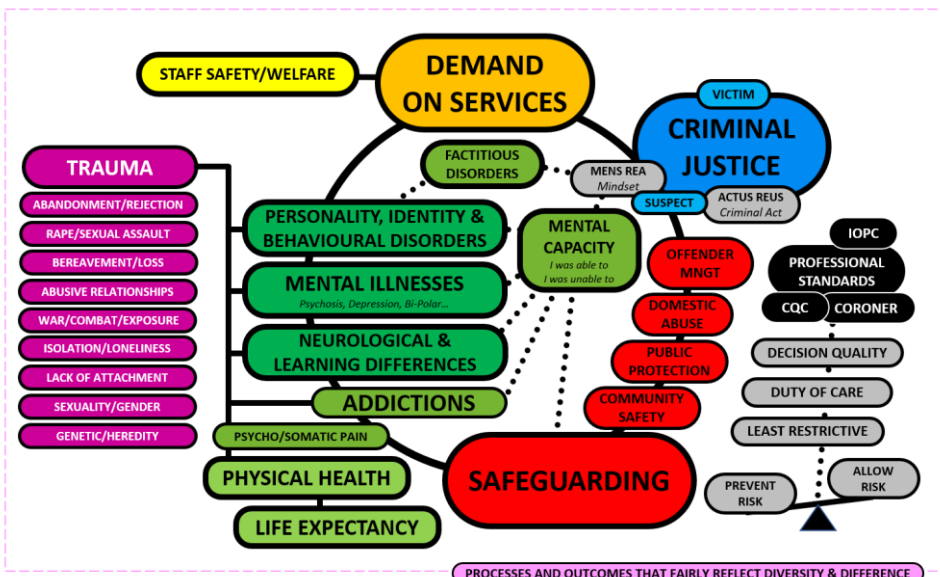


Developing a 'Decision Resilient' Workforce

Paul Jennings
Network Director



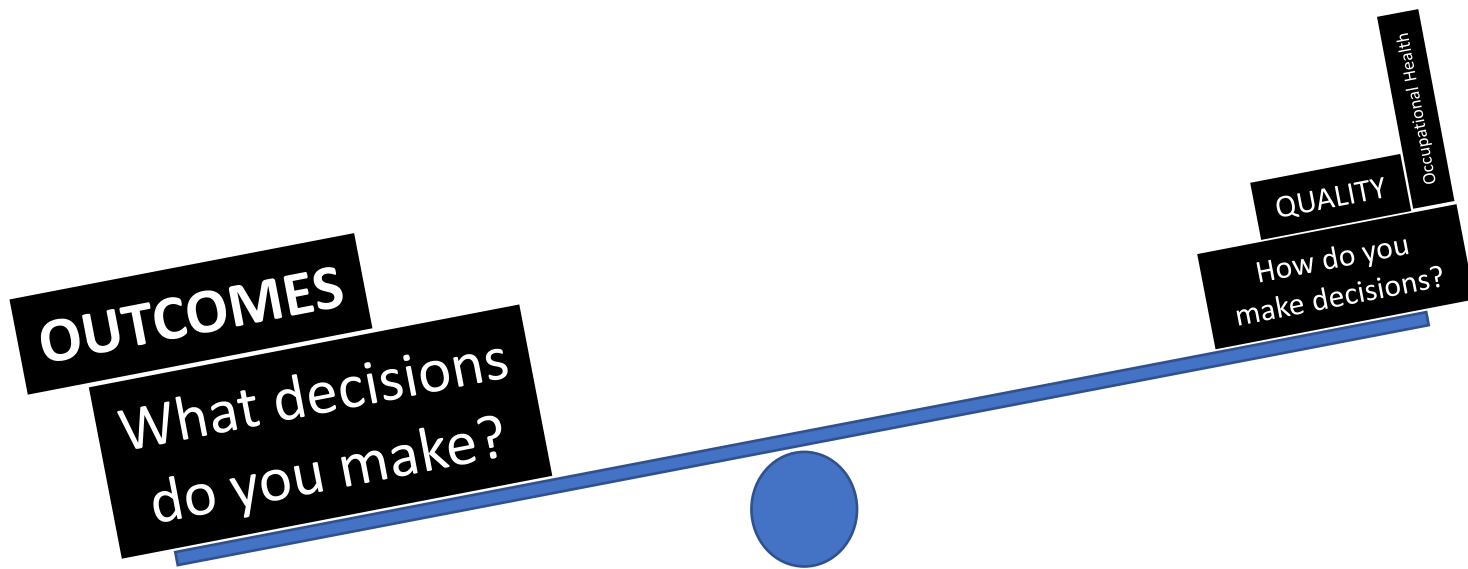
**What is the High Intensity Network?
What decisions do our teams make every day?**





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 your
Emergency Service 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

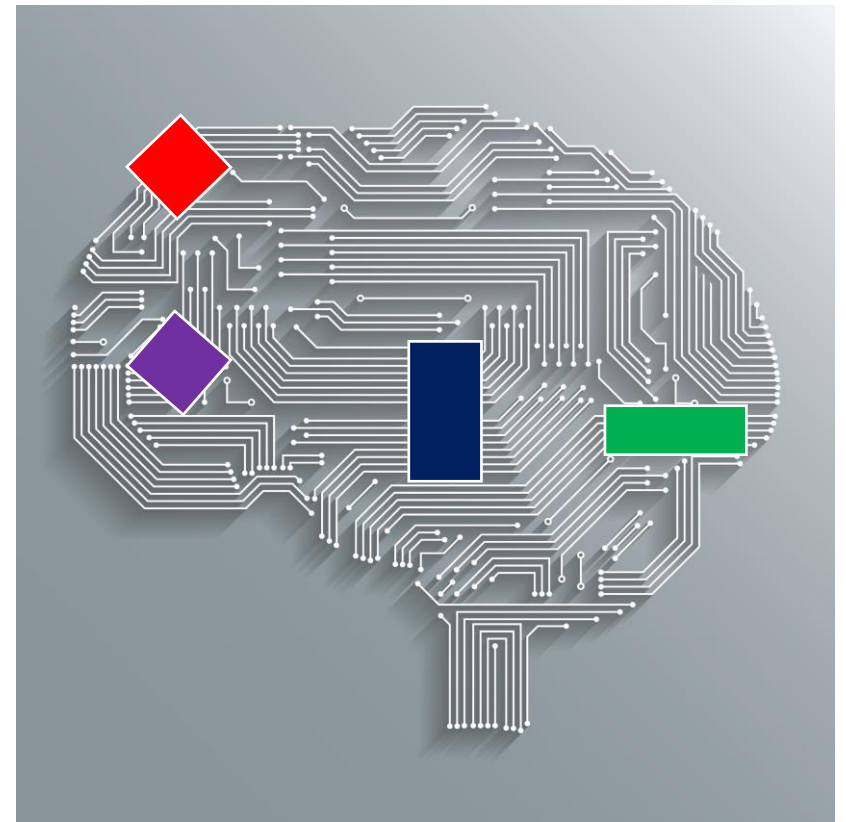
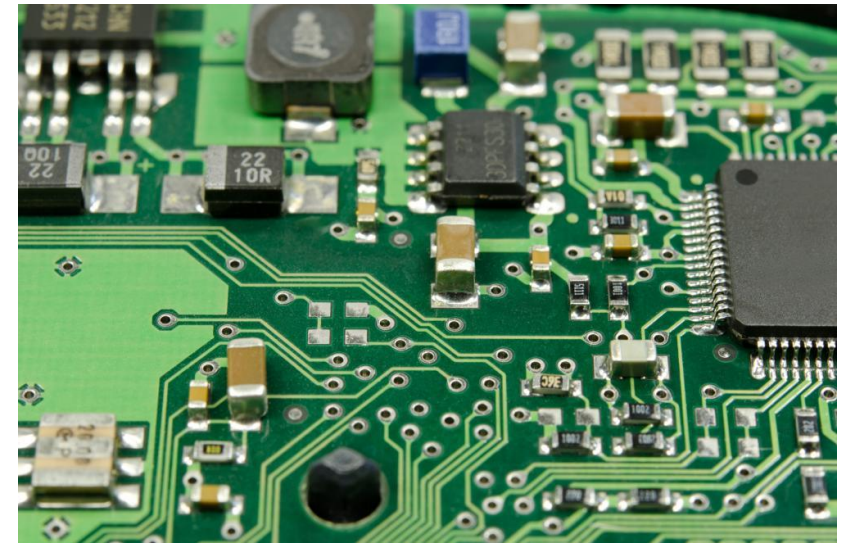
Incompetence

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 **EMERGENCY STAFF** SCHEMAS

Legally Ambiguous

Forensically Accountable

Pessimistic

Excessively Responsible

Self Sacrificing

Polarising Standards

Fearful of Consequences

Relentlessly Surviving

Clinically Distant

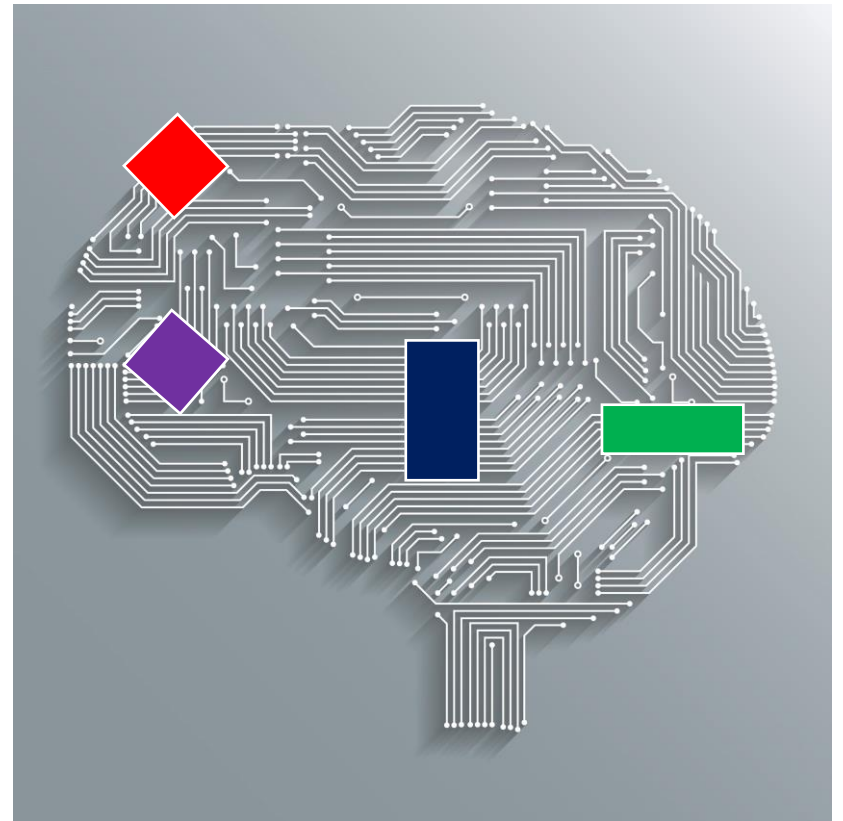
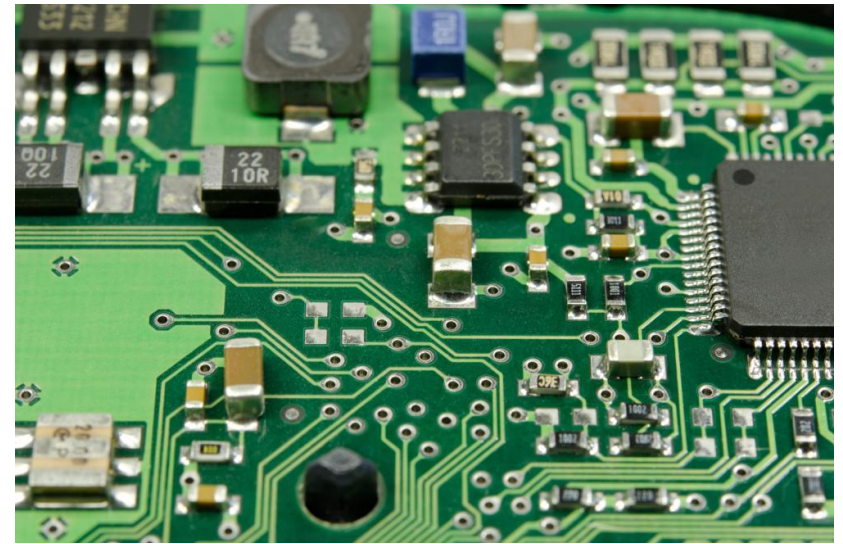
Hierarchically Isolated

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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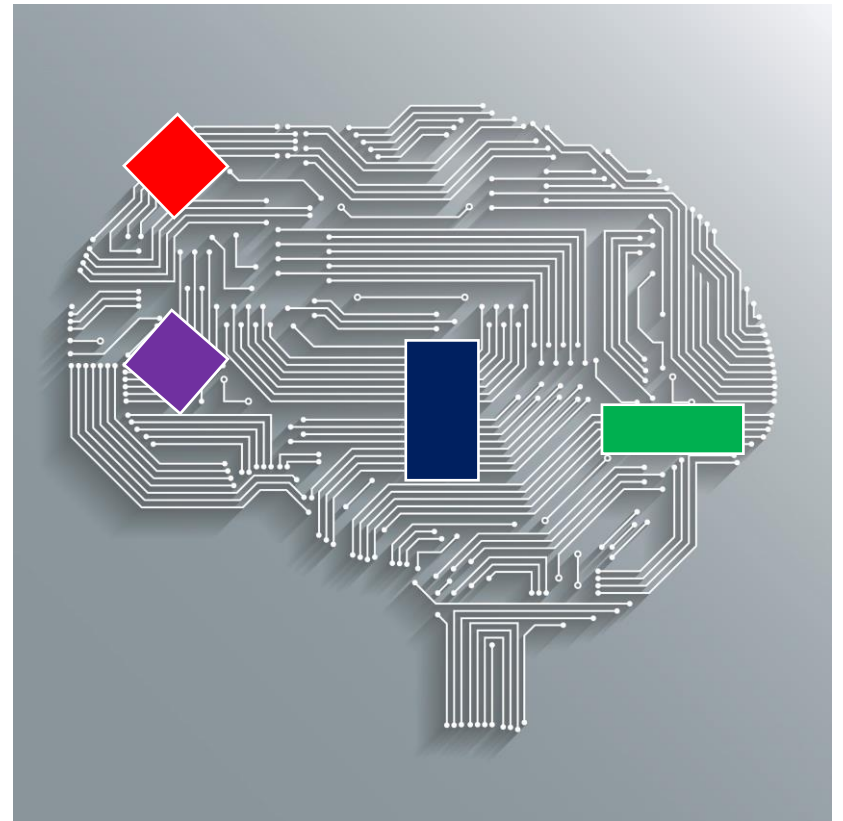
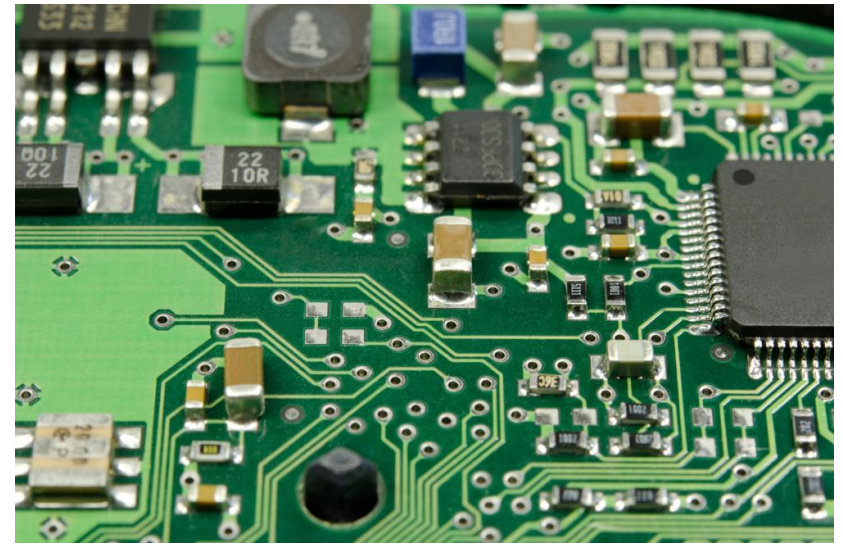
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MALADAPTIVE **EMERGENCY STAFF** SCHEMAS

Legally Ambiguous



Common Law Legal System
Reasonable Person Test
Honestly Held Belief

Fearful of Consequences



Quality of Decision Making
Outcome is out of your control
Failure to Understand/Trust Review Process

Excessively Responsible



Death & Suicide must = BAD
It has to be someone's fault.
I had a 'Duty of Care', didn't I?

Lacking in Self Confidence



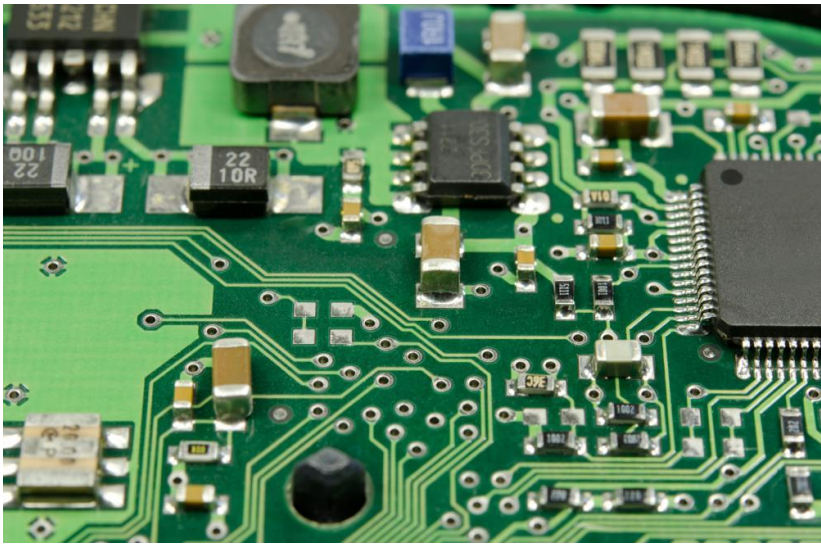
I am scared stiff of Coroners Court

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

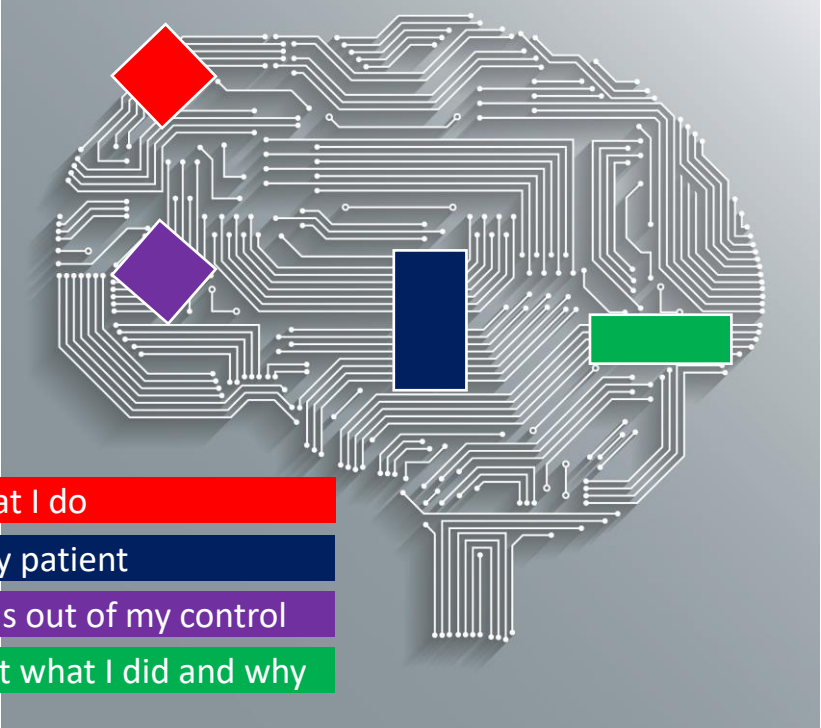
The primary duty of care to my patient is owned by my patient

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

Excessively Responsible

Fearful of Consequences

Lacking in Self Confidence

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

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

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

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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