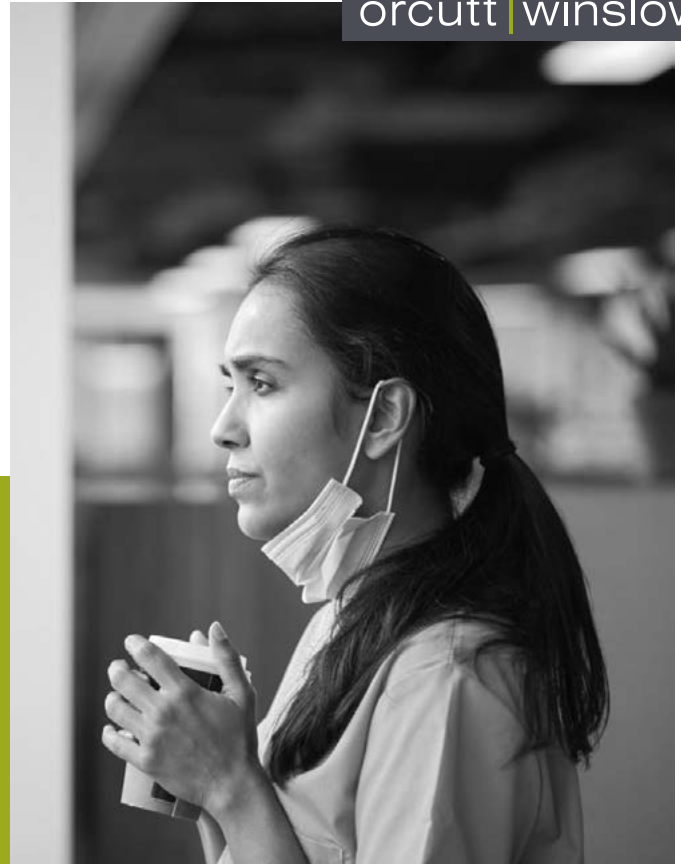


Resilience Rooms

**A Case Study of Combatting
Nurse Burnout Through The
Built Environment**



Resiliency is the capacity of an individual or institution to “bounce back” after an adverse event.

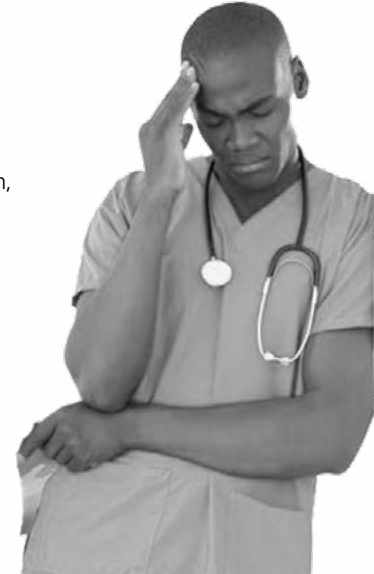
In today’s healthcare, nursing resilience is crucial in mitigating workplace stress, combatting burnout, and addressing the pervasive issue of nursing shortages. This case study investigates a targeted intervention designed to bolster resilience among nursing staff.

By fostering a positive work environment and promoting well-being practices, the study aimed to demonstrate how instituting staff Resilience Rooms can lead to reduced stress levels, lower burnout rates, and improved nurse retention.

Through real-world examples and data-driven insights, this analysis underscores the vital importance of resilience in sustaining a robust and motivated nursing workforce.

Considering that Registered Nurses make up the largest segment of the healthcare workforce – estimated at more than three times the number of physicians in the U.S. – they are leaving the profession in droves. Per the American Association of Colleges of Nursing, “Insufficient staffing is raising the stress level of nurses, impacting job satisfaction, and driving many nurses to leave the profession.” The 2020 pandemic continued to highlight the pre-existing workplace and mental health challenges faced by many frontline workers.

Starting amidst this global pandemic, Barrow Neurological Institute’s Dr. Virginia Prendergast, Director of Advanced Practice Nursing, wondered how she could help relieve some of the day-to-day stress of her Neuro ICU staff. Dr. Prendergast vacated her private office to make way for the construction of two separate off-stage spaces she aptly named ‘Resilience Rooms.’ Her vision was to create respite spaces conveniently located near the Unit, ensuring that staff could easily access them for a genuine break, ultimately enhancing their well-being and improving their performance to meet the demands of nursing advancements.

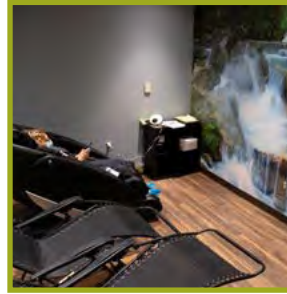


A Study of Two Rooms

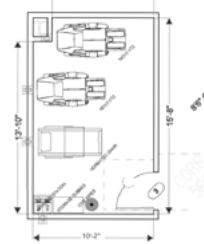
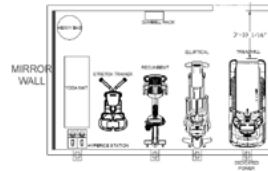
Two individual spaces were designed and constructed on the patient unit to help combat workplace stress.

Quiet Resilience Room

- Strategically situated in the central area of the Nursing Unit, devoid of natural daylight access.
- Features dimmable LED lighting to maintain low light levels conducive to relaxation and reflection.
- Includes a full-scale digital graphic of a forest waterfall, a consumer-grade sound machine, massage chairs, and zero-gravity chairs.
- The furniture is oriented to face the waterfall imagery, providing a biophilic focal point and an immersive experience.
- Features an alarm clock that projects the current time onto the ceiling to prevent sleeping.
- A cleaning station is also incorporated with signage for the user to sanitize the equipment when finished.



Quiet Resilience Room



Active Resilience Room

- Compact workout space.
- Essential for individuals who find physical activity crucial for managing emotional distress.
- Features exercise equipment, such as the elliptical.
- All equipment oriented to provide views of the outdoors. This setup allowed for natural daylight, aiding in the regulation of occupants' circadian rhythms and promoting mental alertness.
- Includes a dynamic and colorful accent wall created to mitigate noise transfer.



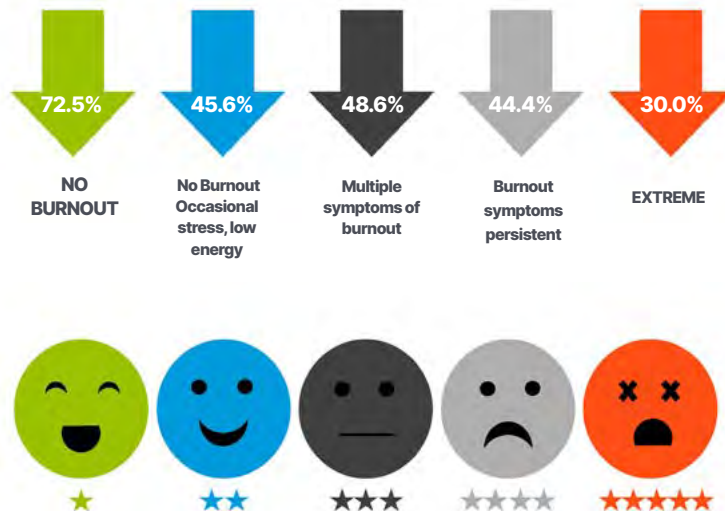
Active Resilience Room

Data Collection:

Dr. Prendergast conducted the study utilizing an iPad survey, wall-mounted at the entrance to the two separate Resilience Rooms. The nursing staff was asked to rate their levels of emotional distress before and after utilizing the space. Original data was collected from January through May 2021 and was focused on Neuro ICU Nurses only.



Percentage Burnout: 48% (average)



Preliminary findings:

- 48% decrease in self-reported emotional distress before vs after room use (On average).
- Approximately 50% decrease in self-reported emotional distress when utilizing these short 15-minute breaks in the Resilience Rooms.
- As general burnout INCREASED, the drop in emotional distress DECREASED.
- To achieve tangible results, it is crucial for leadership to identify and support stressed employees before they reach the point of burnout.

With these numbers, the study duration was extended and entrance to the rooms became available to additional Barrow staff including OR nurses and Leadership.

Extended Study Results:

The extension of the study yielded noteworthy results. There were 1,988 badge access entries, indicating that the rooms were utilized an average of 22 times per day. **Currently, the rooms are used an average of 18 times per day.** Out of those entries, 396 surveys were completed, representing approximately 20% of users. It is notable that ICU nurses were the most frequent users of the Resilience Rooms, potentially due to the proximity of the rooms to their unit or their familiarity with the facilities. Further research is recommended to explore these findings in greater detail.



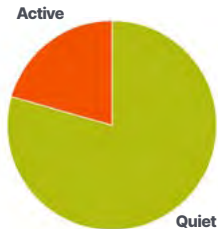
Take Away:

Address emotional distress
BEFORE burnout sets in.

Further Findings:

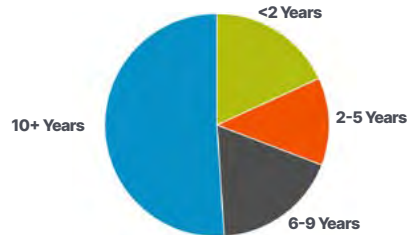
Usage of Both Rooms

The final results of the 2022 study indicated that the Quiet Resilience Room was utilized significantly more frequently than the Active Resilience Room, with usage rates of 79.4% and 20.6%, respectively. Moreover, badge access records revealed that participants consistently used the same Resilience Room throughout the study. Specifically, individuals who preferred the Active Resilience Room continued to use it exclusively, while those who favored the Quiet Resilience Room did the same. There was no observed crossover in the usage of the two rooms.



Usage of Rooms Based on Tenure

Another notable finding was that individuals with over ten years of work experience utilized the Resilience Rooms almost three times more frequently than those with less experience.

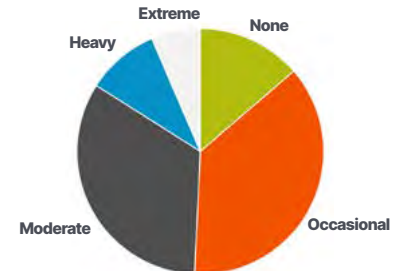


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Levels of Burnout

When analyzing the self-reported levels of nursing burnout, it is notable that the individuals who selected "extreme" constituted the smallest segment. The "occasional" to "moderate" categories represented the largest segment, suggesting that the levels of burnout in the nursing profession may be perceived more negatively than warranted. However, the nearly fifty percent reduction in self-reported distress is significant in alleviating higher levels of burnout and in preventing individuals from reaching such elevated stress levels in the first place.

The research further indicated that the greatest decreases in self-reported distress occurred within the lowest levels of burnout, suggesting early engagement with Resilience Rooms is most beneficial.

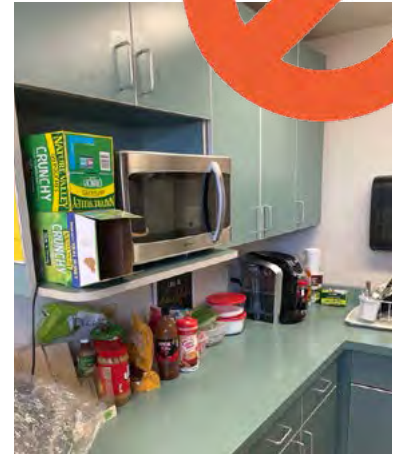
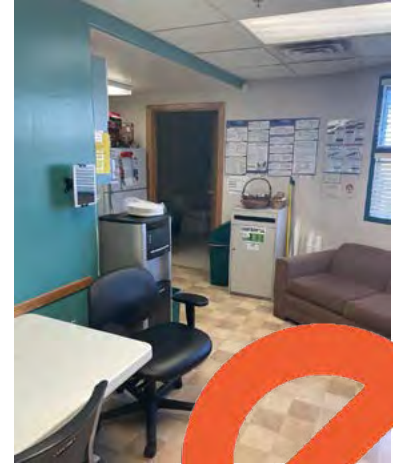


This is What Most 'Resilience Rooms' Look Like:

True respite from the rigors and emotional turmoil of nursing cannot be achieved in typical spaces like the Staff Lounge. To effectively address emotional well-being and support the mental health of today's nursing staff, strategies such as the Active and Quiet Resilience Rooms can have a profound positive impact.

However, the integration of a Resilience Room into the built environment is only part of the solution. It is crucial to transform the nursing workplace culture to ensure these strategies effectively reduce nursing fatigue and prevent burnout. This involves a multifaceted approach that begins with Leadership. When nurses are educated about and encouraged by their Leadership team to use the Resilience Room, they are more likely to take time for their own wellbeing. Additionally, when they recognize their colleagues' stress and fatigue levels are rising, they can intercede before burnout takes hold. This mutual support fosters a culture of trust and collaboration, where nurses feel comfortable relying on their team.

The positive results of Resilience Rooms on nursing staff highlight their effectiveness in reducing burnout, enhancing mental health, and fostering a supportive and collaborative work environment.





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