

Revitalize Program - Children's Hospital Los Angeles

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Background & Program Objective

Children's Hospital Los Angeles (CHLA) is a safety-net freestanding children's hospital with a highly-specialized pediatric workforce that has experienced high levels of turnover and burnout among team members during the COVID-19 pandemic.

The Revitalize Program, funded by the Health Resources and Services Administration as part of the Dr. Lorna Breen Healthcare Provider Protection Act, was created to support CHLA team member wellbeing by providing easily-accessible skills for self-regulation.



Methods

Evidence-Based Curriculum: Trauma Resource Institute's Community Resiliency Model

- Biology of traumatic stress reactions
- Nervous system self-regulation tools – skills to bring body, mind, and spirit back into balance

Goal: Train 3,000 team members over 3 years to create a resiliency-informed workforce

Implementation methods:

- The skills are introduced through multiple training modalities:
 - "Appetizer" sessions: 5 min and 20 min sessions and 1-hour workshops to introduce skills
 - In-depth sessions: 4-hour workshops to teach skills and allow for in-depth processing and interaction
 - "Train-the-Trainer" sessions: 5-day workshops to build training capacity throughout the organization
- Partnership with marketing team to create organizational awareness
 - Visual reminders – t-shirts, water bottles
 - Screen savers on hospital computers
 - Regular updates at leadership meetings

Results

As of February 2024, **2,614** team members have participated in the Revitalize program, across all modalities.



*n=460, 27% survey response rate, paired with an incentive

Wellness scores in institution-wide engagement surveys have steadily risen from 70% in July of 2021 to 75% in January of 2024

"Really great tools to very quickly regulate."



"This class was informative and will be extremely helpful to my skill as a nurse and human."

"This is something everyone will benefit from."

"This class came at a great time. Many of us are feeling stress, loss of control. Doing the grounding techniques was very helpful. Began feeling less stress immediately. Thank you."

"Super inspiring and reflective! I hope to implement the info and tools provided."

"Really loved this - totally needed this."

Key Learnings

Creativity and flexibility are key:

- Marketing the program to avoid use of the word "resilience"
- Adapting length of sessions and using existing meetings
- Leveraging early adopters to share their experience and establish credibility

Creating space to be heard:

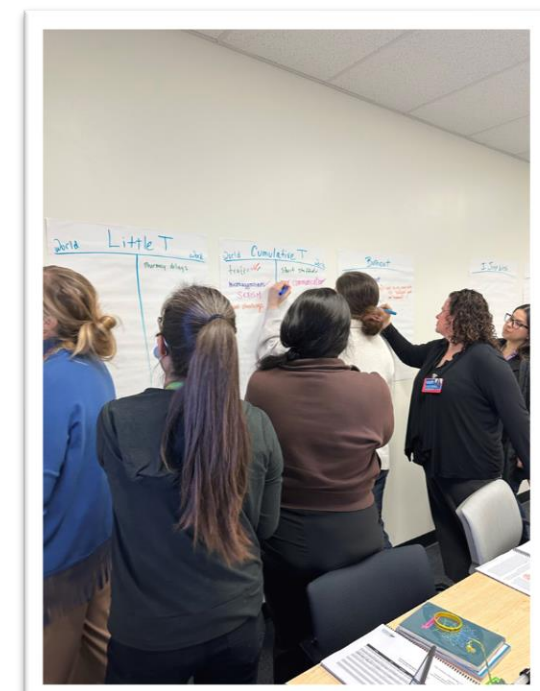
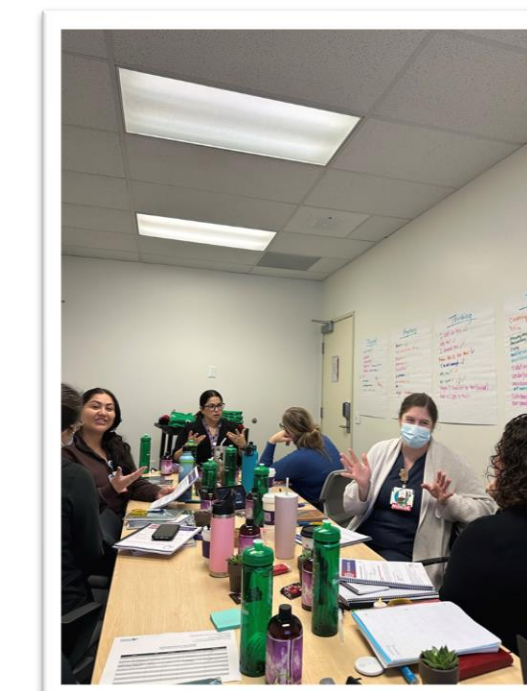
- Sharing stories was just as impactful as learning the skills

Sustainability:

- Train-the-trainer workshops open to team members across the organization

Learning from the experts:

- Team members have many ideas about what healthcare worker support should look like in a post-pandemic world



Next Steps

The remainder of the grant period will be focused on ensuring sustainability beyond the end of the grant period:

- Additional train-the-trainer workshops
- Embedding Revitalize into physician and nurse residency and fellowship programs and new employee orientation
- Aligning Revitalize skills with de-escalation training and Caring Science deployment
- Extending Revitalize to CHLA families in partnership with our Family Resource Center

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