



The 2014 CDO Workshop Resilience and Managing Risks — What we talked about

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A professional is a man who can do his best at a time when he doesn't particularly feel like it. (Alistair Cooke)

17 % of College members attended the workshop (623 RDs) at 26 locations across Ontario.

True professionalism does not just come from obeying written professional codes; it is a mind-set informed by training, experience and professional relationships. The workshop highlighted the concepts of resilience as an approach and a mind-set that informs training, experience and professional relationships in the interest of managing risks in dietetic practice. It also presented a *Framework for Managing Risk in Dietetics Practice* (To find the risk framework on the College website, enter the word "risk" in the search box at www.collegeofdietitians.org).

High risk dietetics circumstances are context specific and generally refer to the combination of the probability and degree of some future harm to a client or clients. According to this understanding, the probability of risk is "high" or "low" depending on whether it is more or less likely to occur, and on whether the degree of harm is more or less serious. The risk research shows that RDs are experiencing many practice situations that could result in negative consequences for clients.

The workshop focused on exploring resilience strategies for managing risks in dietetics practice in Ontario. The Ontario dietitians who participated worked in small

groups using high-risk scenarios to explore beliefs, attitudes, and approaches around:

1. The meaning of optimism, grit and perseverance in providing safe, competent dietetic services;
2. The impact of developing confidence in work context and acting in the best interest of clients;
3. The significance of identifying and applying protective factors to lessen the potential risk of harm while practising dietetics;
4. The value of communication and interprofessional collaboration in client-centred services;
5. The importance of exercising due diligence in applying the 'Framework for Managing Risks in Dietetics' to make sure that the appropriate protective factors and processes are in place to eliminate or mitigate risk of harm to clients in your practice;
6. The meaning of reflective practice and formulating professional improvement plans to deal with challenges, system limitation and barriers;
7. The importance of recognizing that poorly managed stress and burnout can have a negative impact and sub-optimal performance;
8. The importance of RDs having control of controllable aspects of dietetic practice;

9. Recognition that in order for RDs to provide safe and competent service to clients, RDs must be able to manage challenging situations whether it is constant change, more work to do, less resources, interprofessional conflicts, work-related barriers or acquiring professional competency – skills and knowledge;
10. The importance of recognizing the need to develop and enhance RD well-being.

The definition of resilience varies in different cultures and contexts, but it generally refers to the ability to “cope well with adversity” and “persevere and adapt when things go awry.” The public is best served when RDs take care of themselves. A resilient RD assumes responsibility and accountability in the provision of competent, safe, ethical services. “First, do no harm”, should always be at the back of a dietitian's mind.

IN A POST-WORKSHOP SURVEY, PARTICIPANTS SHARED THESE THOUGHTS

Resilience is an important topic for interns and RD's and I found the background research conducted by CDO fascinating. In the past, I focussed on stress management with interns, but the broader topic of resilience links more closely to performance/ competencies, patient outcomes and job retention.

Thank you for sharing this information and presentation with RDs. It certainly has allowed me to reflect on how I handle challenges in practice and within the work environment.

Perceived risk vs. actual risk. If I can work on my confidence in my practice by chasing learning opportunities and seeking appropriate resources and training, I can be confident in my competence in a "high risk" area of dietetic practice.

I love the resilience self-checkup – what a great idea – for those who need to improve in the resilience area, is

there any workshop or any resilience training they can attend that CDO can recommend?

I really appreciated the link between our ability to manage risk and our resilience. The a-ha for me was in the form of pessimism versus optimism in terms of resilience, I had never encountered those perspectives on the two and it was very enlightening for myself.

I think the ABCDE Therapeutic Approach; specifically, the dispute area where identifying worst and best case likelihoods. Puts situation in perspective.

I recognize that managing risk in my practice/workplace requires resiliency yet it also requires on-going support from my directors and I really liked the process of weighing the best and worst case scenario, the likelihood and then the most likely scenario. It is definitely a good way to evaluate your reaction to the situation and put it in perspective.

I will share several important topics with my students, as they are covered in my lectures (e.g., public confusion between dietitian and nutritionist; importance of communication; importance of resilience; Professional Misconduct; importance of self-compassion; reflective practice) Interesting to hear that many dietitians identified 'working in isolation, no network or resources'. Students have been reminded that this is a real aspect of practice (and, therefore, they should relish the opportunity to work with peers during undergrad and/or grad degrees).

We would like to thank all the 2014 workshop participants for your engagement, dialogue, reflections and learning. An online learning module of the workshop will be developed with reflective questions and scenarios. We will advise members when the module is posted on the College website.

