From: Sandrelli, Marika <Marika.Sandrelli@fraserhealth.ca>

Sent: February 26, 2018 2:44 PM

To: Holder, Abigail <Abigail.Holder@fraserhealth.ca>; Burns, Amy <Amy.Burns4@fraserhealth.ca>; Van Osch, Mary <Mary.VanOsch@fraserhealth.ca>; Elmore, Martha (Lolita) <Martha.Elmore@fraserhealth.ca>; Van Blanken, Kelly <Kelly.Vanblanken@fraserhealth.ca>; Steller, Dennis <Dennis.Steller@fraserhealth.ca>

Subject: RE: TIPS workshop

Thank you Abby for the update and your and everyone’s attention and attunement to what participants experience in the workshop setting- strong evidence of you modelling TRIP.  Your responsiveness to change the workshop based on what you learned from the first session is refreshing and inspiring!

I am developing a few more resources re: compassion satisfaction which I will send in the coming days for you to read and adapt as you see fit.

Honoured to be working with all of you,

Marika

From: Holder, Abigail

Sent: Friday, February 23, 2018 3:52 PM

To: Burns, Amy; Van Osch, Mary; Elmore, Martha (Lolita); Van Blanken, Kelly; Steller, Dennis

Cc: Sandrelli, Marika

Subject: Fw: TIPS workshop

Hi guys,

A bit of an update. Amy and I did the first TIPS session on RCH yesterday, and honestly it was not great at all... It was received as leadership telling the ED nurses that they are doing everything wrong, and got derailed by system issues, and this is definitely not what we wanted.

Today we did another session at ARH and changed a lot up, and it seemed to have a much better result and actually hopefully built a bit on the staff's hope and compassion, their understanding of the causes of addiction, and the sense that they are doing well, rather than highlighting the failures of our system and the way we do our work. We started with some questions about why you became a nurse, then looked at some thoughts about dealing with MHSU patients, and explored how these two things are so opposite to each other. After that we did an exercise with compassion satisfaction and compassion fatigue, then talked about our sphere of influence, acknowledged several system shortfalls and hopefully got some of them off the table, then went into content on the science of it and on what we can do in terms of building relationships and language etc. I think it went over quite a lot better :)

I have attached a new set of slides that is in the order listed above with some removed from the original deck... In both the sessions we had people with lived experience attend. They offered valuable contributions, were really insightful, and they will hopefully be able to make it to the remaining sessions.

I know that this is really challenging work, because we are trying to change a culture, and that sometimes it will be really difficult. I wanted to thank all of you for being in this with me, and for taking the risk to change things. I am looking forward to the sessions next week :)

Abby