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.

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.

- 82% of participants felt more confident in their ability to reset their nervous system
- 83.9% of participants felt more confident in ability to bring mind, body and spirit back into balance
- 77.1% of participants felt more confident in their ability to manage stress

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

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

Creative 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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