

Code Lavender

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Code Lavender—The Importance of the Spiritual Well-being of Our Frontline Staff

- Formalized holistic tailored response to emotional events
 - The goal is to value our staff for what they are doing it while they are doing it
- Code Lavender™ consists of a rapid response team of specialists, who respond when an individual—patient, family or caregiver—or group/team has reached his, her, or their emotional limit
- Program execution, training, and development pioneered by Cleveland Clinic Spiritual Care/Healing Service

Code Lavenders & Caregivers Supported Hillcrest 2020

Total Code Lavenders

2020= **124**

1st Quarter=36

2nd Quarter=13

3rd Quarter=13

4th Quarter=62

Total # of Caregivers Supported

2020= **1,926**

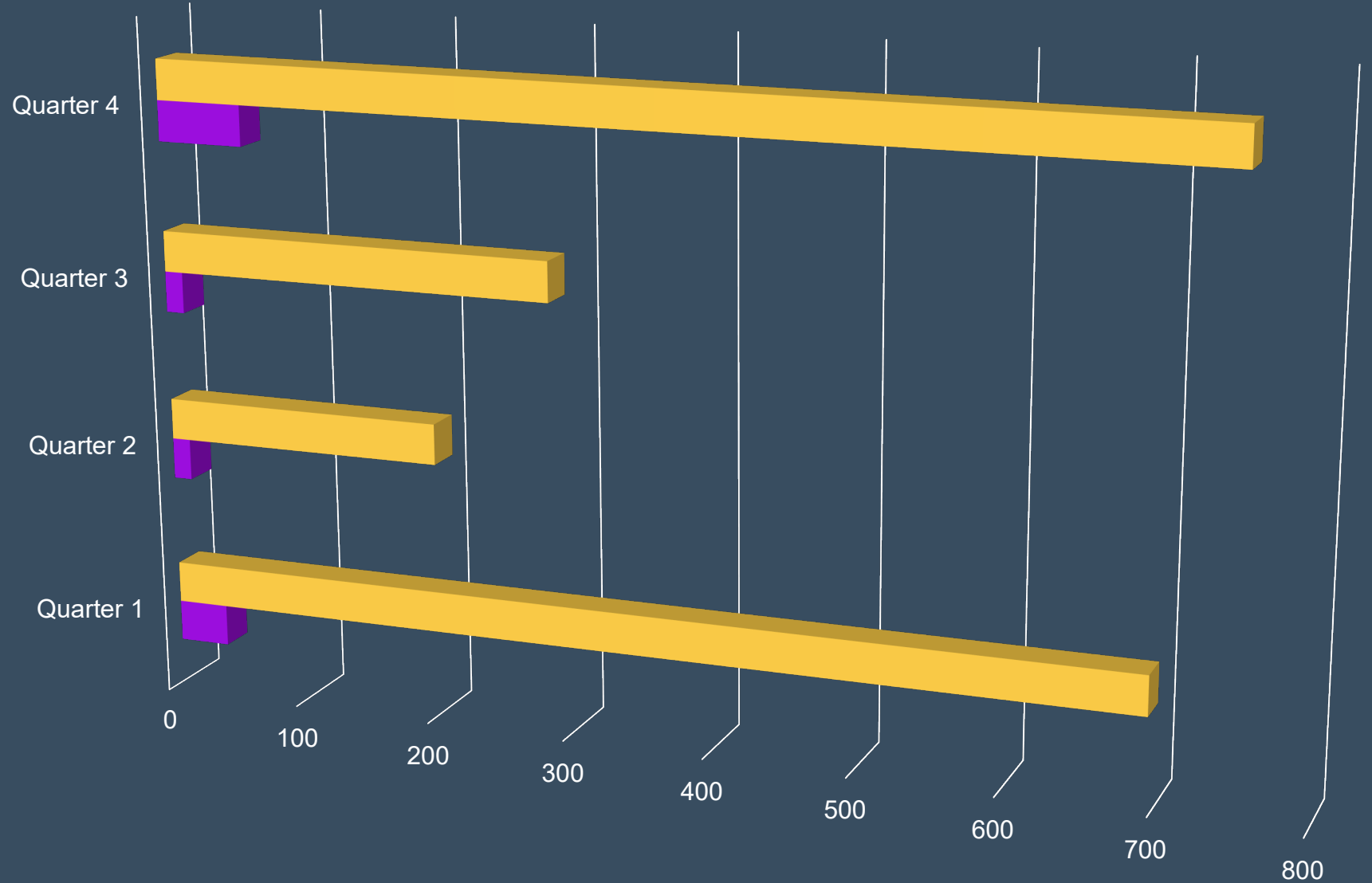
By Quarter:

1st Quarter = 694 staff

2nd Quarter = 200 staff

3rd Quarter = 285 staff

4th Quarter = 747 staff



51 caregivers seen
over 5 Code Lavender
events where comment
cards provided

28 caregivers of the 51
completed surveys after
being seen **(54.9%)**
provided feedback

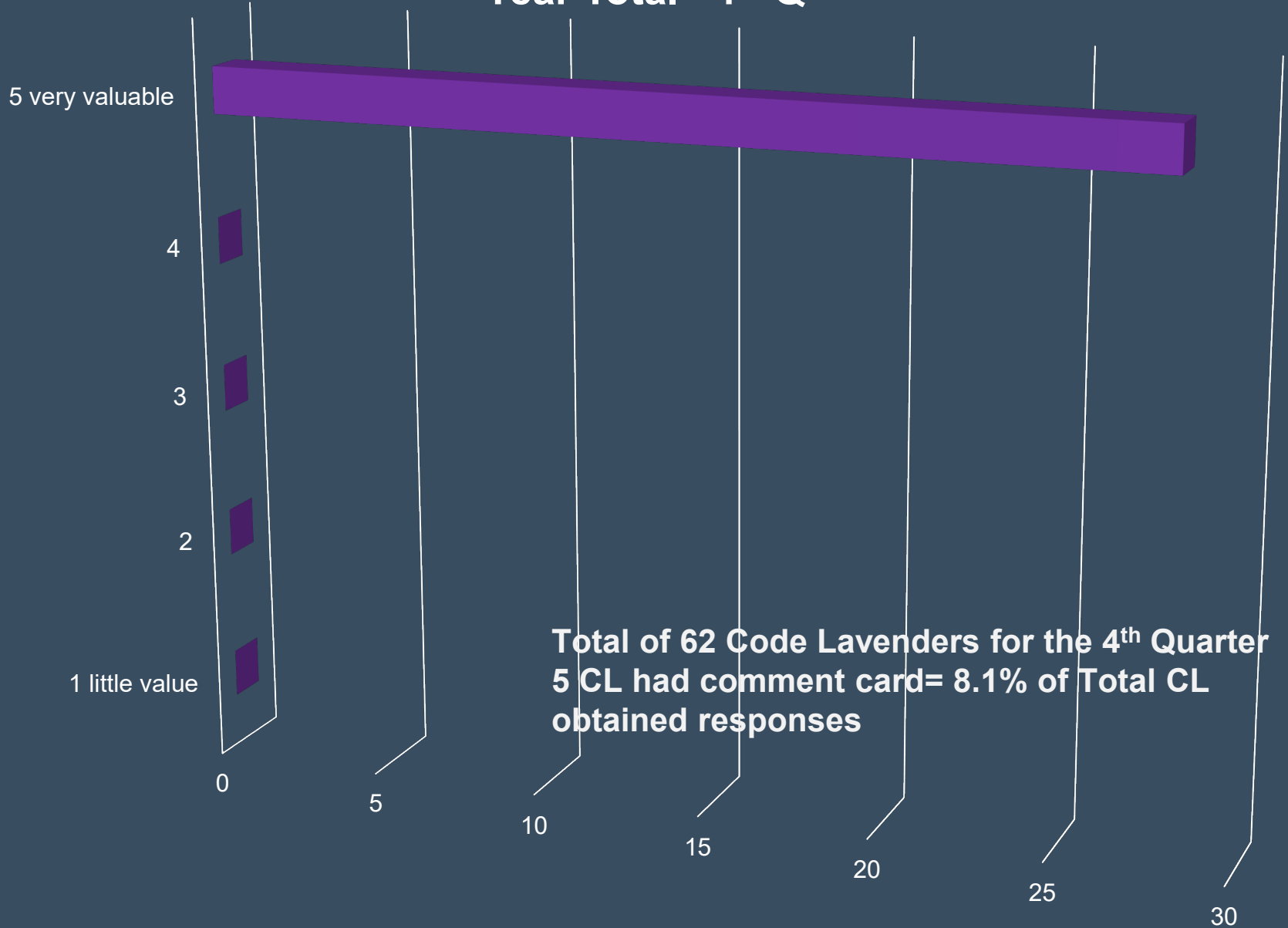
Question: How valuable
the Code Lavender
Experience for you today?
(after being seen)

Measurement Tool:
Scale 1-5 with 1= little/no value
& 5= Extremely
valuable

Total # that rated each
number and % of the 403
responses

- 1= 0 responses (0%)**
- 2= 0 responses (0%)**
- 3= 0 responses (0%)**
- 4= 0 responses (0%)**
- 5= 28 responses (100%)**

2020 Hillcrest Hospital Value of Code Lavender Year Total= 4th Q



Hillcrest Hospital Code Lavender Severity Rating 2020

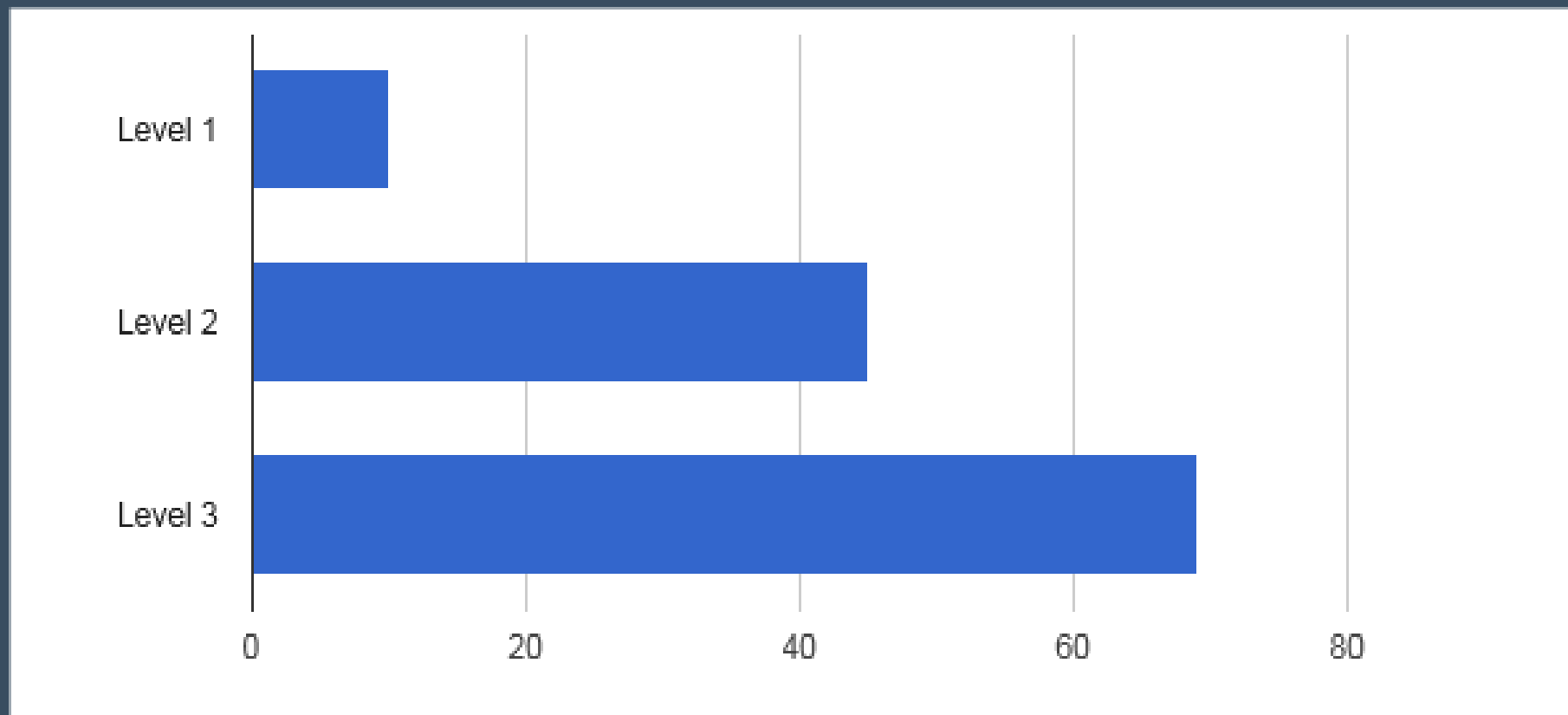
Total # of Events for 2020 = 124

Counts/frequency:

Level 1 (10, 8.1%)

Level 2 (45, 36.3%)

Level 3 (69, 55.6%)



Severity of Code Lavender /Caregiver Support: Level

1 = immediate response within 60 minutes

Level 2 = everything else that isn't Level 1 or 3

Level 3 = staff care

Code Lavender

Response to a Code Lavender call can range from as little as 30 minutes after request to a planned, scheduled time—depending on the need.

This can be for an individual, a group, various groups or an entire hospital.

Caregivers are the most frequent recipients but Code Lavender can also be utilized for patients and family.

Coordinated, integrated therapies and support delivered via a multidisciplinary team support the area for up to 72 hours.

It's not what you do, it's the message you send.

Solution

We develop strategies to cultivate a greater capacity for resilience, to decrease stress, and to assist in protecting against burnout.

Four Types of Stress

1. General Stress

Experienced by everyone; resolves fairly quickly

2. Cumulative/Chronic Stress

Builds over time; difficult to alleviate symptoms

Moral distress

3. Post Traumatic Stress

Severe stress produced by repeated and/or severe psychological and emotional trauma; chronic

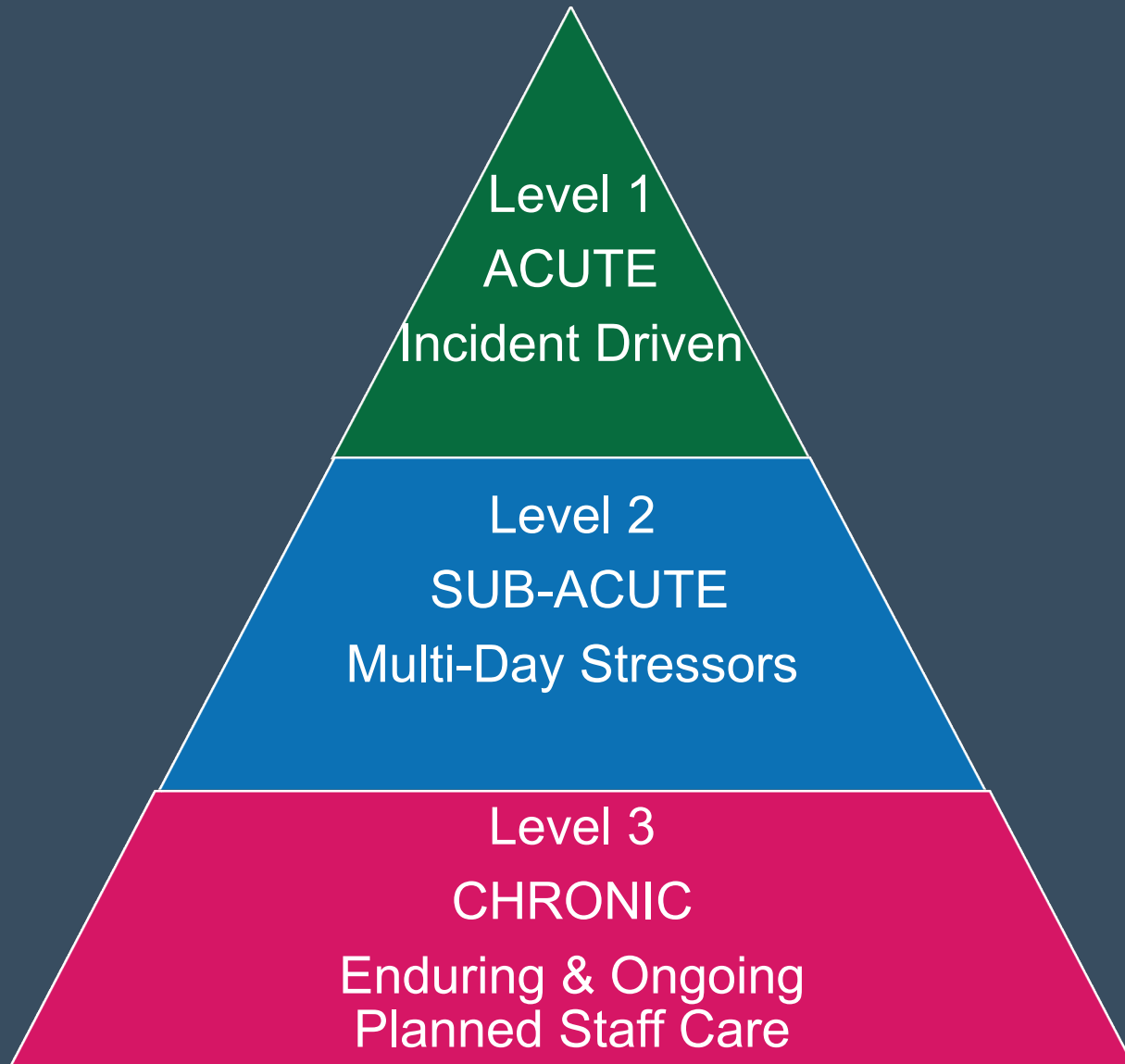
4. Acute Traumatic Stress

A “terrifying” event that produces considerable psychological distress; a normal reaction to abnormal events

Wide-Spread Challenges

- 35–54% of U.S. nurses & physicians have substantial burnout
- 37% of newly licensed RNs think of leaving their job
- 50% of nurses report feeling emotionally exhausted
- 24% of ICU nurses tested positive for symptoms of PTSD
- 400 physicians die by suicide/year, 2x that of the general population
- Burnout has high personal & economical costs to the healthcare system
- Individual, focused strategies can be an effective part of larger organizational efforts

Staff Stress Spectrum



“Something really bad happened, I need support.”

“I have had one thing after the next happen, I feel like I need a moment.”

“We have had a rough time lately, short staff, high acuity; I feel really stressed.”

Reasons for Code Lavender

- Employee illness or death
- Difficult patients
- Multiple patient deaths
- Long-term patient death
- Community crisis and trauma
- Management and care changes
- Moral distress

No Two Code Lavenders Are the Same

The uniqueness of each team or individual will drive what activities happen during a Code Lavender.

That team decides what it needs.



Creating Healing Moments

- During Code Lavender we create moments to be present with each other
- Create safe, healing space
- Opportunity to receive
- Staff have the feeling of “being cared for”
- Emotional support, tea cart, aromatherapy, prayer,
- creative expression, snacks, meditation, and touch therapy
- Presence

Therapeutic Conversations

- Trained spiritual care
- Social services
- Behavioral health
- Leverage of virtual technology
- Supportive literature/resources for staff

Practices and Closing the Loop

- Important to have leadership support on unit and director level
 - What that looks like (OR tap-outs)
- Follow up with staff
- Debriefing, as needed, on various levels
- Focus on particular needs and environment
- Tapping in to available resources
 - Police
 - Ethics
 - Social work
 - Art and music therapies

Case Studies

- Acute: Chardon high school shootings
- Pregnant ICU patient
- Chronic: 5 Main—high census, high acuity, strained staffing, NICU super preemies

Thank you.