



Team Lavender



Northwell
Health®

Team Lavender

Introduction:



Caring for ourselves so that we can care for others. Healthcare professionals are exceptional at providing patients and families with quality care, connectedness, awareness, respect and empathy. However, healthcare professionals are human, emotional beings, who grieve, mourn, hurt and deeply feel. It is the responsibility of healthcare leadership to foster an environment that promotes self-care, self-reflection and emotional support in an effort to reduce compassion fatigue and/or burnout.

Mission Statement:



Team Lavender is an interdisciplinary group of professionals that support healthcare providers in times of crisis, stress and/or trauma. It is essentially a Rapid Response for caregivers.

Team Lavender provides an opportunity to provide timely emotional, spiritual and physical support, discuss feelings, explore coping mechanisms and extend additional resources for support continuum (if needed).

The Team:

Peer support is powerful.



Team Lavender is comprised of interdisciplinary team members whose disciplines and skill sets complement one another when providing a holistic approach to emotional support.

Team Lavender members should be visible within the organization so that staff can develop rapport and ongoing relationships.

Knowledge is powerful.

Each **Team Lavender** members brings with them a wealth of knowledge, skill and experience.

Facilitate open dialogue for staff to share feelings, thoughts and ideas related to the situation that prompted a **Team Lavender** response.

Ask open ended questions “how did you feel when that happened?”
Actively listen by having eye contact and receptive body language

Embrace pauses and silence

Promote peer support, self reflection and relaxation techniques “This is an amazing team. What are you most proud of?”

Lead deep breathing exercise

Observe staff during debrief to assess if additional follow-up is necessary

Provide information on Employee Assistance Program (EAP) privately
Provide follow-up conversations / visits



Types of Responses:

Team Lavender isn't one size fits all. Team Lavender responses are all different due to the circumstance, situation and staff involved.



Emergent:

- Active crisis that requires crisis intervention by Team Lavender members
- Debrief occurs immediately after crisis
- Often dealing with raw emotions, exhaustion, confusion, anger, frustration, etc.
- Examples: emotional patient death or code, difficult patient/family



PLANNED:

- The debrief is planned in advance
- Debrief occurs at a scheduled time
- Examples: high mortality, high acuity, stress of a long-term patient

Closing Thoughts

Team Lavender has the potential to impact caregivers' careers and lives.



Taking time to acknowledge the incredible work that caregivers do each and every day is important for mental health, staff satisfaction and patient/family/customer satisfaction.

Team Lavender allows for staff to stop, take a breath and reflect on the remarkable impacts each person has in healthcare.



Melissa Eisele-Kaplan
x 3999,
meiselekap@northwell.edu

Thank you!