



AHA Team Training

Addressing the Elephant in the Room: Shame and Sentinel Emotional Events in Health Care

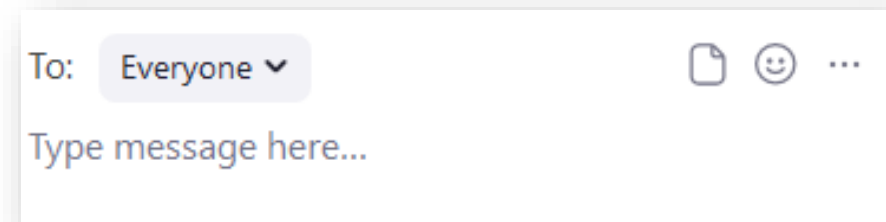
April 12, 2023



AHA CENTER FOR HEALTH
INNOVATION

Rules of Engagement

- **Audio for the webinar can be accessed in two ways:**
 - Through your computer
 - Or through the phone (*Please mute your computer speakers)
- **Q&A session will be held at the end of the presentation**
 - Written questions are encouraged throughout the presentation
 - To submit a question, type it into the Chat Area and send it at any time
- **Other notable Zoom features:**
 - This session is being recorded, the chat will not be included in the recording
 - Utilize the chat throughout the webinar. To chat everyone, make sure your chat reflects the picture below:



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- **Text to **RECBAB** (919) 213-8033 after 1:00 pm ET today – 24-hour window**

In support of improving patient care, the Duke University Health System Department of Clinical Education and Professional Development is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the health care team.



Upcoming Team Training Events

Courses & Workshops

In-person TeamSTEPPS Master Training Courses

- May 9-10 at Tulane (New Orleans, LA)
- May 24-25 at Houston Methodist (Houston, TX)
- June 21-22 at MetroHealth (Cleveland, OH)

Virtual TeamSTEPPS Master Training Course from April 20-June 8

Custom TeamSTEPPS Advisory Services at Your Organization

- 2-day TeamSTEPPS Master Training Courses and comprehensive TeamSTEPPS programs
- [Learn more](#)

Upcoming Team Training Events (Continued)

Monthly Webinars

Coming Soon! May 10 at 12:00 pm CT

Bonus Webinars

Hospitalization as a Teachable Moment: Plant-Based Options on Patient Trays – April 26 at 12:00 pm CT
(Sponsored by the Physicians Committee for Responsible Medicine)

Addressing the Elephant in the Room

Shame and Sentinel Emotional Events in Healthcare

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Department of Family Medicine & Community Health

Duke University School of Medicine



@WillBynumMD



No Disclosures



Objectives



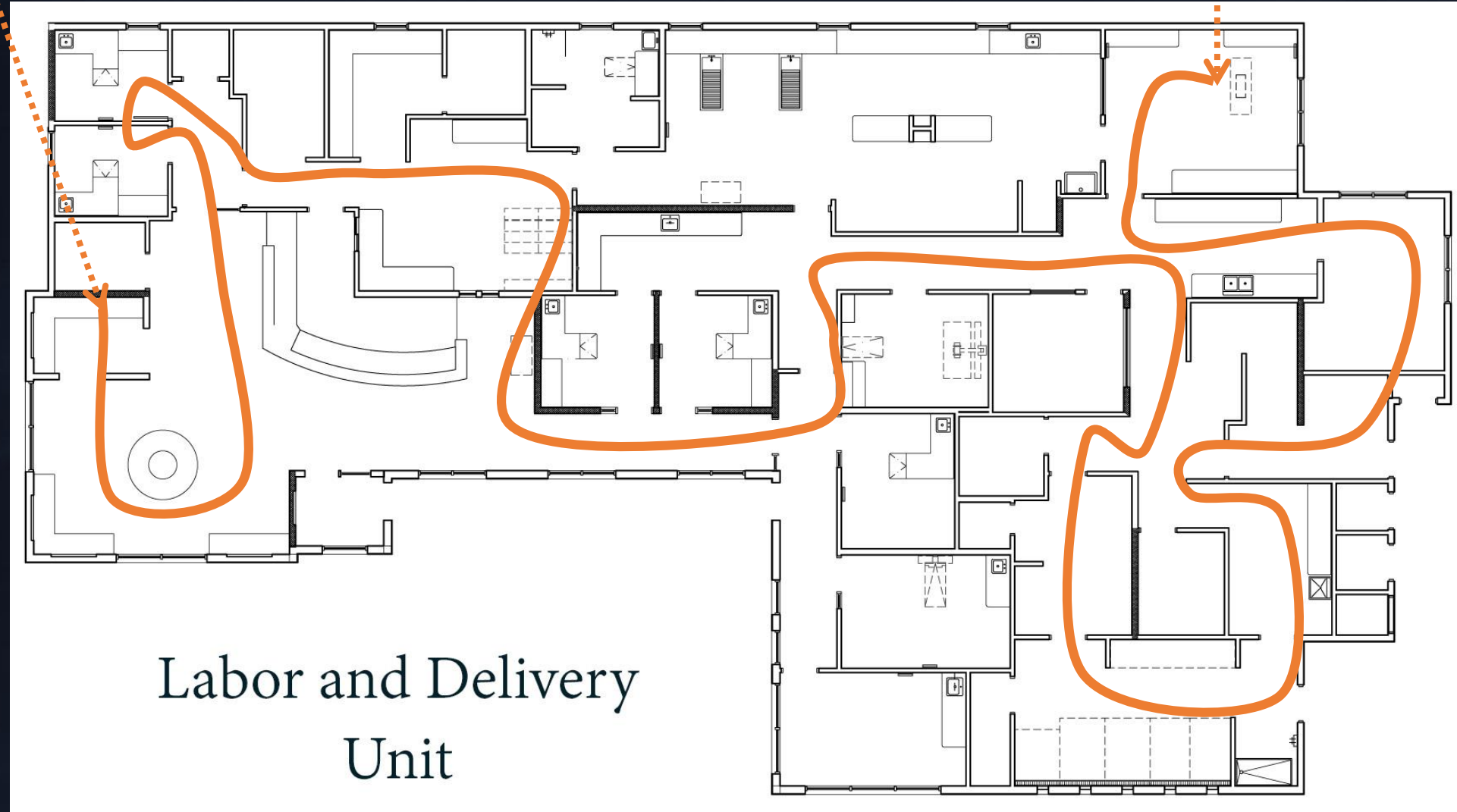
Practicing & Learning in Healthcare






Final Hiding Place

Site of Error





Sentinel
emotional event



a painful emotional state that occurs when an individual assesses themselves to be globally flawed, deficient, and/or unworthy

Shame

Attribution to specific
action or circumstance

“I did a bad thing”



*reparation,
engagement,
healing*

Guilt

Attribution to global
aspect of the self

“I am bad”

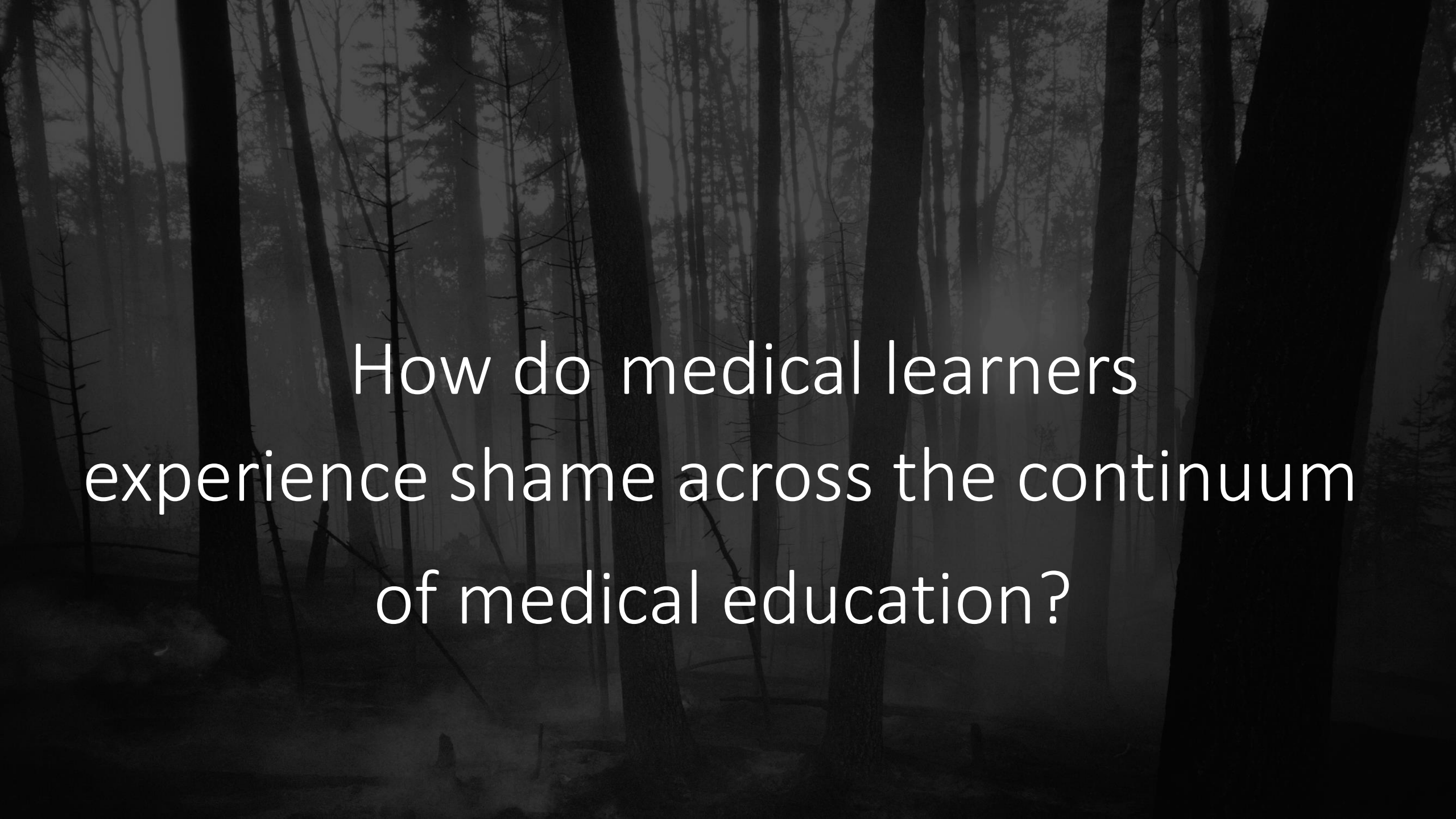


*hiding,
disengagement,
distress*

Shame



Shame in medical learners

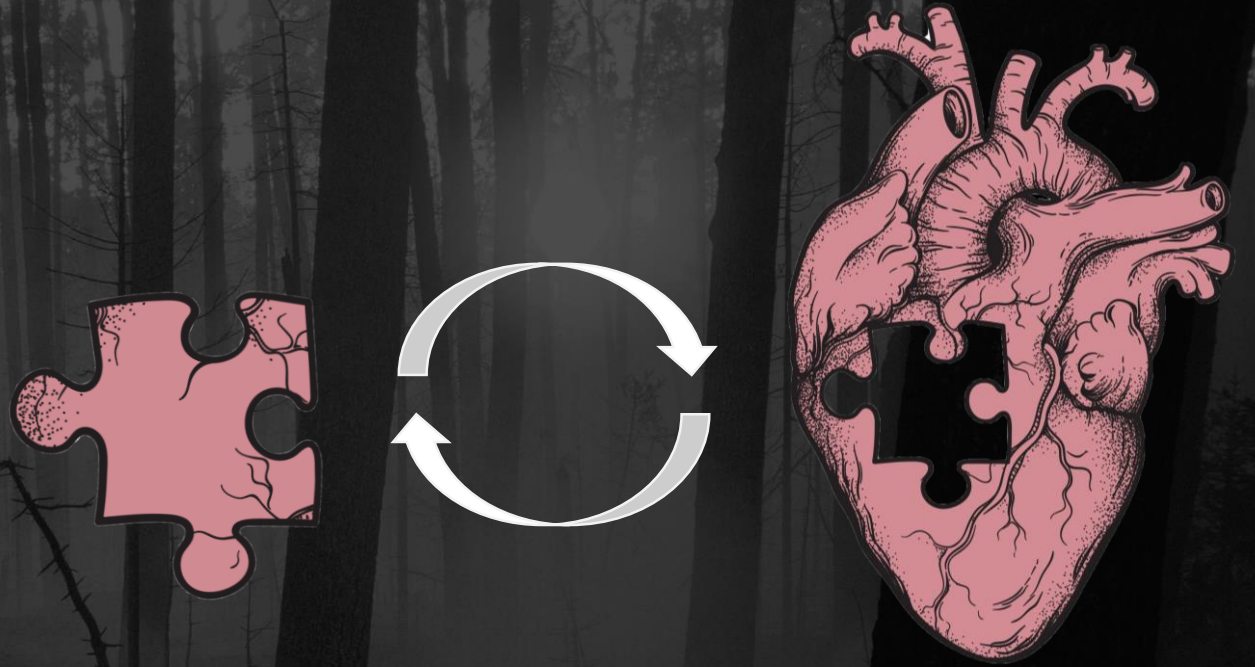


How do medical learners
experience shame across the continuum
of medical education?

Out of the Shadows

A Qualitative Exploration of
Shame in Learners Across the
Continuum of Medical Education

Will Bynum



Hermeneutic phenomenology

“Deficient, the worst” (R)

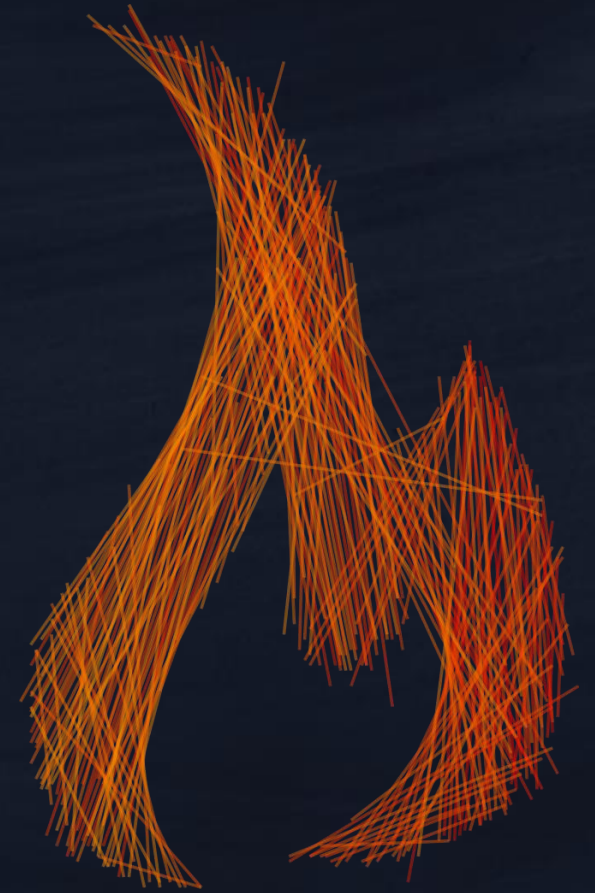
“Unlikeable and inferior” (R)

“Undeserving and inadequate” (R)

“Worthless, completely worthless” (MS)

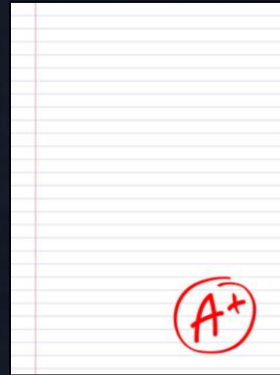
“So clearly, I’m just not good enough” (MS)

“I’m feeling like a waste of space, a burden” (MS)

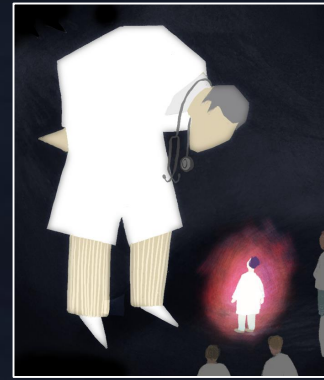




Patient Care



Assessment



Learning



Mistreatment



Perfectionism



Comparisons



Underrepresentation



Psychologically unsafe environments



Diminished psychological & physical wellness

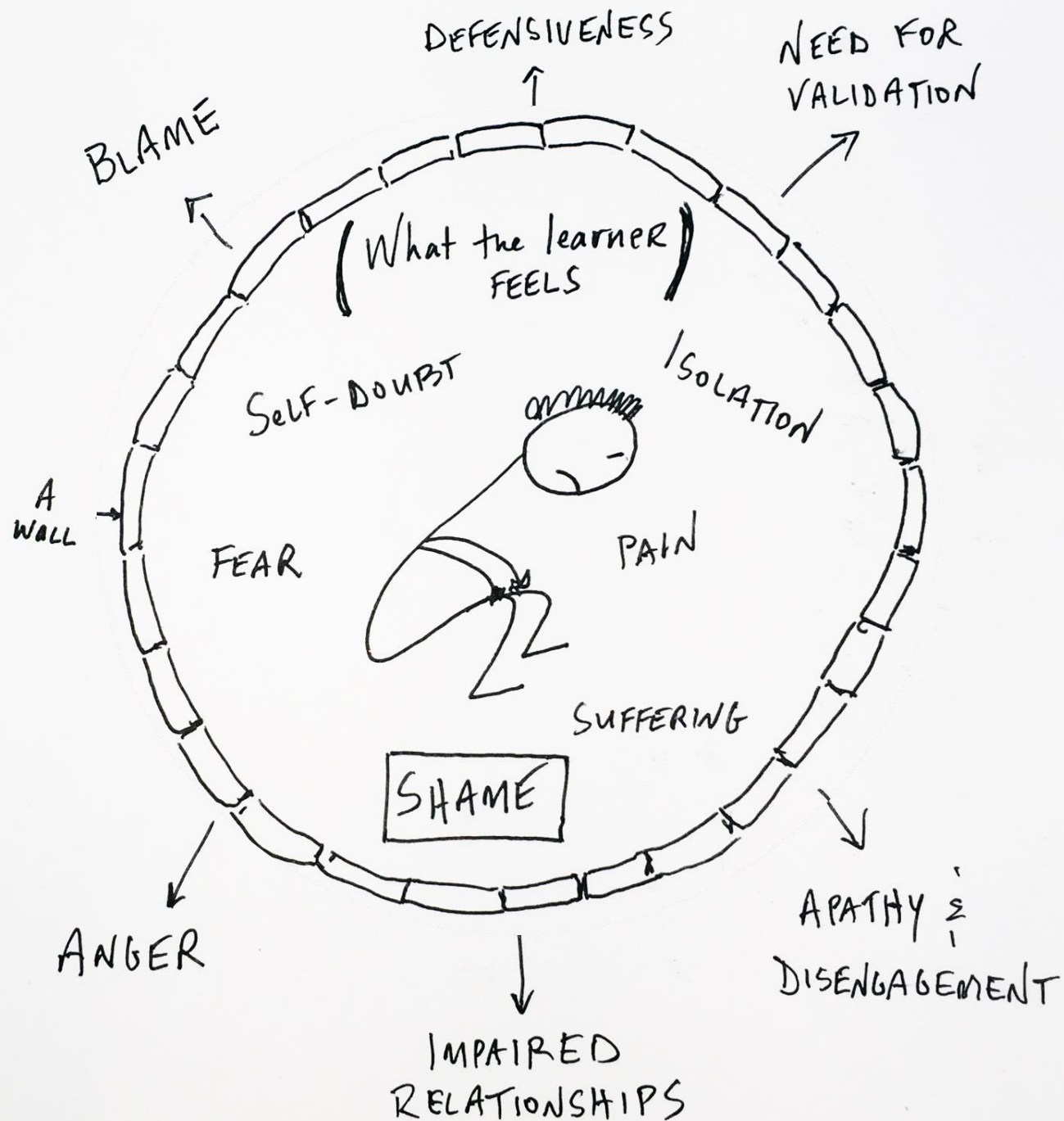
Social isolation & impaired belonging

Disengagement from learning

Altered professional identity formation

Impaired empathy

Unprofessional behavior



"I don't see shame – I see anger directed at others. In fact, this person doesn't seem particularly inclined to feel shame."

"I just had **zero fortitude**. I had **zero resilience to self-regulate** and to hold back my true feelings (plg) them' who are attacking 'amazing me.'"

"This guy is unlikeable. I'd love to meet his wife."

What the outside world may see:

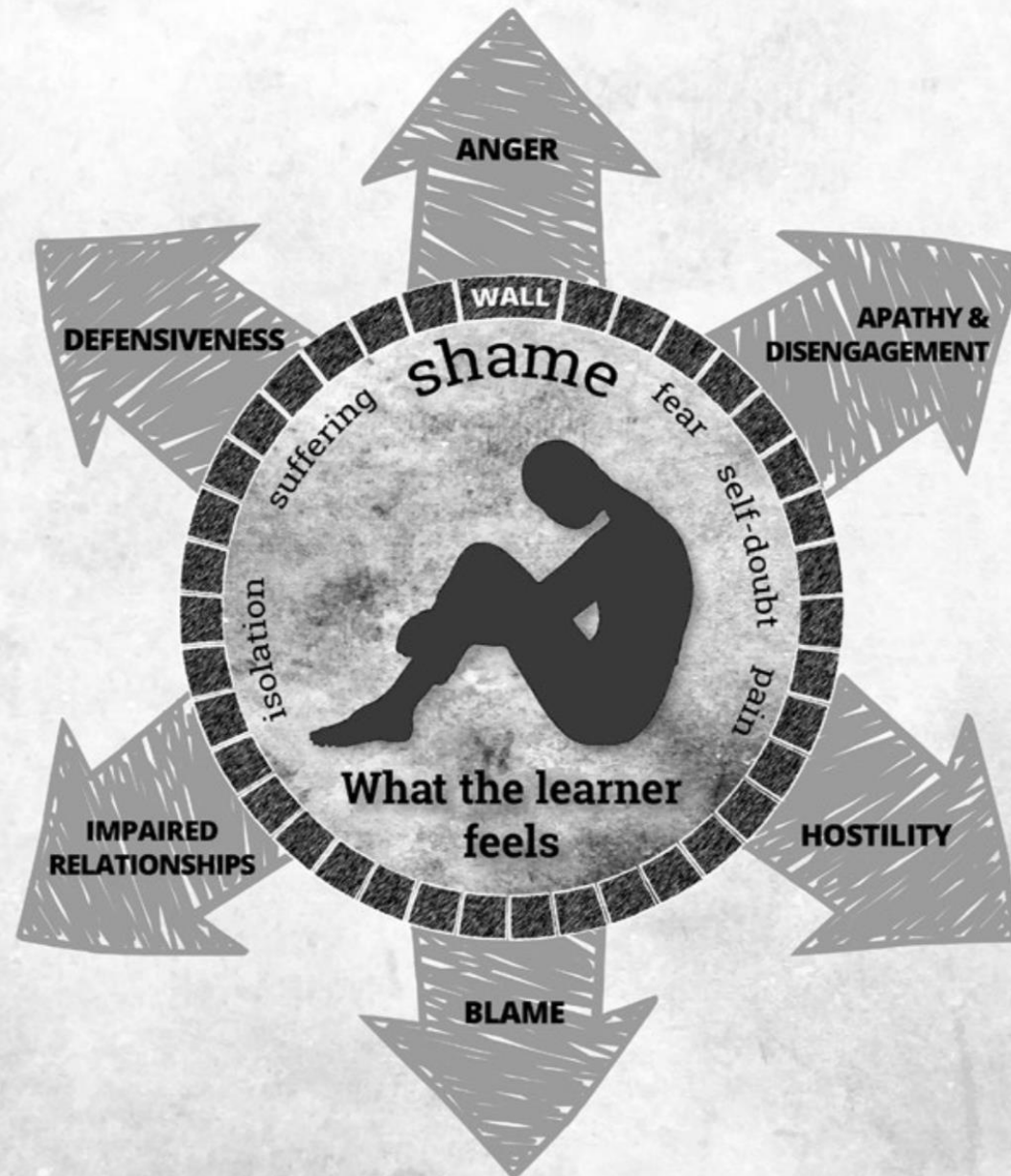
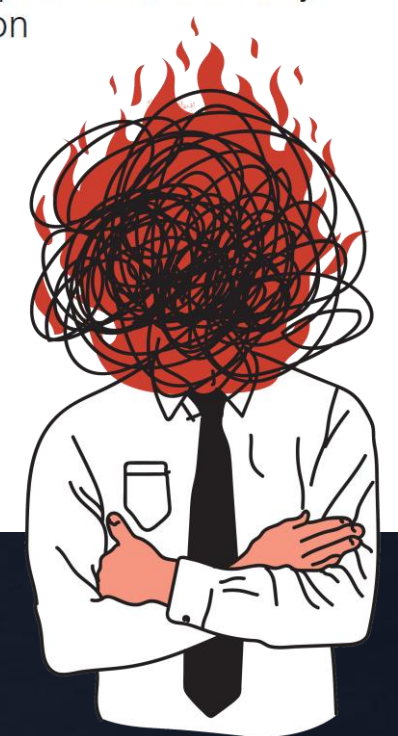
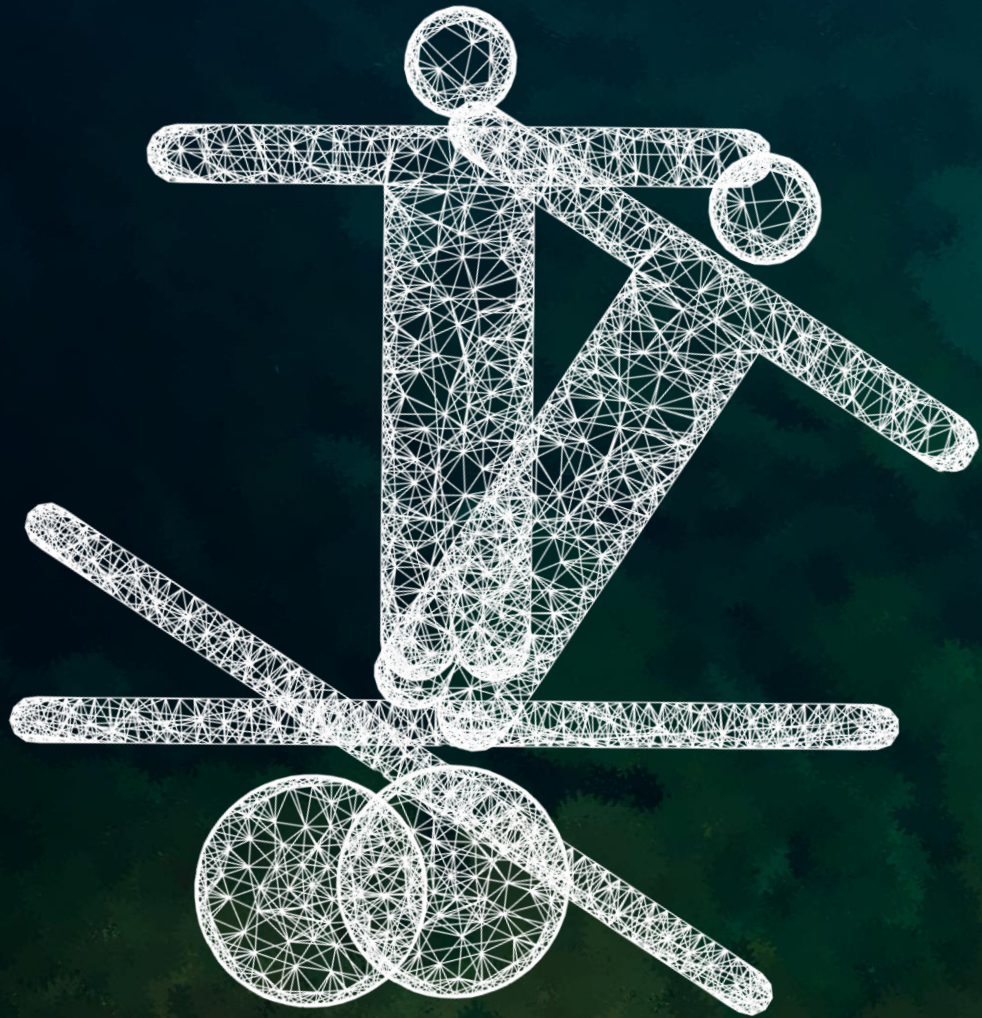


Table 2

Component Parts of Medical Students' Experiences of Shame, From a Qualitative Exploration of the Nature of Shame in Medical Students at a Single U.S. Medical School, 2021

Affective feelings	Physical manifestations	Cognitive processes	Action tendencies	Effects
Anxiety	Sympathetic activation	Altered sense of time	Avoiding	Impaired sense of belonging
Embarrassment	Lightheadedness	Automated negative thoughts	Hiding	Impaired social interaction
Fear	Nausea	Battling voices	Withdrawing	Inability to function
Frustration	Sweating	Difficulty focusing	Desiring to quit	Loss of self-care
Helplessness	Tachycardia	Disorganization	Disengaging	Physical and emotional distress
Regret	Chest tightness	Distractibility	Escaping	Altered professional identity formation
Panic	Tunnel vision	Flashbacks	Overworking self	
Vulnerability	Vasovagal sensation	Inability to prioritize	Resisting help	
Insecurity	Physical instability	Ruminations	Seeking validation	
Worthlessness	Drifting			
	Shell-shocked			
	Exposed			
	Tearfulness			
	Stature changes			
	Small			
	Heavy			
	Swollen head			

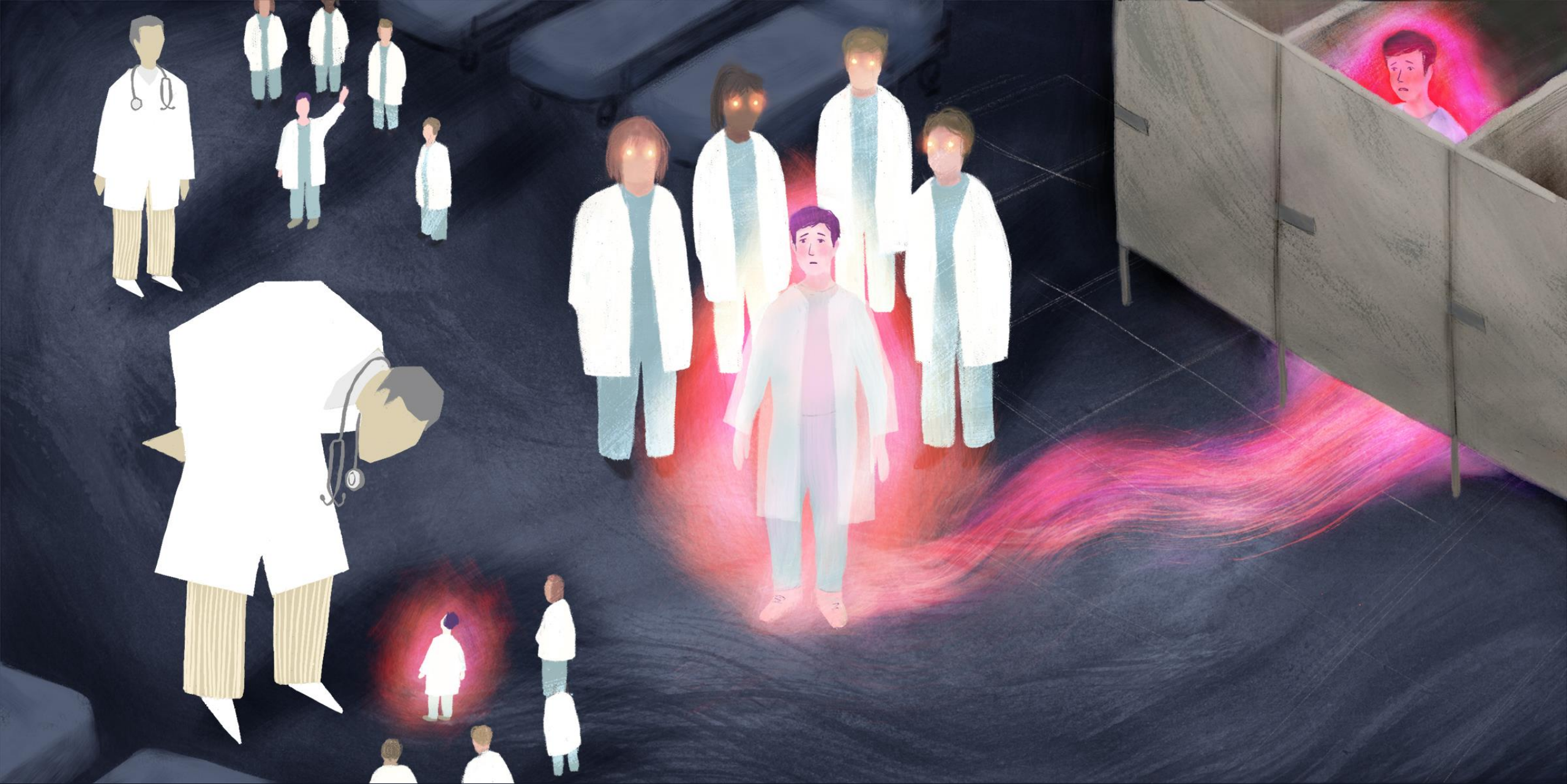




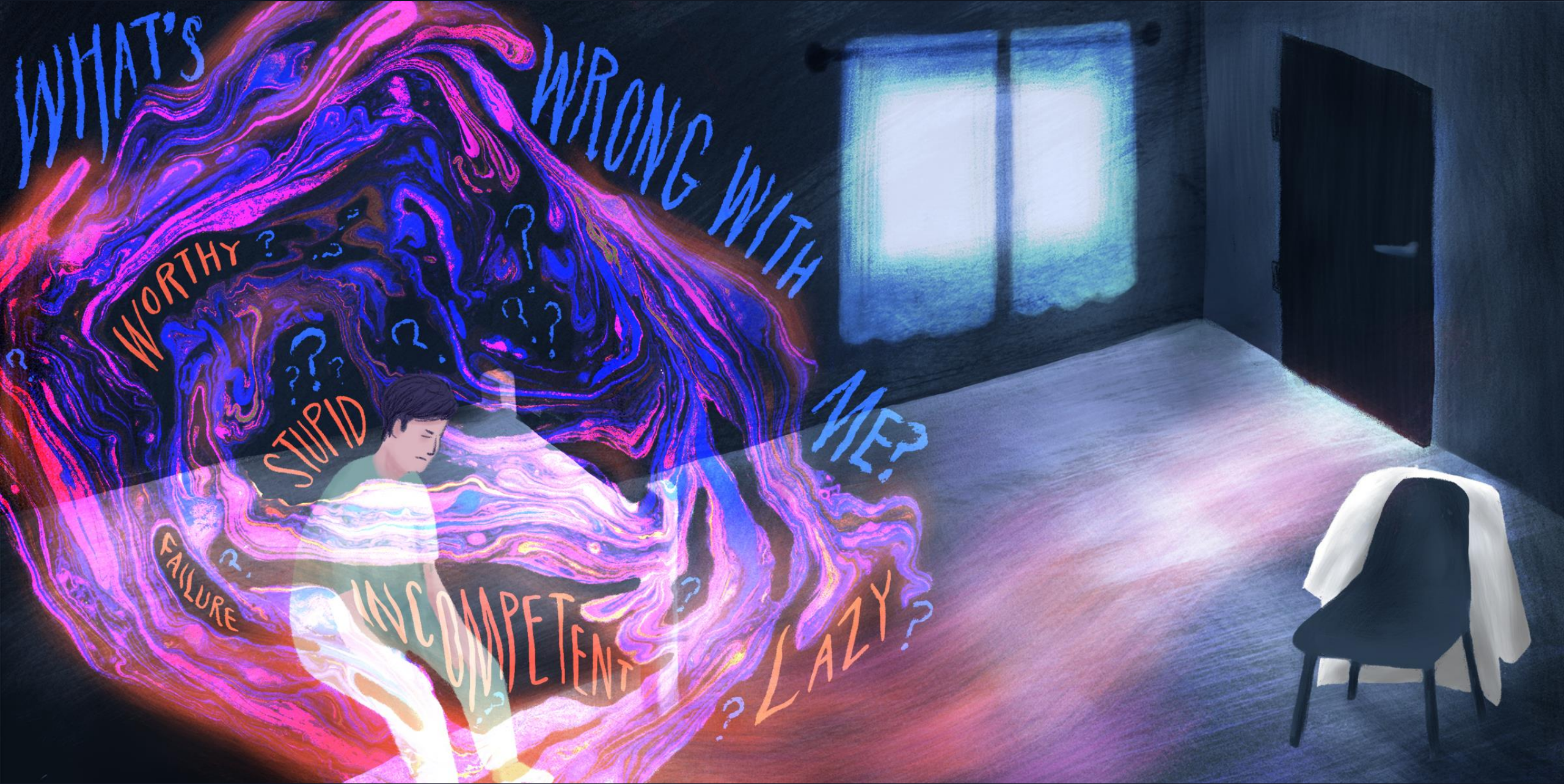
A destabilizing state



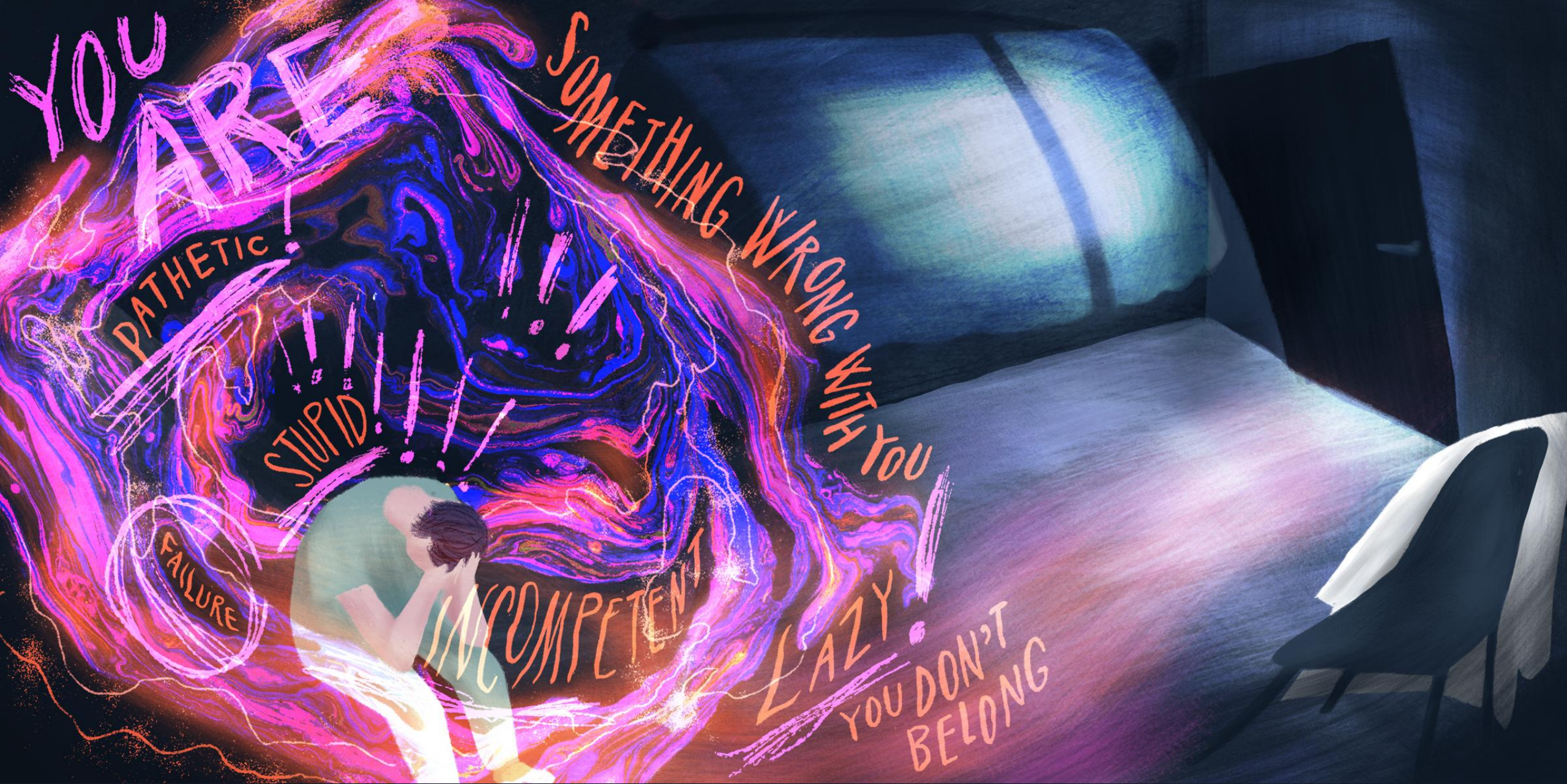
Hannah Mumby
Illustrator



What's happening here? • What does the composition mean to you? • Have you experienced?



What's happening here? • What does the composition mean to you? • Have you experienced?



What differs now from before? • What does the composition mean? • How would you intervene?



What is happening here? • What kind of environment is required for this to occur?

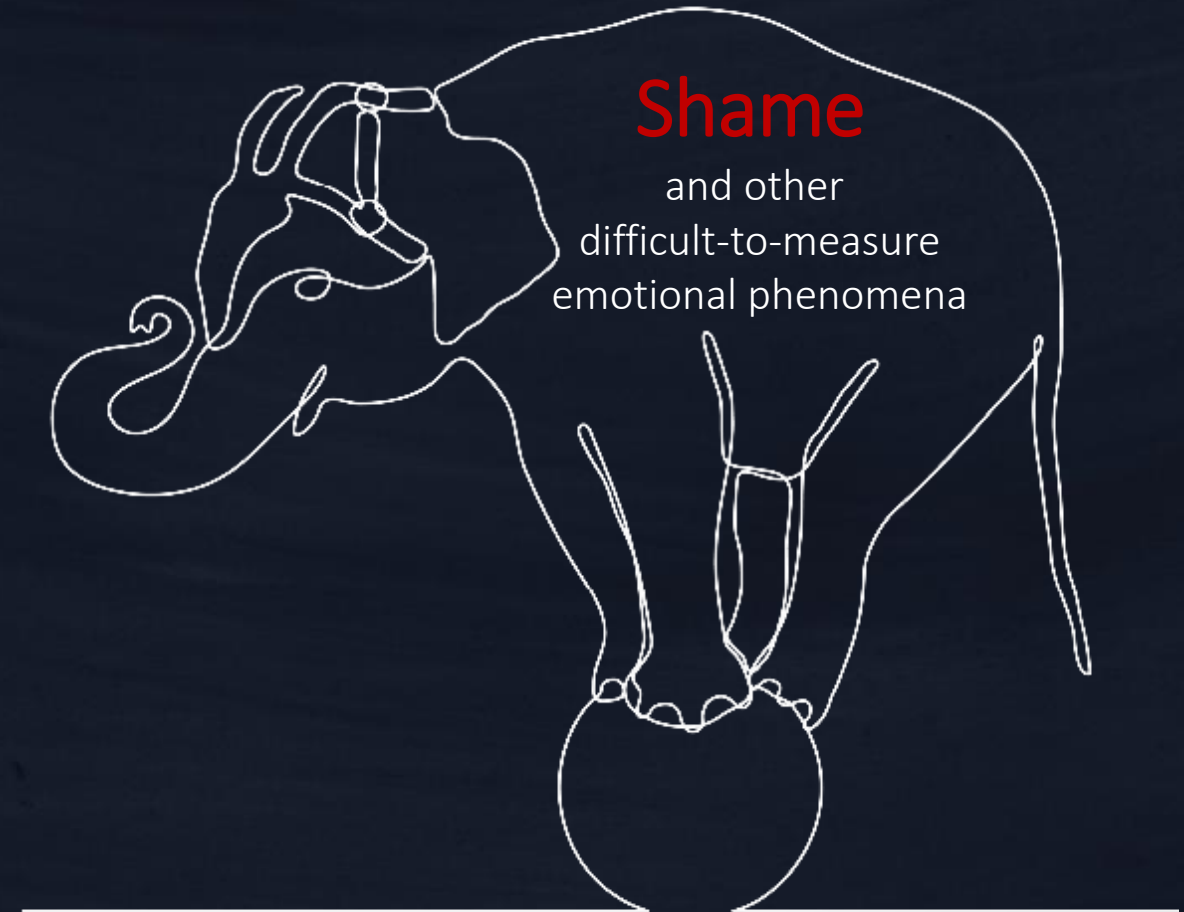
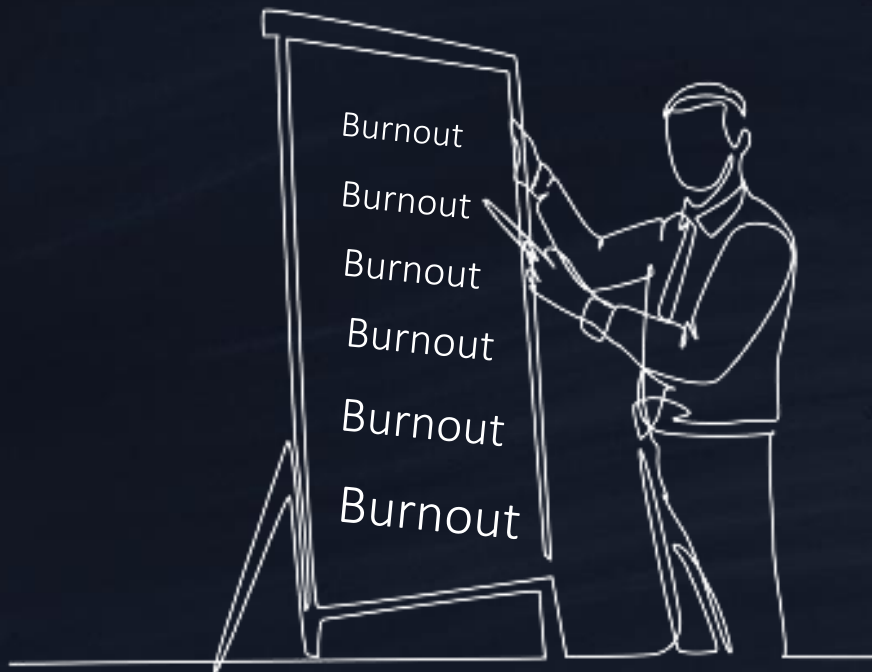
How do we mitigate unnecessary shame &
leverage that which remains for growth?

Advancing SHAME RESILIENCE in Healthcare

Intentional shaming is not an effective or necessary pedagogical strategy.



Advancing SHAME RESILIENCE in Healthcare



Advancing SHAME RESILIENCE in Healthcare



Think about shame
Listen for shame
Look for shame
Ask about shame

How are you feeling



Name the shame
Normalize the shame
Share your story
Transition the blame

Advancing SHAME RESILIENCE in Healthcare



Leverage the *power* of
guilt!

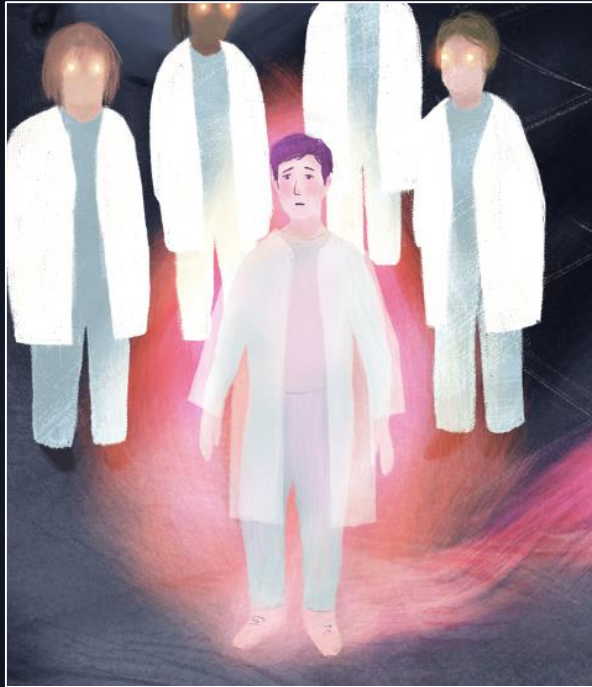


Focus
on actions

Practice
self-compassion

Orient
towards growth

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Support



Shame



Advancing SHAME RESILIENCE in Healthcare

A black and white photograph of a field with many dead, skeletal trees against a hazy sky. The trees are scattered across the horizon, with some appearing as thin, vertical poles and others as more complex, branching structures. The ground is covered in low-lying vegetation, possibly grass or weeds, which is dark and textured. The sky is a uniform, light gray, creating a somber and desolate atmosphere.

To what degree is your environment conducive to engagement with and recovery from shame?

Advancing SHAME RESILIENCE in Healthcare



Advancing SHAME RESILIENCE in Medical Training

Prioritize psychological safety

Mitigate competition

Nurture authentic self-expression

Celebrate help-seeking

Provide active support

Guarantee respectful treatment



Thank You!

THE
Shame Space
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**Duke Family Medicine
& Community Health**

Duke University School of Medicine

Final Reminders

- **Evaluation**

- Please complete the evaluation form that appears on your screen once the webinar ends

- **Continuing Education**

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Questions? Stay in Touch!

www.aha.org/teamtraining

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