



Brief Resilience Scale

Resiliency

Earning CEUs



- CEUs are available for the 7 content modules as a series (7 CEUs total)
 - One pre- and post-series assessment required for the program as a whole
 - OptumHealth Education saves all CEU credit documentation on their website
 - <https://www.optumhealtheducation.com/>
- Accreditation opportunities include:
 - American Medical Association PRA Category 1 Credit™ by the Accreditation Council for Continuing Medical Education
 - Continuing Nursing Education by the American Nurses Credentialing Center's Commission on Accreditation
 - Accreditation Council for Pharmacy Education
 - Pharmacy Tech Certification Board
 - Case Manager Certification by the Commission of Case Manager Certification
 - American Board of Social Work Certification and American Psychological Association Certification and National Board for Certified Counselors Certification

Meet Our Faculty

Charlene Brown



Charlene is a physician board certified in general psychiatry and child & adolescent psychiatry. She has worked with UHC members housed through our Health & Housing Program and those enrolled in Home Based Primary Care. Dr. Brown has also served as the medical director for a rural community mental health clinic treating adults and children in six counties in west Tennessee. She has also worked as a child psychiatrist treating children and adolescents in both inpatient and outpatient settings in a Chicago suburb. Additionally, she has provided psychiatric care at Cook County Juvenile Detention Center and Bay Pines Veterans Hospital. Dr. Brown received her BS for Tennessee State University and her MD from University of Tennessee Health Science Center, Memphis. After medical school, she received her Masters in Public Health from St. Louis University where she also completed a NIH Health Disparities Fellowship. She completed her psychiatry residency at the University of South Florida and her child and adolescent psychiatry fellowship at the University of Illinois at Chicago. She has a special interest in working with children and with families.

Shayla Combs



Shayla Combs is a Licensed Social Worker. Before coming to UnitedHealthcare, Shayla spent six years in Chicago working with people experiencing homelessness within supportive housing programs. Shayla worked as a direct service provider, supervisor, and program manager working with individuals and families who experienced chronic homelessness, those living with HIV, and those with complex medical and mental health diagnoses. While working in Chicago, she served on the Chicago Area Integrated HIV Services Council and as a member of the Chicago Continuum of Care's System Performance and Evaluation Committee. Shayla is a Licensed Clinical Social Worker in the state of Illinois and facilitated clinical supervision groups for Master's Level Social Workers pursuing their clinical license. Shayla received her Master's in Social Work from the Silberman School of Social Work in New York City in 2013. Prior to earning her degree in Social Work, Shayla worked in a substance use treatment clinic, an acute mental health hospital setting, and as a home health caregiver for seniors. Shayla is based out of Honolulu, Hawaii.

Check Point

Today's presentation includes material that may elicit complex feelings for some individuals. Please sign out at any time the material being presented causes you discomfort or distress.



This informational training is an overview of current research and its applicability to current practices. Always defer to your business unit's specific policies. When in doubt, always check with your supervisor.

Employee Assistance Program (EAP)

Available 24/7, EAP provides confidential help when you need it most.

Quick access to experts who can help you with a wide range of well-being and family support services.

www.liveandworkwell.com or 866-781-6396

Learning Objectives

At the end of this course you will be able to:

- Define Resiliency and the Brief Resilience Scale.
- Identify why measuring resilience is important.
- Discuss language used in conjunction with resilience conversations and the Brief Resilience Scale.
- Discuss how to use the information gathered from the Brief Resilience Scale.

What is Resiliency?

- Personal “protective factors”
- Ability to “bounce back”
- Can be built and strengthened at any age
- Is deeply personal
- Varies over time



Measuring Resilience

- Happens in regular conversation
- Brief Resilience Scale is one tool
- Assesses ability to recover from stress
- Relates to personal characteristics, social relations, coping, and health
- Result is simply a number



Connection to Care Philosophy and Practice

- Motivational Interviewing
- Positive Psychology
- Person-Centered Care



Importance of Measuring Resilience

- Identify level of resiliency
- Helps determine if protective factors are in place
- Assess ability to bounce back from traumatic experiences
- Person-centered approach to growing more resilient



Journal Prompt

In your personal journal, you will be asked to complete the Brief Resilience Scale yourself to build empathy for the experience.

Statements Included on the Brief Resilience Scale

1. I tend to bounce back quickly after hard times.
2. I have a hard time making it through stressful events.
3. It does not take me long to recover from a stressful event.
4. It is hard for me to snap back when something bad happens.
5. I usually come through difficult times with little trouble.
6. I tend to take a long time to get over set-backs in my life.

The Brief Resilience Scale

Statements for ranking

BRS Score

Brief Resilience Scale

Instructions: Check one box for each statement to indicate how much you disagree or agree with each of the statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I tend to bounce back quickly after hard times.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. I have a hard time making it through stressful events.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3. It does not take me long to recover from a stressful event.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. It is hard for me to snap back when something bad happens.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5. I usually come through difficult times with little trouble.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. I tend to take a long time to get over set-backs in my life.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

Scoring the Brief Resilience Scale

Add the scores for each of the six questions and divide by six to determine the overall BRS score.

$$\frac{0}{\text{(Total Score)}} \div 6 = \frac{0}{\text{(BRS Score)}}$$

BRS score	Interpretation
1.00-2.99	Low resilience
3.00-4.30	Normal resilience
4.31-5.00	High resilience

Smith, B.W., Dalen, J., Wiggins, K., Tooley, E., Christopher, P. and Bernard, J. (2008). The Brief Resilience Scale: Assessing the Ability to Bounce Back. *International Journal of Behavioral Medicine*, 15, 194-200.

A Conversation about Resilience

- Can be done in person or over the phone
- Start, stop, and revisit the topic over time
- Conversation provides valuable insight

- For the Brief Resilience Scale:
 - Each statement scored on a scale between 1 and 5
 - Verify person is ready for the conversation
 - Ensure activity is appropriate for individual



Language to Use

- Remain person-centered
- There are no right or wrong answers
- Show empathy, support, and compassion
- Build the relationship





**Role-Play of
Brief
Resilience
Scale**

Role-Play Debrief

- Created safe environment
- Put person first in conversation
- Was empathetic
- Offered opportunities to grow resilience



How to Use Resilience Information

- There are no prescriptive actions based on level of resilience
- Focus on individual's ability to adapt to stress
- Connect resilience to health outcomes
- Begin conversations about finding strength
- Use information to drive ongoing care plan
- Encourage building / growing resilience through additional resources

Personal Next Steps

1. Privately complete Brief Resilience Scale
2. Use your Personal Journal to reflect on the experience – both with the tool and with resilience
3. Practice facilitating Brief Resilience Scale by writing short scripts for the following
 - Introducing tool and its use; defining resilience
 - Providing scoring (low, medium, high)
 - Consider key words, phrases that convey compassion, validation, and hope



Journal Prompt

In your personal journal, complete the Brief Resilience Scale. Document your experience and think of how you might administer the tool with those you serve.

Key Takeaways

1

Resilience is the ability to bounce back after traumatic or stressful experiences.

2

The Brief Resilience Scale helps identify the level of resiliency and what protective factors the person has in place.

3

Remain curious, empathetic, and understanding during a conversation around resilience.

4

Use a person's level of resiliency to help build and grow resilience and inform the ongoing individual care plan.



Additional Resources

What Language is Used to Discuss Resilience?

When discussing one's resilience (either in a conversation or through the Brief Resilience Scale activity), it is important to keep in mind that you are discussing specifics about a person's life. As the person shares their experiences with you, feel free to be curious and ask questions that help you understand what made this a significant event. Be empathic and highlight positive things that you hear.

Here are some sample conversation starters for the discussion around resiliency.

- “Tell me about a time in your life when you felt stressed.”
- “How have you handled stress in the past? Can you share that with me?”
- “What significant events do you remember from when you were a teenager?”
- “I’m so sorry for your loss; can you tell me more about that?”

The process of completing the BRS and the associated discussion is just as important as the result itself. Below are some examples of how to keep the engagement going after the activity.

- “Can you tell me more about what has helped you bounce back from difficult situations?”
- “I’m really interested in learning what you do to help yourself during times of stress.”
- “Would you be willing to share with me an example of a particularly stressful time in your life and how you handled it?”

Resources to Build Resilience

- [23 Resilience Building Tools and Exercises \(+ Mental Toughness Test\)](#), PositivePsychology.com, Karen Doll, Psy.D., L.P., May 6, 2020
- [Resources on Developing Resilience, Grit, and Growth Mindset](#), edutopia, January 13, 2014 Updated January 12, 2016
- [Resilience in Positive Psychology: Bouncing Back & Staying Strong](#), PositivePsychology.com, Seph Fontane Pennock, BBA, April 14, 2020

Brief Resilience Scale

- [Brief Resilience Scale](#), printable copy available from The Ohio State University
- [The brief resilience scale: Assessing the ability to bounce back](#), *International Journal of Behavioral Medicine* volume 15, pages194–200(2008)

Learning Circle Guide: Resilience and the Brief Resilience Scale

Directions: In your self-defined Learning Circle, a peer facilitator leads a discussion and/or role-play leveraging the talking points below to process the training content from the most recent learning event. Please reflect on all learning topics to date as you discuss today's content including personal life experiences and how these topics might be woven into your day to day work with UHG and ultimately impact our members.

- What does the concept of resilience mean in your work?
- In what ways could your organization prioritize and integrate a focus on resilience?
- How would you facilitate a conversation with someone who scored quite low on the scale?
- Discuss the statements on the Brief Resilience Scale to see how you might engage a person in conversation around each statement.
- If time permits and volunteers are willing, engage in a role-play where you practice the Brief Resilience Scale. Focus on:
 - Initiating the conversation and beginning the activity
 - Engagement with the person
 - Validate and highlight moments of resilience