



Crisis and Chaos: A Framework to Recovery

Jaclyn Pritchett, *PHR, SHRM-CP, SVP of Field HR Operations and Talent Management*

The year 2020 was one of the most challenging and unpredictable years many of us have faced in our lifetime. From leading on the frontline through a global pandemic to disruption of routine in all aspects of our lives personally and much more, we have been hit with crisis after crisis. It is important for medical professionals to identify, process and take action in order to achieve crisis recovery — and to realize there is a cost over time if we don't. Join us as we discuss the psychological impacts of crisis and a framework to help you form strategies for crisis recovery.

Following this presentation the participant will be able to:

1. Identify and describe Ideal Performance State (IPS)/Performance Pyramid Model.
2. Identify at least two potential psychological impacts during a crisis/COVID-19.
3. List at least two examples of strategies to overcoming the psychological impacts.
4. Describe the model for crisis recovery.

- The Optimum Life CE series is a pre-recorded webcast.
- This program was submitted for approval to the following governing bodies and their required pre-approval statements listed below. The program is approved for CE credit when presented in the month listed.
- Call (312) 977-3711 for more information about contact hours.
- This program has been submitted (but not yet approved) for Continuing Education for 1.0 hour from NAB/NCERS.
- This activity is pending approval from the National Association of Social Workers.
- This program has been submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with 1.0 hour.
- Brookdale Senior Living Inc. is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #0221.
- This course is approved by the Michigan Social Work Continuing Education Collaborative.
- This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation (OBN-001-91).