

# Conceptualizing Resilience amongst Healthcare Professionals Working in United Arab Emirates—A Delphi Study

## **ABSTRACT:**

***Aim:** The aim of this study was to clarify this by exploring healthcare professionals' views on the meaning of resilience within their workplace settings – be that primary, secondary or tertiary healthcare settings.*

***Design:** A three-round Delphi study.*

***Setting and participants:** A panel of experts was formed of 30 healthcare professionals (HCP) from across a variety of health care settings within the UAE.*

***Results:** To a large extent the findings of this Delphi Survey reflect the international literature – as there were only minor suggestions for additional elements to be included, most notably Compassionate toward others as a measure of high resilience. Each of the 8 elements that garnered the highest level of consensus amongst the panel have a common theme of relationality. Reaffirming that HCPs level of resilience is largely dependent on the everyday relationships they build within teams they work.*

***Conclusions:** This consensus-based approach for the assessment of the level of resilience of HCP working in the UAE health system represents a first step toward the development of national guidelines for optimizing the health and wellbeing of the nation's healthcare professionals.*

**KEYWORDS:** Resilience, Healthcare, Burnout, Delphi Study.

## **INTRODUCTION**

A nation's health is dependent on the overall 'health' of its systems and processes of care. Being proactive in the measurement and response to the wellbeing of the HCP's working within the UAE systems of care requires valid and reliable tools with which to measure the different variables understood to influence wellbeing, such as resilience. The lack of any culturally valid and reliable tool to measure resilience significant adversity.' The relationship between occupations and high suicide rates is reported to be the highest amongst those working in health professional roles, for both males and females (Meltzer, et al). Medical Council's across the globe have recognized the need to promote resilience to reduce suicide in doctors and recommend that their medical schools provide their student with structured training in emotional resilience (Gerada et al, 2018).

Previous research about the enablers of resilience within HCPs has correlated low resilience to high rates of professional burnout and poor workplace retention (Cleary et al, 2014). Major international funders, such as the Medical Research Council and the Economic and Social Research Council in the UK have identified resilience as an important





Openly share thoughts & feelings with people I can trust received the highest level of consensus from the panel of experts with a Top Box rate of 69%. This element was included under the category / survey question: Strategies used to cope with difficult work environments/ experiences.

More than 30 years of research on the role leaders have on affecting team performance affirms the SME's choice to include lack of leadership support as a key challenge on a team and therefore individual's level of workplace resilience. A leader who is difficult to communicate with and/or



