







Core Values

You, when you have less stress self and more energy



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Resilience

The capacity to prepare for, recover from and adapt in the face of stress, challenge or adversity.

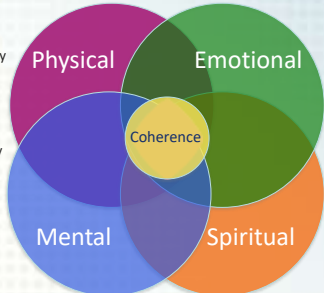
You can learn to build your resilience capacity and sustain your energy.



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Domains of Resilience




- Physical flexibility
- Endurance
- Strength

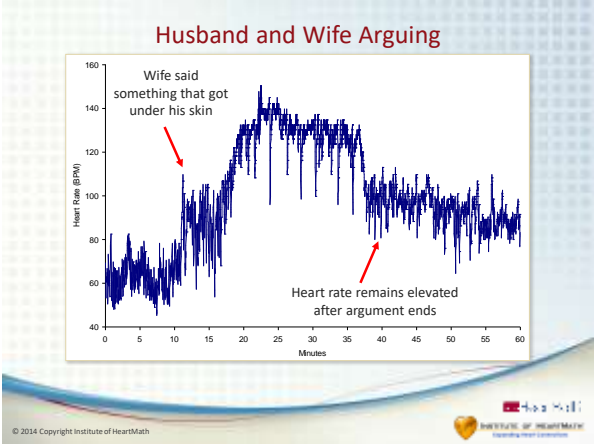
- Emotional flexibility
- Positive outlook
- Self-regulation

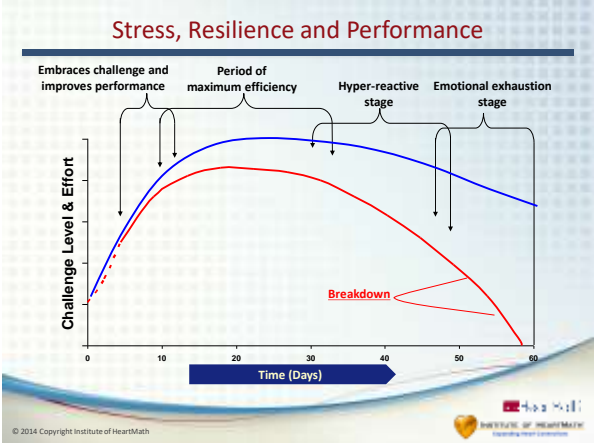
- Mental flexibility
- Attention span
- Ability to focus
- Incorporate multiple points of view

- Spiritual flexibility
- Commitment to values
- Tolerance of others' values and beliefs

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Renewing Emotions

Emotions and attitudes such as care, courage, tolerance and appreciation create neurochemicals that regenerate your system and offset energy drain, resulting in:

- Increased longevity
- Increased resilience to adversity
- Improved memory
- Improved problem-solving
- Increased intuition and creativity
- Improved job performance and achievement



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Intelligent Energy Management

Resilience, optimal performance, fulfillment and health are grounded in the intelligent management of energy expenditures and the ability to renew energy.



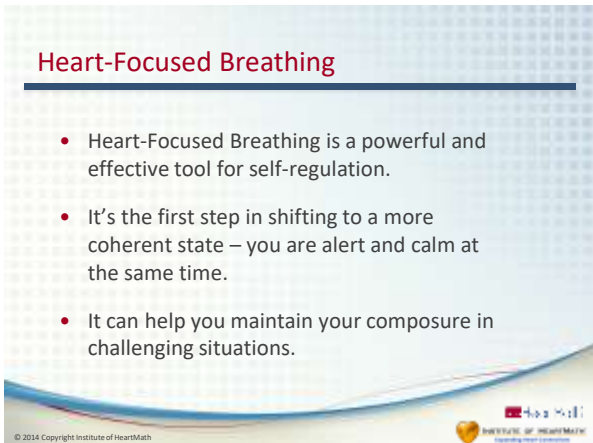
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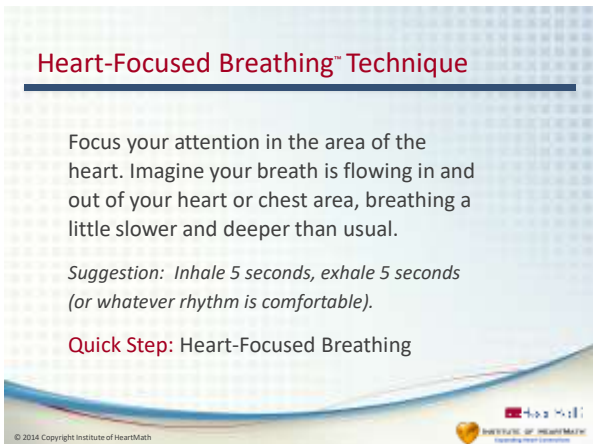
Self-Awareness - Depleting

One of the most important steps in being able to stop energy drains and increase resilience is to identify unnecessary energy expenditures.

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The Physiology of Coherence and Optimal Functioning

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Coherence

An optimal state in which the heart, mind and emotions are aligned and in sync.

Physiologically, the immune, hormonal and nervous systems function in a state of energetic coordination.

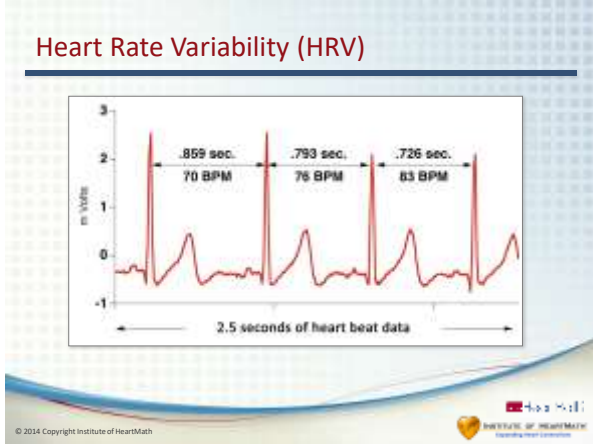
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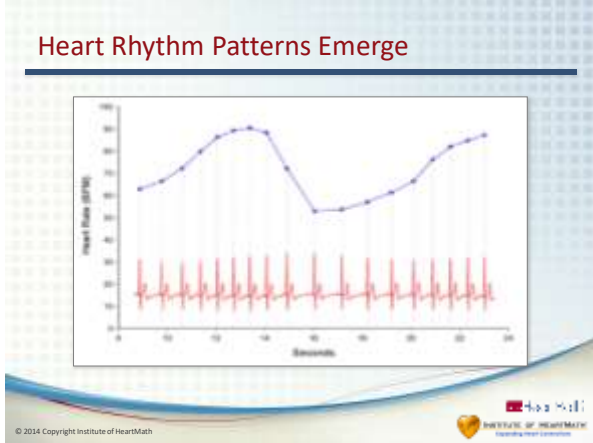
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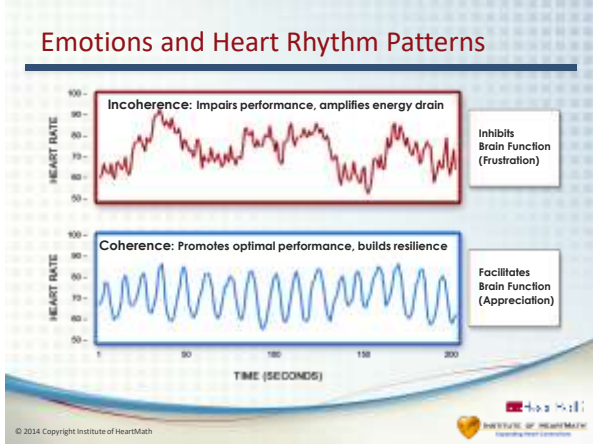
Sympathetic	Parasympathetic
Dilate	Constrict
Stop secretion	
Secrete saliva	
	Parasympathetic
Dilate bronchioles	Constrict bronchioles
Speed up heartbeat	Slow down heartbeat
Secrete adrenalin	Increase secretion
Decrease secretion	
Parasympathetic	

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Heart Rhythms Directly Affect Physical and Mental Performance

Heart signals affect the brain centers involved in decision making, reaction times, social awareness and the ability to self-regulate.

Incoherence Inhibits Brain Function

Coherence Facilitates Brain Function

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Research Showing Increased HRV and Baseline Shift

Resting HRV baselines before and after four months of practicing HeartMath techniques.

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Self-Awareness - Renewing

Another important step in being able to build energy and increase resilience is to identify situations and feelings that renew you and recharge your inner battery.

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Quick Coherence® Technique

An Intelligent Energy Self-Regulation Technique



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Emotions and Feelings that Create Coherence

- Courage, Honor, Dignity
- Confidence
- Appreciation, Gratitude
- Kindness
- Care, Love
- Compassion
- Tolerance, Patience
- Enthusiasm, Joy

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Quick Coherence® Technique

Step 1:

Focus your attention in the area of the heart. Imagine your breath is flowing in and out of your heart or chest area, breathing a little slower and deeper than usual.

Suggestion: Inhale 5 seconds, exhale 5 seconds (or whatever rhythm is comfortable).

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Quick Coherence Technique

Step 2:
Make a sincere attempt to experience a regenerative feeling such as appreciation or care for someone or something in your life.

Suggestion: Try to re-experience the feeling you have for someone you love, a pet, a special place, an accomplishment, etc., or focus on a feeling of calm or ease.



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Quick Coherence® Quick Steps

1. Heart-Focused Breathing
2. Activate a positive or renewing feeling



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Outcomes



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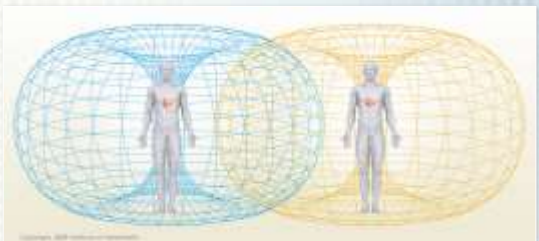
Organizational Outcomes

- **Reduced Turnover (Delnor, Duke, Tenet, HCA)**
 - 1st year Savings: **\$800K, \$1M, \$2.1M, and \$3.9M**
 - Double-digit improvements in the 1st year
- **Increased Satisfaction (Chicago, IL)**
 - Patient Satisfaction rose **73rd to 93rd percentile** in 1st year.
 - Held above 90% for 6 years.
 - Ranked **# 1 in Employee Satisfaction** for 5 years.
 - Won 1st place, ACHE Congress, Best Management Innovation.
- **Safety / Quality (National)**
 - **220 pharmacists, 40-71% reduction in incidents.**
 - Significant improvements in fatigue, anxiety, depression, anger, stress, morale issues, and time pressure.
- **Reduced Health Care Costs (RCA)**
 - **Annual cost savings = \$585 per participant.**
- **Other:** Reduced absenteeism; medical claims and increased productivity


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Our thoughts and emotions affect the heart's magnetic field, which energetically affects those in our environment whether or not we are conscious of it.



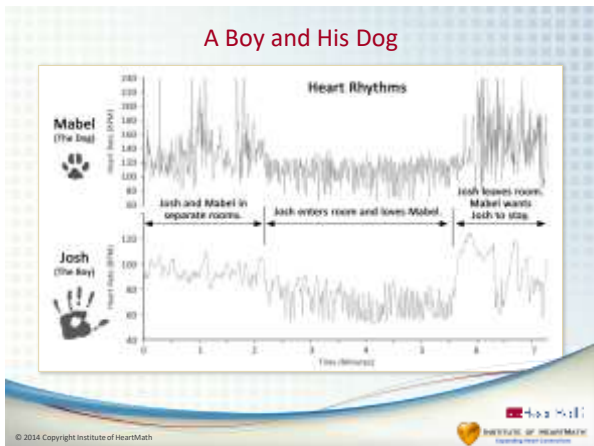
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How it can touch our members...

"Thank you for a transformational experience! I use the Quick Coherence technique with my patients and am inspired by how effective it is. Once for a person feeling anxious before cardiac surgery. Yesterday, for a woman in respiratory distress.

Usually, I would put her on rescue Bipap. Instead, she was able to tune into her heart, activate a feeling of appreciation for her garden and improve her oxygenation and breathing while remaining on nasal cannula O2 therapy. Not only did it change her physiology, but it left her smiling, and created a caring moment between the two of us. Her hospitalist observed this interaction and stated, "I want all of our nurses to be able to do this for our patients!"

I am now even more motivated to help train and certify staff RNs. These nurses will be comfortable with Quick Coherence and competent to not only use the technique to find a coherent state in themselves, but also to help heal patients.

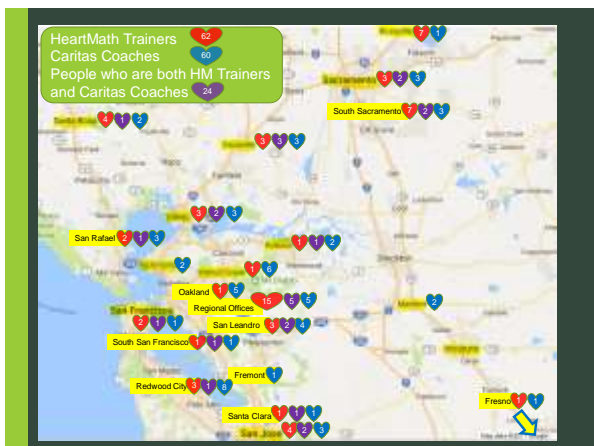
Sending love and appreciation!"

Sincerely,

Ashley McDonald, RN, BSN
 Caritas Coach, HeartMath Certified Trainer, Critical Care RN
 Kaiser Permanente South San Francisco
 Ashley.McDonald.RN@gmail.com

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- ### Study Results
- Blood Pressure in Hypertensive Employees (Hewlett-Packard)**
20% reduction in diastolic and systolic blood pressure.
 - Diabetes (LifeScan)**
30% increase in quality of life metrics; 1.1% reduction in HbA1c.
 - Congestive Heart Failure (Stanford Hospital)**
Increased functional capacity, reduced stress and depression.
 - Heart Arrhythmias (Kaiser Permanente)**
75% of the patients had significantly fewer episodes of atrial fibrillation and **20%** were able to stop medication altogether.
 - Pain Reduction in Veterans (Dorn VA Hospital, SC)**
Reduced pain and emotional distress, and limitations in activity.
 - Asthma (Robert Wood Johnson Medical School)**
Over 50% of patients experienced a decrease in airway impedance, symptom severity and medication consumption.
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Core Kaiser-HeartMath Projects Building Resilience

2013-2018

- 87 new certified trainers in 18 medical centers.
- 21 CNE's trained - strong resilience improvements.
- Care Experience Leaders – Self Care & Strategic Integration
- STAR Leadership training – 1,200 leaders.
- Integrated into Middle Management programs.
- Nurse Residency, Nurses Week & Advancing Care Experience Programs.

2008-2013

- 43 Legacy Trainers; 10 medical centers
- 3,800 PCS staff educated, call centers, pain clinics
- Increased Resilience metrics in majority NCAL units
- Improved HHCAHPS in home health/continuum

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Sharing Heart with Staff:

Multiple ways to share HeartMath tools with staff:

- **Heart to Heart:**
 - In person workshops - leadership, staff.
 - In person micro sharing - unit huddles, staff meetings, lunches, grand rounds.
 - Mentoring – staff to staff; staff to patients
- **On line-Learning:**
 - Animated & Webinar
- **Technology:**
 - HRV portable devices for practice/sustainability.
- **Visual reminders:**
 - Tool cards, posters (doors, hand sanitizers), pins ...

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