

# You Are Strong Enough



by Andrew Nugent

**Dealing** with the repercussions of a pandemic in an Emergency Department isn't easy. But then again, nothing in the ED is simple, that's why we are drawn to it. I am awed and humbled every time I see my colleagues rise to the occasion, again and again, especially in the darkest and in what most would call hopeless conditions. But that last sentence is wrong, because the quality of my friends and associates is such that we ALWAYS overcome insurmountable odds and find a way to deliver the best care around, it's just who we are. My message to anyone reading is that you are strong enough to succeed, and when the race is won, you will be thrilled to look back at how you performed!



Dr. [Andrew Nugent](#) is Chair of the Department of Emergency Medicine and Emergency Department Executive Officer at University of Iowa Hospitals and Clinics in Iowa City, Iowa. He is also a graduate of the Values Coach course on The Twelve Core Action Values and a Certified Values Coach Trainer (CVCT).



[Website](#)

“As long as you remain focused on what you want and dedicated to taking action to implement the tools in your life, you will find that every new action produces a new result. The results of your new actions often add up in an exponential fashion. When you begin to live more on purpose and take actions to create your ideal [life], as little as two small changes can make a huge impact.”

Dike Drummond, MD: *Stop Physician Burnout: What to do When Working Harder Isn't Working*

## A Note from Joe

We had just begun a Values and Culture Project with the Emergency Department team at University of Iowa Hospitals and Clinics when the pandemic started in early 2020. At first we were able to continue with everyone wearing a mask and practicing physical distancing, but eventually all in-person gatherings had to be suspended. This meant that a planned 3-day course for the ED's first group of Certified Values Coach Trainers (CVCT) had to either be indefinitely postponed or conducted via Zoom – something I had never done before. Dr. Nugent reflected upon the paradox that I mentioned in my introduction – that whatever you most need will be hardest to find at precisely the time you need it the most – and we elected to quickly adapt the in-person course to a virtual format. A crew of twelve ED team members – including physicians, nurses, and ancillary staff – completed the course to become CVCTs.

As of this writing, they are preparing to begin sharing the Values Coach course on The Twelve Core Action Values in a series of classes for all staff now that we are again able to meet in person (observing CDC and University guidelines for masking and distancing). Dr. Nugent and his leadership team know that the best way to help their colleagues Stay Strong is to focus on personal values.

