

Enhancing Emotional Resilience to Avoid Compassion Fatigue and Burnout

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DEDICATED TO THE HEALTH OF ALL CHILDREN™



Illinois Chapter

- Promote the right of all children to live happy, safe, and healthy lives
- Ensure children receive quality medical care from pediatricians and other healthcare providers
- Assess and serve the needs of its membership

CHILD DEVELOPMENT INITIATIVES

- Provide interprofessional education, resources, and technical assistance
- Support advocacy and systems improvement issues
- Connect providers and families to community resources

The Changing Face of Pediatrics

- Medical community moved from care of child to care of family to care of community
- Partnering with extended family and community
- Not all remedies are exclusively medical
- Recognizing that even for medical providers there is a cost to caring-burnout

HealthPartners

- **Integrated** health care delivery and health care financing system
- **Founded** in 1957 in Minnesota's Twin Cities as a cooperative
- **Largest** consumer-governed, non-profit health care organization in the nation
- Founded to make healthcare **affordable**



HealthPartners®

» **22,500**
employees

» **1,500,000**
members

» **1,000,000**
patients



Our Hospitals



Regions

454-bed, level 1 trauma

Methodist

426-bed, acute care

Lakeview

97-bed, acute care

Hudson

25-bed, critical access

Westfields

25-bed, critical access

Amery

25-bed, critical access

Our Clinics



1,700
physicians

50
primary
care
locations

28

Urgent Care locations

8

Urgency Room level of
care

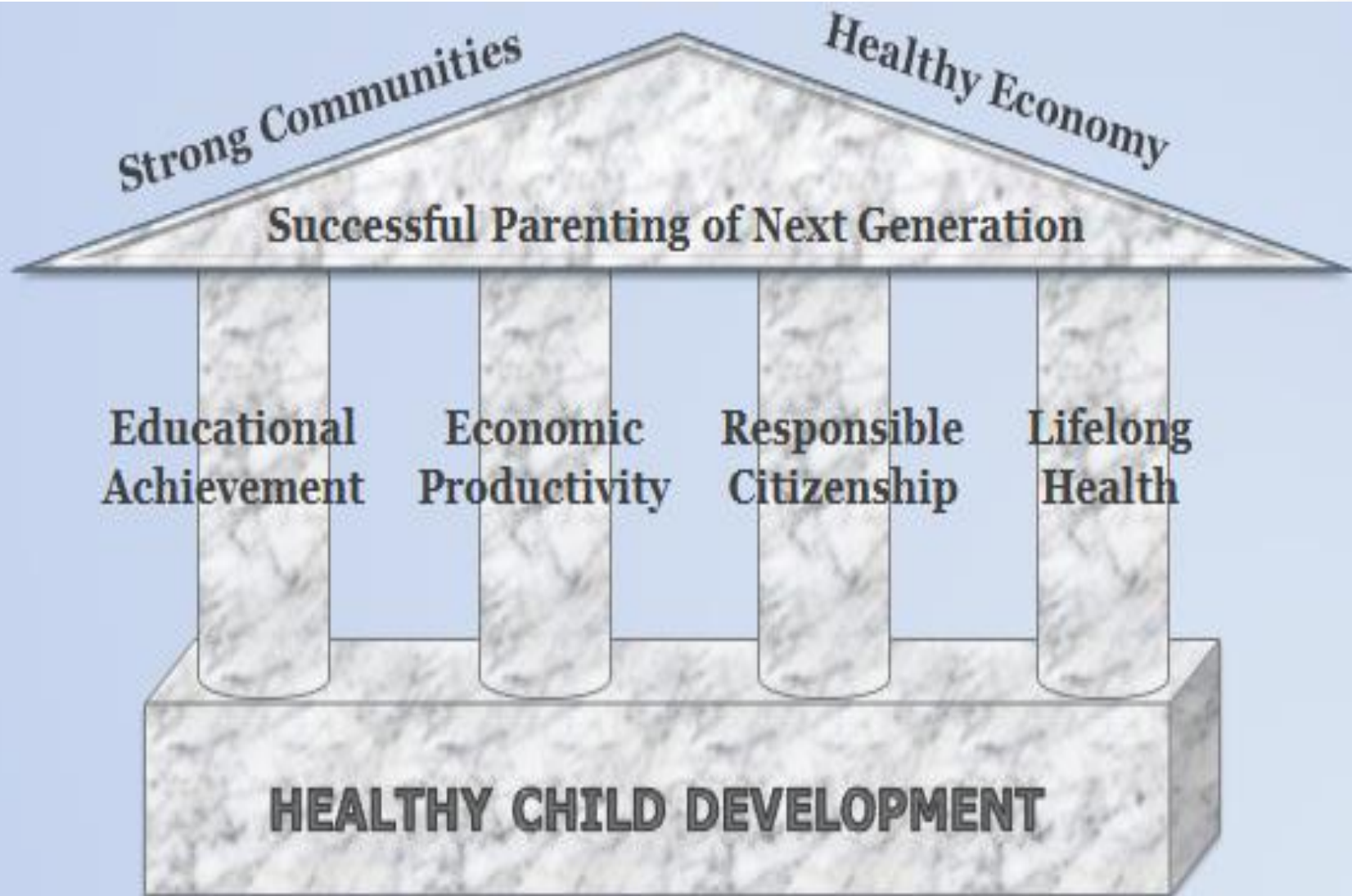
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Urgent Care + Retail
Clinic level of care

Objectives

- The theory and process of stress, burnout and compassion fatigue for all helping professions
- Specific impact of compassion fatigue on our work and impact on other parts of our life
- Use of self-care inventory
- Strategies and skills for self care

The Foundation of a Successful Society is Built in Early Childhood



Burnout

**“Violating my own nature in
the name of nobility.”**

Parker Palmer

Responding to Trauma

SUGGESTIONS for us all

What does it mean to be Trauma-informed?

The Four R's

Being trauma-informed

- Realization
- Recognition
- Responding
- Resist re-traumatizing

What does stress look like?

- Adrenal response
- Cardiovascular changes
- Immune activation
- Energy supply

Stress is a storm



Burnout is like a forest fire



Compassion fatigue is a barren land



***Punished by the
wind and rain of the
storm which is
stress?***

***Consumed by the
wildfire that is
burnout?***

***Desolate from the
bleakness of
compassion fatigue?***

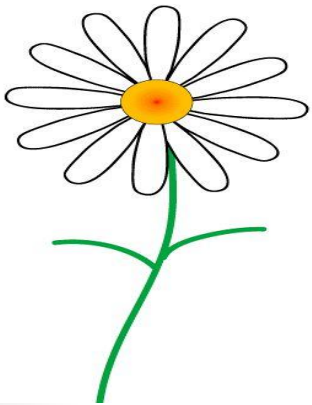
**Stress is
normal .**

We are Always on the Continuum

Stress **Burnout** **Compassion** **Fatigue**



Our obligation is to know where we are and take action to get ourselves into a better zone



Burnout Characteristics & Stages

The compulsion to prove oneself

- Ambitious and driven

Working harder

- Trying to be irreplaceable

Neglecting personal needs

- Making little time for self care, personal enjoyment, family or friends

A classic book exploring a theory of burnout

- Psychologist Herbert Freudenberger
- Burnout: The High Cost of High Achievement, 1980

Burnout Characteristics & Stages

Displacement of conflicts

- Ignoring needs to the point of physical consequences

Revision of values

- Devaluing self care, personal enjoyment, family or friends, becoming numb

Denial of emerging problems

- Becoming moody and intolerant or irritable, while blaming bad moods on work pressure

Withdrawal

- Social isolation sometimes using alcohol or drugs for relief from obsessive work

Burnout Characteristics & Stages

Obvious behavioral changes

- Coworkers, family and friends see behavior changes

Depersonalization

- Loss of hope, feeling of “going through the motions”

Inner emptiness

- Compensatory acts such as overeating, excessive use of alcohol or sex mask feelings of emptiness

Depression

- Characterized by exhaustion, hopelessness, indifference, and belief that life has no meaning

Burnout syndrome

- Physical and emotional collapse

Three Levels of Stress

- **Positive**

Brief increases in heart rate, mild elevations in stress hormone levels

- **Tolerable**

Serious, temporary stress responses, buffered by supportive relationships

- **Toxic**

Prolonged activation of stress response systems in the absence of protective relationships

Life as a caring professional

- Are exposed to or are aware of the trauma of the child or children to whom you are assigned
- Find yourself up and against at least one system, perhaps more you are dealing with the resistance of defense attorney, family, social service provider, or others as you advocate for this child
- May be living with your own “ghosts in the nursery,” or other trauma that triggers difficult memories for you
- Also have a life that might be perfect, but is probably offering some challenges

**If we just stop to think
about all of these factors,
we might feel like this...**



Know limits

Grant me

the Courage to change the things I can

the Serenity to accept the things

I cannot change

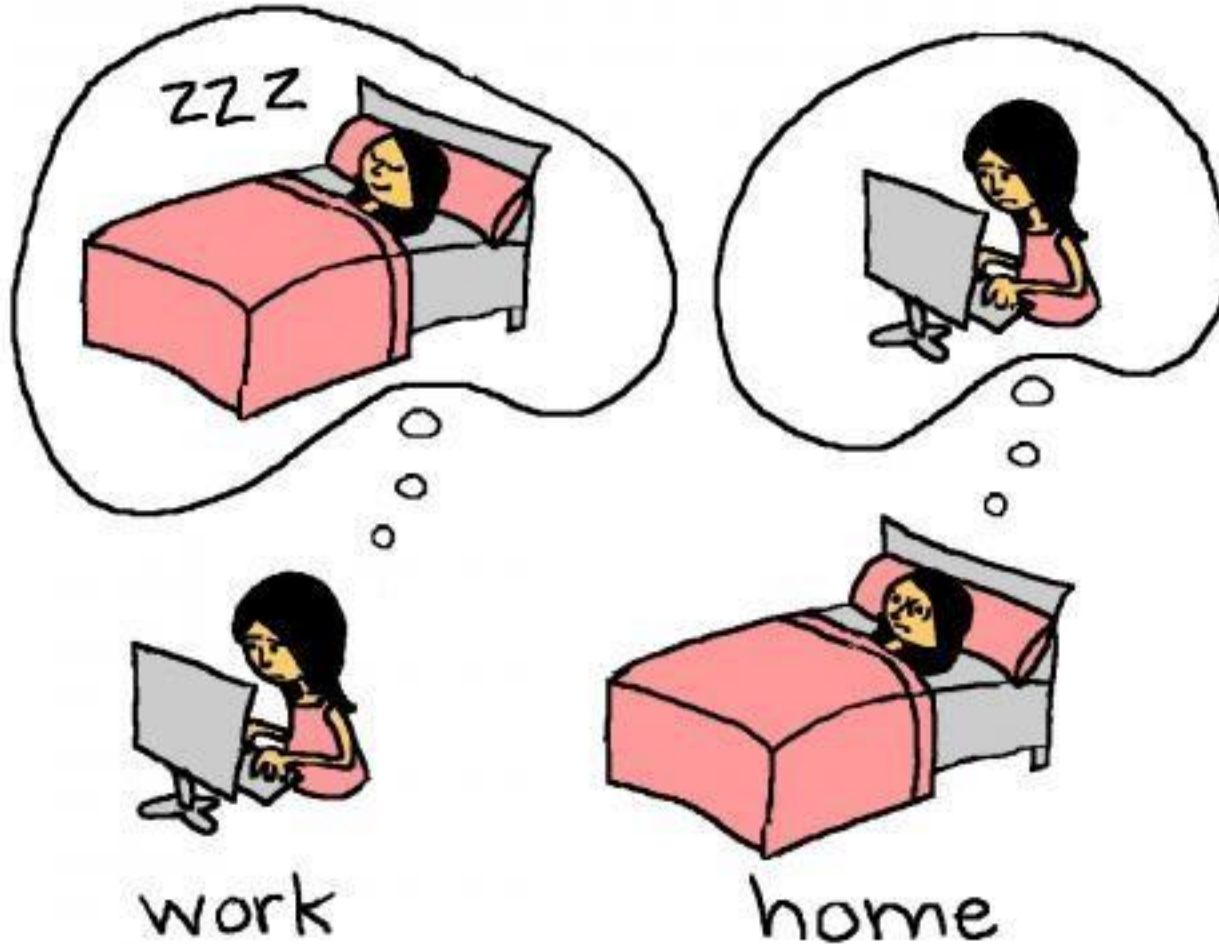
the Wisdom to know the difference

Traits of caring people

- Altruistic and compassionate / burn out and depression
- Perfectionistic / frustration and insecurity
- High achievers / unrealistic expectations and effort
- Independent / loss of perspective, isolation
- Gratification delay / lack of self-monitoring

Red Flags of Compassion Fatigue

STRESS!



Red flags in our professional life

- Increased irritability or impatience
- Difficulty planning for court dates, reports, or personal tasks
- Decreased ability to concentrate
- Denying that traumatic events impact children or families you serve
- Feeling numb or detached
- Intense feelings and intrusive thoughts, that don't lessen over time
- Dreams about the traumas of children or families you serve

Red Flags in other parts of life

- Increased irritability or impatience
- Difficulty planning work or personal tasks
- Decreased ability to concentrate
- Denying that traumatic events impact us
- Feeling numb or detached
- Intense feelings and intrusive thoughts, that don't lessen over time
- Dreams about the traumas of children or families you serve



Adaptive coping

- Helps solve or deal with the issue
- Improves you

Maladaptive coping

- Avoids or compounds the issue
- Undermines your health

Reduce Maladaptive Coping & *Increase* Adaptive Coping

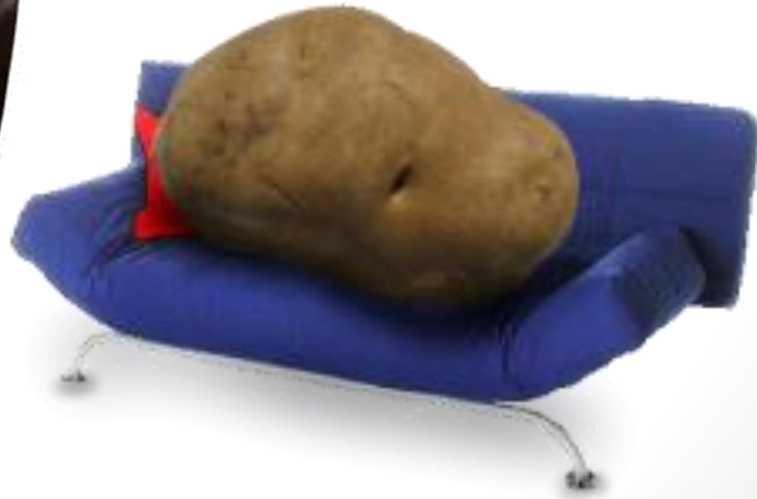
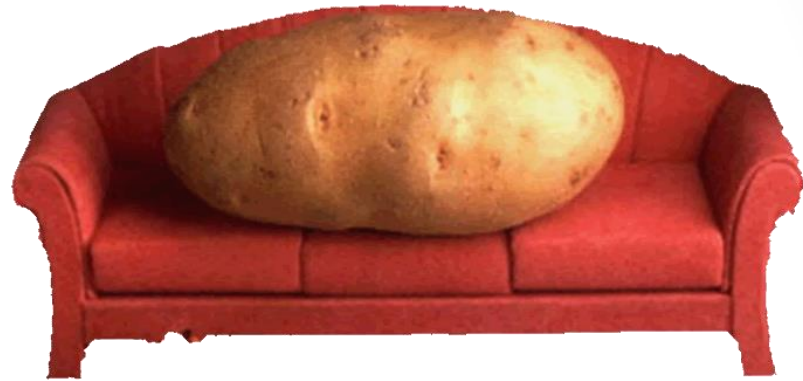
How to achieve a healthy lifestyle

- Knowledge + practice - becomes automatic habit
- 10-40 days to make a habit
- Result:
 - Ability to cope with expected or unexpected stress, situations, demands or responsibilities

QUIZ

TIME

Adaptive or Maladaptive?



Adaptive or Maladaptive?



Adaptive or Maladaptive?



Adaptive or Maladaptive?



Healthy Lifestyle

- **Physical Activity:**
 - Minimum 30 minutes walking 5 or more days per week
- **Nutrition: 5 – 8 servings fruits and veggies**
 - 1 serving = 2.8 oz = small banana, medium apple or small carrot
- **Avoid Tobacco:**
 - And tobacco exposure
- **Avoid Alcohol Misuse:**
 - Upper limits of low risk drinking:
 - Men 4 drinks on any single day / 14 total in a week
 - Women 3 drinks on any single day / 7 total in a week
- **Adequate, Restful Sleep:**
 - 7 to 9 hours
- **Healthy Thinking:**
 - Reduce negative self-talk and substitute statements that are literally true

Self-care inventory

Physical Self-Care	5	4	3	2	1
Eat regularly (e.g. breakfast, lunch and dinner)					
Eat healthy foods					
Exercise consistently					
Get regular medical care for prevention					
Get medical care when necessary					
Take time off when sick					
Dance, swim, walk, run, play sports, sing or do some other physical activity that is enjoyable to self					
Take time to be sexual					
Get enough sleep					
Take vacations					
Wear clothes you like					
Take day trips or mini-vacations					
Make time away from telephones					
Other:					

Psychological Self-Care	5	4	3	2	1
Make time for self-reflection					
Engage in personal psychotherapy					
Write in a journal					
Read literature that is unrelated to work					
Do something in which you are not an expert or in charge					
Cope with stress in personal and/or work life					
Notice inner experience (e.g. listen to and recognize thoughts, judgments, beliefs, attitudes and feelings)					
Provide others with different aspects of self (e.g. communicate needs and wants)					
Try new things					
Practice receiving from others					
Improve ability to say "no" to extra responsibilities					
Other:					

Emotional Self-Care	5	4	3	2	1
Allow for quality time with others whose company you enjoy					
Maintain contact with valued others					
Give self affirmations and praise					
Love self					
Reread favorite book or review favorite movies					
Identify and engage in comforting activities, objects, people, relationships and places					
Allow for feeling expression (laugh, cry, etc....)					
Other:					

Spiritual Self-Care	5	4	3	2	1
Allow time for reflection					
Spend time with nature					
Participate in a spiritual community					
Open to inspiration					
Cherish own optimism and hope					
Be aware of nonmaterial aspects of life					
Cultivate ability to identify what is meaningful and its place in personal life					
Meditate/pray					
Contribute to causes in which you believe					
Read inspirational literatures (lectures, music, etc.)					
Other:					

Workplace or Professional Self-Care	5	4	3	2	1
Allow for breaks during the workday					
Engage with co-workers					
Provide self quiet time/space to complete tasks					
Participate in projects or tasks that are exciting and rewarding					
Set limits/boundaries with clients and colleagues					
Balance workload/cases					
Arrange work space for comfort					
Maintain regular supervision or consultation					
Negotiate needs (benefits, bonuses, raise, etc.)					
Participate in peer support group					
Other:					

Strategies for self-care

Ways to be your own best care-giver

Recognize
compassion fatigue
as an
occupational hazard

Healthy Thinking:

**Evidenced
based**

**Easy habit
to make**

**Part of a
healthy
lifestyle**

Negative self talk



- Subtle
- Prevalent
- Pervasive
- High achievers may be at risk

Building Healthy Thinking Skills

- Based on Cognitive Behavior Therapy
- Works for **all** ages, **all** roles, **all** levels of expertise
- Negative self talk is **just a habit**
- Can be learned and practiced
- Skill building:
 - Awareness
 - Practice
 - Mutual support
 - Personal action plan

**When healthy thinking
replaces negative self talk**

- Reduced stress
- Less irritation
- Reduced anxiety
- Less anger
- Less sadness

Impact of Negative Self Talk

What we think has a major impact on
how we feel

Under *stress* we experience *negative*
self talk

Negative self talk is just a habit but it creates
more stress

What do you say when you're stressed?



A word cloud of terms related to stress and frustration. The word 'never' is the largest and most prominent, centered in orange. Other words include 'failure' (blue), 'always' (yellow), 'try' (orange), 'stupid' (yellow), 'get' (orange), 'fault' (orange), 'perfect' (orange), 'measure' (green), 'must' (yellow), 'hate' (blue), 'shy' (red), and 'acknowledged' (blue). The words are arranged in a somewhat circular pattern around the central 'never'.

fair get fault
stupid failure always try
perfect must never shy
measure hate acknowledged



**Negative
self talk**

Let's Practice Together!

Stop

Ask

Replace

Literally
true

Remember!!!!

- Increased irritability or impatience with families, patients, clients, students, or colleagues
- Decreased concentration
- Denying that traumatic events impact those we serve or feeling numb or detached
- Intense feelings and intrusive thoughts, that don't lessen over time, about someone else's trauma

Take care of yourself

- Don't go it alone
- Recognize compassion fatigue as an occupational hazard
- Seek help with your own traumas
- Guard against your work becoming the only activity that defines who you are
- Address your physical, psychic, and spiritual needs

Never H.A.L.T.

- **Hungry**
- **Angry**
- **Lonely**
- **Tired**

A little homework

Questions for self awareness

- What brings out your best?
- What part of your work rejuvenates you?
- What can you share?
- What do you need help with?
- What threatens you? Why?
- What are realistic expectations?
- What can you change? Where will you start?

Take Home Points

- Caring providers are people too!
- Working in systems can be toxic
- There are often high expectations (sometimes self-imposed) on caring professionals
- Lack of self-care is epidemic, dangerous, and can't be ignored

Aha!



Thank You!

Questions and Comments?

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