



SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

Provider and Staff Self-Care

Promoting Staff Wellness and
Preventing Vicarious Trauma and
other Work Force Concerns

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- **19 years working in child welfare and community-based mental health**
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- **Parent of an adult child with severe and chronic mental illness**



Overview

At the end of today's breakout, you will be able to:

1. Define compassion fatigue, secondary traumatic stress, vicarious trauma, and burnout.
2. Describe the importance of practicing self-care.
3. Identify at least three ways in which you can practice self-care.
4. Explore ways to build resilience in staff



“That which is to give light must endure burning” - Viktor Frankl



“Empathy? Compassion? I have medication for that.”

Staff/Treaters

- Often have their own traumatic histories
- Seek to avoid re-experiencing their own emotions
- Respond personally to others' emotional states
- Perceive behavior as personal threat or provocation

Compassion Fatigue

“State of tension and preoccupation with traumatized patients by re-experiencing the traumatic events, avoidance/numbing of reminders and persistent arousal associated with the patient”

Figley, C., 2002

Burnout

A syndrome of emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment

Develops as a result of general occupational stress; the term is not used to describe the effects of indirect trauma exposure specifically

National Child Traumatic Stress Network, Secondary Traumatic Stress Committee. (2011).

Physical Effects of Burnout

Fatigue

Insomnia

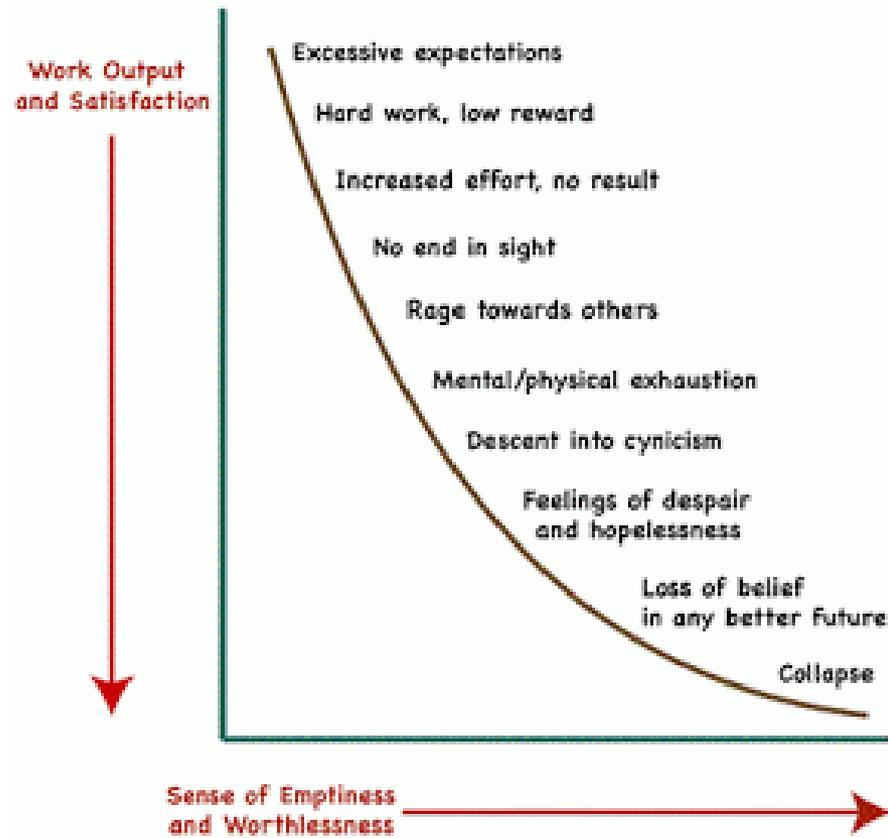
Colds, immunity vulnerability

Headaches

Gastrointestinal disturbances

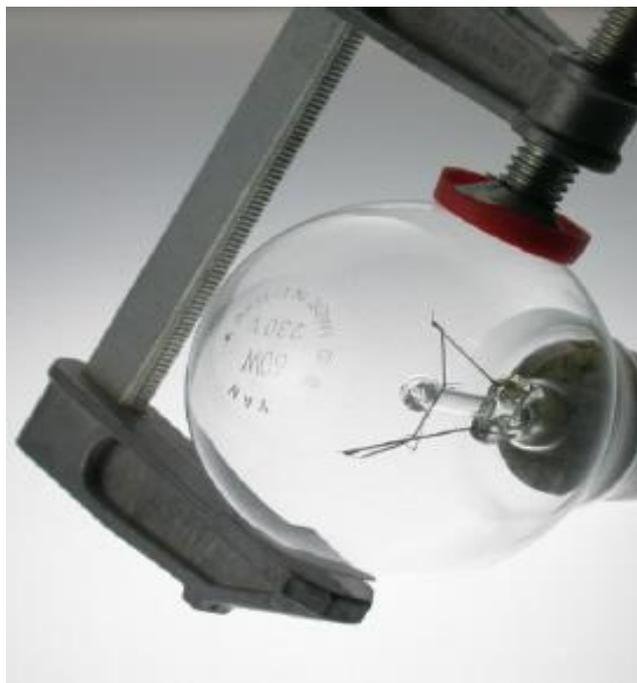
Maslach, C., 1982

THE BURNOUT CURVE



Taken from Dr. D. Dutta Roy, Indian Statistical Institute, *Burnout Causes and Management*, 2009
<http://www.slideshare.net/ddroy/burnout-presentation-869767>

Polling Question



Is burnout an ethical problem?

- Yes
- No
- Not sure

Secondary Traumatic Stress

Physical and emotional stress responses to working with a highly traumatized population

Symptoms mimic Post Traumatic Stress Disorder

Risk factors include:

- Exposure
- Empathy
- Past trauma history and extent of resolution

(Figley, C. R. 1995)

Secondary Traumatic Stress Symptoms

Hypervigilance

Hopelessness

Inability to embrace
complexity

Inability to listen, avoidance
of clients

Anger and cynicism

Sleeplessness

Fear

Chronic exhaustion

Physical ailments

Minimizing

Guilt

Vicarious Trauma

Changes in the inner experience of a trauma worker or helper that results from empathic engagement with traumatized clients and their reports of traumatic experiences

National Child Traumatic Stress Network, Secondary Traumatic Stress Committee. (2011).

Warning Signs

Being afraid to take time away from your daily activities

Thinking the worst in every situation

Reacting disproportionately

Never taking a vacation

Forgetting why you do your job

Decreased performance at work

Constantly not getting enough sleep

Increased arguments with your family

Decreased social life

Compassion Satisfaction

The ability to receive satisfaction from caregiving



Ray, Susan L., et al (2013)

What To Do?

We need to prioritize self-care at the individual, professional and organizational levels

Prevention of Work Force Concerns

Psychoeducation

Clinical, reflective, trauma-informed supervision

Ongoing skills training

Informal/formal self-report screening

Workplace self-care groups (for example, yoga or meditation)

Creation of a balanced caseload

Flextime scheduling

Self-care accountability buddy system

Use of evidence-based practices

Staff Turnover

High turnover

- Is expensive
- Can be contagious
- Affects client outcomes

Safety Is Paramount

Physical

Psychological

Social

Moral

(Bloom, 2013)



A Sample of Self-Assessment

How do you know when
you have not been taking care of yourself?

Consider the following:

Ways in which my body reacts
to stress

Ways in which my person life
is affected by stress

Ways in which my professional
life is affected by stress

Focus on:

Physical self-care

Emotional self-care

Psychological self-care

Spiritual self-care

Workplace/professional self-
care

Volk, K.T. et al., 2008

Examples of Physical Self-Care

Eat regularly (e.g., breakfast and lunch)

Eat healthfully

Exercise

Get enough sleep

Practice of martial arts or yoga

Get regular medical care for prevention

Get medical care when needed

Take time off when you're sick

Get massages or other body work

Do physical activity that is fun for you

Wear clothes you like

Take vacations

Take day trips, or mini-vacations

Get away from stressful technology such as cell phones and e-mail

Other: _____

Examples of Emotional Self-Care

- Spend time with others whose company you enjoy
- Stay in contact with important people in your life
- Treat yourself kindly (supportive inner dialogue or self-talk)
- Feel proud of yourself
- Reread favorite books, review favorite movies or music
- Identify and seek out comforting activities, objects, people, relationships, places
- Allow yourself to cry
- Find things that make you laugh
- Express your outrage or anger in a constructive way
- Play with children
- Other: _____

Examples of Spiritual Self-Care

Make time for reflection,
meditation, prayer

Spend time in nature

Participate in a spiritual
gathering, community or group

Be open to inspiration

Cherish your optimism and
hope

Be aware of nontangible
(nonmaterial) aspects of life

Be open to mystery, to not
knowing

Identify what is meaningful to
you and notice its place in your
life

Singing or playing music

Express gratitude

Celebrate milestones with
rituals that are meaningful to
you

Remember and memorialize
loved ones who have died

Nurture others

Have awe-full experiences

Contribute to or participate in
causes you believe in

Read inspirational literature

Listen to inspiring music

Other: _____

Workplace/Professional Self-Care

Take time to eat lunch

Take time to chat with co-workers

Identify projects or tasks that are exciting, growth-promoting, and rewarding for you

Set limits with clients and colleagues

Balance your workload as much as possible

Arrange your workspace so it is comfortable and comforting

Get regular supervision or consultation

Negotiate for your needs

Delegate – learn to ask for help

Have a peer support group

Have a transition from work to home

Other: _____

Mathieu, F, Volk, K.T. et al., 2008

Mindfulness

Mindfulness is being in a heightened state of involvement and wakefulness or being in the present

Langer et al, 2000



Mindfulness goals:

1. Maintain open awareness of one's experience to support emotional balance and wellbeing;
2. Recognize habitual thoughts and behaviors that do not support wellbeing, which allows for new and different ways of being.

Fortney et al, 2013

Facilitating Your Mindfulness Practice

Use these questions to facilitate your mindfulness practice:

1. What do I need in the moment to support positive thinking?
2. What self-care practices will help me to be best prepared to care for those I serve?
3. How can I balance my needs with the needs of those I serve?
4. How can I maintain an open and appreciative stance when interacting with colleagues and clients?
5. What helps me to genuinely connect to the people I serve as they share their concerns and thoughts?

How can we build resilience in staff?

Defining Resilience



- Emotional regulation: The ability to control our emotions, attention, and thus our behavior
- Impulse control: The ability to manage expression of our feelings
- Causal analysis: Accurate identification of the cause of adversity
- Self-efficacy: The sense that we can solve problems and succeed
- Realistic optimism: Being positive about the future *and* realistic
- Empathy: Able to read others behavior, to understand their states, and build relationship
- Reaching out :The continued drive to take on more challenges and opportunities

Five key ways to build a resilient team

1. Model your own personal resilience
2. Encourage autonomy and flexibility
3. Help employees manage change
4. Provide opportunities for ongoing learning
5. Help employees find a sense of meaning in their work

Succeeding as a Manager: Five Ways to Build A Resilient Team (2006, Ceridian Corporation)

Staff Resilience

Transforming Compassion Fatigue into Compassion Satisfaction:

Top 12 Self-Care Tips for Helpers

By Françoise Mathieu, M.Ed., CCC., Compassion Fatigue Specialist

- 1. Take stock of what's on your plate**
- 2. Start a self-care idea collection**
- 3. Find time for yourself every day – Rebalance your workload**
- 4. Delegate - learn to ask for help at home and at work**
- 5. Have a transition from work to home**
- 6. Learn to say no (or yes) more often**
- 7. Assess your trauma inputs**
- 8. Learn more about Compassion Fatigue and Vicarious Trauma**
- 9. Consider joining a supervision/peer support group**
- 10. Attend workshops/professional training regularly**
- 11. Consider working part time (at this type of job)**
- 12. Exercise**

Managing with Compassion

Compassion is a better managerial approach than **toughness**

Traditional approach can

- Increase stress levels
- Impact ability to think and reason
- Create fear based culture, which impacts productivity, decision-making and creativity
- Damage the relationship

Steps to creating a compassion mindset:

- Be mindful
- Learn to empathize
- Forgive

Parker, C., 2015

Magazine Articles

How People Learn to Become Resilient – New Yorker Magazine

<http://www.newyorker.com/science/maria-konnikova/the-secret-formula-for-resilience>

Succeeding as a Manager: Five Ways to Build a Resilient Team

<http://people.rice.edu/uploadedFiles/People/TEAMS/Succeeding%20as%20a%20Manager-%20Five%20Ways%20to%20Build%20a%20Resilient%20Team.pdf>

Caregiver Health

When is the last time you experienced JOY at work?



Measuring Compassion Satisfaction and Compassion Fatigue: The *Professional Quality of Life Scale* (*ProQOL*)

A 30 item self report measure of the positive and negative aspects of caring

Measures Compassion Satisfaction and Compassion Fatigue

Compassion Fatigue has two subscales

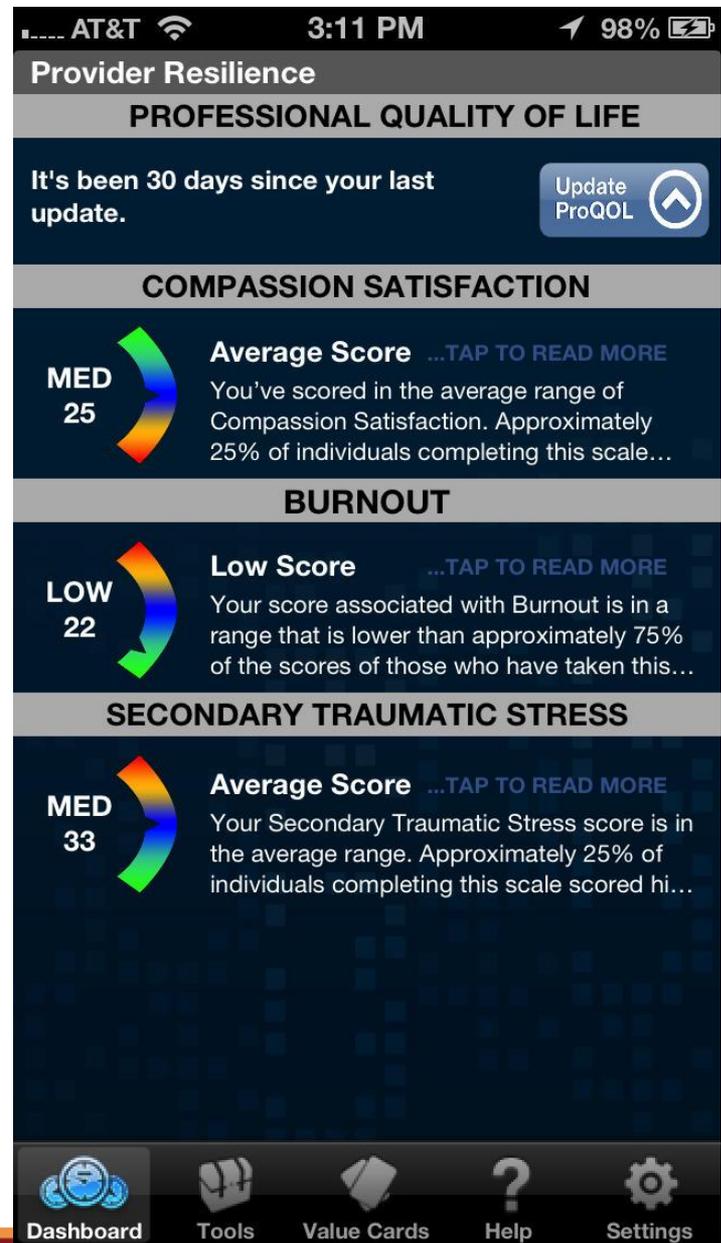
- Burnout
- Secondary Trauma

Free tool

Beth Hudnall Stamm, 2009, www.proQOL.org

Provider Resilience App

<http://t2health.dcoe.mil/apps/provider-resilience>



Apps to Support Mindfulness Practices

The Mindfulness App by MindApps:

<http://www.mindapps.se/?lang=en>

Headspace

<https://www.headspace.com/headspacemeditation-app>

Mindful Meditation by Mental Workout:

<http://www.mentalworkout.com/store/programs/mindfulness-meditation/>

Web Resources

www.self-compassion.org

www.mentalhealthrecovery.com

www.proqol.org/CProQOL Compassion Fatigue

www.intentionalpeersupport.org

http://www.balintinternational.com/downloads/Balint_in_a_Nutshell.pdf

Contact Information

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