Provider and Staff Self-Care

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

Physical Effects of Burnout

Fatigue
Insomnia
Colds, immunity vulnerability
Headaches
Gastrointestinal disturbances

Maslach, C., 1982
THE BURNOUT CURVE

Work Output and Satisfaction

Excessive expectations
Hard work, low reward
Increased effort, no result
No end in sight
Rage towards others
Mental/physical exhaustion
Descent into cynicism
Feelings of despair and hopelessness
Loss of belief in any better future
Collapse

Sense of Emptiness and Worthlessness
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

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

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
Identity 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 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
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

integration.samhsa.gov
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
Contact Information

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