Filling the tank

Personal Resilience for those who care
Me too please!

Burnout and Compassion Fatigue
Leading for the long haul in difficult settings
My personal strategies
Develop your own personal resilience plan.

Stress Reduction

**Bang Head Here**

Directions:
1. Place on FIRM surface.
2. Follow directions in circle.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.
Show me a sane man and I will cure him for you...

Carl Jung
What is burnout?

- Depersonalization
- Reduced Personal Accomplishment
- Emotional Exhaustion
BURNOUT QUESTIONNAIRE

Rate each of the 28 questions according to the following scale:
1 = never/no change  5 = always/much change

Do you:
____ 1. Worry at night, have trouble falling asleep or staying asleep?
____ 2. Feel less competent/effective than before or work harder yet accomplish less?
____ 3. Consider yourself unappreciated or "used" on the job?
____ 4. Feel tired/fatigued rather than energetic even when you get enough sleep?
____ 5. Dread going to work or feel trapped in your job situation?
____ 6. Feel angry, irritated, annoyed, or disappointed in people around you?
____ 7. Suffer from physical complaints or frequent illness (headaches, stomach/heart/neck aches, colds)?
____ 8. Feel overwhelmed?
____ 9. Think that sex seems like more trouble than it's worth?
____ 10. See close friends and family less often?
____ 11. More forgetful (about appointments, deadlines, personal possessions) than usual than usual?
____ 12. Always watching the clock?
____ 13. Avoiding conversation with co-workers or isolating from people in general?
____ 14. Rigidly applying rules without considering more creative solutions?
____ 15. Increasing your use of alcohol or drugs?
____ 16. Easily or automatically expressing negative attitudes especially to changes?
____ 17. Absent, out sick more often, or while at work?
____ 18. Too busy to do ordinary things (making phone calls, reading, calling/contacting family or friends)?

Are you:
____ 11. More forgetful (about appointments, deadlines, personal possessions) than usual?
____ 12. Always watching the clock?
____ 13. Avoiding conversation with co-workers or isolating from people in general?
____ 14. Rigidly applying rules without considering more creative solutions?
____ 15. Increasing your use of alcohol or drugs?
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Does your job:
____ 21. Seem meaningless or filled with too many repetitive situations?
____ 22. Pay too little?
____ 23. Lack access to a social/professional support group?
____ 24. Depend on capricious funding sources or not have enough funds to accomplish agency goals?
____ 25. Lack clear guidelines or require you to deal with rapid program changes?
____ 26. Entail so many different tasks that you feel fragmented?
____ 27. Demand racing with an angry public?
____ 28. Overload you with work, demand long shifts and frequent overtime or deny you breaks/self-monitored time-outs, lunch time, sick leave, or vacations?

Total up the numbers in the response column... Your score: ______
How burnt out am I?

Total up your scores

- **28 – 38** You appear impressively mellow
- **51 – 70** You are under a moderate amount of stress
- **71 – 90** You have a high amount of job-related stress
- **>91** You are probably nearing an advanced stage of burnout
50% of NZ Senior Medical Officers have symptoms of Burnout

42% work related
16% patient related

Higher than other comparable international surveys of health sector workers
Psychiatrists compare badly to other specialties

Why might this be?

Why is psychiatry particularly ‘bad for you’?

BURNOUT AND JOB SATISFACTION IN NEW ZEALAND PSYCHIATRISTS: A NATIONAL FOLLOW-UP STUDY
Dr Shailesh Kumar,
PhD 2011 Auckland

Figure 5: Mean work-related and personal burnout by medical specialty
Or perhaps we are not doing so badly...

Why do those who care for others struggle with burnout?

5 mins
Brainstorm a list of reasons why?
Why do SMOs struggle with burnout?

Heavy workloads
Long hours of work
Shift work / On-call duties
Under-staffing
  ◦ Presenteeism
Poor quality leadership
  ◦ Bullying
Medium-sized DHBs
Female > Male
Aged 30-39
Why is burnout important?

Bad for your Well-Being
Bad for your Health
Bad for your Clients
  ◦ Quality of Care
  ◦ Making Errors
More concerning situations...

**COMPULSIVE CARING**
A pattern of caring rather than feeling, to serve one's own emotional ends
- Rooted in childhood learning (Don’t make mummy sad...)
- “Spend yourselves on behalf of the needy” Isaiah 58v10
- A form of OCD and best tackled this way

**COMPASSION FATIGUE**
A personal involvement in the trauma you see, experiencing the emotions of those you care for
- Blaming others
- Self-isolating
- Nightmares- or flashbacks
New line in Hippocratic Oath

“I will attend to my own health, well-being, and abilities in order to provide care of the highest standard.”
Sharing stories

If you feel able...
Share a time you felt down or struggled at work

What helped?

IF THERE ARE NO UPS AND DOWNS IN YOUR LIFE
IT MEANS YOU ARE DEAD

MINDANDSOULFOUNDATION.ORG
So let’s do some self-care…

Turn to the person next to you and give them a big hug!
Wider Focus

Week = 168 hours
Sleep = 7x8 = 56 hours
Food = 0.5x21 = 10.5 hours
Church = 1.5 hours

= 100 Hours left
So let’s do some self-care...
How do I practice self-care?

- **TODAY**
  - DAILY

- **MONTHLY**
  - 3x3 minutes

- **ANNUALLY**
  - Small groups – 3x3 minutes
Building self care into every day

Plan meal breaks and go out

Physical activity – 10000 steps?

See your difficult/tricky clients first – don’t procrastinate

Wind down with something productive or enjoyable

Connect with peers and colleagues – attend meetings

Laughter and fun are allowed – try to avoid black humour

Chocolate

Avoid taking work home – the commute has some value
A healthy mind needs a healthy body...

What is on your doorstep?
My top tips from my ten years

1. Have your finger in another pie – or two?
2. Share the pain – swapping difficult clients
3. Have two weeks holiday – not one
4. Have cheeky days off – date your spouse
5. Work flexible hours [in conjunction with colleagues]
6. Realize its not all about you – develop your spirituality
7. Learn its not all about you – drop balls
8. Mix it up – this is not ‘one’ job for life
What would your top tips be?

Small groups
5 minutes
My Personal Resilience Plan

Working alone
Five minutes
Complete after the conference
Refer to regularly!
Mix it up?

Balancing big and small changes...

Degree of change
Degree of benefit
A New Zealand Adventure
Rediscovering passion
Rediscovering self
Rediscovering God
The price of non-negotiation

<table>
<thead>
<tr>
<th>Stage</th>
<th>Psychosocial Crisis</th>
<th>Basic Virtue</th>
<th>Age</th>
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<tbody>
<tr>
<td>1</td>
<td>Trust vs. mistrust</td>
<td>Hope</td>
<td>Infancy (0 to 1½)</td>
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<tr>
<td>2</td>
<td>Autonomy vs. shame</td>
<td>Will</td>
<td>Early Childhood (1½ to 3)</td>
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<tr>
<td>3</td>
<td>Initiative vs. guilt</td>
<td>Purpose</td>
<td>Play Age (3 to 5)</td>
</tr>
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<td>4</td>
<td>Industry vs. inferiority</td>
<td>Competency</td>
<td>School Age (5 to 12)</td>
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<tr>
<td>5</td>
<td>Ego identity vs. Role Confusion</td>
<td>Fidelity</td>
<td>Adolescence (12 to 18)</td>
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<td>6</td>
<td>Intimacy vs. isolation</td>
<td>Love</td>
<td>Young Adult (18 to 40)</td>
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<td>7</td>
<td>Generativity vs. stagnation</td>
<td>Care</td>
<td>Adult hood (40 to 65)</td>
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<tr>
<td>8</td>
<td>Ego integrity vs. despair</td>
<td>Wisdom</td>
<td>Maturity (65+)</td>
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Help is available...
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