Addressing Professional Burnout/Compassion Fatigue While Working with Persons Following Stroke

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Non-Financial
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Presenter – MedBridge
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PARTICIPANTS WILL BE ABLE TO:
- Describe the nature of burnout & compassion fatigue
- Explain system issues that contribute
- Understand the factors that contribute
- Explain steps to take to avoid or cope
- Describe how to make an action plan

PURPOSE

PLACE HEAD ON LAP
CLOSE YOUR EYES
DIMENSIONS OF BURNOUT

NOT DEFINING IT, BUT DESCRIBING ITS DIMENSIONS
DEFINITIONS ENTAIL INCLUSION CRITERIA,
BUT DIMENSIONS ARE QUALITATIVE
ALLOW FOR MULTIPLE FORMS

COGNITIVE SYMPTOMS

DISSATISFACTION W/RESULTS
LACK OF PERSONAL GROWTH
POOR CHANCE TO ADVANCE
LITTLE SKILL ACQUISITION
LOW PAY

EMOTIONAL SYMPTOMS

HURT
ANGRY
BORED
LONELY
RESENTFUL
DEPRESSED
ENGAGED
DISRESPECTED
**Behavioral Symptoms**

- Sloppy errors
- Chemical use
- Late to work
- Family discord
- Lack of effort
- Avoid assignments
- Poor communication
- Complaining to co-workers

**Burnout is Multi-Dimensional**

**Compassion Fatigue**

- Apathy
- Anxiety
- Isolation
- Chemical use
- Hopelessness
- Sleeplessness
- Negative attitude
- Decreased pleasure
COMPASSION FATIGUE
- Giving
- Own trauma
- Perfectionistic
- Poor coping skills
- Poor social support

COMPASSION FATIGUE RELATES SPECIFICALLY TO EXPOSURE
EXPERIENCE TAXING SITUATIONS WITHOUT RESOLUTION OR RECIPROCITY

ALSO CALLED SECONDARY TRAUMATIC STRESS

VARIABLES THAT MAKE ESCAPING STRESS HARDER
- FAMILY ISSUES
- CARE/SYSTEM ISSUES
- MEDIA
ACUTE ILLNESS

NORMAL ONSET TRAD ROLES CURE NORMAL

CHRONIC ILLNESS

NORMAL ONSET TRAD ROLES CHRONIC CHRONIC CHRONIC

DECLINING THANKS

LACK OF CUSTOMER SATISFACTION
LITTLE REINFORCEMENT FOR EFFORT
REAL SUCCESS IS WHEN PEOPLE ATTRIBUTE CHANGE TO THEMSELVES
CARE MODELS

DR. KILDARE

MARCUS WELBY, M.D.

HAWKEYE PIERCE

DR. Mc DREAMY

INSTEAD...

OR THIS !!!
THE CONTEXT OF HEALTHCARE

HARDER TO MEET PEOPLE’S NEEDS

WHEN YOU ARE NECK HIGH IN ALLIGATORS IT IS HARD TO REMEMBER YOU WERE SENT TO DRAIN THE SWAMP

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Brain injury work: challenging & rewarding

Can be overwhelming

This presentation will:

Delineate the nature of burnout

Relate why burnout occurs

Give perspectives to decrease burnout

COMPASSION FATIGUE

INCREASES EXPOSURE TO TRAUMATIC EVENTS

MEDIA EFFECT
PROFESSIONALS DIAGNOSE DEPRESSION, ANGER, ANXIETY IN OTHERS CAN'T/DON'T/WON'T ASSESS OUR OWN EMOTIONAL STATE

TOP TEN REASONS THAT CONTRIBUTE ...
WHAT TO WATCH FOR WHAT TO DO

FEELINGS OF DIS-SATISFACTION CAN BE MADE WORSE BY LOW PAY
PEOPLE WRONGLY BELIEVE THAT MONEY WILL BE PREVENTATIVE
SUGGESTIONS...

MANTRA: NOWADAYS IS MONEY WON'T MAKE EMPLOYEES HAPPY
IT IS OK TO WANT MONEY
SURVEY FIELD
IF MONEY IS NOT GOING TO INCREASE, THEN HOW IMPORTANT IS IT TO YOU: ACT OR ACCEPT

PHYSICAL/TRAINING NEEDS

LACK OF RESOURCES CAUSES FRUSTRATION

PHYSICAL PLANT DESIGN
EQUIPMENT
SUPPLIES
TRAINING

SUGGESTIONS...

KNOW RESOURCES AND BUDGETS
HOW TRANSLATES INTO REVENUE
THINK LONG TERM
SEEK TRAINING
MEANINGFUL WORK

WORK NOT CREATE PRIDE
NOT SEEKING TO HAVE A PURPOSE

DOESN'T MATTER HOW HIGH-LEVEL THE JOB

SUGGESTIONS...

INTERNAL DRIVE
STATE IS IMPORTANT
PRIDE COMES FROM HOW YOU VIEW YOURSELF
BUT...

SUGGESTIONS...

SEE THE LINKS BETWEEN YOUR TASK AND WORTHWHILE WORK
SUGGESTIONS...
SEE THE LINKS BETWEEN YOUR TASK AND WORTHWHILE WORK

See book by Blanchard & Bowles
Gung Ho!

LISTENED TO BY OTHERS
DECISIONS NOT GOING YOUR WAY TAKEN TO IMPLY NOT BEING HEARD
MECHANISMS FOR COMMUNICATION AND ACTION ARE UNCLEAR
SUGGESTIONS...

HOW DOES YOUR ORGANIZATION COMMUNICATE WHO GETS HEARD AND WHY

HAVE YOU BEEN HEARD AND DISAGREED WITH? WHY?

PREPARE FOR NEXT TIME.

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SUGGESTIONS...

DEVISE HOW TO ACHIEVE YOUR WORK AND BE HEARD


SUGGESTIONS...

KNOW HOW PEOPLE SUCCEED AT CHANGE

AWARENESS OF NEED TO CHANGE

DESIRE TO PARTICIPATE IN CHANGE [CONSEQUENCES]

KNOWLEDGE ABOUT HOW TO CHANGE [SKILLS]

ABILITY TO CHANGE [BARRIERS TO ACTION]

REINFORCED TO KEEP THE CHANGE

See books: Hiatt & Creasey: Change Management 1-930885-18-0

Hiatt: ADKAR 978-1930885509

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ENCOURAGEMENT

NOT GETTING ACKNOWLEDGEMENT
HUMANS CRAVE ACKNOWLEDGEMENT

WORK TOO OFTEN FOCUSES ON PROBLEMS NOT SUCCESSES

The number one reason people leave their jobs is that they don’t feel appreciated

65% of Americans received no recognition in the workplace in a year

See book by Rath & Clifton:
How Full Is Your Bucket?
ISBN 1-59562-003-6

SUGGESTIONS...
START OWN RECOGNITION PROGRAM

INCLUDE WHAT MOTIVATES YOU
MONEY, PRIDE, PHYSICAL AWARD, RECOGNITION, ETC.

See book by Bob Nelson:
"1001 ways to reward employees"
ISBN 1-56305-339-X

BE A SOURCE YOURSELF OF POSITIVE EMOTIONS

FOCUS ON WHAT IS RIGHT

REWARD YOUR TEAM:
CHEER THEM ON A GREAT DISCHARGE, AN ACCOMPLISHMENT OF A TEAM MEMBER, ETC.

DO IT ORALLY AND IN WRITING.

TELL THEIR BOSS
BROADER CONTEXT

WORKING WITHOUT A BROADER PERSPECTIVE

CONTEXT MATTERS

LACKING PROFESSIONAL ACTIVITIES TO ACHIEVE, GET SUPPORT, FEEL PART OF SOMETHING, LOOK FORWARD TO

SUGGESTIONS...

DO PROF ACTIVITIES
(USE DOWN TIME AT WORK)
ADVOCACY ACTIVITIES
READ, WRITE, OR RESEARCH
PRESENT WORKSHOPS
JOIN WORK COMMITTEES

SUGGESTIONS...

LEARN DIFFERENCE BETWEEN TOP AND MIDDLE PERFORMERS
COPY TOP PERFORMERS
AVOID LOW PERFORMERS

See book by Studer: Hardwiring Excellence
WORK GOALS

ACTING LIKE IT’S A JOB, BUT WANTING A CAREER

DAILY GRIND WITHOUT PERSONAL GOALS

SUGGESTIONS

SET GOALS AT WORK

DECIDE WHY YOU ARE IN THE FIELD OF THE HEALTH CARE

WHAT PATH ARE YOU ON?

CANNOT HAVE A CAREER AND TREAT IT LIKE A JOB

GET MORE EDUCATION

REST OF LIFE

USING WORK AS ONLY SOURCE OF SUCCESS

NOT USING HOBBIES, PERSONAL LIFE, ETC. FOR BALANCE

NOT DISTRIBUTING REINFORCEMENT WHICH HELPS IF ONE PART IS UNSATISFYING
SUGGESTIONS...

BEING HAPPY ELSEWHERE PUTS LESS DEMANDS ON WORK TO MEET NEEDS
SOLVE HOME PROBLEMS SO WORK IS NOT THE ONLY SATISFACTION
HAVE A SOCIAL LIFE SO WORK IS NOT ONLY SATISFACTION

EMPLOYEE ASSISTANCE PROGRAM
GET HELP ELSEWHERE
LEARN RELAXATION TECHNIQUES
EXERCISE, EAT HEALTHY, SLEEP
LEARN HOW MUCH YOU CAN GIVE/
SET BOUNDARIES

WORK RELATIONS
NOT CULTIVATING RELATIONS
NOT BASE RELATIONS ON
POSITIVE LIKES,
SUCCESSES, ETC, BUT
ON NEGATIVE OR
SHARED COMPLAINTS
SUGGESTIONS...

AVOID DOWNER PEOPLE AT WORK

I CALL THESE PEOPLE: “ENERGY VAMPIRES”

GET SUPPORT
EXCHANGE EMOTIONS
EXPRESS YOUR NEEDS
GET VALIDATION

SUGGESTIONS...

ACT LIKE AN OWNER

See book by Tye: The Florence Prescription
ISBN 18791550
BOSS

BEING FRUSTRATED BY SUPERVISORS’ SHORTCOMINGS

NOT UNDERSTANDING YOUR BOSS

SUGGESTIONS...

UNDERSTAND YOUR BOSS
STUDY YOUR BOSS
ATTITUDES, STYLE, WHAT IRRITATES, VALUES
CHOOSE YOUR BATTLES

READ MANAGEMENT BOOKS
CREATE AN ACTION PLAN

TAKE AN INVENTORY
OF BELIEFS ON EACH
VARIBALE
WRITE THEM DOWN
BE HONEST

CREATE AN ACTION PLAN

FOR A WHILE, KEEP THE LIST
AT WORK—SOMEBEWHERE
SAFE
LOOK AT LIST AND ADD
NEW THOUGHTS

THE ULTIMATE QUESTION – REICHHELD – 1-59139-763-9
EGO VS EQ — SHIRKANI – 978-1-937134-76-1
HIRE WITH YOUR HEAD – ADLER – 0-471-22-329-8
CRUCIAL CONVERSATIONS—PATTERSON/GRENNY/
MCMILLAN/ SWITZER – 0-07-140194-6
WHO MOVED MY CHEESE—JOHNSON– 0-399-14446-3
CONNECTING THE DOTS – BENKKO/MCFARLANE– 1-57651-877-6
COMPANY OF HEROES – SIMS/MANZ – 0-471-05528-X
A FAILURE OF NERVE – FRIEDMAN – 978-1-59627-042-8
EXECUTION– BOSSIDY/CHARAN – 0-609-61057-0
STRAIGHT A LEADERSHIP – STUDER – 978-0-8840794-1-4
THE FLORENCE PRESCRIPTION – TYE – 1-88751-135-0
CHANGE MANAGEMENT – HIATT/CREASEY – 1-930855-18-0
ADKAR – HIATT – 978-193085509
CREATE AN ACTION PLAN

ACT !!!

IT'S A BEHAVIOR PLAN

POSSIBILITIES