Addressing Professional Burnout/Compassion Fatigue While Working with Persons with Brain Injury

Disclosures

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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

EXERCISE
**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
- Disengaged
- Disrespected
SLOPPY ERRORS
CHEMICAL USE
LATE TO WORK
FAMILY DISCORD
LACK OF EFFORT
AVOID ASSIGNMENTS
POOR COMMUNICATION
COMPLAINING TO CO-WORKERS

BEHAVIORAL SYMPTOMS

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

KAROL © 2009

CHRONIC ILLNESS

NORMAL ONSET TRAD ROLES CHRONIC CHRONIC CHRONIC

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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

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 DISSATISFACTION 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
DISAGREE WITH?
WHY?
PREPARE FOR NEXT
TIME.

SUGGESTIONS...

DEVISE HOW TO
ACHIEVE YOUR WORK
AND BE HEARD

See book by Blanchard & Bowles:
Gung Ho!

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
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 1-59962-003-6

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 0-88730-339-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.
AVOID DOWNER PEOPLE AT WORK

I CALL THESE PEOPLE: “ENERGY VAMPIRES”

SUGGESTIONS...

GET SUPPORT
EXCHANGE EMOTIONS
EXPRESS YOUR NEEDS
GET VALIDATION

SUGGESTIONS...

ACT LIKE AN OWNER

See book by Tye: The Florence Prescription
ISBN 187751550
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 VARIABLE
WRITE THEM DOWN
BE HONEST

CREATE AN ACTION PLAN

FOR A WHILE, KEEP THE LIST AT WORK—SOMEBEFORE SAFE

LOOK AT LIST AND ADD NEW THOUGHTS
CREATE AN ACTION PLAN

DESIDE FOR EACH VARIABLE WHAT YOU CAN CHANGE
NOT WHAT YOU WANT SOMEONE ELSE TO DO

CREATE AN ACTION PLAN

ACT !!!

IT'S A BEHAVIOR PLAN

POSSIBILITIES