

Filling the tank

Personal Resilience for those who care

MINDANDSOULFOUNDATION.ORG

Me too please!

Burnout and Compassion Fatigue
Leading for the long haul in difficult
settings

My personal strategies

Develop your own personal
resilience plan.

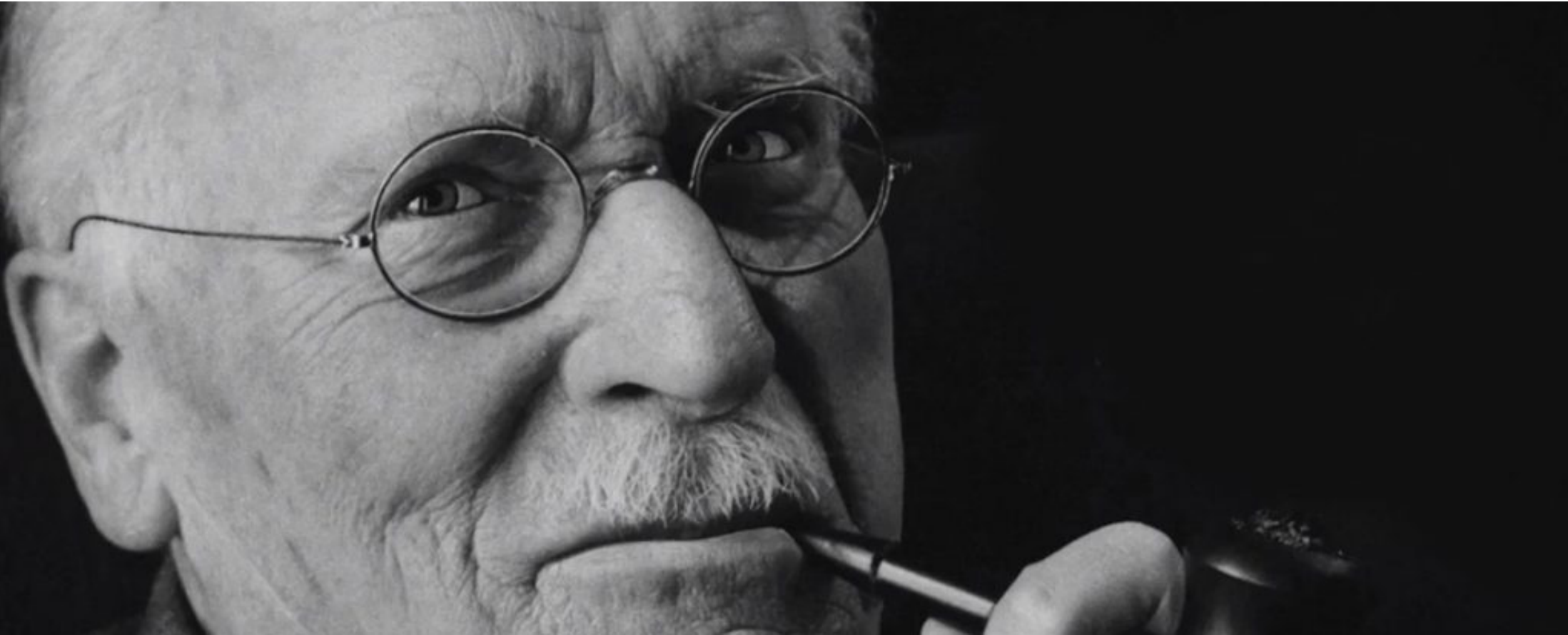
Stress Reduction



**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

How burnt out am I?

BURNOUT QUESTIONNAIRE

Rate each of the 28 questions according to the following scale:
1 = never/no change 2 = rarely 3 = sometimes 4 = often 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/back/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?

Are you:

- ___ 11. More forgetful (about appointments, deadlines, personal possessions) or disassociated 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. Unable to laugh at a joke about yourself or have difficulty finding joy?
- ___ 19. Experiencing interpersonal conflict with co-workers/family?
- ___ 20. Too busy to do ordinary things (making phone calls, reading, calling/contacting family or friends)?

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 coping 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 vacation?

Total up the numbers in the response column.....Your score: _____

Complete this simple
questionnaire – 5 mins

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Total up the numbers in the response column.....Your score: _____

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

“TIRED, WORN-OUT AND UNCERTAIN”:

Burnout in the New Zealand public
hospital senior medical workforce

Dr Charlotte Chambers
ASMS Principal Analyst (Policy and Research)

Statistical analysis conducted by
Professor Chris Frampton, University of Otago

Issue 12 | August 2016
www.asms.nz



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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

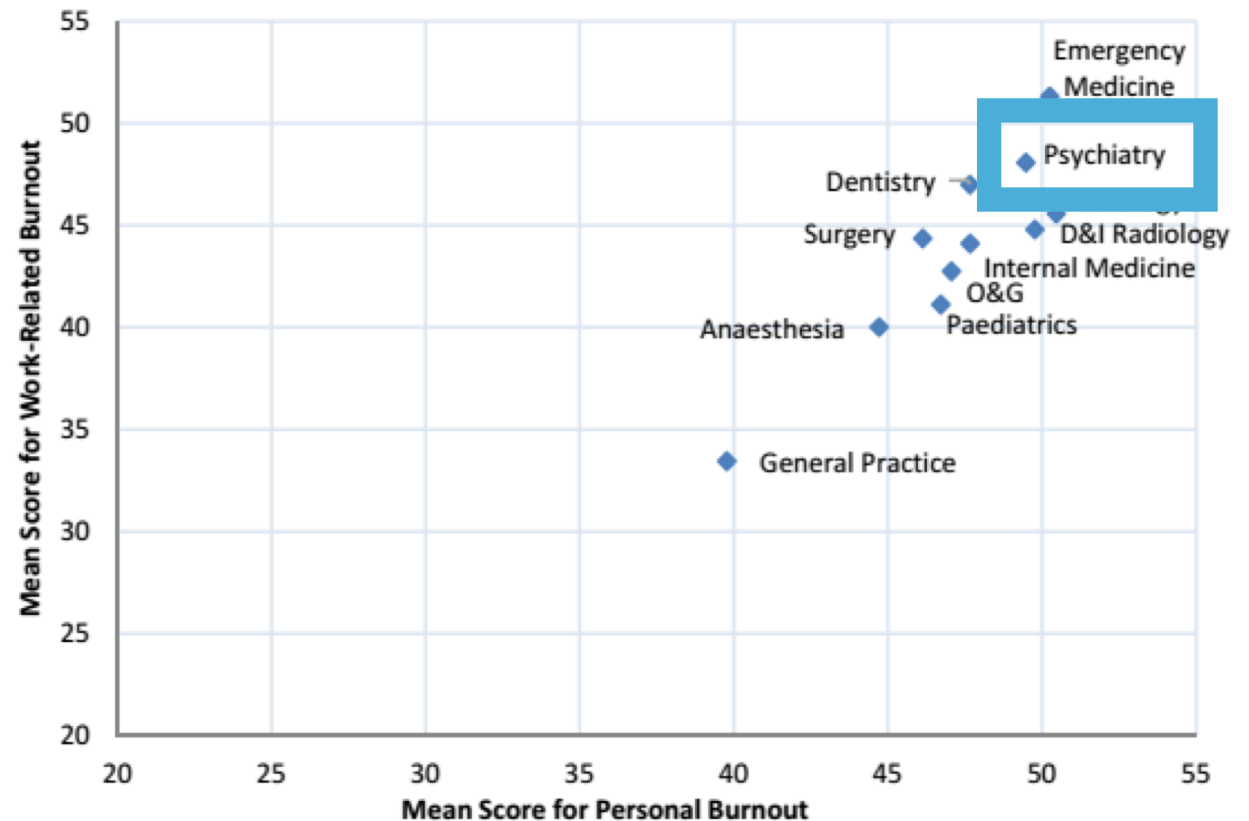
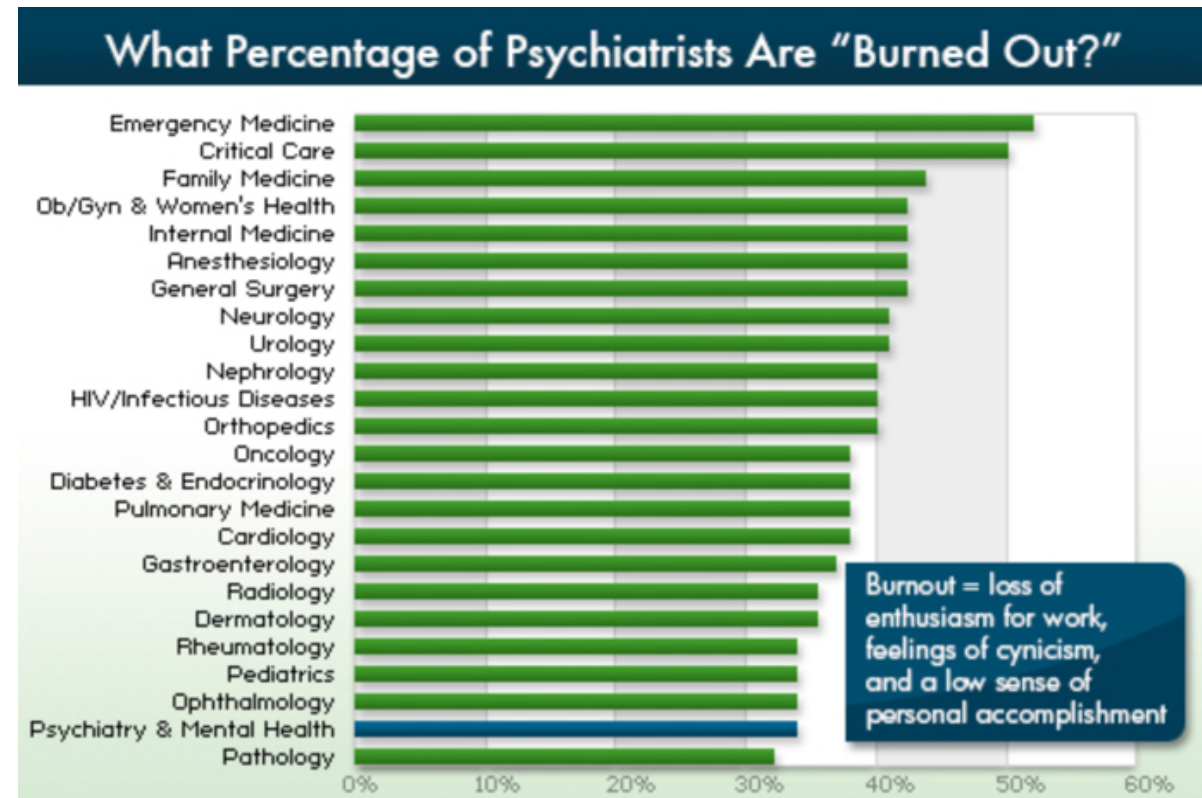


Figure 5: Mean work-related and personal burnout by medical specialty

Or perhaps
we are not
doing so
badly...

<https://www.medscape.com/features/slideshow/lifestyle/2013/psychiatry#2>



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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 ones 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.”

WORLD / HEALTH

NZ doctor's Hippocratic Oath change passed

8:27 am on 15 October 2017 Share this



A New Zealand doctor's amendment to the modern Hippocratic Oath sworn by all doctors has been ratified unanimously by the World Medical Association.



Sam Hazledine pushed for change after noticing widespread burn-out in his profession Photo: Supplied

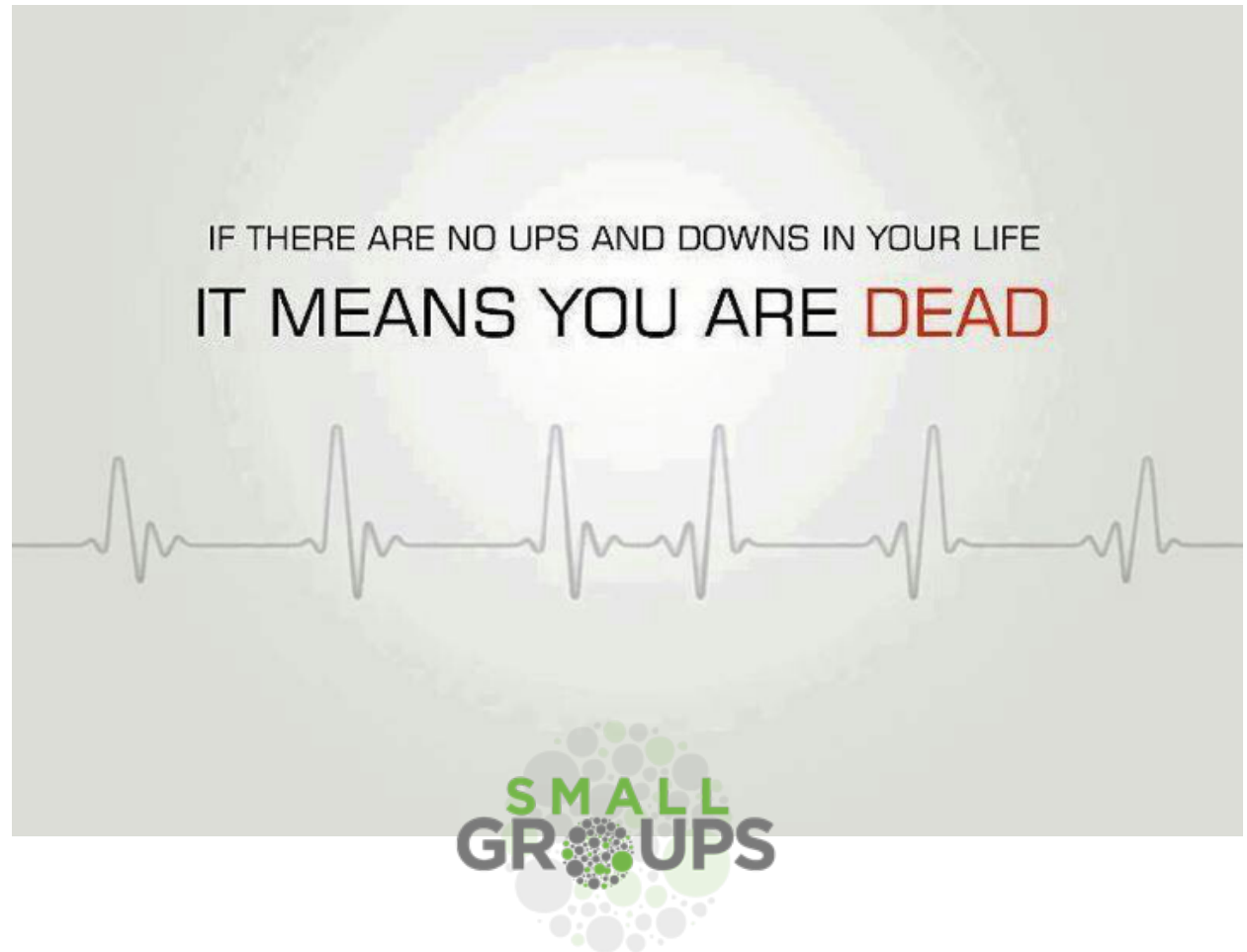
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Sharing stories

If you feel able...

Share a time you felt down or struggled at work

What helped?



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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 = $7 \times 8 = 56$ hours

Food = $0.5 \times 21 = 10.5$ hours

Church = 1.5 hours

= 100 Hours left



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So let's do some self-care...

How do I practice self-care?



DAILY



MONTHLY



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

Pearls

REIGNITE the desire: Tackle burnout in psychiatry

Kaustubh G. Joshi, MD

Burnout among psychiatric clinicians can lead to reduced job satisfaction, poorer quality of patient care, and depression.¹ Signs of burnout include a feeling of cynicism (eg, negative attitudes toward patients), overwhelming exhaustion (eg, feeling depleted), and a sense of ineffectiveness (eg, reduced productivity).¹ Workplace variables and other factors that could perpetuate burnout among psychiatrists include, but are not limited to:

- too much work
- chronic staff shortages
- working with difficult patients
- inability to meet self-imposed demands
- a lack of meaningful relationships with colleagues and supervisors.^{1,2}

The mnemonic **REIGNITE** provides strategies to reduce the risk of burnout.^{1,2}

R**ecognize your limits.** Although saying “no” may be difficult for mental health clinicians, saying “yes” too often can be detrimental. Techniques for setting limits without alienating colleagues include:

- declining tasks (“I appreciate you thinking of me to do that, but I can’t complete it right now”)
- delaying an answer (“Let me ponder what you are asking”)
- delegating tasks (“I could really use your help”)
- avoid taking on too much (“I thought that I could do that extra task, but I realize that taking on the additional assignment isn’t going to work out”).

E**xpand your portfolio.** Developing a diverse work portfolio (eg, teaching part-time) could diminish stagnation. Adding

regenerative activities (eg, outdoor activities) could be restorative.

I**temize your priorities.** Ask yourself what is important to you. Is it work? If so, can work be modified so it continues to be rewarding without resulting in burnout? If it isn’t work, then what is? Money? Family? Evaluating what is important and pursuing those priorities could increase overall life satisfaction.

G**o after your passions.** What do you like to do aside from work? Do you paint or play a musical instrument? Pursuing hobbies and interests can revitalize your spirit.

N**ow.** We as a profession are notorious for saying to ourselves, “I will get to it (being happy) someday.” We delay happiness until we catch up with work, save enough money, and so on. This approach is unrealistic. It is better to live in the present because there are a finite number of days to seize the day. Focus your energy in the moment.

I**nteract.** Isolating oneself will lead to burnout. If you are in solo practice, con-

Dr. Joshi is Associate Professor of Clinical Psychiatry and Associate Director, Forensic Psychiatry Fellowship, Department of Neuropsychiatry and Behavioral Science, University of South Carolina School of Medicine, Columbia, South Carolina.

Disclosure:
The author reports no financial relationship with any company whose products are mentioned in this article or with manufacturers of competing products.

Every issue of **CURRENT PSYCHIATRY** has its **Pearls**. Yours could be found here. Read the ‘Pearls’ guidelines for manuscript submission at CurrentPsychiatry.com, or request a copy from Senior Editor Patrice Weeks at pweeks@frontlinemed.com. Then, share with your peers a ‘Pearl’ of wisdom from your years of practice.

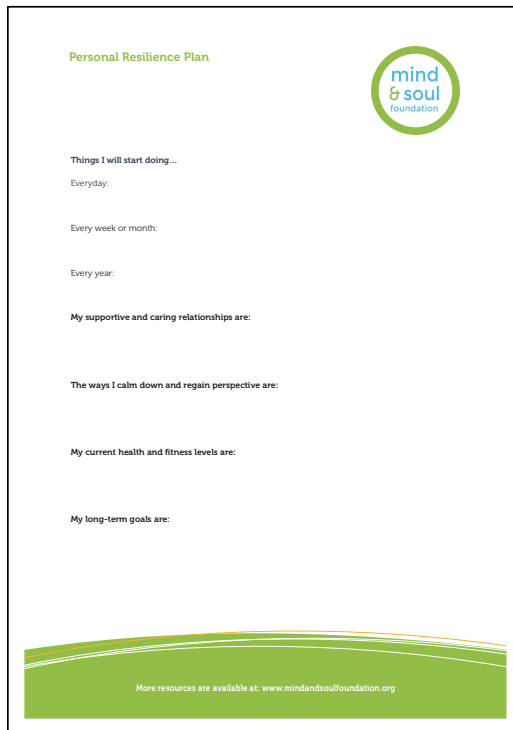
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My Personal Resilience Plan



Personal Resilience Plan



Things I will start doing...

Everyday:

Every week or month:

Every year:

My supportive and caring relationships are:

The ways I calm down and regain perspective are:

My current health and fitness levels are:

My long-term goals are:

More resources are available at: www.mindsoulfoundation.org

Working alone

Five minutes

Complete after the conference

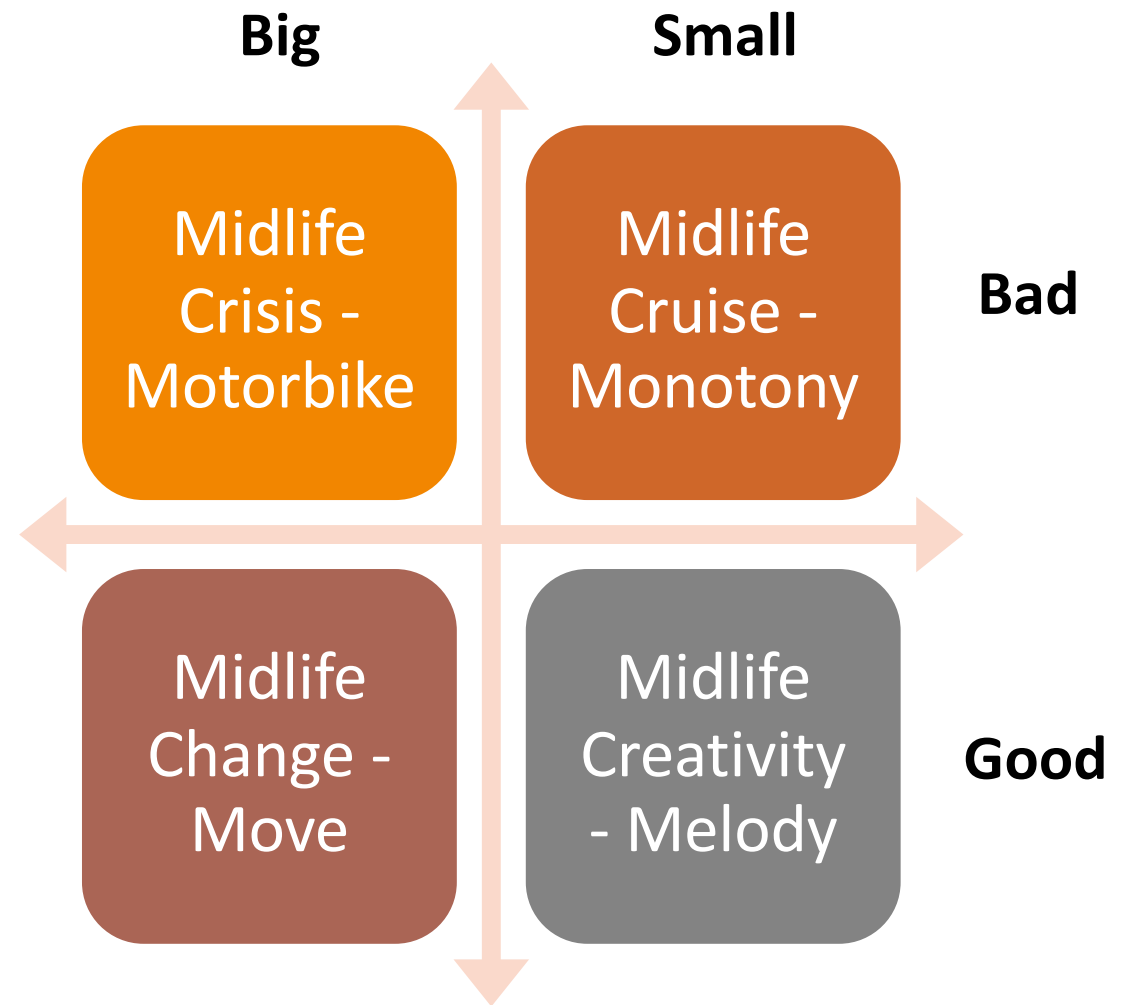
Refer to regularly!

Mix it up?

Balancing big and small changes...

Degree of change

Degree of benefit



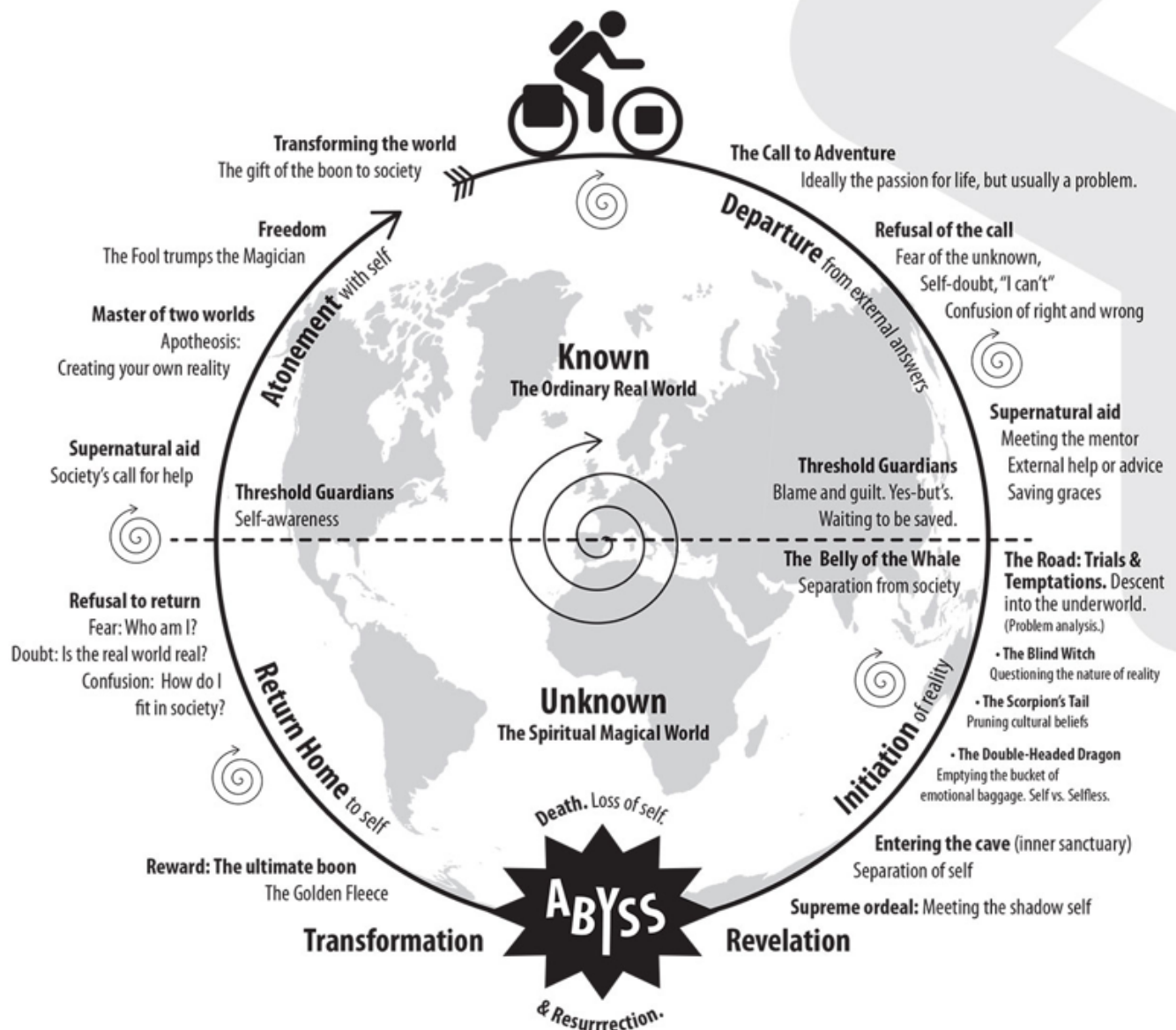
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A New Zealand Adventure

Rediscovering passion

Rediscovering self

Rediscovering God



The price of non-negotiation

Stage	Psychosocial Crisis	Basic Virtue	Age
1	Trust vs. mistrust	Hope	Infancy (0 to1 ½)
2	Autonomy vs. shame	Will	Early Childhood (1 ½ to3)
3	Initiative vs. guilt	Purpose	Play Age (3 to 5)
4	Industry vs. inferiority	Competency	School Age (5 to 12)
5	Ego identity vs. Role Confusion	Fidelity	Adolescence (12 to 18)
6	Intimacy vs. isolation	Love	Young Adult (18 to 40)
7	Generativity vs. stagnation	Care	Adult hood(40 to 65)
8	Ego integrity vs. despair	Wisdom	Maturity (65+)



Help is available...



The screenshot displays the Korus Connect website. The header features the Korus Connect logo (a stylized 'X' in purple and orange) with the tagline 'Partnering for community'. To the right of the logo is a search bar and a navigation menu with links: Home, Blog, Community, About, and Contact. Further right are a 'Login' button, a Facebook icon, and a 'Donate Now' button. Below the navigation menu are four dropdown menus: COMMUNITY, PARENTS, CHAPLAINCY, and SCHOOLS. The main content area has an orange banner with the text 'Chaplaincy and Wellbeing Support groups'. Below this banner is a breadcrumb trail: 'Korus Connect > Chaplaincy and Wellbeing Support groups'. The page is divided into two columns. The left column contains a photograph of a diverse group of people in a meeting. The right column contains a purple sidebar with the heading 'Send me more information about Korus Community Connectors'. This sidebar includes input fields for 'First name' (with a 'First' label below), 'Surname' (with a 'Last' label below), 'Email', and 'Number'. At the bottom of the sidebar is a text area with the prompt 'Please detail what information you would like and/or your background (e.g. what organisation you...'.

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