

## COMPASSION FATIGUE: WORK/LIFE BALANCE TO AVOID BURNOUT

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#### FACTS

 STRESS IS A NATURAL AND MANAGEABLE PART OF LIFE.

AVOIDING IT LEADS TO MORE STRESS.

 CONSTANT DEMANDS OF PROFESSIONAL AND PERSONAL LIFE CAN LEAD TO STRESS OVERLOAD.

#### DEFINITION

 "Stress is defined as the pressure experienced by a person in response to life demands.
 Selye (1956),

 "Stress is a process of adjusting to or dealing with circumstances that disrupt or threaten to disrupt a person's physical or psychological functioning.

Selye (1976)

#### DEFINING STRESS

MENTAL, PHYSICAL, EMOTIONAL, AND BEHAVIORAL REACTIONS TO ANY PERCEIVED DEMANDS OR THREATS.



A normal physical response to events

The stress response is the body's way of protecting you

In emergency situations, stress can save your life giving you extra strength

The stress response also helps you rise to meet challenges

But beyond a certain point, stress stops being helpful and starts causing major damage to your health

### FORMULA: STRESS=P>R

STRESS OCCURS WHEN THE PRESSURE IS GREATER THAN THE RESOURCE.

#### SELF-AWARENESS

WHAT STRESSES YOU OUT?

HOW DO YOU RESPOND TO STRESS IN YOUR LIFE?

WHAT ARE YOUR TRIGGERS AND CUES TO TAKE ACTION?

#### WHY DO WE STRESS OUT?

#### TWO MAJOR REASONS:

- 1. We perceive a situation as dangerous, difficult or painful.
- 2. We don't believe we have the resources to cope.

### WHY DO WE STRESS OUT?

WHEN SITUATIONS SEEM THREATENING TO US, OUR BODIES REACT QUICKLY TO SUPPLY PROTECTION BY PREPARING TO ACT.

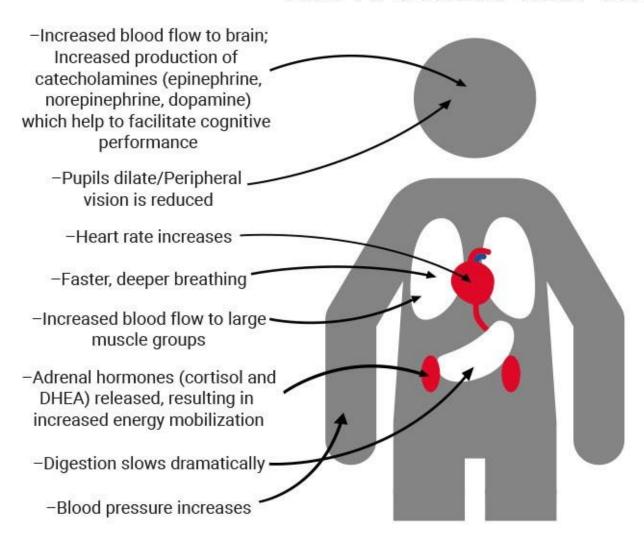
THIS PHYSIOLOGICAL REACTION IS KNOWN AS THE "FIGHT OR FLIGHT" RESPONSE.

# FIGHT OR FLIGHT RESPONSE

- 1. FIGHT
- 2. FLIGHT
- 3. FREEZE
- 4. FAINT

#### "FIGHT OR FLIGHT"

#### ACUTE STRESS RESPONSE



#### REACTIONS

- -Increased alertness
- -Increased short term strenght
- -Increased ability to handle stress
- -Heightened ability to focus
- -Increased oxygen to the brain
- -Faster, deeper breathing
- -Heightened sense of smell
- -Body and mind are hyper-alert

#### OTHER RESPONSES

- -Perspiration increases to cool body
- –Muscle tension increases to prepare for "fight or flight"
- -Saliva production decreases
- -Metabolism speeds up considerably
- -Inflammation increases
- Blood flow from skin surface is diverted to larger muscle groups & brain
- -Body extremities can change temperature
- -Blood pressure increases

### STRESSFUL SITUATIONS

✓ SITUATIONS THAT HAVE STRONG DEMANDS

✓ SITUATIONS THAT ARE IMMINENT

✓ LIFE TRANSITIONS

#### STRESSFUL SITUATIONS

✓ DEVIATION FROM THE "NORM," TIMING

✓ FEAR OF AMBIGUITY

✓ LACK OF CONTROLLABILITY

#### EXTERNAL STRESSORS

1. PHYSICAL ENVIRONMENT

2. SOCIAL INTERACTIONS

3. ORGANIZATIONAL

4. MAJOR LIFE EVENTS

#### PHYSICAL STRESSORS

✓ NOISE

✓ BRIGHT LIGHTS

✓ HEAT/COLD

✓ CONFINED SPACES

#### SOCIAL INTERACTIONS

✓ RUDENESS

✓ BOSSINESS

✓ AGGRESSIVENESS BY OTHERS

- ✓ BULLYING
- ✓ SEXUAL AND OTHER HARASSMENT

### ORGANIZATIONAL

✓ RULES

✓ REGULATIONS

✓ DEADLINES

✓ CONFLICT WITH SUPERVISOR AND OTHER CO-WORKERS

#### STRESSFUL LIFE EVENTS

Work - New Job	Roommate	Legal matters
Classes – Returning to School	Childcare	Mental health Decompensation
Studying	Finances	Law violation
Relationship with partner (new)	Appearance	Spiritual/Religious issues
Relationship with family	Physical Health	Major/Career decisions
Relationship with friends	Not "fitting in"	Attitudes/thoughts
Trauma	Getting married/divorced	Buying a house
Change in residence	Change to a new school	Change in amount of recreation
Change in amount of social activities	Change in eating habits	Death of friend/family member

### INTERNAL STRESSORS

LIFESTYLE CHOICES

NEGATIVE SELF-TALK

MIND TRAPS

PERSONALITY TRAITS

#### LIFESTYLE CHOICES

- ✓ CAFFEINE AND OTHER STIMULANTS (MODERATION)
- ✓ INSUFFICIENT SLEEP

✓ OVERLOADED SCHEDULE

✓ LACK OF EXERCISE

#### NEGATIVE SELF-TALK

✓ PESSIMISTIC THINKING

✓ SELF-CRITICISM

✓ OVER-ANALYTICAL

#### MIND TRAPS

✓ UNREALISTIC EXPECTATIONS

✓ TAKING THINGS PERSONALLY

✓ ALL OR NOTHING THINKING

✓ RIGID THINKING

#### PERSONALITY TRAITS

✓ BORDERLINE PERSONALITY

✓ PERFECTIONIST – A TYPE

✓ WORKAHOLIC

TIP: BE GENTLE WITH YOURSELF

#### BAD STRESS

- Distress is a continuous experience of feeling overwhelmed, oppressed, and behind in our responsibilities.
- It is the all-encompassing sense of being imposed upon by difficulties with no light at the end of the tunnel.
- Examples: financial difficulties, conflicts in relationships, excessive obligations, managing a chronic illness, or experiencing a trauma.

### NOT ALL STRESS IS BAD

- Eustress is the other form of stress that is positive and beneficial.
- We may feel challenged, but the sources of the stress are opportunities that are meaningful to us.
- Helps provide us with energy and motivation to meet our responsibilities and achieve our goals.
- **Examples:** graduating from college, getting married, receiving a promotion or changing jobs.

#### STRESS RESPONSES

- PAY ATTENTION TO HOW YOUR BODY RESPONDS TO STRESSFUL SITUATIONS.
- WHEN WE ARE STRESSED, OUR BODIES RESPOND IN SPECIFIC WAYS.
- PHYSICAL, COGNITIVE (THINKING), EMOTIONAL (FEELING), BEHAVIORAL (ACTING) RESPONSES TO STRESS.

#### STRESS RESPONSE EXAMPLE

A GOOD EXAMPLE OF A STRESSFUL SITUATION FOR MANY PEOPLE IS TAKING A TEST. IF YOU FIND TESTING TO BE STRESSFUL, YOU MIGHT NOTICE CERTAIN PHYSICAL, BEHAVIORAL, MENTAL, AND EMOTIONAL RESPONSE

- Physical Response?
- Behavioral Response?
- Mental Response?
- Emotional Response?

#### SELF AWARENESS

WHAT PSYCHOLOGICAL SYMPTOMS DO YOU NOTICE WHEN YOU EXPERIENCE STRESS?

HOW DOES THIS AFFECT YOUR THOUGHTS AND EMOTIONS?

#### MENTAL SYMPTOMS

✓ Lack of concentration (Mental Fog)

✓ Confusion

✓ Memory lapses

✓ Disorientation

✓ Difficulty in making decisions

✓ Panic attacks

# HOW STRESS AFFECTS YOUR THOUGHTS AND EMOTIONS

✓ FEEL CRANKY AND UNABLE TO DEAL WITH EVEN SMALL PROBLEMS.

✓ FEEL FRUSTRATED, LOSE YOUR TEMPER MORE OFTEN, AND YELL AT OTHERS FOR NO REASON.

✓ FEEL JUMPY OR TIRED ALL THE TIME.

# HOW STRESS AFFECTS YOUR THOUGHTS AND EMOTIONS

- ✓ FIND IT HARD TO FOCUS ON TASKS.
- ✓ WORRY TOO MUCH ABOUT SMALL THINGS.
- ✓ FEEL THAT YOU ARE MISSING OUT ON THINGS BECAUSE YOU CAN'T ACT QUICKLY.
- ✓IMAGINE THAT BAD THINGS ARE HAPPENING OR ABOUT TO HAPPEN.

#### BEHAVIORAL SYMPTOMS

✓ Appetite changes, too much or too little

✓ Eating disorders: anorexia, bulimia

✓ Increased intake of alcohol and illicit drugs

✓ Increased smoking

#### BEHAVIORAL SYMPTOMS

✓ Restlessness

✓ Fidgeting

✓ Nail biting

✓ Hypochondria

### SELF-AWARENESS

WHAT PHYSICAL SYMPTOMS DO YOU NOTICE WHEN YOU EXPERIENCE STRESS?

HOW DOES STRESSFUL EVENTS AND SITUATIONS AFFECT YOUR BODY?

#### STRESS RESPONSES

- RELEASE OF A HORMONE, ADRENALINE, IN THE BODY.
- ADRENALINE CAUSES AN INCREASE IN HEART RATE, BREATHING AND IN BLOOD SUGAR LEVELS.
- DIVERTS THE BLOOD FLOW FROM YOUR DIGESTIVE SYSTEM TO YOUR MUSCLES (E.G., LEG MUSCLES)

#### STRESS RESPONSES

 STRESS RESPONSE CONTROLLED BY THE ENDOCRINE SYSTEM.

 DEMANDS ON THE PHYSICAL OR MENTAL SYSTEMS OF THE BODY RESULT IN HORMONE SECRETION (ADRENALINE, TESTOSTERONE)

### ENDOCRINE SYSTEM RESPONSES

Increased pupil dilatation

Rapid breathing

Perspiration

Muscle tenseness

Increased heart rate and blood pressure Decreased mental alertness

### STRESS RELATED ILLNESSES

Cardiovascular disease

✓ Digestive disorders

✓ Asthma

✓ Ulcers

✓ Diabetes

✓ Depression/Suicide

### COMPASSION FATIGUE DEFINED

 Natural consequence of stress resulting from caring and helping traumatized children/people.

Secondary traumatic stress disorder.

Set o symptoms not a disease.

### COMPASSION FATIGUE DEFINED

Stress resulting from helping or wanting to help people who are experiencing trauma or pain.

 Occupational hazard for those working in the helping professions.

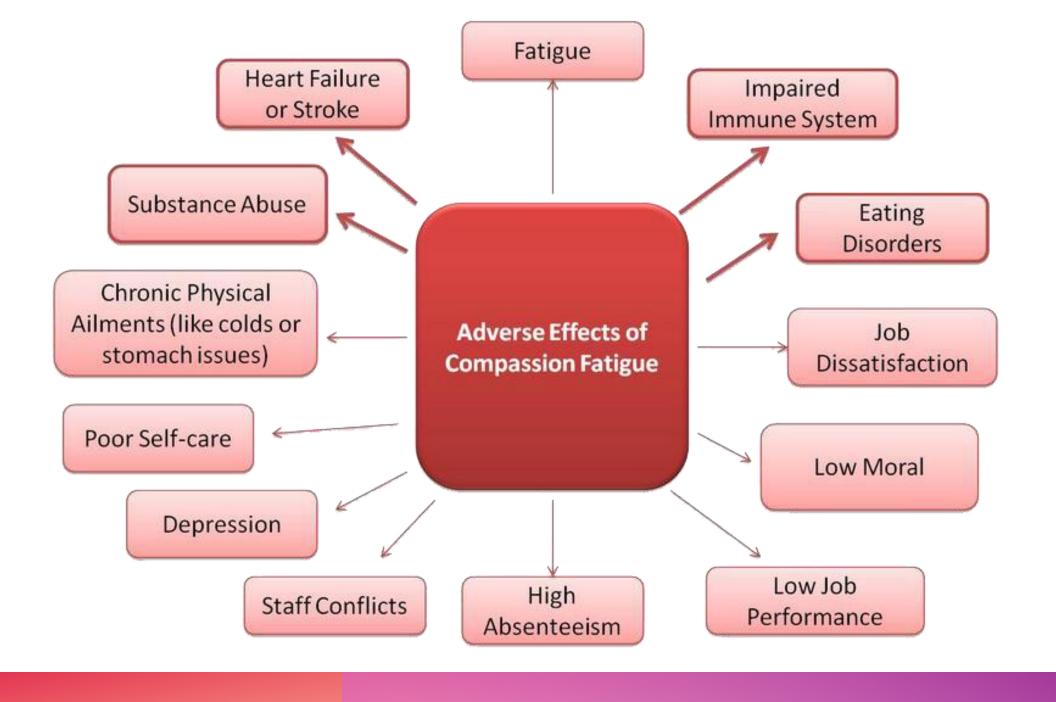
Not a reflection of the helper's inadequacy.



Be alert to the signs of

#### **COMPASSION FATIGUE:**

- Exhaustion
- Anger and irritability
- Reduced ability to feel sympathy and empathy
- Apathy toward work and/or patients
- Difficulty separating work life from personal life
- · Loss of purpose
- Fear
- Sleeplessness
- Absenteeism
- Withdrawal
- Sadness, hopelessness, numbness, moodiness, cynicism, negativity
- Appetite changes
- Substance use/abuse, etc.



# Self-Care for Compassion Fatigue

#### Awareness

- Recognize and identify CF/STS symptoms
- Monitor changes in symptoms over time
- Recognize and monitor changes in functioning

#### Balance

- Make personal life a priority
- Attend to physical health
- Seek therapy/counseling

#### Connection

- Make relationships with family and friends a priority
- Honor connection to community
- Revitalize sense of life's purpose and meaning

# IMPORTANCE OF STRESS MANAGEMENT

Stress is something that everyone experiences, so learning how to cope with its effects is something that everyone needs to master for their own physical and psychological well-being.

# IMPORTANCE OF STRESS MANAGEMENT

Those who don't learn and use appropriate stress-management techniques can experience a variety of negative effects, including physical illness, psychological illness, damaged personal relationships, poor productivity and more.

# AVOIDANCE IS NOT AN EFFECTIVE STRATEGY

 Engaging in avoidance behavior is not an effective technique for stress management.

Deal with Circumstances.

# AVOIDANCE IS NOT AN EFFECTIVE STRATEGY

Ignoring problems or pretending that things are fine when they are not only leads to greater stress in the long run.

Managing stress effectively requires actually dealing with it and working through it.

# ABC STRATEGY

#### AWARENESS

® WHAT CAUSES YOU STRESS?

® HOW DO YOU REACT?

® WHEN STUFF HAPPENS, HOW DO YOU DEAL WITH IT?

# ABC STRATEGY

#### BALANCE

- ✓ THERE IS A FINE LINE BETWEEN POSITIVE AND NEGATIVE STRESS.
- ✓ HOW MUCH CAN YOU COPE WITH BEFORE IT BECOMES NEGATIVE?

# ABC STRATEGY CONTROL

✓ WHAT CAN YOU DO TO HELP YOURSELF COMBAT THE NEGATIVE EFFECTS OF STRESS?

✓ LET GO OF WHAT YOU CAN'T CONTROL.

 LEAVE TIME FOR YOURSELF ON YOUR SCHEDULE.

 LEARN HOW TO SAY "NO" TO STRESS INDUCING REQUESTS THAT ARE NOT ESSENTIAL.

DEVELOP AND IMPLEMENT A PLAN.

 SCHEDULE ACTIVITIES AND IDENTIFY RESOURCES.

 IDENTIFY POTENTIAL OBSTACLES AND PROBLEMS.

KEEP TRACK OF YOUR TIME.

- BREAK YOUR TASKS DOWN
- USE THE EISENHOWER MODEL:
  - Important and urgent
  - Not important but urgent
  - Important but not urgent
  - Not important and not urgent

- Determine what is important to you?
- •Acknowledge that you can't accomplish everything.
- Set personal and professional priorities.
- Plan ahead to allocate your time appropriately.

Don't misuse time.

- Do not kill time by loitering or gossiping around the workplace.
- Concentrate on your work and finish assignments on time.
- •Include time for breaks, net surfing and so on.

Ask Yourself the following questions:

1. Is the allotted time for task completion realistic?

2. Is efficient use being made of the available time?

3. How can the time be used to generate optimal results?

### Be Organized

- Avoid keeping stacks of file and heaps of paper at your workstation.
- Throw away/recycle/shred what you don't need.
- Put important documents in folders.
- Keep the files in their respective drawers with labels on top of each file. It saves time which goes on unnecessary searching.

Stay Focused.

 Develop the habit of using planners, organizers, and tabletop calendar.

Set reminders on phones or your personal computers.

# URGENT

Assume importance as they demand immediate attention.

(Fire, Flood, or Blood)

# IMPORTANT

To judge the important vs. urgency, gauge tasks in terms of:

- Impacts on doing them
- Impacts on not doing them.
- May become urgent if left undone.
- Usually has a long-term effect.

# DIFFERENTIATING BETWEEN URGENT VS. IMPORTANCE TASKS

•Know the difference between important and urgent.

Identify which activities need to be done daily, weekly, monthly and so on.

Most important activities should be done earlier.

TAKE TIME TO GET ORGANIZED.

ASK YOURSELF WHAT NEEDS TO BE DONE RIGHT NOW?

PRIORITIZE YOUR TO DO LIST.

#### DO

DETERMINE FROM THE LIST OF THINGS YOU THINK ARE MOST IMPORTANT TO ACCOMPLISH AND DO THE THINGS YOU SHOULD DO YOURSELF.

#### DELEGATE

- RECOGNIZE THAT SOME THINGS ARE BETTER HANDLED BY OTHERS.
- DELEGATING NOT ONLY FREES UP YOUR TIME FOR OTHER THINGS, IT ENSURES THAT RESOURCES ARE USED WISELY.

#### DELAY

- SOME THINGS CAN WAIT.
- THE BEST POLICY HERE IS TO CONSIDER WHEN THINGS ARE DUE, HOW LONG IT WILL TAKE TO ACCOMPLISH THEM, AND WHAT YOUR CURRENT WORKLOAD WILL ALLOW.
- ASK FOR HELP OR NEGOTIATE DEADLINE.

#### DELETE

- IF YOU HAVE SET GOALS, YOU MAY RECOGNIZE THAT SOME OF THEM ARE NOT ACHIEVABLE OR REALISTIC, OR JUST NOT IMPORTANT.
- KNOW WHEN TO FOCUS ON WHAT IS IMPORTANT AND ELIMINATE THE REST.

- 1. NURTURE YOUR GARDEN OF FRIENDS.
- FIND SOMEONE TO TALK TO ABOUT YOUR FEELINGS AND EXPERIENCES.

 IDENTIFY A TRUSTED MENTOR OR LIFE COACH.

### VENTILATION

- A PROBLEM SHARED IS A PROBLEM HALVED.
- DEVELOP AND NURTURE A ROBUST SOCIAL SUPPORT NETWORK.
- NETWORK OF COLLEAGUES OR FRIENDS YOU CAN REACH OUT AND VENT.

#### 2. CHANGE YOUR ATTITUDE.

- FIND OTHER WAYS TO THINK ABOUT STRESSFUL SITUATIONS.
- "LIFE IS 10% WHAT HAPPENS TO US, AND 90% HOW WE REACT TO IT."

- 3. GET ORGANIZED; TAKE CHARGE.
- BEING UNORGANIZED OR ENGAGING IN POOR PLANNING OFTEN LEADS TO FRUSTRATION OR CRISIS SITUATIONS, WHICH MOST ALWAYS LEADS TO FEELING STRESSED.
- PLAN YOUR TIME, MAKE A SCHEDULE, ESTABLISH YOUR PRIORITIES.

- 4. TAKE RELAXATION BREAKS.
- GIVE YOURSELF SOME "ME" TIME.
- TAKING TIME TO YOURSELF FOR REJUVENATION AND RELAXATION IS JUST AS IMPORTANT AS GIVING TIME TO OTHER ACTIVITIES.

# SELF AWARENESS

# PERSONAL PRIME TIME WHEN ARE YOU AT YOUR MENTAL PEAK?

- Very early morning?
- Morning?
- Noon?
- Evening?
- Late at night? Night owl?

# 15 STRESS RELIEF TECHNIQUES

5. TAKE CARE OF YOURSELF.

 EAT PROPERLY, GET REGULAR REST, KEEP A ROUTINE.

 ALLOW YOURSELF TO DO SOMETHING YOU ENJOY EACH DAY.

## FIND YOUR "SAFE PLACE"

This is where you go to escape and/or complete specific tasks.

- Helps to reduce the chance of being distracted by other duties or interrupted by people.
- Virtual "Happy Place" (for me it's the beach)

# ITS OK TO SEEK PROFESSIONAL OR SELF-HELP

- Talk Therapy (CBT/DBT)
- Seeking professional assistance when needed is a sign of strength.
- Working with a qualified MH professional can be one of the best ways to learn how to deal with stress.
- Employee Assistance Program (EAP)

#### CELEBRATE YOUR SUCCESSES

 CELEBRATE THE ACHIEVEMENT OF YOUR GOALS TO MAINTAIN A HEALTH BALANCE IN LIFE BETWEEN WORK AND PLAY.

REWARD YOURSELF WHEN YOU COMPLETE A TASK OR FINISH A PROJECT.

#### 15 STRESS RELIEF TECHNIQUES

#### 6. LEARN TO SAY NO.

- LEARN TO PICK AND CHOOSE WHICH THINGS YOU WILL SAY "YES" TO AND WHICH THINGS YOU WILL NOT.
- PROTECT YOURSELF BY NOT ALLOWING YOURSELF TO TAKE ON EVERY REQUEST OR OPPORTUNITY THAT COMES YOUR WAY.

# 15 STRESS RELIEF TECHNIQUES 7. EXERCISE ON A REGULAR BASIS.

- RELEASES ENDORPHINS AND DOPAMINE.
- HELPS TO RELIEVE SYMPTOMS OF DEPRESSION AND MAINTAIN OUR PHYSICAL AND MENTAL HEALTH.

### EXERCISE

#### Aerobic activities

- Running
- Swimming
- Zumba/Dancing

#### Anaerobic activities

- Walking
- Stretching
- Yoga

#### 15 STRESS RELIEF TECHNIQUES

- 8. FIND OR RECONNECT WITH A HOBBY.
- FOR A BALANCED LIFESTYLE PLAY IS AS IMPORTANT AS WORK.
- WHEN WAS THE LAST TIME YOU DID SOMETHING FOR THE FIRST TIME?

#### 15 STRESS RELIEF TECHNIQUES

#### 8. SLOW DOWN,

KNOW YOUR LIMITS AND CUT DOWN ON THE NUMBER OF THINGS YOU TRY TO DO EACH DAY, PARTICULARLY IF YOU DO NOT HAVE ENOUGH TIME FOR THEM OR FOR YOURSELF.

- Be realistic about what you can accomplish effectively each day.
- Monitor your pace. Rushing through things can lead to mistakes or poor performance. Take the time you need to do a good job.
- Poorly done tasks can lead to added stress.

#### 9. Goal Setting

- Break major tasks down into achievable goals.
- Set milestones for goal achievement.
- Track progress.
- Reward yourself for your progress.

SPECIFIC

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C MEASUREABLE

**ATTAINABLE** 

RELEVANT

TIME-BOUND

Define your goal in detail. Be as specific as possible. Decide how you will measure success. Set realistic goals that challenge you, but are achievable. Ensure your goal is results-oriented.

Set a clear deadline and monitor your progress.

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#### 10. Develop a sense of humor

- DON'T TAKE YOURSELF SERIOUSLY ALL THE TIME.
- DO SOMETHING FUN AND ENJOYABLE SUCH AS WATCH A FUNNY MOVIE, LAUGHING WITH FRIENDS, READ A HUMOROUS BOOK OR GO TO A COMEDY SHOW.
- BE WILLING TO LAUGH AT YOURSELF.

#### 11. Learn to Relax.

 DEVELOP A REGULAR RELAXATION ROUTINE.

TRY YOGA, MEDITATION, DEEP BREATHING, AROMATHERAPY, MASSAGE OR SOME QUIET TIME.

## RELAXATION EXERCISES

- ✓ Deep Breathing
- ✓ Visualization is a nice way of giving our minds and bodies a "mini vacation."

✓ Use mantras.

## BENEFITS OF RELAXATION

Lowers blood pressure

Decreases mental worries

Combats fatigue

Increases concentration

Promotes sleep

• Increases productivity

Reduces pain

Increases clear thinking

#### 12. Sleep it off.

- Strive for quality of sleep.
- Most adults require 7-9 hours of sleep per night.
- Take power naps.

#### 13. Commit to eating healthy.

Eat a balanced diet.

- Stay hydrated, drink plenty of water.
- Avoid processed foods.

 Reduce caffeine consumption especially before bedtime.

- Avoid or limit alcohol consumption. (1 drink per day for women and 2 drinks per day for men)
- Take appropriate nutritional supplements.
   (Consult your doctor before you add to your diet.)

#### 14. Take up Journaling.

- Good way to keep stressors from building up inside yourself.
- Provides a way to make it easier to recognize circumstances and patterns that lead to stress reactions.
- Writing down stressors can be a great step toward learning how to manage them effectively.

#### 15. Engage in Proactive Communication.

- Express your feelings to those who are involved in the stressful circumstances in your life.
- Discuss the circumstances you are facing with trusted friend and confident.

#### STAY IN THE PRESENT

- Yesterday is history.
- Today is a gift, that is why it is called the present.
- Tomorrow is a mystery.

No future tripping!

# ACCEPT THE THINGS YOU CAN'T CHANGE

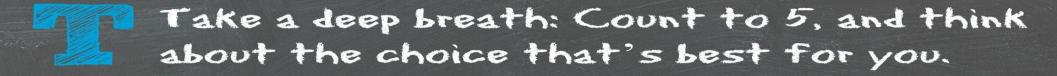
 DON'T TRY TO CONTROL THE UNCONTROLLABLE.

LOOK FOR UPSIDE.

LEARN TO FORGIVE.

SHARE YOUR FEELING.





Relax: Do something that relaxes you— take a bath, read a book, listen to music, etc.

Exercise: Get that stressful energy out in a way that works for you.

Sleep, take a nap or just rest up for awhile

Speak: Talk to someone about it and share your emotions.

www.wingsforkids.org

## SUPERVISION & CONSULTATION

 Consult with your supervisor to determine appropriate professional boundaries in challenging situations.

 Maintain an ongoing dialogue with your supervisor about your workload.

•Inform your supervisor about challenging residents and any issues and concerns.



# APRILIS AWARENESS MONTH

