



Collective

Recovery • Rehabilitation • Rights

Counteracting Provider Burnout: Understanding it and Improving Our Wellness & Quality of Life at Work

Larry Hochwald

Training and Technical Assistance Facilitator

larryh@nyaprs.org

646.634.8153

Ruth Colon-Wagner, LMSW

Director of Training and Development

Perryn Dutiger, MSW

Training and Technical Assistance Facilitator

New York Association of Psychiatric Rehabilitation Services, Inc.





Collective

Recovery • Rehabilitation • Rights

NY Association of Psychiatric Rehabilitation Services (NYAPRS)

ADVOCACY: SYSTEM, SOCIAL, POLICY, LEGISLATIVE,

EDUCATION: ENEWS, WEBINARS, FORUMS, EVENTS

TRAINING AND TA TO PEERS, PROVIDERS, AGENCIES,

MCOs, HEALTH HOMES IN NY AND NATIONALLY....

EMPLOYMENT & ECONOMIC SELF SUFFICIENCY

CAMPAIGNS

CULTURAL COMPETENCE INITIATIVES

PEER SERVICE INNOVATIONS





Collective

Recovery • Rehabilitation • Rights

Objectives

- **Discuss workplace burnout and emotional fatigue.**
- **Look at the ways these things can negatively impact our work and our lives.**
- **Review exercises that can help reduce stress and mental/emotional fatigue and ways to maintain our wellness at work.**

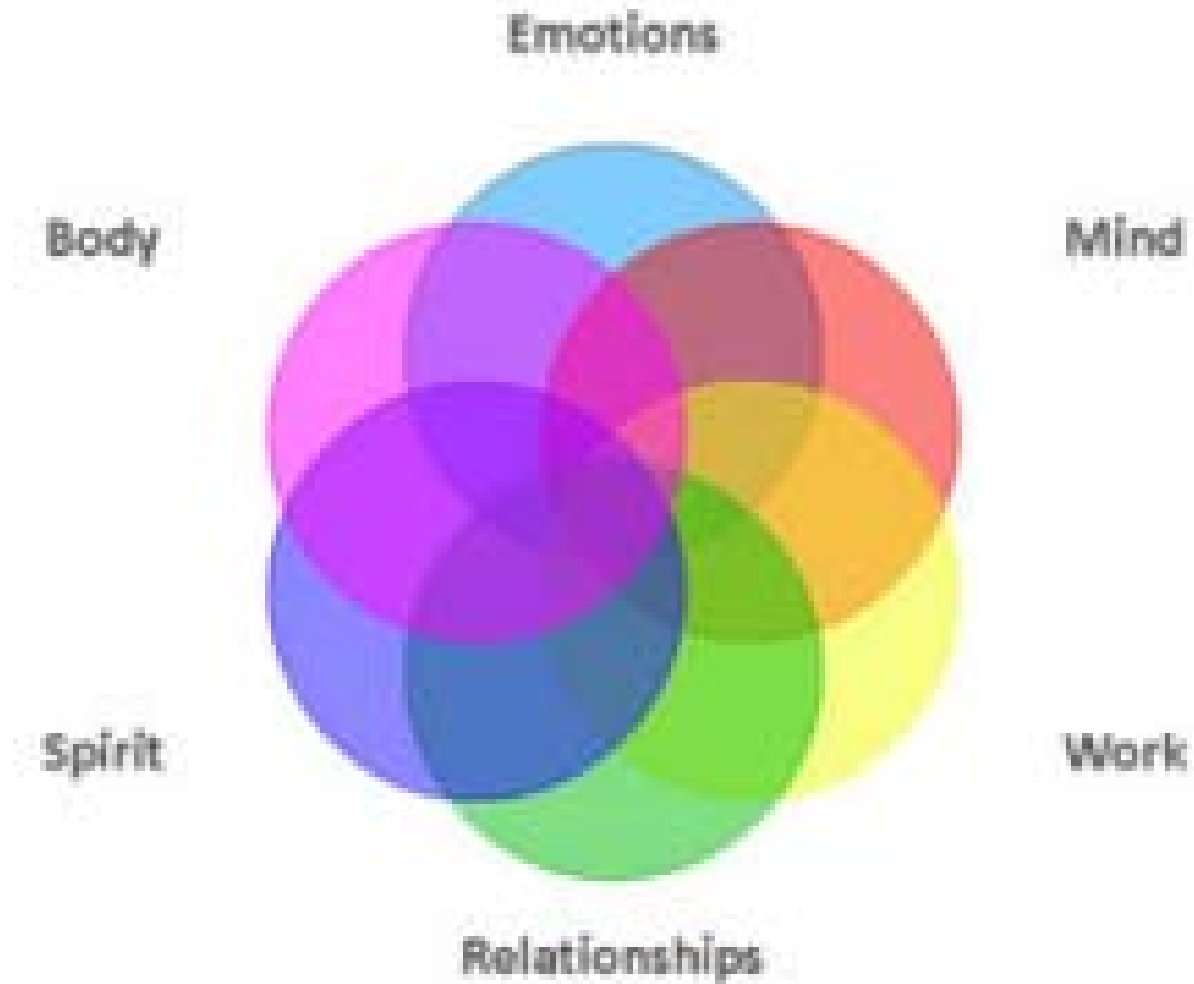




Collective

Recovery • Rehabilitation • Rights

Achieving an equilibrium





Collective

Recovery • Rehabilitation • Rights

“JUST LIKE YOU DO ON A PLANE, YOU NEED TO PUT ON YOUR OWN OXYGEN MASK FIRST BEFORE TRYING TO HELP OTHERS.”



-DEAN NANCY SMYTH, UB





Collective

Recovery • Rehabilitation • Rights

*We're asked to manage many things, accomplish many tasks
and...then things are always changing!*





Collective

Recovery • Rehabilitation • Rights

Paperwork Requirements/Too Much Work

“Apparently, Smith’s desk just couldn’t withstand the weight of the paperwork we piled on his desk.”





Collective

Recovery • Rehabilitation • Rights

Practicing self-care will help you:

- **Identify and manage the general challenges that all hard-working professionals face.**
- **Be aware of your own personal vulnerabilities.**
- **Achieve more balance in your life.**





Collective

Recovery • Rehabilitation • Rights

Problems Associated with Burnout

Cognitive/Emotional:

Depression

Anxiety

Sleep Disturbances

Impaired Memory

Decreased Empathy

Decreased Attentiveness

Boredom





Collective

Recovery • Rehabilitation • Rights

Problems Associated with Burnout

Behavioral:

Negative Attitude

Absenteeism

Turnover

Decreased Morale

Decreased Collaboration

Increased Alcohol Consumption

Workaholic





Collective

Recovery • Rehabilitation • Rights

Problems Associated with Burnout

Physical:

Neck and Back pain

Flu-like Symptoms

Gastroenteritis

Circulatory & Respiratory problems

Exacerbated Pre-Existing Conditions





Collective

Recovery • Rehabilitation • Rights

Why should organizations be concerned about secondary or vicarious trauma and its impact on their staff?

- **Secondary trauma is a contributing factor to turnover.**
- **Turnover brings down staff morale, increases the workload for remaining staff, and hinders developing a cohesive workforce and results in poor continuity of care.**
- **Anxiety makes it harder to learn.**
- **Expecting bad results becomes self-fulfilling prophecy.**





Collective

Recovery • Rehabilitation • Rights

Who is at risk for secondary trauma?

Psychotherapists

prison guards

child welfare workers

social workers

journalists

firefighters

physicians

judges

nurses

teachers

hospice workers

foster parents

School counselors

mental health

counselors

Suicide hotline staff

veterans





Collective

Recovery • Rehabilitation • Rights

Several Studies including those cited in Forbes and Fast Company, show that there is higher job satisfaction, lower turnover and less physical and emotional signs of burnout and job fatigue when we see that our jobs have meaning and purpose.

Millennials Work For Purpose, Not Paycheck

Forbes 10/2/2014

Why Finding Meaning At Work Is More Important Than Feeling

Happy

Fast Company 6/26/2014





Collective

Recovery • Rehabilitation • Rights

Discussion

So, in our field we are ahead of the game!

Can you share an accomplishment you are proud of at work?





Collective

Recovery • Rehabilitation • Rights

Individual Wellness Plan

Assess areas of vulnerability and risk

Suspend negative judgments!

Assess areas of strength and assets

Identify Barriers

Resources

Pick a Focus

Accountability





Collective
Recovery • Rehabilitation • Rights

Individual Strategies for Wellness & Recovery:

Grounding

Imagery

**Mind-Body Connection
Exercise**

Sleep

Boundaries

Communication

Anger Management

**Collaborative Planning
Relationships**



peace.

it does not mean to be in a place
where there is no noise, trouble
or hard work. it means to be in
the midst of those things and still
be calm in your heart.

(unknown)



Collective

Recovery • Rehabilitation • Rights

Mood Check Survey

1 2 3 4 5 6 7 8 9 10

Cranky

Happy

1 2 3 4 5 6 7 8 9 10

Low energy

High energy

1 2 3 4 5 6 7 8 9 10

Pessimistic

Optimistic

Total: _____





Collective

Recovery • Rehabilitation • Rights

Play a music video or music here.

Something with broad appeal

I use Mark Ronson/Bruno mars Uptown Funk and will bring it

On separate slide as it will not fit in an email.





Collective

Recovery • Rehabilitation • Rights

Mood Check Survey

1 2 3 4 5 6 7 8 9 10

Cranky

Happy

1 2 3 4 5 6 7 8 9 10

Low energy

High energy

1 2 3 4 5 6 7 8 9 10

Pessimistic

Optimistic

Total: _____





Collective

Recovery • Rehabilitation • Rights

Does Music Affect the Brain in the Same Way As Drugs and Sex? By Dorri Olds 2/28/17

A recent study used an opioid blocker to examine if music created pleasure by using the brain's opioid pathways. According to a recent study published in the journal *Scientific Reports*, your brain's natural opioids are released when you are grooving to your favorite music. This is the same chemical reaction in your noggin that lights up when you have sex, taste food, or partake in recreational drugs.

“This is the first demonstration that the brain's own opioids are directly involved in musical pleasure,” cognitive psychologist and senior author of the paper, Daniel Levitin, said in a press release.



<http://www.nature.com/articles/srep41952>



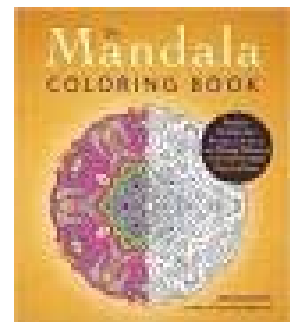
Collective

Recovery • Rehabilitation • Rights

The Health Benefits of Adult Coloring Books CNN

Despite the fact that coloring and art therapy aren't quite the same thing, coloring does offer a slew of mental benefits. "Coloring definitely has therapeutic potential to reduce anxiety, create focus or [bring \[about\] more mindfulness](#)," says Berberian. Groundbreaking research in 2005 proved anxiety levels dropped when subjects colored mandalas, which are round frames with geometric patterns inside. Simply doodling, though, had no effect in reducing the other subjects' stress levels.

Just like meditation, coloring also allows us to switch off our brains from other thoughts and focus only on the moment, helping to alleviate free-floating anxiety. It can be particularly effective for people who aren't comfortable with more creatively expressive forms of art, says Berberian, "My experience has been that those participants who are more guarded find a lot of tranquility in coloring an image. It feels safer and it creates containment around their process," she adds.





Collective

Recovery • Rehabilitation • Rights

Coping Card

Consider 3-5 things that make you feel better just by thinking about them.



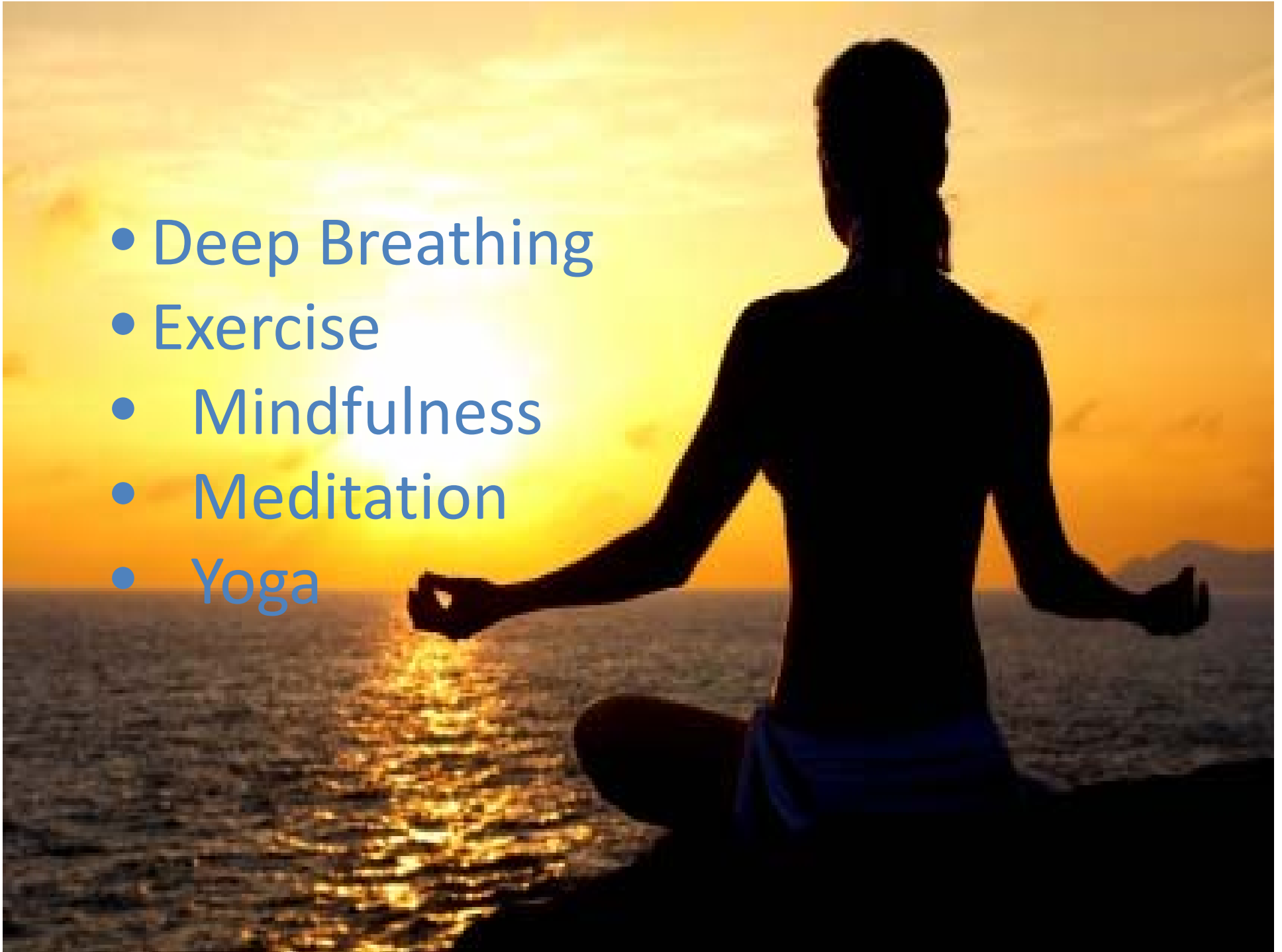


Collective

Recovery • Rehabilitation • Rights



- Deep Breathing
- Exercise
- Mindfulness
- Meditation
- Yoga





Movement and Exercise





Collective

Recovery • Rehabilitation • Rights



The best preparation for the future is to be *fully present.*”

~ Author Unknown

Mindfulness





Collective

Recovery • Rehabilitation • Rights

Deep breathing is one of the best ways to lower stress in the body. This is because when you breathe deeply, it activates the parasympathetic nervous system.. That sends a message to your brain to calm down and relax.

Those things that happen when you are stressed, such as increased heart rate, fast breathing, and high blood pressure, all decrease as you breathe deeply.

Deep breathing increases the supply of oxygen to your brain and stimulates the parasympathetic nervous system, which promotes a state of calmness.



Take a deep breath...



Collective

Recovery • Rehabilitation • Rights

Journaling can help to learn personal aspects of emotion cycle.

- **Keep track of precipitants**
- **Keep track of time interval these episodes typically last**
- **Keep track of anything that breaks cycle**
- **Keep track of anything that provides relief**





Collective

Recovery • Rehabilitation • Rights

Guiding the way.

**If staying in the moment isn't everything you may
need a better moment.**

Guided Imagery.

Involving all the senses.





Collective

Recovery • Rehabilitation • Rights

What's it like in your favorite place?

- **Don't just say or think "you're there".**
- **Involve 5 senses.**
- **You are the guide---whether for yourself, a colleague or those you serve.**





Collective

Recovery • Rehabilitation • Rights

In Closing...

**“WE EITHER MAKE OURSELVES MISERABLE,
OR HAPPY AND STRONG. THE AMOUNT OF
WORK IS THE SAME.”**

(FRANCESCA REIGLER)

**“I AM CONVINCED THAT LIFE IS 10% WHAT
HAPPENS TO ME AND 90% HOW I REACT TO
IT.”**

(CHARLES SWINDOLL)

**WE CAN'T DIRECT THE WIND, BUT WE
CAN ADJUST THE SAILS.”** (THOMAS S. MONSON)





Collective

Recovery • Rehabilitation • Rights

Did you sign the attendance sheet?

Did you complete an evaluation?

*Thank
You*

And have a great day!

