

# Stress, Burnout, and Resiliency; Finding the Joy in Your Career!

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**SPECIAL THANKS**

Disclosure: none

# Objectives

1. The importance of *Stress, Burnout, and Resilience*
2. Your role in relation to *Stress, Burnout and Resiliency*
3. Define *Stress, Burnout and Resiliency*
4. Learn *Resilience* practices
5. How to find Joy in your career

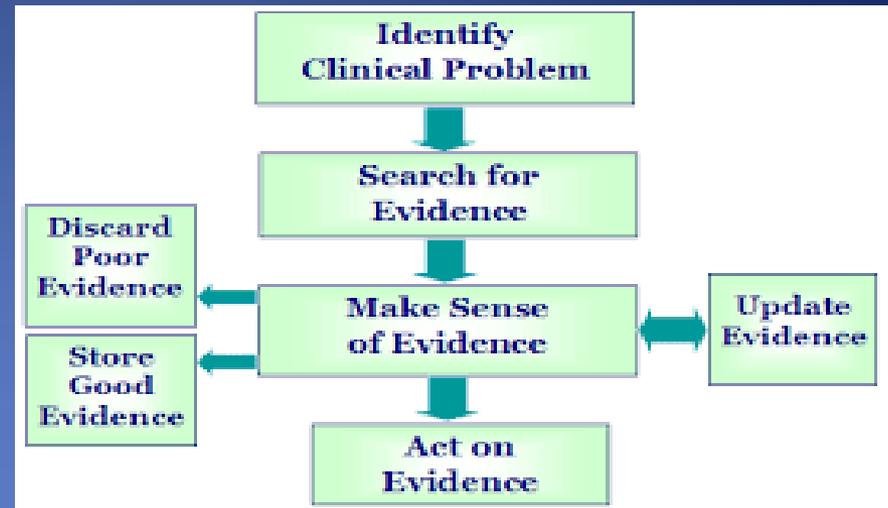


# Leadership

## Kouzes and Posner: Five Leadership Practices

1. **Inspires a Shared Vision** by envisioning the future and enlightening others.
2. **Challenges the Process** by searching for opportunities for improvement and experimenting.
3. **Enables Others to Act** by strengthening their skills and fostering collaboration.
4. **Models the Way** by setting an example and planning for small wins.
5. **Encourages the Heart** by recognizing contributions and celebrating accomplishments.





Harvard Business Review  
**OnPoint**  
SELECTED ARTICLES FROM HBR

SPRING 2016 HBR.ORG

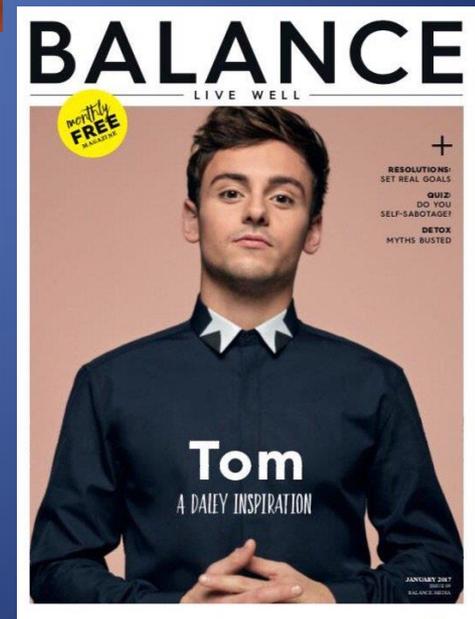
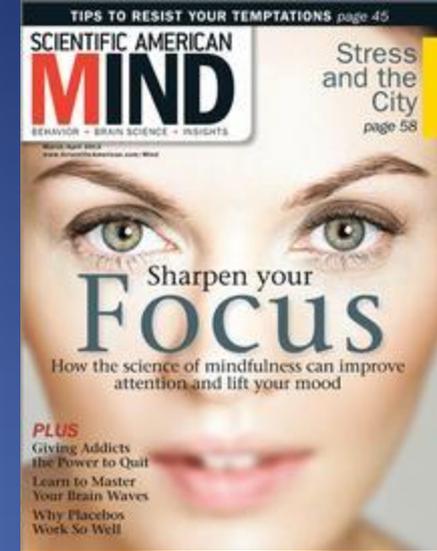
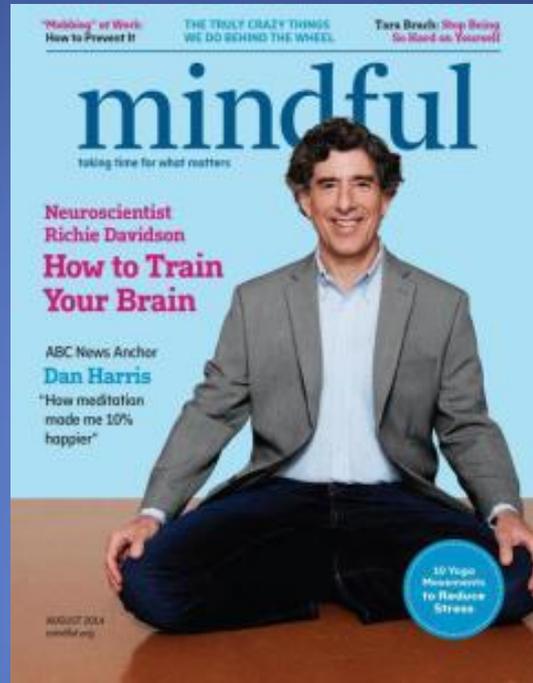
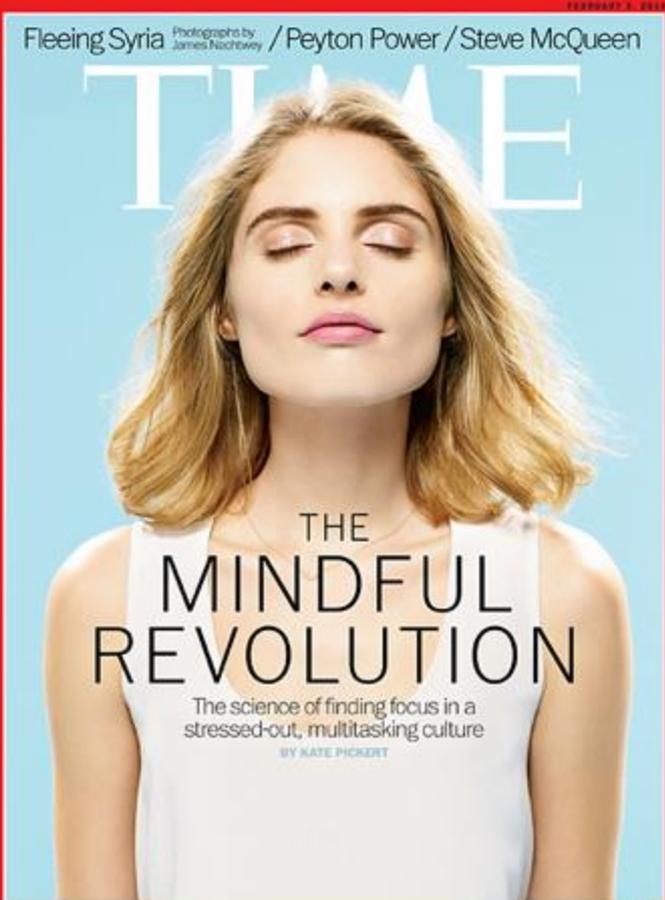
**9** Ways Successful People Defeat Stress page 10

Positive Intelligence  
by Shawn Achor

Creating Sustainable Performance  
by Gretchen Spreitzer and Christina Porath

Manage Your Energy, Not Your Time  
by Tony Schwartz and Catherine McCarthy

# How to Be Productive Without Burning Out





Duke Heart Center

# 7 West **SMART**

Support Methods And Resiliency Technique

## Fair

**WHEN**



Thursday, August 31

1PM - 4PM

**&**

Friday, September 1

10PM - Midnight



**WHERE**

7 West Lobby

**For All 7 West Staff**

**FUN!!!! Self-Care!!!! Developing Resiliency!!!!**

Pet Therapy, Hand Massages, Ice Cream Sundaes, Photo booth,  
Journaling, PAS, Tea for the Soul, and more!!!



*What's the big deal?*

# American Journal of Respiratory and Critical Care Medicine

Home > All AJRCCM Issues > Vol. 194, No. 1 | Jul 01, 2016

Article Tools 

## A Critical Care Societies Collaborative Statement: Burnout Syndrome in Critical Care Health-care Professionals. A Call for Action

Marc Moss , Vicki S. Good , David Gozal , Ruth Kleinpell , and Curtis N. Sessler

<https://doi.org/10.1164/rccm.201604-0708ST> PubMed: [27367887](#)

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ADVANCE YOUR  
**STRENGTH**  
TO HEAL.

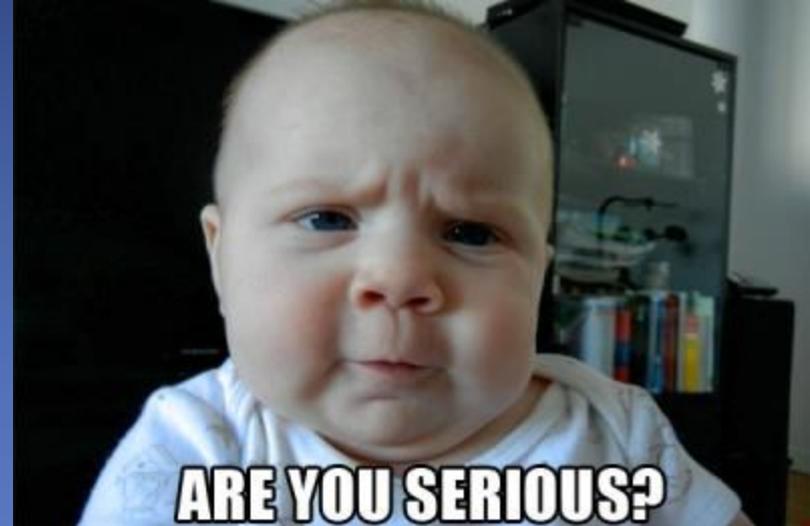
LEARN MORE ABOUT THE ARMY RESERVE >>



## ATS, SCCM, ACCP, AACN

1. Summarize the current available evidence related to BOS
2. Raise awareness of BOS in the Critical Care Community
3. Inform stakeholders of their role in BOS management

- Employee Retention
- Sick Time
- Engagement
- Patient Safety
- Patient Satisfaction
- Personal Relationships
- Personal Health



It's not my  
problem, the hole is  
in their side of the boat!

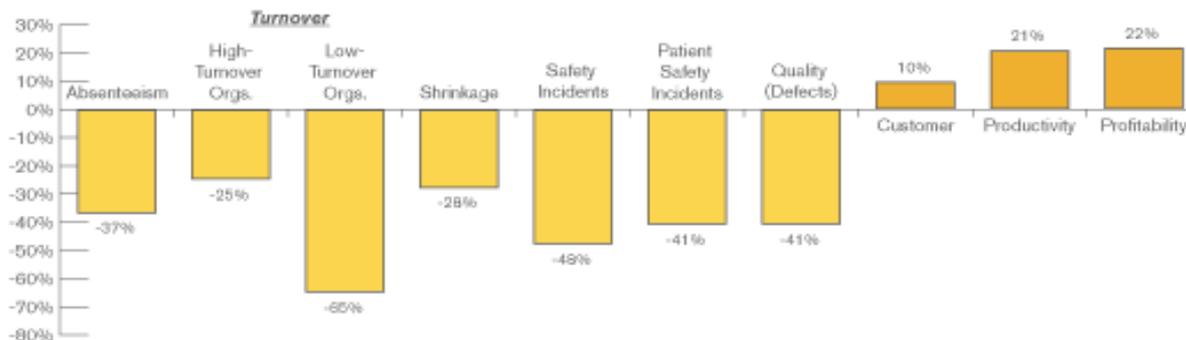


@rahuldighe

“To win in the marketplace, you must first win in the workplace.” *Doug Conant*

## EMPLOYEE ENGAGEMENT AFFECTS KEY BUSINESS OUTCOMES

Work units in the top quartile in employee engagement outperform bottom-quartile units by 10% on customer ratings, 21% in productivity, and 22% in profitability. Work units in the top quartile also saw significantly lower absenteeism (37%), turnover (25% in high-turnover organizations, 65% in low-turnover organizations), and shrinkage (28%) and fewer safety incidents (48%), patient safety incidents (41%), and quality defects (41%).



Source: GALLUP

# Impact of Stress and Burnout

- The Measurement of experienced burnout
  - Maslach, Jackson, 1981 Journal of Occupational Behavior
- The Effect of Workforce Issues on Patient Safety
  - Galinas and Loh 2004, Nursing Economics
- The Effects of Acute Stress on Performance: Implications for Health Professions Education
  - LeBlanc 2009, Academic Medicine
- Assessing the Economic Impact of Stress—The Modern Day Hidden Epidemic
  - Kalia, 2002 Metabolism
- Burnout Syndrome in Critical Care Nursing Staff
  - Pncet, Toullic, Papazlan et al 2006, American Journal of Resp and Crit Care Med
- The importance of teaching and learning resilience in the health disciplines: A critical review of the literature
  - McAllister, McKinnon, 2008, Nurse Education Today

# The Foundation

- **Stress**

- a physical, mental, or emotional factor that causes bodily or mental tension.

- **Burnout**

- exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration

- **Resiliency**

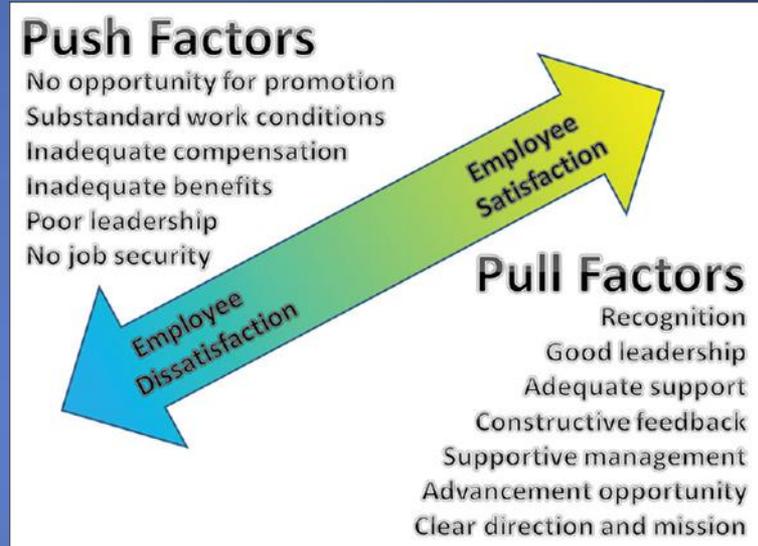
- an ability to recover from or adjust easily to misfortune or change

- **Joy**

- the emotion evoked by well-being, success, or good fortune or by the prospect of possessing what one desires



# Stress



**External**

**Internal**

**Occupational**

**Situational**

**Developmental/Learned**





1. Stress affects everyone.
2. Not all stress is bad.
3. Long-term stress can harm your health.
4. There are ways to manage stress.
5. If you're overwhelmed by stress, ask for help from a health professional.

For More Information

## 5 Things You Should Know About Stress

**Everyone feels stressed from time to time. But what is stress? How does it affect your health? And what can you do about it?**

Stress is how the brain and body respond to any demand. Every type of demand or stressor—such as exercise, work, school, major life changes, or traumatic events—can be stressful.

Stress can affect your health. It is important to pay attention to how you deal with minor and major stress events so that you know when to seek help.

Here are five things you should know about stress:



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Stress can affect your health. It is important to pay attention to how you deal with minor and major stress events so that you know when to seek help.

Here are five things you should know about stress:

- 1 Stress affects everyone.**  
Everyone feels stressed from time to time. Some people may cope with stress more effectively or recover from stressful events more quickly than others. There are different types of stress, all of which carry physical and mental health risks. A stressor may be a one-time or short-term occurrence, or it can be an occurrence that keeps happening over a long period of time.  
**Examples of stress include:**
  - Academic stress related to the pressures of work, school, family, and other daily responsibilities
  - Stress brought about by a sudden negative change, such as losing a job, divorce, or illness
  - Traumatic stress experienced in or near war like a major accident, war, disaster, or a natural disaster

When people may be in danger of being seriously hurt or killed, people who experience traumatically stress often experience temporary symptoms of mental stress but most recover naturally soon after.
- 2 Not all stress is bad.**  
Stress can motivate people to prepare or perform, like when they need to take a test or interview for a new job. Stress can even be beneficial in some situations. In response to danger, your body prepares to face a threat or how to solve a problem. In these situations, your pulse
- 3 Long-term stress can harm your health.**  
Health problems can occur if the stress response goes on for too long or becomes chronic, such as when the source of stress is constant, or the response continues after the danger has subsided. With chronic stress, some people may experience changes in your body, such as changes in immune, digestive, sleep, and reproductive systems, which may make them less able to work normally.  
Different people may feel stress in different ways. For example, some people experience multiple physical symptoms, while others may have headaches, sleeplessness, irritability, or changes in appetite. People who have chronic stress may experience changes in their mood and behavior, such as the loss of interest in activities they once enjoyed or changes in their eating habits.  
Chronic stress may be the hardest type of stress to recover from because the source of stress tends to be more constant than in cases of acute or traumatic stress. The body gets no clear signal to when to stop producing stress hormones, which can lead to health problems, such as heart disease, high blood pressure, diabetes, and other illnesses, as well as mental disorders like depression or anxiety.

# Burnout

- A prolonged response to chronic emotional and interpersonal stressors on the job, and is defined by the three dimensions;
  - exhaustion, cynicism, and inefficacy
- 25 years of research has established its' complexity, and places the individual stress experience within a larger context of people's relationship to their work.
- The focus of burnout research and its specific ties to the work domain make a distinct and valuable contribution to people's health and well-being.
- Engagement is the positive antithesis of burnout

# When does Burnout happen

- Symptoms occur at work
- Due to *chronic* emotional and interpersonal stress
  - Emotional exhaustion
  - Depersonalization
  - Lack of personal accomplishment (Maslach, Schaufeli, Leiter 2001)
- Related to systemic factors (Maslach 2001)
- Is considered a psychological condition by mental health professionals (Pines, Maslach, 2003)

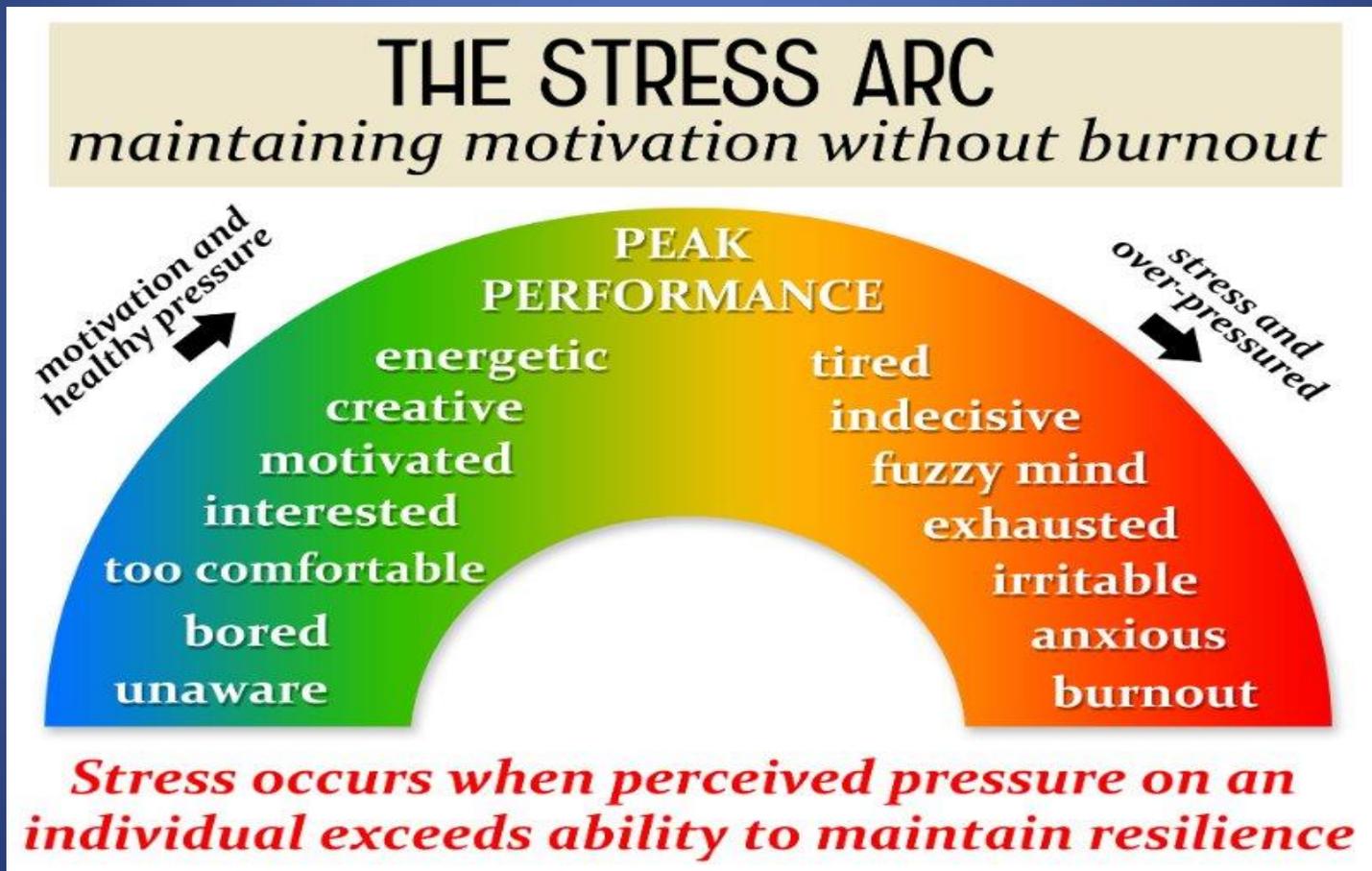
# STRESS vs BURNOUT

- Overengagement
- Reactive or over reactive emotions
- Sense of urgency and hyperactivity
- Lost or diminished energy
- Leads to anxiety
- Physically tolling



- Disengagement
- Blunted or distant emotions
- Sense of helplessness
- Motivation is lost or diminished
- Leads to feeling depressed
- Emotionally tolling

# Burnout



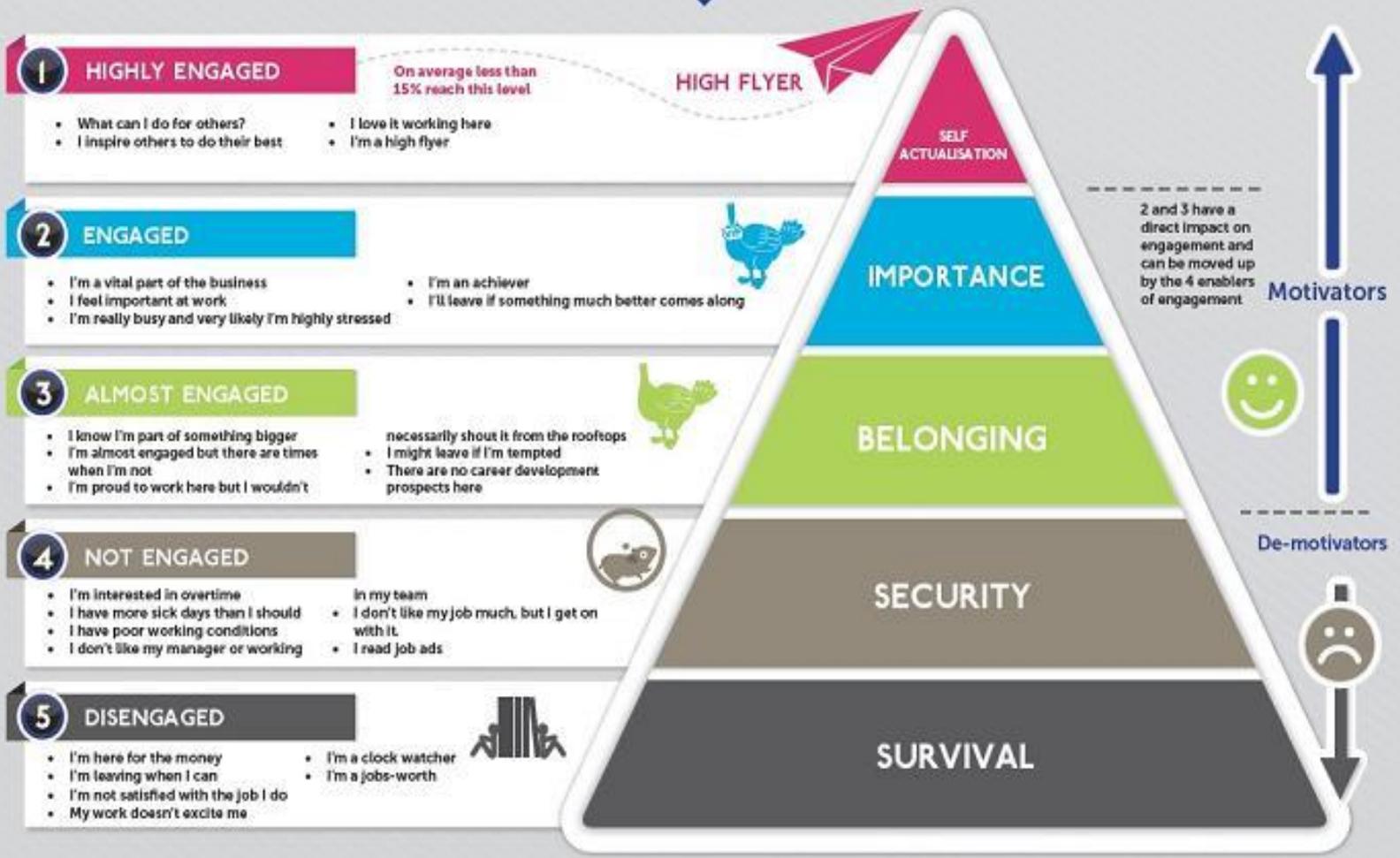
# Abraham Maslow

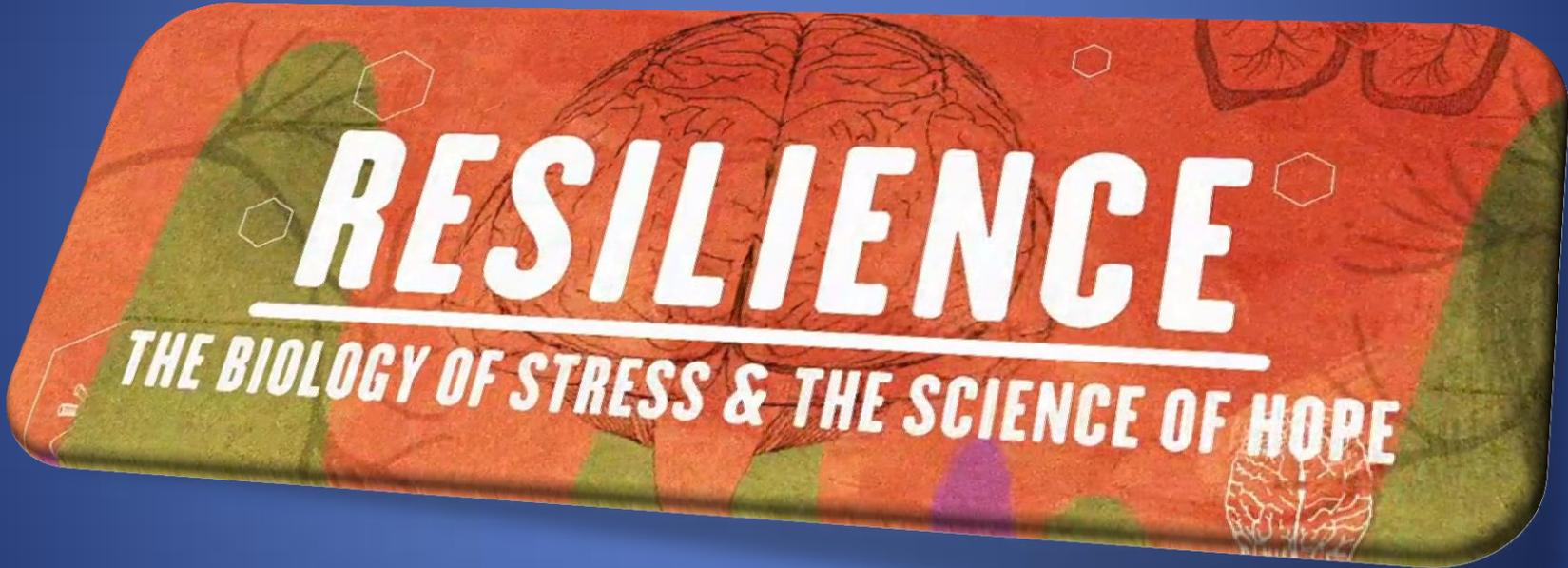


## Maslow's Hierarchy of Needs



# MASLOW'S HIERARCHY OF NEEDS APPLIED TO EMPLOYEE ENGAGEMENT





# **RESILIENCE**

**THE BIOLOGY OF STRESS & THE SCIENCE OF HOPE**

# Resilience

*The importance of teaching and learning resilience in the health disciplines: A critical review of the literature.* McAllister , McKinnon 2008

- The ability to rebound from adversity and overcome difficult circumstances in one's life (Marsh, 1996) or, alternatively, a process of adaptation to adversity (Newman, 2003).
- Resilient individuals and groups possess a set of common characteristics that protects against stress, are adaptable to change, and deal effectively with adversity.
- Resilient individuals possess personal attributes such as an internal control, pro-social behavior, empathy, positive self-image, optimism and the ability to organize daily responsibilities. (Friborg et al., 2003).

# Five Dimensions of Resiliency



# Resilience

*Personal resilience as a strategy for surviving and thriving in the face of workplace adversity: a literature review.* Jackson, Firtko, Edenborough 2007

Resilience is a quality necessary to succeed in nursing.

1. Build positive professional relationships through networks and mentoring
2. Maintain positivity through laughter, optimism, and positive emotions
3. Develop emotional insight to understand one's own risk and protective factors,
4. Use life balance and spirituality to give one's life meaning and coherence
5. Become more reflective to help find emotional strength and assist in meaning-making to transcend the present ordeal.

# Resilience



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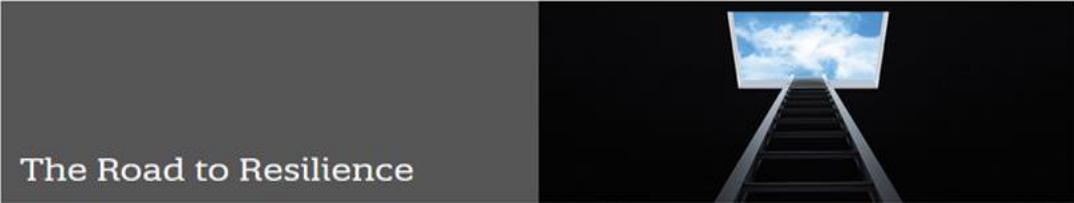
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Related Reading

- **Make connections**
  - Good relationships with family members, friends or others are important. Accepting and assisting others.
- **Avoid seeing crises as insurmountable problems**
  - Highly stressful events happen, change how you interpret and respond.
- **Accept that change is a part of living**
  - Focus on circumstances that you can alter.
- **Move toward your goals**
  - Do something regularly, even if is small, that enables you to move toward your goals. Keep moving!
- **Take decisive actions**
  - Act on adverse situations as much as you can, rather than detaching and wishing them away.
- **Look for opportunities for self-discovery**
  - People often learn something about themselves and grow as a result of a struggle.
- **Nurture a positive view of yourself**
  - Have confidence in your ability to solve problems.
- **Keep things in perspective**
  - Consider the stressful situation in a broader context, keep a long-term perspective.
- **Maintain a hopeful outlook**
  - Expect that good things will happen. Visualize what you want, don't worrying about what you fear.
- **Take care of yourself.**
  - Pay attention to your needs and feelings. Engage in activities you enjoy and find relaxing. Exercise.



# SELF RELIANCE



Self-reliance is a simple concept that encourages each of us to take responsibility for our own needs—physical, emotional, spiritual, social, and economic.

# Career Joy

“ When are you  
going to create  
the career and  
life you are  
born for? ”

# STRESSORS

Family Disputes	Sick Family Members	Addictions	Civil Concerns	Self-esteem
Bad Neighbors	Divorce		Geo-Political Concerns	Personal Health
Automobile Repair	Family Death		Natural Disaster	Legal Issues
Home Repair	Friends	Faith	Chronic Pain	Financial Struggles

DO YOU KNOW WHAT **REALLY** MOTIVATES YOUR STAFF?

## *What Motivates Employees*

### **Ranked by: Employees**

1. Interesting work
2. Appreciation by management
3. Being well-informed
4. Job security
5. Compensation
6. Growth opportunities
7. Good working conditions
8. Company's loyalty to employees
9. Tactful discipline
10. Help with personal problems

### **Ranked by: Managers**

1. Compensation
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3. Growth opportunities
4. Good working conditions
5. Interesting work
6. Company's loyalty to employees
7. Tactful discipline
8. Appreciation by management
9. Help with personal problems
10. Being well-informed

Source: Employee Motivation: Perception and Reality.  
Dr. Kenneth A. Kovach. Human Resources and Industrial Relations  
George Mason University, Fairfax VA

# ***EMPLOYEE MOTIVATION: ADDRESSING A CRUCIAL FACTOR IN YOUR ORGANIZATION'S PERFORMANCE***

*Kenneth A. Kovach*

	1946	1986	1995
1	Full appreciation of work done	Interesting work	Interesting work
2	Feeling of being in on things	Full appreciation of work done	Full appreciation of work done
3	Sympathetic help with personal problems	Feeling of being in on things	Feeling of being in on things
4	Job security	Job security	Job security
5	Good wages	Good wages	Good wages
6	Interesting work	Promotion and growth in organization	Promotion and growth in the organization
7	Promotion and growth in the organization	Good working conditions	Good working conditions



Contents lists available at [ScienceDirect](#)

## Complementary Therapies in Clinical Practice

journal homepage: [www.elsevier.com/locate/ctcp](http://www.elsevier.com/locate/ctcp)



### “Awareness is the first step”: An interprofessional course on mindfulness & mindful-movement for healthcare professionals and students



Patricia Kinser <sup>a,\*</sup>, Sarah Braun <sup>b</sup>, George Deeb <sup>c</sup>, Caroline Carrico <sup>d</sup>, Alan Dow <sup>e</sup>

Causes of HCP stress include; heavy workload and difficult patients, moral distress, personal stressors, system-level issues, length of time in a position, etc.

What is the feasibility, acceptability, and effects of an 8-week mindfulness curriculum for inter-professional HCPs and trainees?

1. Almost all of the participants reported that their reasons for enrolling in the course were twofold: to gain skills in self-care/personal balance and to learn skills to assist their patients.
2. Qualitative data was showed that participants enhanced their comfort with incorporating mindfulness practices into their daily lives by the end of the course.
3. Participants consistently expected to use mindfulness practices to benefit themselves and their patients in the future.

# Mindfulness

*Mindfulness is the ability to be fully present, aware of where we are and what we're doing, and not overly reactive or overwhelmed by what is going on around us.*

- Is more readily available to us when we practice on a daily basis. Whenever you bring awareness to what you're directly experiencing you're being mindful.
- A growing body of evidence supports brain remodeling secondary to mindfulness practice Set aside some time. *Gotnik, Meijboom, Vernooj, Smis, Hunink 2015*

# Mindfulness

Observe the present moment as it is

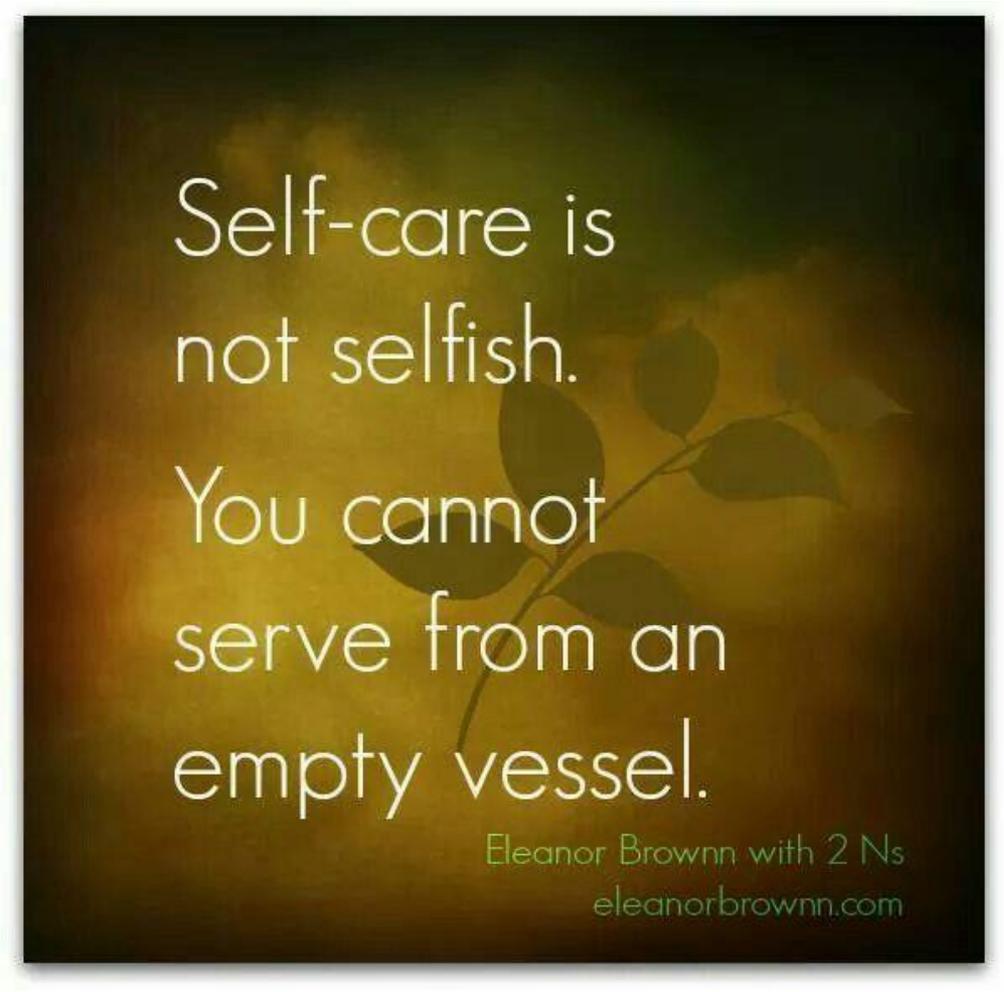
- The goal is simple: to pay attention to the present moment, without judgement.
- Let judgments roll by and return to observing the present moment as it is.
- Mindfulness is the practice of returning, again and again, to the present moment and avoiding negativism to gain perspective.

Have patience  
with all things  
but first with  
yourself. Never  
confuse your  
mistakes with  
your value as a  
human being.

You re a  
perfectly  
valuable,  
creative,  
worthwhile  
person simply  
because you  
exist. And no  
amount of  
triumphs and  
tribulations  
can ever change  
that.

Unconditional  
self-acceptance  
is the core of a  
peaceful mind.

*- Saint Francis de  
Sales*

The image features a quote by Eleanor Brown with 2 Ns. The text is white and set against a dark, textured background with a faint, glowing green and yellow light. A branch with several leaves is visible on the right side of the text. The quote is: "Self-care is not selfish." followed by "You cannot serve from an empty vessel." The author's name and website are listed at the bottom right.

Self-care is  
not selfish.

You cannot  
serve from an  
empty vessel.

Eleanor Brown with 2 Ns  
[eleanorbrown.com](http://eleanorbrown.com)



Live quietly in the moment and see  
the beauty of all before you. The  
future will take care of itself.....

— *Paramahansa Yogananda* —

AZ QUOTES



*Questions?*

# Further Reading

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