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.
Duke Heart Center

7 West SMART Fair

Support Methods And Resiliency Technique

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?
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!
“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%).
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, Toullc, 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
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:
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

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

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

**THE STRESS ARC**

*maintaining motivation without burnout*

- **Motivation and Healthy Pressure**
  - energetic
  - creative
  - motivated
  - interested
  - too comfortable
- **Peak Performance**
  - tired
  - indecisive
  - fuzzy mind
  - exhausted
  - irritable
  - anxious
  - burnout
- **Stress and Over-Pressure**
  - unaware

*Stress occurs when perceived pressure on an individual exceeds ability to maintain resilience*
Abraham Maslow
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 protect against stress, are adaptable to change, and deal effectively with adversity.

Resilient individuals possess personal attributes such as an internal control, prosocial behavior, empathy, positive self-image, optimism and the ability to organize daily responsibilities. (Friborg et al., 2003).

Resilience

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

- Connectedness to social environment
- Connectedness to family
- Connectedness to the physical environment
- Connectedness to a sense of inner wisdom (experiential spirituality)
- A personal psychology that supports the individual’s values.

Denz-Penhey and Murdoch, 2008
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

Personal resilience building blocks

- Use your unique strengths
- Connect to your purpose and meaning

Internal Domain:
- Maintain perspective
- Generate positive feelings
- Be realistically optimistic

External Domain:
- Reach out to others
- Persevere by being open minded and flexible
• **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 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?”
<table>
<thead>
<tr>
<th>STRESSORS</th>
<th>Family Disputes</th>
<th>Sick Family Members</th>
<th>Addictions</th>
<th>Civil Concerns</th>
<th>Self-esteem</th>
</tr>
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<tbody>
<tr>
<td>Bad Neighbors</td>
<td>Divorce</td>
<td>Geo-Political</td>
<td>Personal Health</td>
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<td>Automobile Repair</td>
<td>Family Death</td>
<td>Natural Disaster</td>
<td>Legal Issues</td>
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<td>Home Repair</td>
<td>Friends</td>
<td>Faith</td>
<td>Chronic Pain</td>
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<td></td>
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<td>Financial Struggles</td>
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## DO YOU KNOW WHAT **REALLY** MOTIVATES YOUR STAFF?

### What Motivates Employees

<table>
<thead>
<tr>
<th>Ranked by: <strong>Employees</strong></th>
<th>Ranked by: <strong>Managers</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Interesting work</td>
<td>1. Compensation</td>
</tr>
<tr>
<td>2. Appreciation by management</td>
<td>2. Job security</td>
</tr>
<tr>
<td>4. Job security</td>
<td>4. Good working conditions</td>
</tr>
<tr>
<td>5. Compensation</td>
<td>5. Interesting work</td>
</tr>
<tr>
<td>6. Growth opportunities</td>
<td>6. Company’s loyalty to employees</td>
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<tr>
<td>7. Good working conditions</td>
<td>7. Tactful discipline</td>
</tr>
<tr>
<td>8. Company’s loyalty to employees</td>
<td>8. Appreciation by management</td>
</tr>
</tbody>
</table>

Source: Employee Motivation: Perception and Reality. Dr. Kenneth A. Kovach. Human Resources and Industrial Relations, George Mason University, Fairfax VA
<table>
<thead>
<tr>
<th></th>
<th>1946</th>
<th>1986</th>
<th>1995</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Full appreciation of work done</td>
<td>Interesting work</td>
<td>Interesting work</td>
</tr>
<tr>
<td>2</td>
<td>Feeling of being in on things</td>
<td>Full appreciation of work done</td>
<td>Full appreciation of work done</td>
</tr>
<tr>
<td>3</td>
<td>Sympathetic help with personal problems</td>
<td>Feeling of being in on things</td>
<td>Feeling of being in on things</td>
</tr>
<tr>
<td>4</td>
<td>Job security</td>
<td>Job security</td>
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</tr>
<tr>
<td>5</td>
<td>Good wages</td>
<td>Good wages</td>
<td>Good wages</td>
</tr>
<tr>
<td>6</td>
<td>Interesting work</td>
<td>Promotion and growth in organization</td>
<td>Promotion and growth in the organization</td>
</tr>
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<td>7</td>
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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 interprofessional 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, Vernooij, 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
Self-care is not selfish.
You cannot serve from an empty vessel.

Eleanor Brown with 2 Ns
eleanorbrown.com
Live quietly in the moment and see the beauty of all before you. The future will take care of itself......

— Paramahansa Yogananda —
Further Reading


Bishop. (2002). What do we really know about mindfulness-based stress reduction? *Psychosomatic Medicine*


Kinser, Braun, Deeb, Carrico, Dow. (2016). “Awareness is the first step”: An interprofessional course on mindfulness and mindful-movement for healthcare professionals and students. *Complementary Therapies in Clinical Practice*


Mealer, Jones, Mclann, Rothbaum. (2012). The presence of resilience is associated with a healthier psychological profile in intensive care unit (ICU) nurses: Results of a national survey. *International Journal of Nursing Studies*

