

# Know Yourself

## Engaging our Hearts in Health Care

Interprofessional HIV Course  
University of British Columbia

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# Centre for Practitioner Renewal (CPR)

- How do we sustain health care providers in the work place?
- What is the effect of being in the presence of suffering?
- What would be reparative, healing or restore resilience for health care providers?

Service, education and research/evaluation

***Efficiency through relationship***

Health care is about curing and healing; art and science, mind and heart, skills and knowledge, technology and compassion!

Health care is based on a business model of efficiency, the work we do is about relationship—relationship with self, other and Other

# Do Good; Do No Harm

The Patient

The Family

The Friend

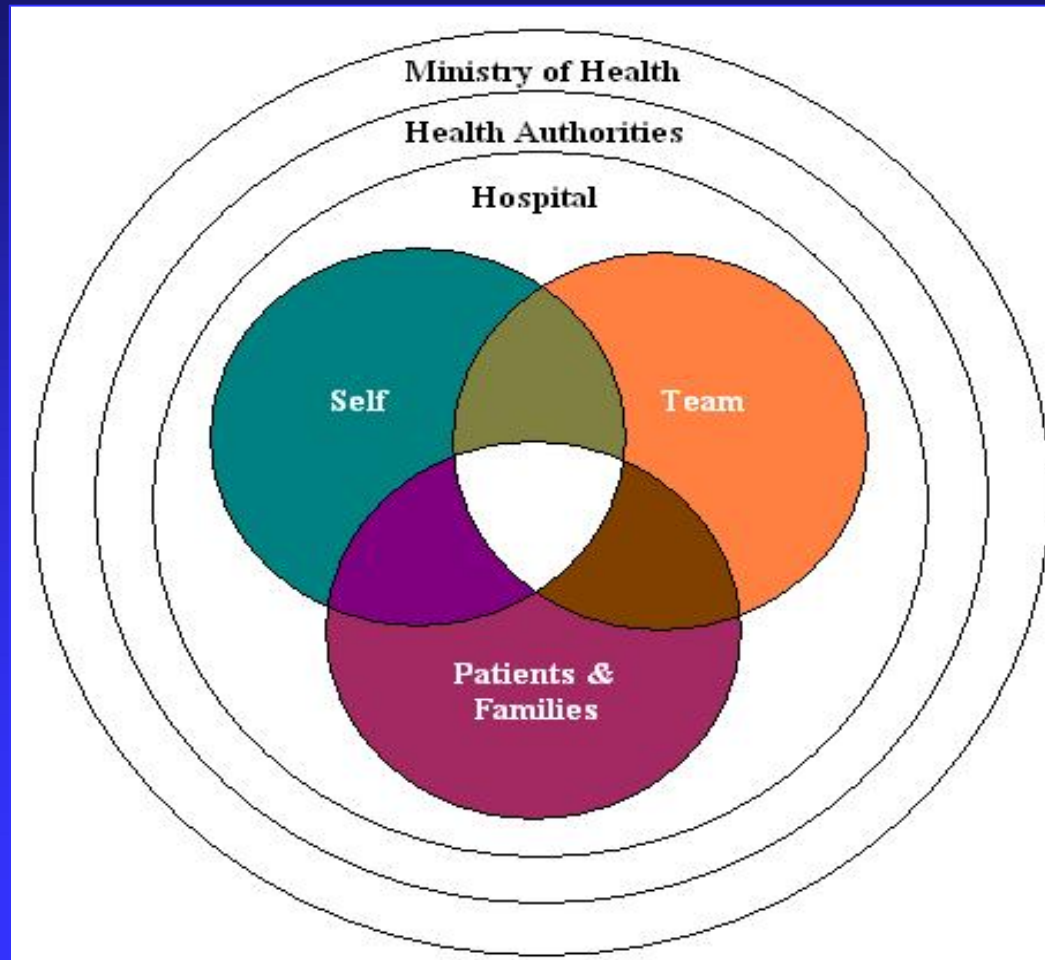
The Health Care Team

The Health Care Provider

The Health Care System

# Know Yourself

## Do Good; Do No Harm



# Ecological Systems (bioecological)

- Bronfenbrenner - System of relationships between individual and environment
- Complex layers of environment
- Interaction between factors in biology, immediate family/community environment, and the societal landscape fuels and steers development

# Ecological Systems (bioecological)

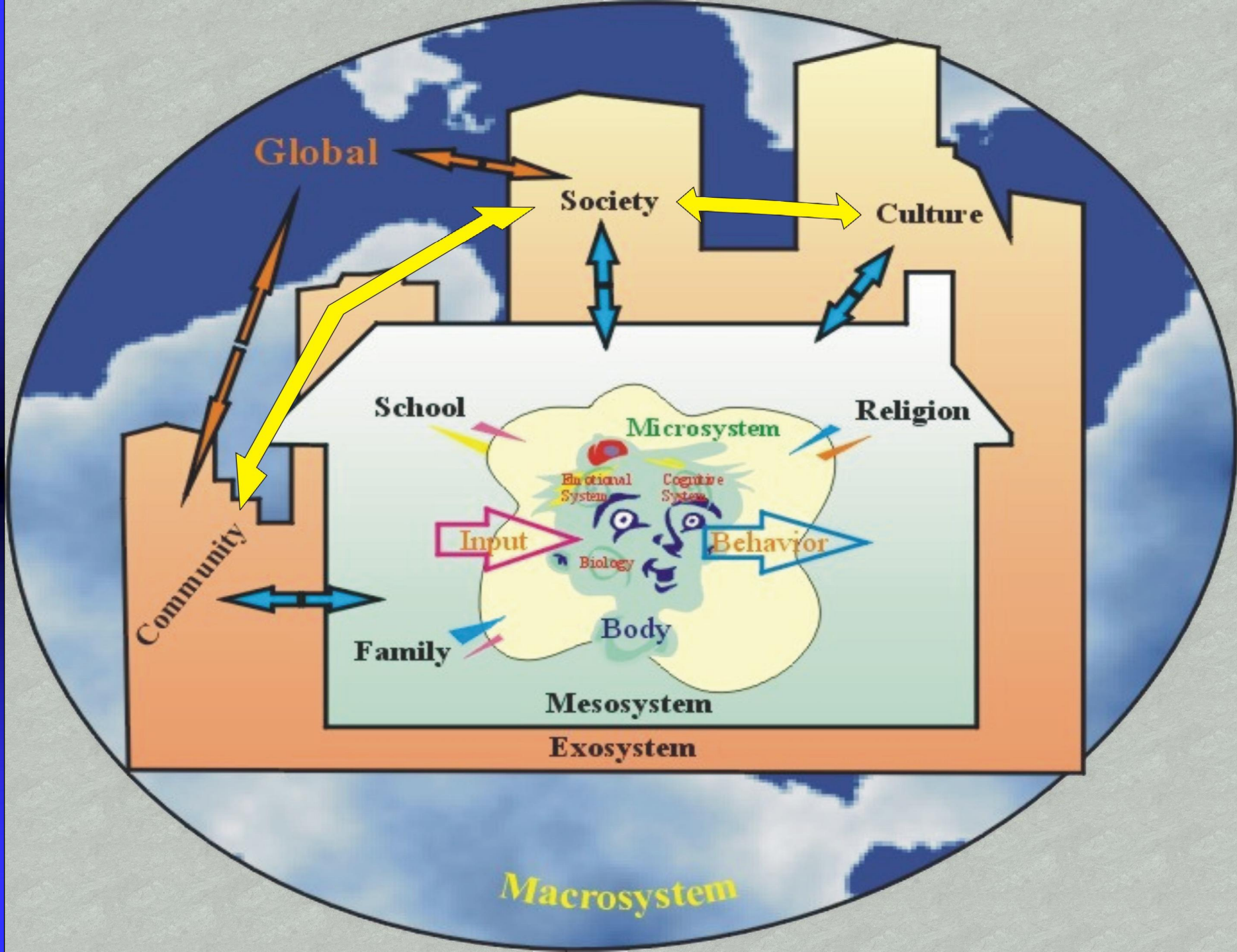
Changes or conflict in any one layer ripple throughout other layers

To understand patient, we look at:

- Patient
- Immediate environment
- Interaction of the larger environment

To understand ourselves:

- Reaction to patient
- Immediate environment
- Larger environment



# Chart Review Research

Referral Reasons	Frequencies
	Totals
Emotional reactions at/about work	21
Family/relationship-related issues	17
Stress/cumulative stress	15
Critical incident & CI-related behaviours	12
Career related decisions/issues	7
Grief & loss	7
Interpersonal/team issues at work	7
Burnout/exhaustion	3
Communication issues at work	3

# Chart Review Research

Chief Complaints	Frequencies
	Total
Affect issues	141
Alienation from self/others	38
Work issues	33
Fear	23
Grief & loss	22
Family of origin/attachment issues	22
Stress/Cumulative Stress	20
Anger; frustration	17
Lack of agency/helplessness	17
Trauma & unresolved trauma	16
Communication difficulties	15
Depression	15
Client characteristics	13
Guilt	13

# Guidelines

**C** onfidentiality

**E** qual airtime

**N** on-judgemental listening

**T** imeliness

**R** ight to pass

**E** ngaged

# Why Guidelines?

Creating safety makes  
experience predictable

Safety comes from predictability

If we don't establish  
predictability explicitly, then  
it will happen implicitly

We are more likely to negotiate  
ground rules with intimate  
partners

We are more likely to follow the  
rules set by family/culture

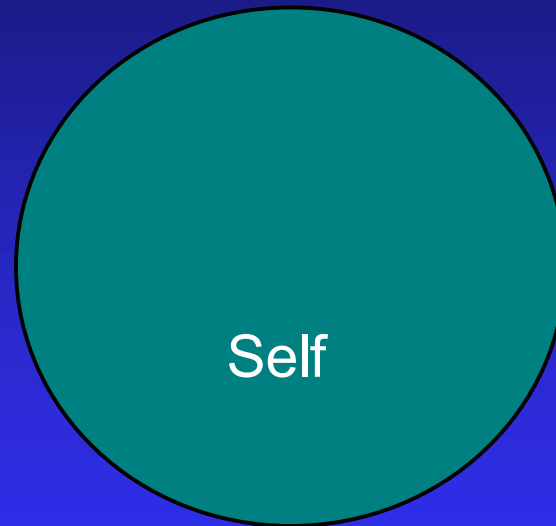
# Effective Group/Team

**S**afety

**I**nclusion

**T**rust

# Who am I?



# Who am I?



Douglas Cave



Team



Patient &  
Families

# What Are Your Values?

Complete the following:

- I first learned about sex through . . .
- My earliest memory about sex is . . .
- I learned about drug use from . . .
- When I think of drug use it is . . .
- The way these memories of sex and drug use affect now is . . .
- One message I keep from my parents is . . .
- An expectation I have about sex is . . .
- An expectation I have about drug use is . . .
- When the topic of sexuality or drug use comes up I usually . . .
- While I was growing up, a taboo about sex and drug use I internalized was . . .

# Palliative Care

*Active, total care of patients whose disease is not responsive to curative treatment.*

*Control of pain, of other symptoms and of psychological, social and spiritual problems is paramount.*

World Health Organization

Palliative: to cover, to shroud, to veil

With regard to the psychological and spiritual issues, people want to uncover, to unshroud, to unveil

# Communication

Speech is a mirror of the soul: as a man speaks so  
is he. Publius Syrus, 1  
BC

There are tones of voice that mean more than  
words. Robert Frost

First, do no harm. Hippocrates

# Communication

## Iatrogenic Suffering

*Oh by the way, we were wrong. It is cancer. I have made an appointment for you to see the oncologist in a few days.*

*The way in which the doctor talked with me caused me more pain than the pain from the disease itself.*

# Iatrogenic Suffering

Iatrogenic: originating from the treatment;  
originating from the care provider

Dorland's Medical Dictionary

Suffering: a perceived or real threat to the sense of  
one's intact self

Eric Cassel, MD

*The Nature of Suffering*

# Communication

A plea to residents from a patient's son:

*Please don't rush. Make me feel like I am the most important person in the world to you right now.*

*Listen twice as much as you talk.*

*Don't just use your mouth; show me how you feel with your eyes.*

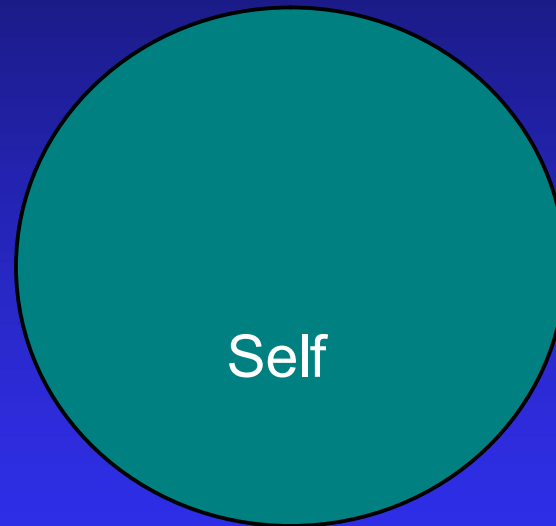
# *(Poor)* Communication

- Lower levels of patient satisfaction
- Higher rates of complaints
- Increased rates of malpractice claims
- Poorer health outcomes

Tamblyn, R et al

JAMA 2007, Vol. 298, No. 9, pp. 993-1001

# Who am I?



# Death Anxiety

- Grief to relatives and friends
- All plans and projects come to an end
- Process might be painful
- No longer able to care for dependents
- What happens if there is life after death?
- Fear of what might happen to my body after death

J. Diggory and D. Rothman, "Values Destroyed by Death,"  
*Journal of Abnormal and Social Psychology* 63 (1961):205-  
10

# Grief

- Grief is wanting more of what one will never get again.
- Grief begets grief (Grief of the past creeps into the present)
- Variable in duration

# Grief

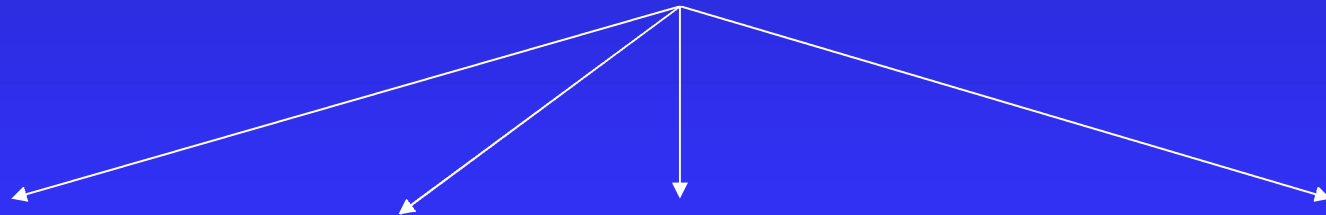
Change



Loss



Grief



Anger/Rage

Sadness

Fatigue/Lethargy

Isolation

# Your Timeline

Birth -----X----- Death

Your Name

1

6

2

7

3

8

4

9

5

10

As I complete this time line I feel \_\_\_\_\_

# Life Altering Event

Birth -----X--- Death

Your Name

1

6

2

7

3

8

4

9

5

10

As I complete this time line I feel \_\_\_\_\_

# First Experience of Illness, Death, and/or Suffering

- What was your relationship to the person?
- What do you remember?
- Who was present?
- How did the illness, death or suffering affect the people around you?
- What affect did it have on you at the time?
- How might that experience affect your work today?

# Family of Origin

- How were decisions made?
- Who was present?
- How were differences of opinion expressed?
- Who held the power? Who had control?
- How was anger expressed?
- What affect did it have on you at the time?
- How might that first team affect your work today?

*The secret of the care of the patient is in caring for the patient.*

Francis W. Peabody

*Another secret of the care of the patient is in caring for the health care provider*

*A story is not just a story. In its most innate and proper sense, it is someone's life. It is the numen of their life and their first hand familiarity with the stories they carry that makes the story 'medicine' ...a medicine which strengthens and rights the individual and the community*

Clarissa Pinkola Estés

*Only what is really oneself has the power to heal.*

Carl Jung

# Iatrogenic Suffering (Cont'd)

Who Suffers?

# Unfixable Suffering

Trauma: sense of helplessness in the face of  
unfixable suffering

Judith Hermann

# Vicarious Traumatization

- Vicarious Traumatization (McCann & Pearlman, 1990)
- Secondary Traumatic Stress (Stamm, 1995)
- Compassion Fatigue (Figley, 1995)

# Vicarious Traumatization

- A stress reaction experienced by therapists and researchers who are exposed to disclosures of traumatic images and materials by clients and research participants, in which therapists or researchers experience enduring changes in the manner in which they view self, others and the world. (McCann & Pearlman, 1990)
- Occurs over time
- Process of accumulation (sedimentary layers of horrible stories building until one cannot distinguish one from another)

# Vicarious Traumatization

Long-term, inevitable, expectable consequence of working with suffering people.

Causes:

- A transformation of the system of meaning in the sufferer
- A darkening of one's worldview, spirituality and relationships

Pearlman and Saakvitne, 1995

# Secondary Traumatic Stress Disorder (STSD)

A syndrome of symptoms nearly identical to PTSD, except that exposure to knowledge about a traumatizing event experienced by a significant other is associated with the set of STSD symptoms, and PTSD symptoms directly connected to the sufferer, the person experiencing primary traumatic stress.

Figley, 1995

# Metaphors of Secondary Traumatic Stress

*There were days when I just didn't have my being with me when I went to work.*

*Coming home from work I would feel that dark, heavy cloak come over me and I would just be draped in despair.*

# Metaphors of Secondary Traumatic Stress (Cont'd)

*I would stay at work as long as I possibly could to keep the dogs at bay—my workaholism was my coping mechanism and it was killing me.*

*I isolated myself socially. No one, not my family or friends could understand what I had witnessed, nor could I tell them. I didn't want to make my home toxic.*

# Impaired Domains (VT & PTSD)

- Safety
- Trust
- Esteem
- Intimacy
- Control
- Sensory intrusion

# Most common signs

- Increased rates of illness
- Cynicism
- Sadness
- Intolerance of emotion
- Addictive responses
- Exhaustion
- Depression
- Loss of efficiency
- Judgment errors

# Burnout

- Emotional exhaustion
- Depersonalization
  - A negative attitude towards clients
  - Personal detachment
  - Loss of ideals
- Reduced personal accomplishment and commitment to the profession.

Maslach, 1993

# Addiction is caused by...

1. Negative early environment
2. Family/Personal history
3. Coping
4. Loss of meaning
5. Schism in relationship with self/other
6. Genetics
7. ....

# Addiction - Relapse

1. Negative environment
2. Negative peers
3. Negative emotions
4. Positive emotions

*The secret of the care of the patient is in caring for  
the patient.*

Dr Francis W. Peabody

*Another secret of the care of the patient is in  
caring for the health care provider.*

# Personal barriers to self care

- Internalized stigma
- Too busy – overburdened and lacking peer support
- Denial or minimization
- Prior experience of being “shamed & blamed”

# Personal barriers to self care

## (Cont'd)

- Unwillingness to become a patient and/or challenges in being treated as a patient
- Fear of loss of license and livelihood
- Fear of possible diagnosis
- Concerns about family/friends/colleagues not accepting or negatively judging them

# Addressing STS/VTS

## Coping

- Self care
- Self nurturance (rest/play)
- Escape

# Addressing STS/VTS

## Transforming

- Self-awareness: strengths, vulnerabilities, needs
- Continuing growth – personal & professional
- Connection
  - To self (time for self-reflection)
  - Work related support
    - Effective debriefing procedures
    - Supervision/Mentorship
    - Collegiality
  - Social support
  - Spiritual connection

# Personal Assessment

At the end of each day and that the end of your work week, how would you rate your emotional stress level? What do you notice in your body, your mind and your feelings as you leave your work?

How do you feel as you commute to work? As you commute home? When you arrive home? After an hour at home? As you fall asleep? Do you dream about your work? If so, what are the themes and imagery in these dreams?

# Spirituality

-----Birth-----X-----Death-----

Your Name

# Spirituality

-----Birth-----X-----Death-----

Your Name

Name 5 things that you have done that are good.

# Spirituality

-----Birth-----X-----Death-----

Your Name

Name 5 things that you have done that are good.

Name 5 things that you have done that give you  
meaning

# Spirituality

-----Birth-----X-----Death-----

Your Name

Name 5 things that you have done that are good.

Name 5 things that you have done that give you meaning

Name 5 things you do for fun.

# Spirituality

-----Birth-----X-----Death-----

Your Name

Name 5 things that you have done that are good.

Name 5 things that you have done that give you meaning

Name 5 things you do for fun.

What are the values on which you base your life?

# Spirituality

-----Birth-----X-----Death-----

Your Name

Name 5 things that you have done that are good.

Name 5 things that you have done that give you meaning

Name 5 things you do for fun.

What are the values on which you base your life?

Name 5 things that give you hope.

# Spirituality

-----Birth-----X-----Death-----

Your Name

Name 5 things that you have done that are good.

Name 5 things that you have done that give you meaning

Name 5 things you do for fun.

What are the values on which you base your life?

Name 5 things that give you hope.

Name 5 ways in which you want to give back to the world.

# Spiritual Connection

- Be Still
- Suspend judgment
- Listen
- Be silent
- Pay attention
- Be awake
- Know yourself...Know another

One Stick, Two Stick  
The Way of the Old African Kings

Clarissa Pinkola Estés

Women Who Run With the Wolves

*We are strong when we stand with another soul.  
When we are with others, we cannot be broken.*

Clarissa Pinkola Estés

Women Who Run With the Wolves

