

Self Care, Resilience and Sustainability as Occupational Therapists

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Centre for Practitioner Renewal (CPR)

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

Relationship is often sacrificed to action and efficiency

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- 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?

Efficiency through relationship

Wisdom

“In examining disease, we gain wisdom about anatomy and physiology and biology. In examining the person with disease, we gain wisdom about life.”

Oliver Saks

Self Knowledge

Many people miss out on themselves as they journey through life. They know others, they know places, they know skills, they know their work, but tragically, they do not know themselves at all.

John O'Donohue: Anam Cara

Challenges to Well Being in Health Care

- Economic restraint & restructuring
- Rapidly developing technologies
- Increased access to information (and misinformation!)
- Increased patient complexity
- Shortage of practitioners
- Decreased numbers of beds
- A more critical & litigious social climate

Our Experience at CPR

Sustaining Healthcare Providers in the workplace:

Burnout / Compassion Fatigue / Vicarious
Trauma / Moral Distress / Grief / Depression /
Anxiety

and

“Lateral Stress” among colleagues

Burnout

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

Maslach, 1993

Moral Distress

- The negative feelings resulting from a situation in which moral choices cannot be translated into moral action
- Associated with experiences of anger, frustration, guilt, and powerlessness

Jameton, 1984; Rodney and Starzomski, 1993

Secondary or Vicarious Traumatic Stress and Compassion Fatigue

- Three symptom clusters similar to PTSD:
 - ◆ Hyperarousal
 - ◆ Avoidance and/or numbing
 - ◆ Reexperiencing-Intrusion

Grief

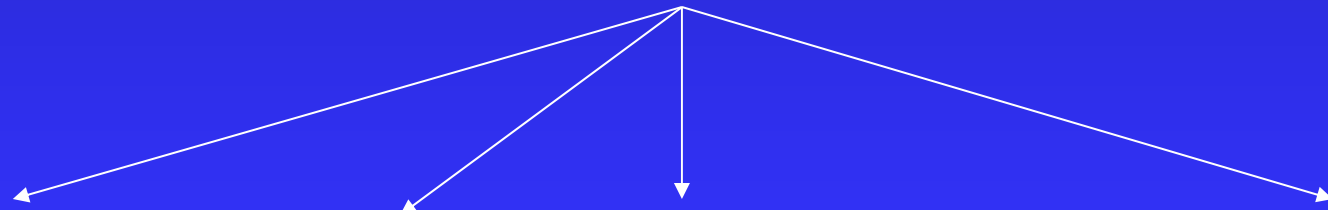
Change



Loss



Grief



Anger/Rage

Sadness

Fatigue/Lethargy

Isolation

Grief

- Grief is wanting more of what one will never get again.
- Grief begets grief
 - ◆ (Unresolved grief from the past creeps into the present)
- Variable in duration – Grief does not follow a schedule

Lateral Stress:

Accumulated stress discharged between
colleagues

- Smiling Rage
- Irritability, Frustration, Lack of Patience
- Intolerance of Emotion
- Silencing Response
- Scapegoating / Bullying

Most common signs of distress

- Increased rates of illness
- Withdrawal - Isolation
- Cynicism - Sadness - Depression
- Exhaustion - Presenteeism
- Addictive responses
- Loss of efficiency - Judgment errors
- Challenging team dynamics
- Impaired boundaries - Identification vs Empathy

Impact on Patient Care

- Iatrogenic Suffering
- Team Dynamics
- Boundaries

Reflection:

Best/Most Challenging Team

C onfidentiality

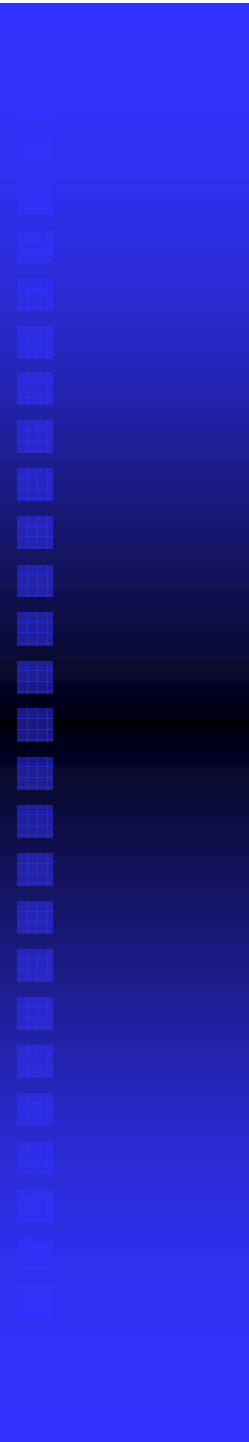
E qual air time

N on judgmental

T imeliness

R ight to pass

E ngaged



Basic Human Needs

- Exist
- Relate
- Grow

- Alderfer, 1969

Basic Human Needs

To be:

Seen

Heard

Understood

Effective Group/Team

Safety

Inclusion

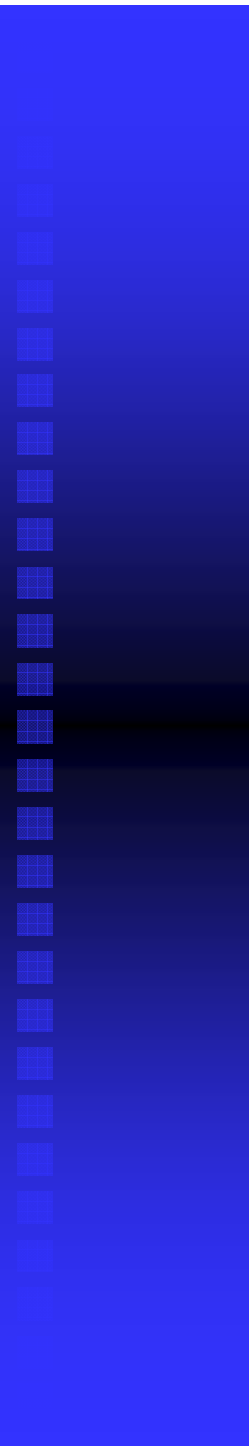
Trust

Shadow Exercise

Shadow Exercise

1 _____ _____ _____	6 _____ _____ _____
2 _____ _____ _____	7 _____ _____ _____
3 _____ _____ _____	8 _____ _____ _____
4 _____ _____ _____	9 _____ _____ _____
5 _____ _____ _____	10 _____ _____ _____

1 _____ _____ _____	6 _____ _____ _____	_____
2 _____ _____ _____	7 _____ _____ _____	_____
3 _____ _____ _____	8 _____ _____ _____	_____
4 _____ _____ _____	9 _____ _____ _____	_____
5 _____ _____ _____	10 _____ _____ _____	_____



Transference Issues and Mindfulness

Transference is an unconscious displacement of feelings, attitudes, expectations, perceptions, reactions, beliefs and judgments that were appropriate to former figures in our lives, mostly parents, onto people in the present.

David Richo

Transference Issues and Mindfulness (cont.)

- Transference issues can be baggage (impedimenta). Unconscious transferences give power to the past. They fuel the potential of engaging in repetition in the false hope of completion.
- Awareness of our transferences gives power to the present. It can act as a guidepost to growth, a signal of what needs healing or integration.

Transference Issues and Mindfulness (cont.)

Mindfulness is attention to the present moment and an awareness/acceptance of flow and change.

Transference smuggles the past onboard the present, and mindfulness escorts us safely to the port of the present, our illicit and burdensome cargo now cast overboard.

David Richo

Transference Issues and Mindfulness (cont.)

Projection

I spend every day alone

Displacement

I spend every day with the wrong person

Transference

Every day is a family reunion

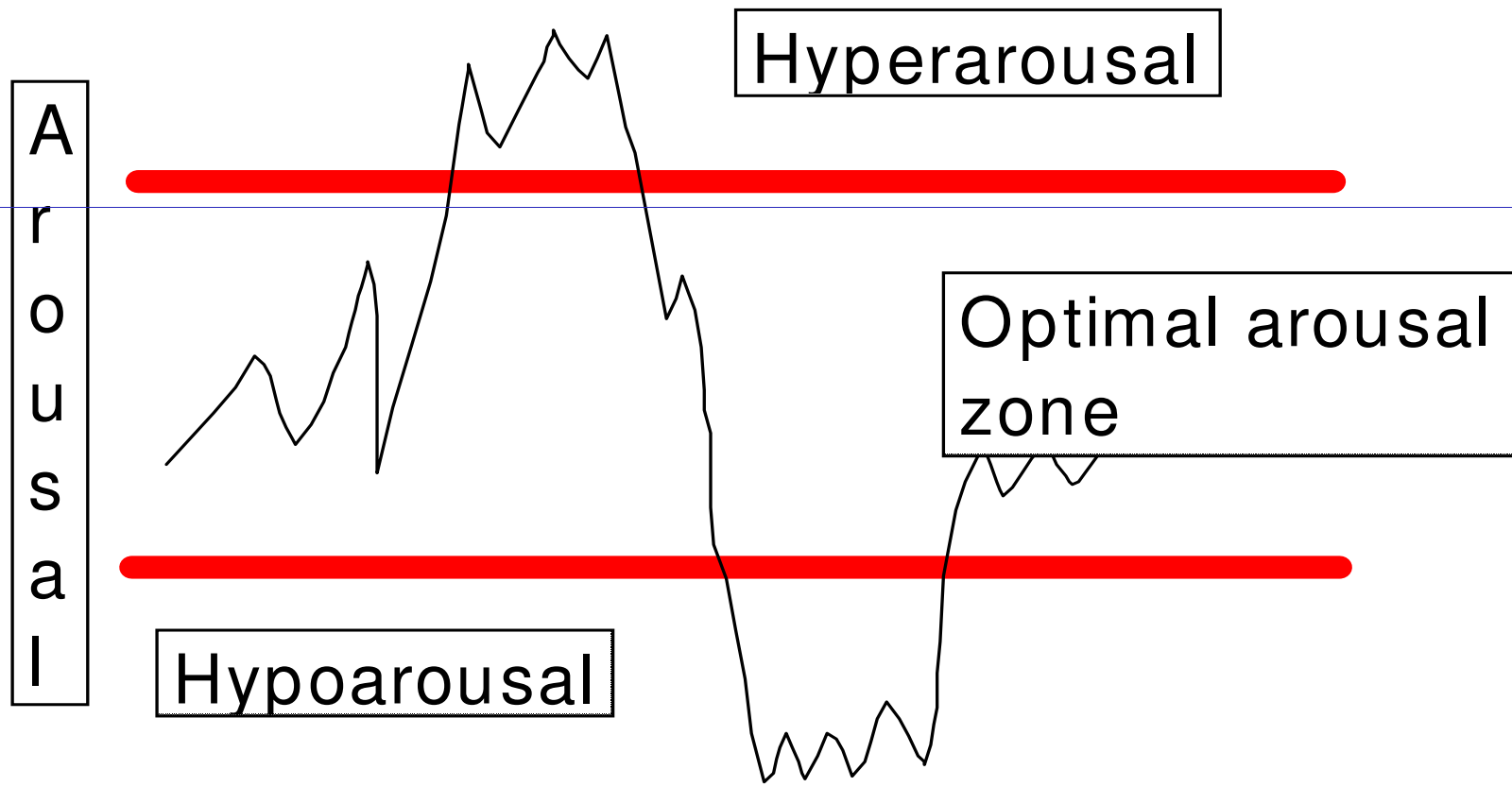
David Richo

Self Knowledge and Relationship

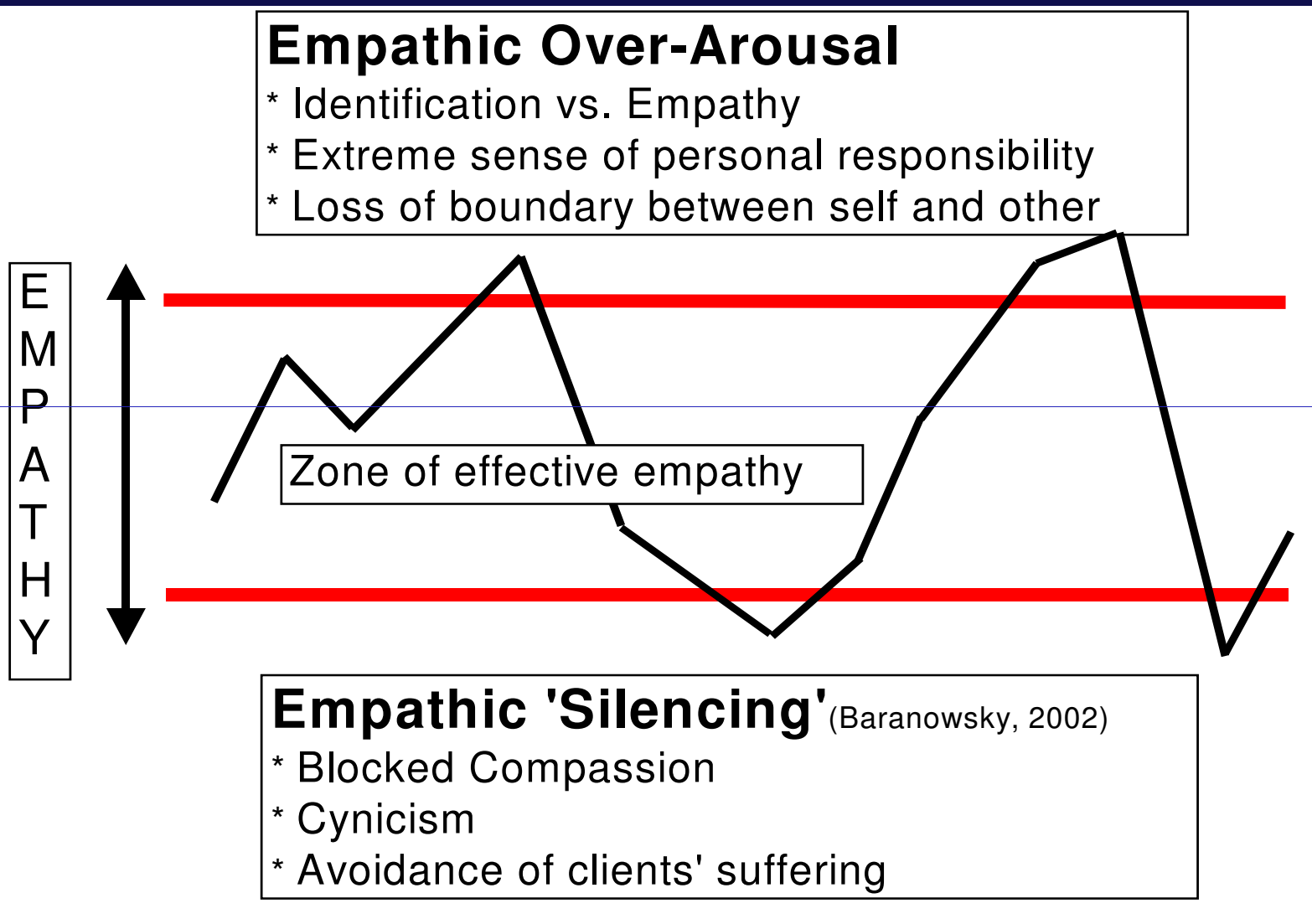
To understand ourselves we have to be understood by another. To understand another we have to understand ourselves.

Watzlawick, Bevan & Jackson

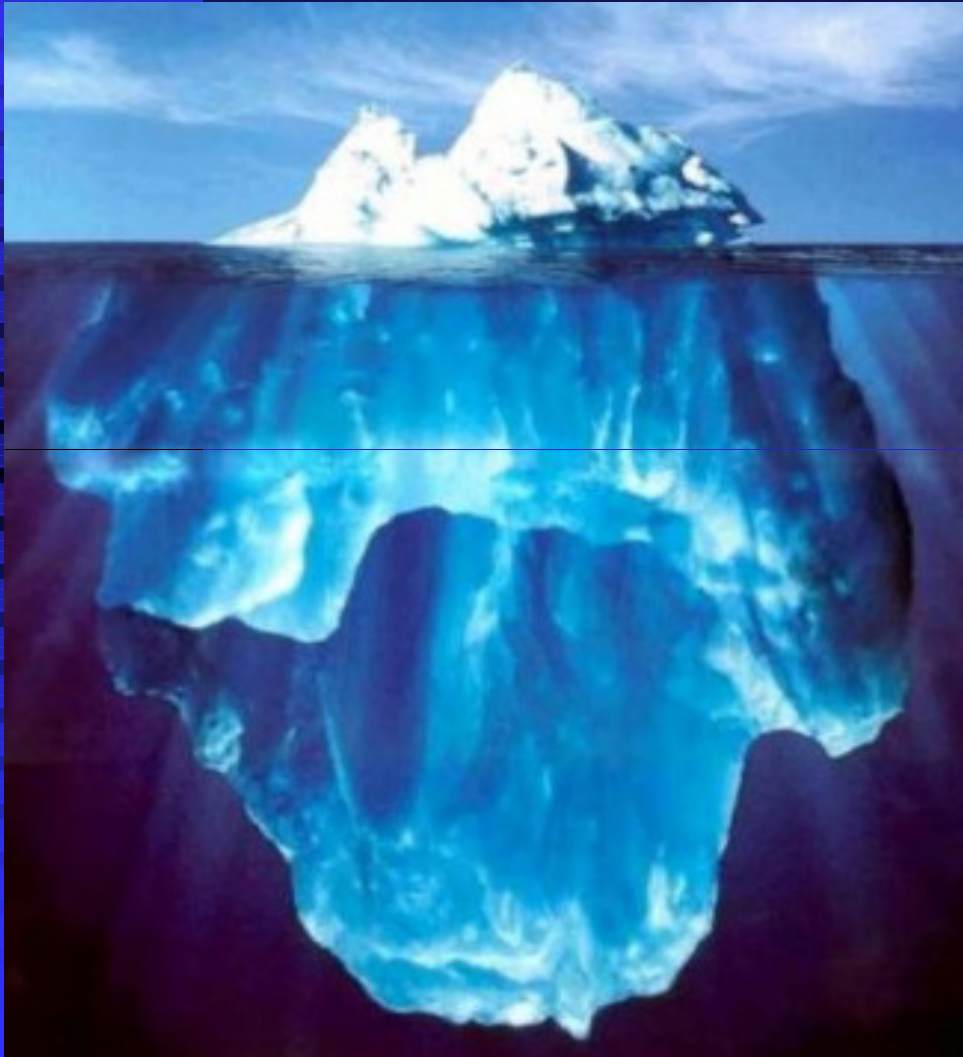
Window of Tolerance



Window of Effective Empathic Engagement



THE PERSONAL ICEBERG METAPHOR OF THE SATIR MODEL



BEHAVIOUR (action, storyline)

COPING (stances)

FEELINGS (joy, excitement, anger hurt, fear, sadness)

FEELINGS ABOUT FEELINGS
(decisions about feelings)

PERCEPTIONS (beliefs, assumptions, mind-set,
subjective reality)

EXPECTATIONS (of self, of others, from others)

YEARNINGS (loved, lovable, accepted, validated,
purposeful, meaning, freedom)

SELF: I AM (life force, spirit, soul, essence)

Emotion and Cognition

- Responding to an emotional need with a cognitive response (or vice versa) can result in unintended distancing
- Intention does not equal effect

Addressing Caregiver Distress: Coping

- Self care (physical needs)
- Self nurturance (connection/tranquility/play)
- Escape

Addressing Caregiver Distress: Transforming

- Self-awareness: strengths, vulnerabilities, needs
- Continuing growth – personal & professional
- Connection
 - ◆ To self (time for self-reflection)
 - ◆ To work related supports
 - Effective debriefing procedures
 - Supervision/Mentorship
 - Collegiality
 - ◆ To social supports
 - ◆ To a sense of spiritual connection

Positive Transformation

- Personal growth
- Deeper connection with others
- Deeper appreciation of the human journey
- Greater awareness of the natural world and their place within it
- Meaningful sense of the transcendent

Sork, J. (2005). A study of health care professionals experiences of witnessed suffering.

Mindful Transition/Journaling

What did I do well today?

Where did I mess up?

How might I make amends?

What am I thankful for today?

Adapted from Alisdair Smith leadership notes

Implications: The vital need for supportive relationships

“Adults remain social animals ... in some important ways, people cannot be stable on their own – not should or shouldn’t be, but can’t be. This prospect is disconcerting to many, especially in a society that prizes individuality as ours does. Total self-sufficiency turns out to be a daydream whose bubble is burst by the sharp edge of the limbic brain. Stability means finding people who regulate you well and staying near them.”

Lewis, Amini & Lannon. A General Theory of Love. (2000).

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