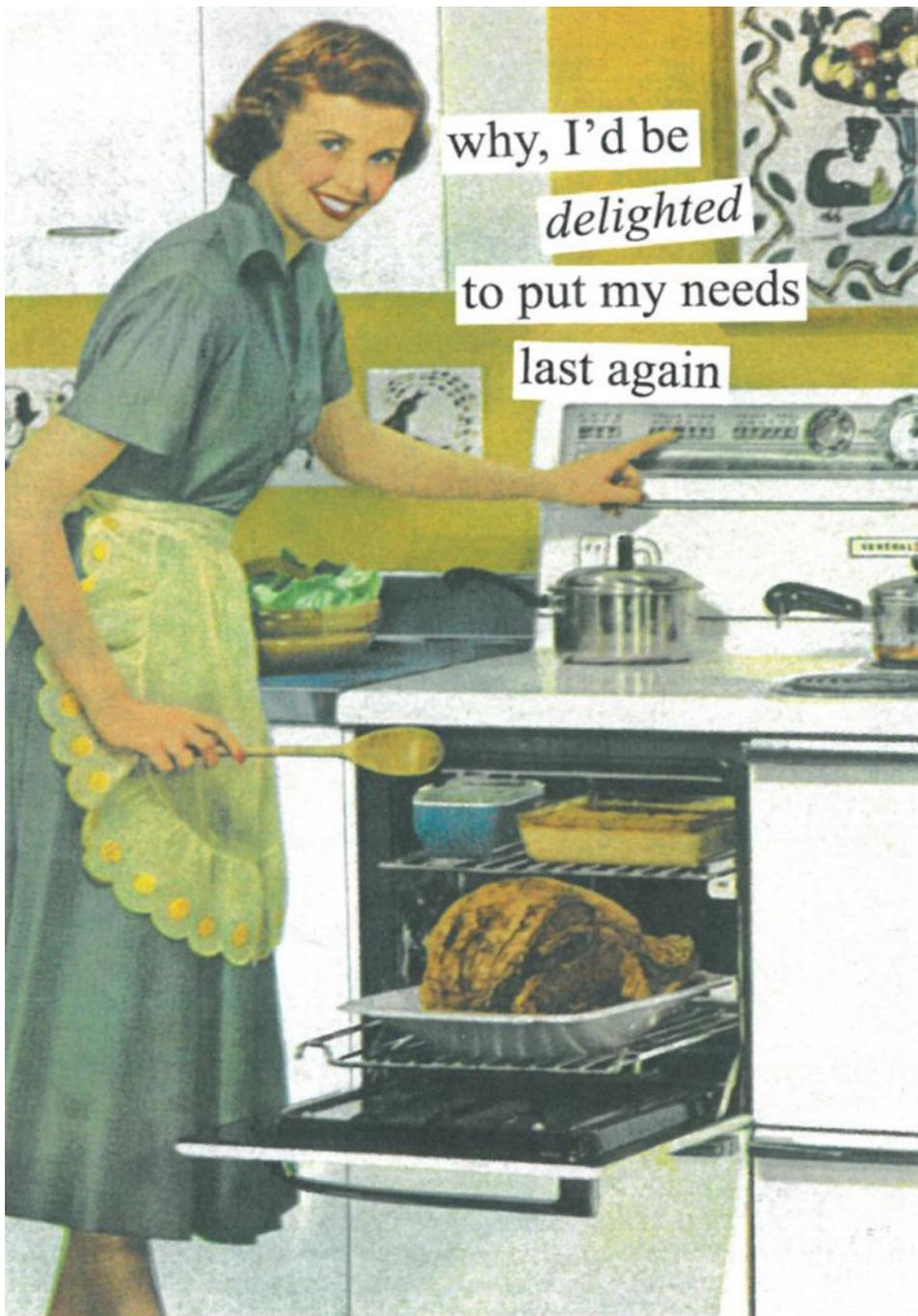


Resilience and Self Care for Care Givers

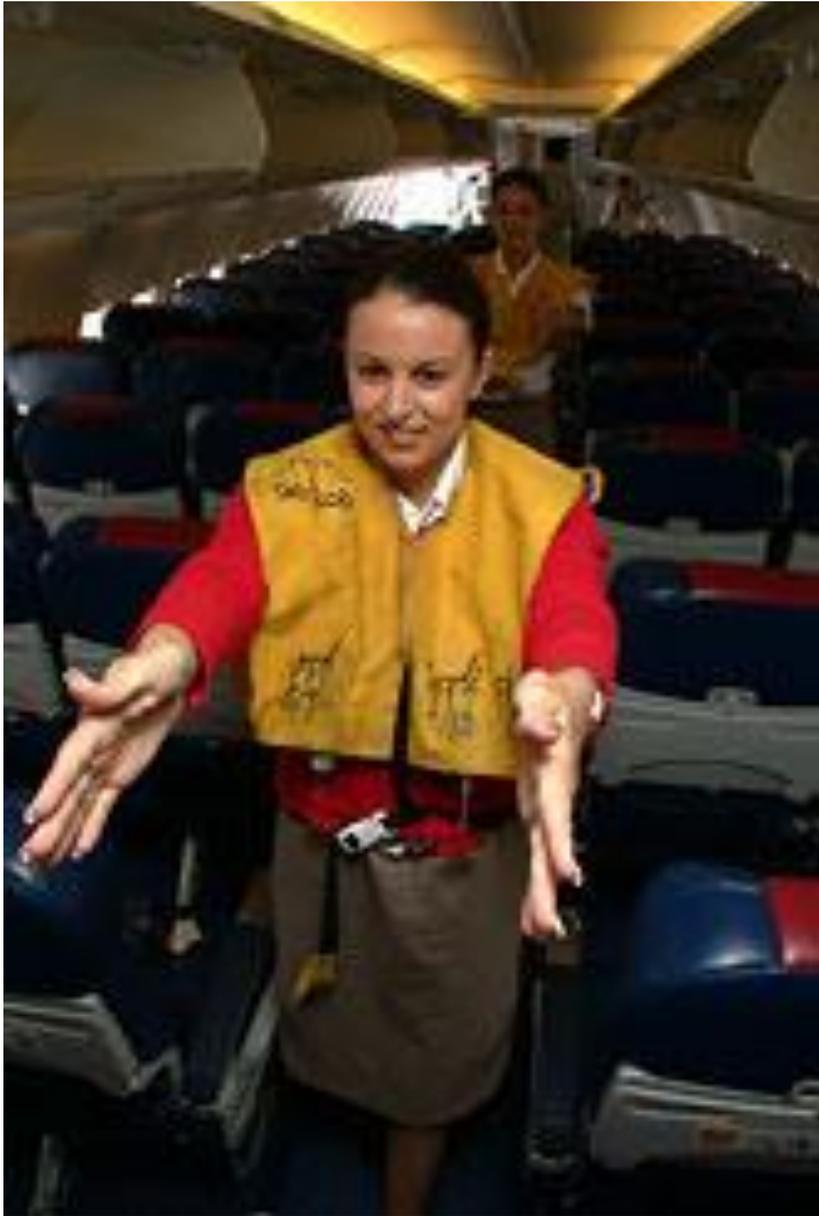
Tim Hurley
Family Support
Mercy Hospice Auckland



why, I'd be
delighted
to put my needs
last again

" . . . caring for others can damage our own health."

Bailey RD (1983). *Stress and Coping with the Demands of Caring*. Seminar, School of Nursing and School of Medicine, University of California, San Francisco.



You can't wash the tears
from someone's face
without getting your
hands wet

The care of the dying and bereaved people is a great challenge.

It can be the most stressful part of our work, but it can also be the most rewarding.

The rewards are likely to outweigh the stress only if our needs for support are met.

Parke, Relf and Coudrick (1996)

Staff working constantly with dying patients and their families have specific emotional demands placed upon them.

Personal responses to loss and grief therefore need to be acknowledged in the workplace and space and time allowed for processing feelings.

If not addressed, the cumulative effects can lead to burnout and compassion fatigue.

“I have noticed within myself that helplessness sometimes comes clothed in a guise of helping that easily carries me into doing, planning, frantically scurrying about, imposing concepts on self and others.

Born of fear and self-dissatisfaction, it is a trap and a subtle form of manipulation.

Have you ever noticed this within yourself?”

Saki Santorelli (1999)

Burnout

- emotional exhaustion 
- depersonalisation
- feelings of reduced personal accomplishment

Maslach & Jackson (1981)

Compassion Fatigue

. . . the natural consequent behaviours and emotions resulting from knowing about a traumatizing event experienced by a significant other . . . (Figley, 1995)

Stress

Our physiological and psychological response to situations that threaten or challenge us and that require some kind of adjustment

Internal Stresses

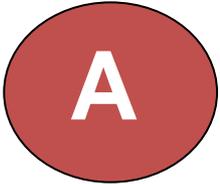
- Beliefs and attitudes
- Skills and knowledge
- Personality and coping style
- Personal life situation

External Stresses

- Patients and families responses
- Training and experience
- Team issues
- Work environment

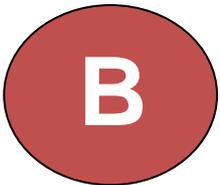
Caring for Ourselves

The A, B, C's



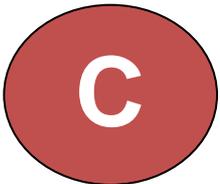
Awareness:

- of our needs
- limits of our physical and emotional resources



Balance:

- between activities, work, play, and rest



Connection:

- to oneself, others, and something larger

Level of Support Required

The organisation's commitment to support staff should be equivalent to its commitment to patients and families

Level of Support Required

Support programmes should be valued, encouraged and funded by the organisation

Level of Support Required

Support should be part of an organisational culture that encourages open communication, shared decision making, and risk taking

Aspects of Effective Support

- Activities that attend to the whole person that are physical, emotional, intellectual, spiritual and/or social
- Ongoing training, mentoring and consultation
- Celebrations, appreciations and transition rituals
- Opportunities for renewal

Aspects of Effective Support

- Team building and skill development
- Opportunities for humour and fun
- Supervision
- Personal support
- Opportunities for closure

Rituals of Remembrance

Rituals compensate for the sense of helplessness that may be felt at the time of death, and they offer hope and healing.

They honour the past, alter the present and enable the future (Imber-Black 1989).

They also maintain the connection between the living and the dead (Ribner 1998).

PERSONAL DEBRIEFING MODEL

Check that tasks are finished, and documentation completed

Deal with outstanding issues:

- Complete if essential, OR
- Delegate, OR
- Write it down to do tomorrow

Formally acknowledge when the work day is completed, and, if part of an on-call roster, remember who is on call and remind yourself that you have handed over clinical responsibility to that person.

Unless you are on call, consciously be aware you are also handing over the total responsibility of your patients to the next shift, or the on call team.

You will pick up this responsibility again when you are next on duty.

Remember what went well in the day, and what didn't, and, rather than dwell on the negatives, focus on the positive outcomes of the day. Acknowledge that you did your best with the resources and time available to you.

Say your goodbyes, giving closure for now to both collegial and client relationships.

Take off your name badge or develop other personal “rituals” that signify that work is now completed.

Make your "journey" home a separation between work and private life.

Try hard to not take work home, but if you must, create a specific space for your professional work and always use it for this purpose.

If you find yourself thinking about work, particularly if something about it is troubling you, write it down and place it in your work bag.

If it is still there the next day, do you need to talk it through or debrief?

It is important to remember that whatever work you do, and wherever you do it, you never need to feel alone – have the names of trusted colleagues you can call and talk through a situation should the need arise, or use email if your support is out of town.

Compassion Satisfaction

. . . an expression of the positive aspects of care-giving – the joy and pleasure you receive from your work

Stamm, 2002

What gives you the most joy in your work?

Andrew's Principles of Practice

a 4 step model

Andrew (1999)

We will treat ourselves and our employees and patients with the same respect with which we ourselves expect to be treated.

We will communicate with each other directly and, where appropriate, in privacy.

Andrew's Principles of Practice

We will acknowledge our differences of opinion and practice styles, and value the contribution each member makes to the community we share.

When we become aware of a very different practice style of a colleague, we will endeavour to learn the basis for this practice and to help each other evaluate the efficacy and safety of that particular practice.

What support do you need,
professionally and personally,
to do the job required of you?

What support systems are
currently available for you?

Are you able to access that support?

If you need more support
than is currently available,
WHAT CAN YOU DO?

Thank you

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