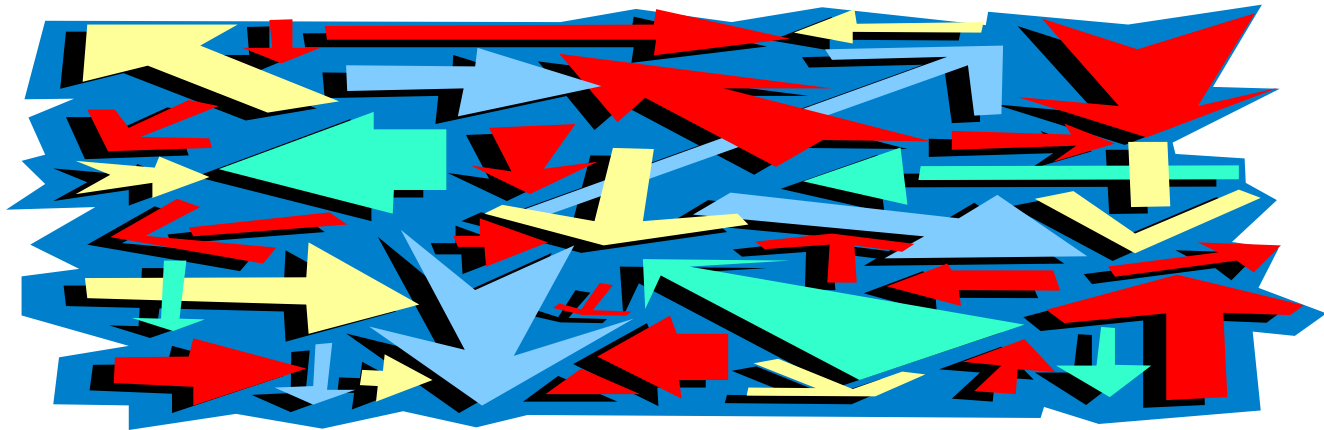


Stress Management & Self-Care

*Identifying and Handling
Stress for Case Managers*



**Presented by: Dennis L. Fisher, MM, BHTEN
NACM, September 2015**

Stress Management & Self-Care

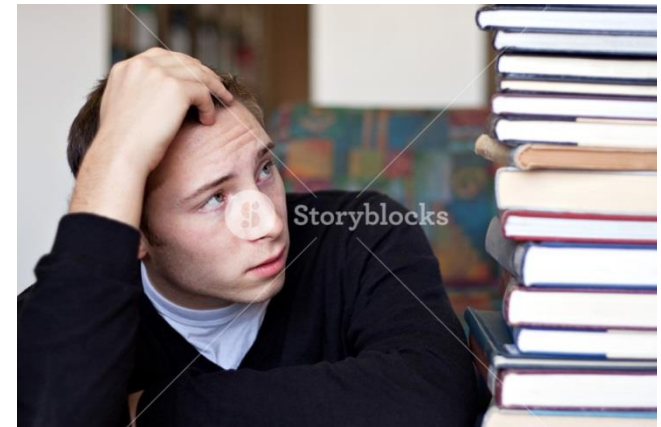
Objectives:

- To define Stress
- Identify 5 common symptoms of Stress.
- Identify the typical sources of Stress for case managers
- To discuss and practice 3 ways to reduce and handle stress productively.

Stress Defined:

Lazarus (1966)

“Demands which tax or exceed the personal and social resources the individual is able to mobilize”



Stress Defined:

- **Stress is defined as a feeling of emotional or physical tension.**
- **Stress is what you feel when you react to pressure from the outside or from inside yourself**
- **Stress is a struggle to adjust to life change**

Healthscout, 2009

**Is Stress good
or bad?**

Unproductive

- Depression, one type of stress reaction, causes more days lost than any other single factor.
- Job burnout (experienced by 25% to 40% of U.S. workers) is blamed on stress.



Productive

- Stress can be a positive, motivating part of life.
- We couldn't do things well or on time - Without the pressure of competition or deadlines.

Common Case Management Stressors

-
-
-
-
-
-

What Americans Say

We are not alone:

- 25-33% say they are living with extreme stress.
- 41- 48% (about half) feel that their stress has increased over the past five years.
- Money and work are the leading causes of stress (mentioned by three quarters of Americans).
- 75% of the general pop. has "some stress" @ 2 wks. (Nat'l Health Interview Survey).

Source: American Psychological Association study, 2007-2010

What the research says...

Behavioral Impacts of Stress

- **50% of all employees have stress**
- **19% of absenteeism**
- **At least 7% of us abuse substances/ alcohol**
- **Tranquilizers, antidepressants, & anti-anxiety med's = 25% of Rx's**
- **Stress can be a positive, motivating part of life.**

Q625: Please indicate how significant a source of stress the following is in your life:

Causes of Stress

	VERY SIGNIFICANT	SOMEWHAT SIGNIFICANT	NOT VERY SIGNIFICANT	NOT AT ALL SIGNIFICANT
Money	31%	33%	20%	16%
Work	22%	38%	23%	17%
Relationships (e.g., spouse, kids, girl/boyfriend)	17%	27%	26%	30%
Health problems affecting my family	17%	26%	26%	31%
Family responsibilities	17%	30%	27%	26%
Housing costs (e.g., mortgage or rent)	16%	24%	25%	35%
The economy	16%	34%	29%	22%
Job stability	16%	19%	19%	46%
Personal health concerns	15%	30%	29%	25%
Personal safety	6%	18%	33%	44%

BASE: All respondents (Adults n=3068)

Costs of Stress

- **\$300 Billion spent on health care, missed work...**
- **Stressed workers incur 46% higher health care costs or an average of \$600/person**
- **Addressing hypertension, cholesterol & smoking saved J&J almost \$9mil/yr.**



Prolonged Chronic Stress vs. The Relaxation Response

- Consider the usefulness (or uselessness) of Fight/ Flight in the modern world.

 - How do we control the Fight/Flight response in order to react rationally?
 - How do “burn off” the adrenaline, cortisol appropriately in acute stress situations?
 - How to we address the long term effects of prolonged stress?

Are you Stressed/Burnt Out?

Physical - Every month 77% of us experience physical symptoms

- fatigue (51%)
- headache (44%)
- upset stomach (34%)
- muscle tension (30%)
- change in appetite (23%)
- teeth grinding (17%)
- change in sex drive (15%)
- feeling dizzy (13%)

Source: American Psychological Association study, 2007

Are you Stressed/Burnt Out?

Are you Stressed/Burnt Out?

Relational / Behavioral

(48%) report lying awake at night due to stress.

(31%) of employed adults have difficulty managing work and family responsibilities.

(35%) cite jobs interfering with family or personal time as a source of stress.

Stress causes (54%) to fight with people close to them.

(25%) report alienation from a friend or family member because of stress.

8% connect stress to divorce or separation.

Are you Stressed/Burnt Out?

Are you Stressed/Burnt Out?



Psychological effects of stress include:

- experiencing irritability or anger (50%)
- feeling nervous (45%)
- lack of energy (45%)
- feeling as though you could cry (35%)
- Smoking (out your head)
- Every month 73% of us experience psychological symptoms

Source: American Psychological Association study, 2007

Physiological Components

The mind/body connection

- Research relates prolonged stress to giving up, losing resistance & illness
- Research indicates chronic stress can lead to major medical conditions (Weaver, 2003)
- MindTools.com includes a disclaimer to seek the help of a health professional for prolonged stress



What the research says...

Medical Impacts of Stress

- **70-80 % of Doctor visits are related to stress**
- **Prolonged high levels of cortisol has direct correlations to:**
 - Hypertension
 - Hyperglycemia
 - Impaired cognition
 - Less muscle more fat
- **Stress affects the immune system, which protects from diseases.**
- **All above increase likelihood of Heart Disease, Diabetes, Depression**

Preventing Stress & Burnout

Recognize the problem

Self- Assessment*

Look for your signs

Get medical advice

Do something about it!

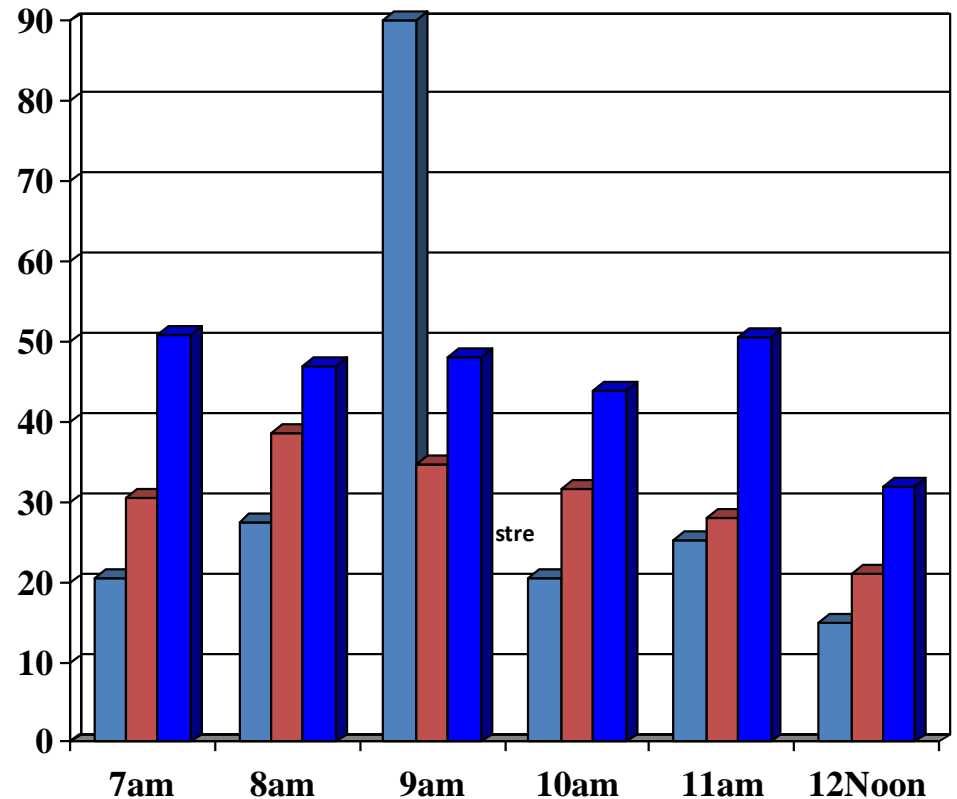
WRAP!!!



Mindtools, 2006

Assessing Stress Burnout

- ✓ Burnout Quiz
www.islandnet.com/sarbc
- ✓ Tools for Growth
Coping.org
- ✓ About.com
- ✓ Assessment.com
- ✓ WorkplaceBlues.com
- ✓ Mind Tools.com
- ✓ Oxygen Plan



<https://my.oxygenplan.com/stress-test>

What are my symptoms?

- **Circle all that apply**
- **Make a list**
- **Make a plan**

If this happens, then I will _____

Stress & WRAP

- Daily Maintenance – Wellness Toolbox
What is Wellness for You?
- Triggers – Know Yourself
What are the causes of stress for you?
If this happens, then I will _____
- Warning Signs & Symptoms
Self-assessment as above
- The Crisis Plan – TOP TEN Interventions

Ways we Cope>>>>>

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Pro's & Con's

MULTIPLE QUESTION — asking respondents to report on a range of attitudes, behaviors or perceptions:

*Q965: Do you do any of the following to help manage stress?
Please select all that apply.*

TOP 10 MOST COMMON RESPONSES	
Listen to music	44%
Exercise or walk	43%
Watch TV/movies for more than 2 hours per day	40%
Surf the Internet/go online	38%
Read	36%
Spend time with friends or family	35%
Pray	29%
Nap/sleep	27%
Spend time doing a hobby	24%
Eat	23%

BASE: All respondents (Adults n=3068)

Top Ten ways to prevent Stress & Burnout

Balance your lifestyle

Gorkin, 2000 & Texas A&M, 2006

- Practice “safe stress”
- Do something completely different
- Find some stress relieving activities & don't be a workaholic
- Exercise / Yoga
- Sex
- Play



Top Ten ways to prevent Stress & Burnout

Natural Alternatives

- **Drink less coffee, herbal & Green teas**
- **Enjoy aromatherapy**
- **Acupressure / Acupuncture**
- **Music and Imagery ***

Cathy Wong, 2011

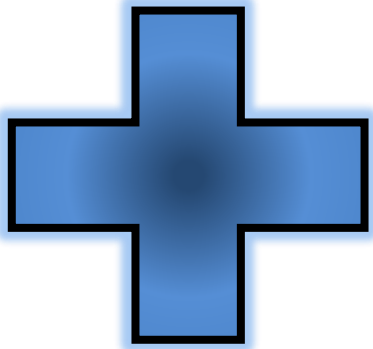
Top Ten ways to prevent Stress & Burnout

Build positive social supports

Control negativity

- “Find people to support you who are less negative than you are” (Kalma White)
- Use positive affirmations*
- Learn to ask for help
- Communicate more effectively with family & friends

Positive Self Talk



“I am worthy and strong”

“I am making positive changes in my life”

“I will benefit from my thoughts”

“I will deflect & forgive negativity”

“I will learn & grow daily”

“My past is a lesson learned”

“I am new every day”

Scalzo, 2000

“I am worthy and strong”

Benefits:

**You begin to become what you think about.
Eliminating the negative is important!**

Top Ten ways to prevent Stress & Burnout

Use Time Management (Work smarter, not longer)

- **Learn & use technology**
- **Alternate activities**
 - **Work hard for (an hour)/ then take a walk**
- **Learn to say “no”**
 - **Offer the person alternatives to “here & now”**
- **Prioritize (an alternative to procrastination)**
- **Delegate**

Texas A&M, 2006 & Fisher, 1999-2006

Top Ten ways to prevent Stress & Burnout

Personal Strategies to fit your causes & symptoms

- Eat a balanced diet (take a lunch everyday)
- Get enough sleep (7 hours average)
- Exercise / Stretching
- Be deliberate and disciplined!
- Reward yourself
- Focus on your strengths & minimize weaknesses
- Set goals
- See mistakes as learning experiences

Top Ten ways to prevent Stress & Burnout

Pray / meditate / Self hypnosis

Take “time out” everyday

Just for a few minutes

Repeat a positive phrase or word

Deep breathing*

“Decompression techniques” (autogenics)

Mindfulness

“The awareness that emerges through paying attention on purpose, in the present moment, and non-judgmentally to the unfolding of experience moment to moment.”

(Kabat-Zinn, 2003)



Mindfulness

Self-Discovery through:

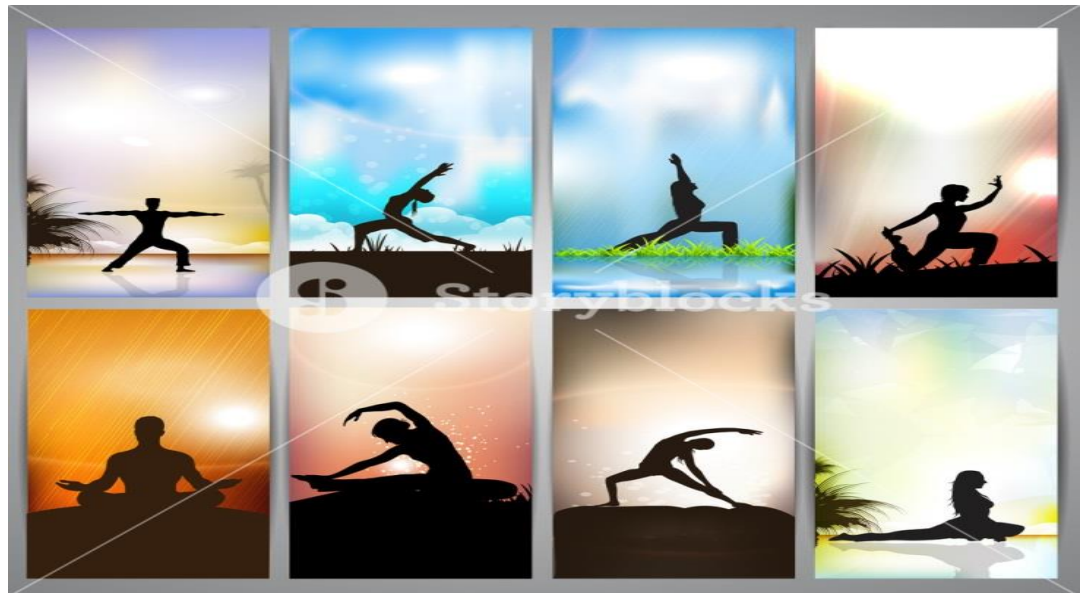
- Meditation & Deep Breathing

- Body Scan

- Yoga

- Imagery

- Creative Arts



- MBSR Mindfulness-Based Stress Reduction

Mindfulness

- **Being fully present in the with experience: good and bad**
- **Formal practices: Meditation, yoga, etc.**
- **Informal practice: Moment to moment awareness of daily life, emotions, actions**
- **Can be learned with / without professional support**
- **Formal Studies show effectiveness of classes**

Top Ten ways to prevent Stress & Burnout

Get-Aways (more on next slide)

Vacations / Staycations

Take time off – Remove yourself from the demands

Fantasize a “5 min. mini-vacation”

Guided Imagery*

Relaxation techniques*

Listen to music*

Develop New interests to divert stress & rejuvenate

Top Ten ways to prevent Stress & Burnout

Use humor* & Play

- Pets
- Rent a movie
- Read a book
- Play games
- Draw*
- Write*
- Sing



Bailey Fisher

Top Ten ways to prevent Stress & Burnout

Gain control where you can

- Negotiate
- Be assertive and appropriately expressive to avoid building resentment, fear and anger

Figure out what you can change and what you cannot change

- Use supports to “check-in”
- Reward self for sticking with stressful situations
- Manage stress

Top Ten ways to prevent Stress & Burnout

Accept your limits/ Boundaries

Fisher, after Holmes, 2003

Control your need to do it all, all by yourself

Set Boundaries / allow others to be RESPONSIBLE

We all have a few rocks in our briefcases, and you can't carry everyone's rocks

Help those with boulders, but everyone must carry their own rocks

Townsend & Cloud, 1998

Top Ten ways to prevent Stress & Burnout

Do what you love or change your career

- Don't forget career counseling
- Change jobs inside the agency



Gorkin 2006

The Road to Happiness



Correlations with Happiness

- Helping Others
 - Smiling
 - Not Wealth
- Spiritual Faith
- Support Networks
- Non- judgmental
- Very Forgiving
 - Lowered Expectations

Fisher, after Gottlieb 2001

Anthem to Stress & Burnout

***For the Phoenix to rise from the ashes
One must know the pain
To transform the fire
To burning desire***

Gorkin, 2000

TYPICAL SOURCES OF STRESS IN BEHAVIORAL HEALTH

- 1. Redundant Paperwork**
- 2. Other people not following through**
- 3. Interruptions/Distractions**
- 4. Intimidating range of Policies to enforce**
- 5. Unresolved Conflict/Arguments**
- 6. Not knowing where to start – Inadequate Training for the (new) job.**
- 7. Doing everything yourself – Feeling alone on an island**
- 8. Lack to time / Deadlines**
- 9. Lack of Resources /Short Staffing**
- 10. Co-Workers/Supervisors not Teaming**
- 11. Poor System Coordination/ Communication / Bureaucracy**
- 12. Redundant Paperwork**
- 13. Low pay**
- 14. Dangerous Situations**
- 15. Demands from Superiors or Supervisors Micro-Managing**



How vulnerable are you to stress?

Most of us have suffered from stress at some time in our lives. But can we prevent it, and if so, how? Research has shown that certain lifestyle habits and dietary tendencies can affect our vulnerability to stress. In order to help pinpoint these factors, fill in the questionnaire below and find out how vulnerable to stress YOU are.

Internethealthlibrary.com/sq/stress/stress-assess.htm

Rest & Exercise

I have at least 7-8 hours of unbroken sleep a night

☐ Always ☐ Occasionally ☐ Never

I do vigorous exercise (e.g swimming, cycling, jogging etc) at least twice a week

☐ Always ☐ Occasionally ☐ Never

I take time during the day to relax or do things just for me

☐ Always ☐ Occasionally ☐ Never

Finances & Time Management

I stay out of financial debt

☐ Always ☐ Occasionally ☐ Never

I organise my time effectively

☐ Always ☐ Occasionally ☐ Never

Leisure & Lifestyle

I do one fun activity at least once a week

☐ Always ☐ Occasionally ☐ Never

I regularly attend club or social activities

☐ Always ☐ Occasionally ☐ Never

I have a faith or religion which helps me through hard times.

☐ Always ☐ Occasionally ☐ Never

Communicating

I have one or more friends to confide in about personal matters

☐ Always ☐ Occasionally ☐ Never

I can express my feelings when angry or worried and don't avoid confrontations	<input checked="" type="radio"/> Always <input type="radio"/> Occasionally <input type="radio"/> Never
I give & receive love & affection	<input type="radio"/> Always <input type="radio"/> Occasionally <input checked="" type="radio"/> Never
I talk to the people I live with about domestic problems if and when they arise (e.g. chores and money)	<input type="radio"/> Always <input type="radio"/> Occasionally <input checked="" type="radio"/> Never
Diet	
I eat at least one healthy meal a day, including fresh fruit or vegetables	<input type="radio"/> Always <input type="radio"/> Occasionally <input checked="" type="radio"/> Never
I drink fewer than five units of alcohol a week (1 unit=1 glass of wine, 1 shot of spirits or 1/2pt of beer)	<input type="radio"/> Always <input type="radio"/> Occasionally <input checked="" type="radio"/> Never
I drink fewer than three cups of coffee (or any other caffeine-rich/diet drinks) a day	<input type="radio"/> Always <input type="radio"/> Occasionally <input checked="" type="radio"/> Never
Health & Fitness	
I do not suffer from any major health problems	<input type="radio"/> Always <input type="radio"/> Occasionally <input checked="" type="radio"/> Never
I am within 4 Kilo (approx. 9lb) of my ideal weight	<input type="radio"/> Always <input type="radio"/> Occasionally <input checked="" type="radio"/> Never
I don't smoke/ I smoke less than 10 a day	<input type="radio"/> Always <input type="radio"/> Occasionally <input checked="" type="radio"/> Never

Reset

STRESS TEST RESULT
 Your assessment result shows that you have a
moderate resistance to stress

Hit the back button to review your answers and print the page if desired. Review the column where you have answered 'never' or 'occasionally' to several questions. Try to modify them one by one, starting with the easiest to change, for example changing your eating or sleeping habits.

Take the test again at various stages over a period of time, aiming to eventually eliminate all of the potential stress factors.

Links:

[Stress Library](#)

[Conquer Stress Naturally!](#)

[300 Breakthrough Stress Relief Tips!](#)

[Instant Stress Reduction!](#)

Why not try our other self-assessments?

If you enjoyed our Stress analysis, why not try one of our other self assessments? Each assessment is FREE and is designed to help you find more out about yourself and how you can improve your health. [CLICK HERE](#) for more assessments

One dozen ways to prevent Stress & Burnout

1. *Recognize the Problem - Look for symptoms. Become aware of negative thoughts & Let go*
2. *Balance your lifestyle. Establish work / life boundaries. Work hard, but play & have fun.*
3. *Build positive social supports. Discuss problems with family & friends. Use positive affirmations!*
4. *Manage your time effectively. Change activities & take breaks.*
5. *Manage your time effectively. Prioritize. Delegate. Say "No", but offer alternatives.*
6. *Take care of yourself physically: eat, sleep, exercise. Learn to achieve the Relaxation Response.*
7. *Take care of yourself emotionally: assess your strengths, set goals, learn from mistakes, reward yourself.*
8. *Take care of yourself spiritually: use meditation, deep breathing, guided imagery, music, "time off".*
9. *Humor and Play are important! Pets, movies, books are good.*
10. *Consider what you can change or control. Negotiate changes. Be assertive and appropriately expressive.*
11. *Know your limits and use the support of others. You can't be responsible for everyone else.*
12. *Do what you love or change your career.*

TECHNIQUES TO REDUCE AND COMBAT STRESS

- 1.) Deep Breathing Exercises – Breathe in deeply and slowly, hold for 10 seconds and exhale slowly and fully. Repeat several times. Deep Breathing is the core component of almost any stress reduction technique, beginning with the “Take ten deep breaths” method of calming someone down.
- 2.) Progressive Muscular Relaxation – Especially useful for reducing muscular tension, this technique focuses on tensing and relaxing muscles to get the desired degree of full relaxation.
 - a. After getting into a comfortable seated posture with all parts of the body supported,
 - b. Specific muscles are tensed for a few seconds and then relaxed.
 - c. Progressively the whole body is systematically involved.
 - d. Deep breathing should be coordinated with tension and relaxation (inhaling, holding and exhaling) for maximum effect.
 - e. Over time a person learn to tense and relax groups of muscles, allowing the conditioned response of relaxation to be achieved more quickly.
 - f. A well conditioned person might be able to achieve relaxation almost at will.
- 3.) Guided Imagery – “Thinking of a pleasant scene.” This technique might be combined with deep breathing or Progressive Relaxation for a longer and more sensual experience. It can involve images as well as sounds and smells. As a person conditions themselves to this technique, it can be generalized. Thus anytime tension is experienced, the pleasant scene can be imagined.
- 4.) Relaxation Response – In his book and in published articles in respected journals Dr. Herbert Benson of Harvard University has established this practice through biofeedback equipment. The individual needs to:
 - a. Find a quiet place with few distractions
 - b. Get comfortable, clothes loosened and limbs supported
 - c. Quietly repeat a single syllable sound or word (such as “one”)
 - d. Close their eyes
 - e. Deeply relax muscles; starting at their feet and moving up through the face
 - f. Breathe in through the nose, and exhale while quietly or silently saying the word (“one”) and repeat this focused breathing throughout.
 - g. The use Imagery is acceptable.
 - h. Continue for 10-20 minutes
 - i. Take a few minutes to recoup.

Fisher (2004) after Scalzo 2003; Mind Tools 2004; Jefferson University1988; etal.

PROGRESSIVE RELAXATION EXERCISE

Relax the muscle groups so that you are able to “let go” if the tension in the muscles and so that no tension remains in the muscle group.

Instructions:

Focus on one group of muscles at a time.

Begin by tensing the first muscle group – Hold it for 10 seconds – release the tension.

Begin with:

<i>Lower arm</i>	<i>Make fist, palm down, and pull wrist toward upper arm</i>
<i>Upper arm</i>	<i>Tense biceps; with arms by side, pull upper arm toward side without touching (try not to tense the lower arm while doing this; let the lower arm hang loose)</i>
<i>Lower Leg & Foot</i>	<i>Point toes upward to knees</i>
<i>Thighs</i>	<i>Push feet hard against the floor</i>
<i>Abdomen</i>	<i>Pull in stomach toward back</i>
<i>Chest & Breathing</i>	<i>Take a deep breath and hold it 10 seconds, then release</i>
<i>Shoulders & Lower neck</i>	<i>Shrug shoulders, bring shoulders up until they almost touch ears</i>
<i>Back of neck & Lips</i>	<i>Put head back and press against back of chair Press lips together, don't clench teeth or jaw</i>
<i>Eyes</i>	<i>Close eyes tightly but don't close too hard (be careful if you have contact lens)</i>
<i>Lower forehead</i>	<i>Pull eyebrows down and in (try to get them to meet)</i>
<i>Upper forehead</i>	<i>Raise eyebrow and wrinkle your forehead</i>

Source: Barlow & Rapee, 1991



WHAT INDIVIDUALS IN RECOVERY

NEED TO KNOW ABOUT WELLNESS

Why Is Wellness Important?

The short answer: For individuals with behavioral health conditions, **embracing wellness can improve quality and years of life.**

A study by the National Association of State Mental Health Program Directors (NASMHPD) found that individuals with severe mental illness (SMI) die years earlier than those without these disorders, most often of heart disease.ⁱ They also experience diabetes, high blood pressure and cholesterol, and obesity at a rate that is 1.5 to 2 times that of the general population.^{ii, iii, iv}

Wellness Matters

Consider the true story of Jane, a person in recovery who got a wake-up call during a health screening, where she was told that her blood pressure was dangerously high. Jane had already lost two sisters to heart disease, so she decided to lose the weight she had gained while taking antidepressant medication. “After losing 40 pounds, [my blood pressure] dropped like a stone,” she said.

“Paying attention and taking action saved my life.”

Jane’s example shows the importance of considering both physical and mental health. Wellness is more than the absence of disease or stress; it refers to overall well-being. It’s having purpose in life, participating actively in work and play, and having relationships that give you joy.^v

SAMHSA’s Wellness Initiative supports embracing the Eight Dimensions of Wellness to achieve improved quality of life and longevity.^{vi}

There are many ways to enhance well-being and recovery from mental or substance use conditions and trauma. Here are a few other activities:

- **Stopping smoking** is the single most important thing you can do to improve your health. Data shows that individuals in recovery are 25 to 40 percent more likely to die from heart disease than others, with smoking being a major contributor.^{vii}
- In 2008 and 2009, Australian researchers found that **belonging to a social group**, such as a volunteer group can improve both physical and mental health.^{viii}



WELLNESS

Source: Adapted from Swarbrick, M. (2006). A Wellness Approach. *Psychiatric Rehabilitation Journal*, 29(4), 311–314.



The Eight Dimensions of Wellness

What wellness means and what we focus on varies from person to person. Yet it is useful to think about practical ways we can improve our wellness in each dimension. Here are several examples.

EMOTIONAL—*Coping effectively with life and creating satisfying relationships*

- Be aware of and listen to your feelings.
- Express your feelings to people you trust.

FINANCIAL—*Satisfaction with current and future financial situations*

- Be thoughtful and creative about your budgeting and spending.
- As needed, meet with financial professionals who provide free or low-cost services for guidance.

SOCIAL—*Developing a sense of connection, belonging, a well-developed support system*

- Make at least one social connection per day by calling, e-mailing, or visiting someone.
- Get active in a support group.

SPIRITUAL—*Expanding our sense of purpose and meaning in life*

- Make time for practices that enhance your sense of connection to self, nature, and others.
- Take time to discover what values, principles, and beliefs are most important to you.

OCCUPATIONAL—*Personal satisfaction and enrichment derived through one's work*

- Work toward a career in a field you are passionate about or a volunteer activity that has meaning for you.
- Communicate with your supervisor regularly and get support when needed.

PHYSICAL—*Recognizing the need for physical activity, diet, sleep, and nutrition*

- Take the stairs instead of the elevator; replace driving with walking or bicycling when possible.
- Get enough sleep—your body needs it to rejuvenate and stay well!

INTELLECTUAL—*Recognizing creative abilities and finding ways to expand knowledge and skills*

- Research a topic that interests you and share what you learned with others.
- Find creative outlets that stimulate your mind and sense of curiosity.

ENVIRONMENTAL—*Good health by occupying pleasant, stimulating environments that support well-being*

- Appreciate nature and the beauty that surrounds you.
- Seek out music and other experiences that have a calming effect on your well-being.

ADDITIONAL RESOURCES

U.S. Department of Health and Human Services

<http://www.hhs.gov>

SAMHSA-HRSA Center for Integrated Health Solutions

<http://www.integration.samhsa.gov/>

healthfinder®

<http://www.healthfinder.gov>

Million Hearts®

<http://www.millionhearts.hhs.gov>

STAR Center

<http://www.consumerstar.org>

National Empowerment Center

1-800-POWER2U (1-800-769-3728)

<http://www.power2u.org>

National Wellness Institute

<http://www.nationalwellness.org>

Peerlink National Technical Assistance Program

<http://www.peerlinktac.org>

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**Dedicated in the Memory of my co-worker Lorraine Scalzo
 who provided countless ideas and support to me over the
 years.**

**Lorraine embodied these concepts throughout her life
 and even during her valiant struggle with the cancer that
 took her life in the summer of 2004.**