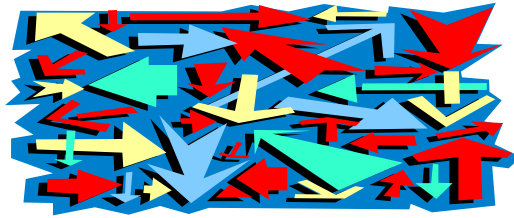


Stress & Burnout - Self-Care

Stress / Burnout & Self-Care

Identifying and Handling Stress for Case Managers



Presented by: Dennis L. Fisher, MM, BHTEN

Stress & 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.

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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?**

Stress & Burnout - Self-Care

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

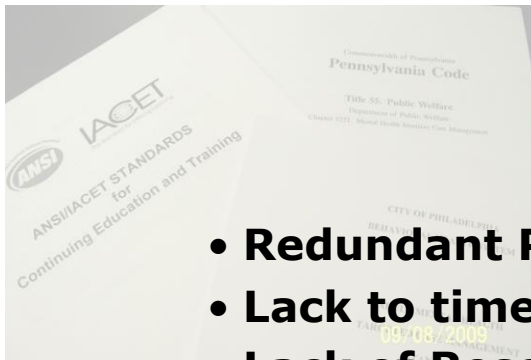
- Stress can be a positive, motivating part of life.
- We couldn't do things well or on time - Without the pressure of competition or deadlines.

From Websearch "Stress+Facts" Nov, 2005

Common Case Management Stressors

-
-
-
-
-
-

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Direct Service Stress Factors

- **Redundant Paperwork**
- **Lack to time / Deadlines**
- **Lack of Resources / Short Staffing**
- **Co-Workers/Supervisors**
- **Poor System Coordination/ Communication**

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

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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.

From Websearch "Stress+Facts" Nov, 2005

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.



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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?

Mindtools, 2009

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



Stress & Burnout - Self-Care

Preventing Stress & Burnout

Recognize the problem

Self- Assessment*

Look for your signs

Get medical advice

Do something about it!

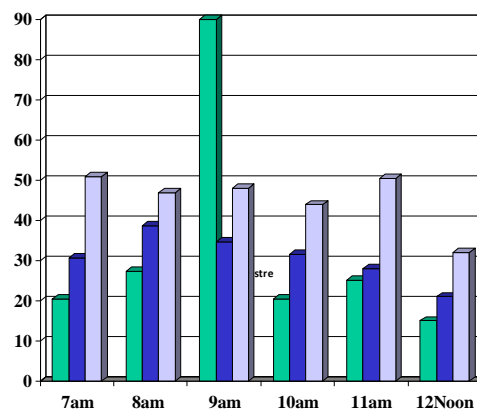
WRAP!!!



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>

Stress & Burnout - Self-Care

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

Stress & Burnout - Self-Care

Ways we Cope>>>>

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

Pro's & Con's

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



Stress & Burnout - Self-Care

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

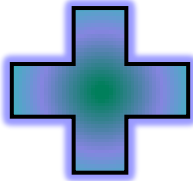
Control negativity

- “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

Messina, 1999-2006, Texas A&M 2006

Stress & Burnout - Self-Care

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”

“I am worthy and strong”

Benefits:

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

Scalzo, 2000

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

Stress & Burnout - Self-Care

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

Moore, 2004 & Texas A&M, 2006 & others

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)

Scalzo, 2000 & Moore, 2004

Stress & Burnout - Self-Care

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

Stress & Burnout - Self-Care

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

McKay, 2006 & Texas A&M, 2006

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

Stress & Burnout - Self-Care

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

Stress & Burnout - Self-Care

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