HEALTHY START REGIONAL CONFERENCE, KANSAS CITY, MO

ROLES AND RESPONSIBILITIES OF FRONT-LINE STAFF/SELF-CARE AND STRESS MANAGEMENT

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OBJECTIVES FOR TODAY

1. EXPLORE THE VARIOUS ROLES AND RESPONSIBILITIES OF STAFF WHO PROVIDE CASE MANAGEMENT
2. PROVIDE TIPS AND TOOLS FOR SELF-CARE AND STRESS MANAGEMENT AND RECOGNIZE THE IMPORTANCE OF TAKING CARE OF YOURSELF
3. DISCUSS HOW AND WHERE TO ACCESS RESOURCES FOR THE ABOVE AND EMPHASIZE THE IMPORTANCE OF SELF-CARE.
ROLES, RESPONSIBILITIES, COMPETENCIES

SERVICE COORDINATION
- Providing referrals
- Direct referrals
- Navigation/assuring access
- Available services in community

TEACHING SKILLS CAPACITY BUILDING
- Building individual capacities
- Building community capacities
- Communication skills
- Interpersonal skills
- Knowledge of health issues

ADVOCACY SKILLS ORGANIZING
- Advocating for individuals
- Advocating for communities
- Knowledge of community needs
PERSONAL QUALITIES
ATTRIBUTES

WE ALL BRING UNIQUE LIFE EXPERIENCES TO OUR WORK
EXPERIENCES AND INDIVIDUAL PERSONALITIES
VALUE SYSTEMS
HOW WE SEE THE WORLD

• INTERPERSONAL WARMTH
• TRUSTWORTHINESS
• OPEN-MINDEDNESS
• OBJECTIVITY
• SENSITIVITY
• COMPETENCE
• COMMITMENT TO SOCIAL JUSTICE
• GOOD PSYCHOLOGICAL HEALTH
• SELF-AWARENESS AND UNDERSTANDING
A COMMUNITY HEALTH WORKER IS SUCCESSFUL WHEN THE PERSON THEY WORK WITH NO LONGER NEEDS US. TRUE MEASURE OF SUCCESS IS WHEN WE’VE HELPED SOMEBODY DEVELOP SELF-SUFFICIENCY AND INDEPENDENCE SO THAT THEY NO LONGER NEED US OR OUR SERVICES

SERGIO MATOS, LONGTIME CHW & CURRENT CHAIR OF THE EDUCATION AND CAPACITACION COMMITTEE OF THE CHW SECTION OF THE AMERICAN PUBLIC HEALTH ASSOCIATION

PROFESSIONALIZING THE FIELD OF COMMUNITY HEALTH WORKERS
SELF-CARE AND STRESS MANAGEMENT

• WHAT’S IN OUR JOBS THAT CAUSE US STRESS ???
**STRESS**

**STRESS** IS THE WAY WE RESPOND TO AND ARE AFFECTED BY EVENTS OR SITUATIONS THAT PLACE A DEMAND ON OUR INTERNAL AND EXTERNAL RESOURCES.

**STRESS MAY BE CHARACTERIZED BY:**

- **PHYSIOLOGICAL RESPONSES INCLUDING INCREASED BLOOD PRESSURE, HEART, AND RESPIRATION RATES.** “FIGHT OR FLIGHT”
- **EMOTIONAL, COGNITIVE, BEHAVIORAL, AND SPIRITUAL RESPONSES.**
## STRESSORS

**STRESSOR: EVENTS OR CIRCUMSTANCES THAT PLACE DEMANDS ON US**

**COMMON STRESSORS:**
- ✔️ STARTING A NEW JOB
- ✔️ ILLNESS
- ✔️ FINANCIAL DIFFICULTIES
- ✔️ IMMIGRATION LOSS OF A JOB

**STRESSORS AT WORK INCLUDE:**
- ✔️ A HEAVY CASELOAD
- ✔️ SUPERVISING OTHERS
- ✔️ CONFLICT
- ✔️ INSUFFICIENT TRAINING
- ✔️ INSUFFICIENT PAY
- ✔️ WITNESSING A CLIENT DEAL WITH STRESS
- ✔️ GOVERNMENT POLICIES
OTHER STRESSORS

• POSITIVE

• NEGATIVE
CAN OUR CLIENTS CAUSE US STRESS?

WITNESSING A CLIENT:

• WITH DECLINING HEALTH
• FACING THE END OF LIFE
• STRUGGLING WITH DEPRESSION OR SUICIDAL THOUGHTS
• STRUGGLING WITH SUBSTANCE ABUSE
• IN AN ABUSIVE RELATIONSHIP
• EXPERIENCING PREJUDICE AND DISCRIMINATION BASED ON IDENTITY OR HISTORY
STRESS RESPONSES

• PHYSICAL: FATIGUE, INSOMNIA, HEADACHES, NAUSEA, RASHES, SURGE OF ENERGY
• EMOTIONAL: ANXIETY, SADNESS, FEELING OF HOPELESSNESS, ANGER, SATISFACTION
• COGNITIVE: WORRYING, DIFFICULTY CONCENTRATING, DOUBTING YOUR ABILITIES, THOUGHTS OF SUICIDE, GRATITUDE FOR ESCAPING HARM
• BEHAVIORAL: WITHDRAWING FROM FAMILY, AVOIDING LOCATIONS, CHANGING PATTERNS OF EATING, BUILDING COMMUNITY
• SPIRITUAL: WEAKENING OF RELIGIOUS BELIEFS, SENSE OF ALIENATION, STRENGTHENING SPIRITUAL PRACTICES
ARE WE ALL ALIKE IN OUR RESPONSES TO STRESS?
WHAT RESOURCES DO WE HAVE?

• INTERNAL RESOURCES
  ✓ SENSE OF HUMOR
  ✓ PATIENCE & CONFIDENCE IN SELF
  ✓ ABILITY TO PUT EVENTS IN PERSPECTIVE
  ✓ ABILITY TO ACHIEVE A CALM/RELAXED STATE
  ✓ UNDERSTANDING THAT STRESS IS PART OF LIFE
• WHAT OTHERS CAN YOU THINK OF?

• EXTERNAL RESOURCES
  ✓ CLOSE SUPPORTIVE RELATIONSHIPS
  ✓ SENSE OF BELONGING
  ✓ SAFETY
  ✓ STRONG SENSE OF CULTURAL IDENTITIY
  ✓ RESPECTFUL SUPERVISOR
  ✓ WHAT OTHERS CAN YOU THINK OF?
BURNOUT!! OH MY!

FIRST STAGE
CAUSES PHYSICAL WARNING SIGNS
INABILITY TO SHAKE OFF LINGERING COLD OR FEVER
FREQUENT HEADACHES
SLEEPLESSNESS
THOUGHT OF GOING TO WORK LOSES ITS APPEAL

SECOND STAGE
EMOTIONAL & BEHAVIORAL SIGNS
ANGRY OUTBURSTS
OBVIOUS IMPATIENCE/IRRITABILITY
TREATING PEOPLE WITH CONTEMPT
ATTITUDE OF SUSPICION INTENSIFIES

THIRD STAGE
THIS IS CRITICAL & SEVERE
SOMEONE BECOMES SOUR ON ONE'S SELF & HUMANITY & EVERYONE!
INTENSE FEELINGS OF LONELINESS AND ALIENATION
HAVE YOU SEEN BURNOUT?

• SIGNS IN CO-WORKERS
  • NOT SHOW UP FOR WORK ON TIME OR KEEP APPOINTMENTS WITH CLIENTS
  • NOT COMPLETE NECESSARY PAPERWORK ACCURATELY OR IN A TIMELY FASHION
  • FAIL TO LISTEN DEEPLY TO CLIENTS
  • ACT AS IF THEY DON’T PARTICULARLY CARE ABOUT THE CLIENT’S SITUATION
  • BRING THEIR OWN ISSUES AND FEELINGS INTO THEIR WORK WITH CLIENTS
    • ACT OUT THEIR FRUSTRATION ON CLIENTS OR COWORKERS
  • FAIL TO PAY ATTENTION TO DETAILS & MISS OPPORTUNITIES TO MAKE EFFECTIVE REFERRALS
ASSESSING FOR STRESS AND BURNOUT

• REFLECT UPON YOUR EXPOSURE TO STRESS AND ITS IMPACT IN YOUR LIFE
• ASK SOMEONE TO PROVIDE FEEDBACK ABOUT YOUR STRESS LEVEL
• TAKE A STRESS SELF-ASSESSMENT QUIZ
SELF-CARE
HOW DO WE MANAGE STRESS NOW?

• **ACTIVITY**
  • MAKE A LIST OF ALL THE WAYS YOU DEAL WITH STRESS
  • HOW DO YOU RELAX?
DEVELOPING A PLAN FOR SELF CARE

• HEALTHY EATING
• PHYSICAL ACTIVITY
• STRESS REDUCTION BY PROFESSIONALS – COACHING, MASSAGE, ACUPUNCTURE
• DEEP BREATHING ACTIVITY – GO TO A HAPPY PLACE
• PRAYER, FAITH AND SPIRITUALITY
• PRACTICE MINDFULNESS
• ACTION PLAN – BABY STEPS WORK!
THE POWER OF MINDFULNESS: WHAT YOU PRACTICE GROWS STRONGER

• DR. SHAWNA SHAPIRO: HTTPS://WWW.YOUTUBE.COM
REFERENCES


• NATIONAL CENTER FOR COMPLEMENTARY AND INTEGRATIVE HEALTH (NCCIH). HTTPS://NCCIH.NIH.GOV

• INTERNATIONAL SOCIETY FOR TRAUMATIC STRESS STUDIES. WWW.ISTSS.ORG

• FOUNDATIONS FOR COMMUNITY HEALTH WORKERS. TIM BERTHOLD, EDITOR, SECOND EDITION, JOSSEY-BASS. HTTP://WILEYACTUAL.COM/BERTHOLDSHOWCASE

• DR. SHAWNA SHAPIRO. THE POWER OF MINDFULNESS: WHAT YOU PRACTICE GROWS STRONGER. TED TALKS. WWW.YOUTUBE.COM

• NATIONAL INSTITUTE OF MENTAL HEALTH. HTTP://WWW.NIMH.NIH.GOV
QUESTIONS – COMMENTS ???

THANK YOU!!