



THE 12th INTERNATIONAL SCIENTIFIC CONFERENCE
THE SOCIETY FOR ACUTE MEDICINE

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Burnout in the AMU

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bacp | counselling
changes lives



OPTIMA
HEALTH

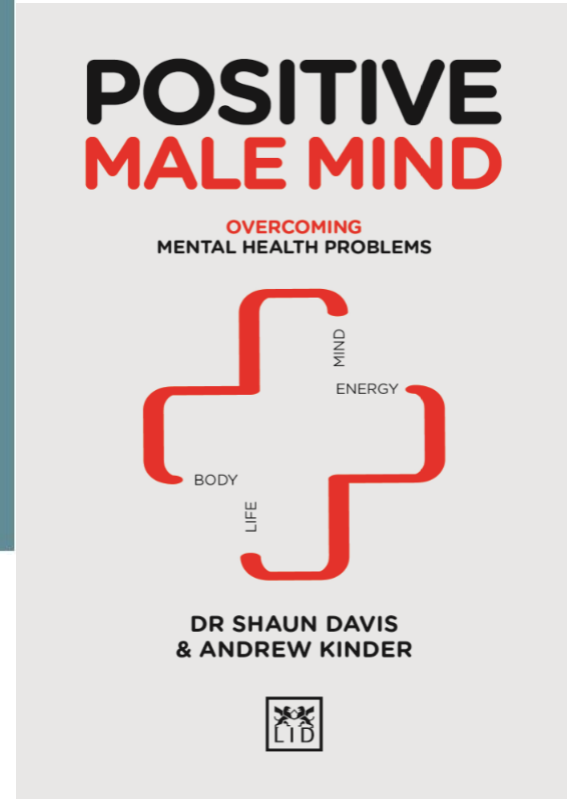
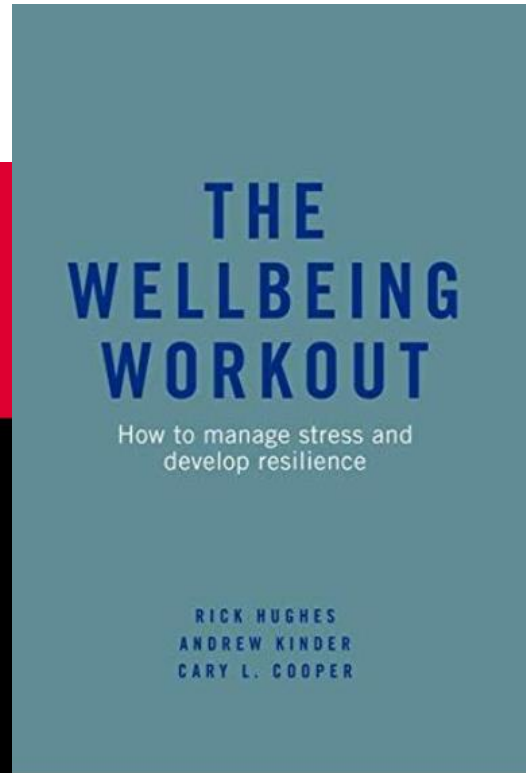
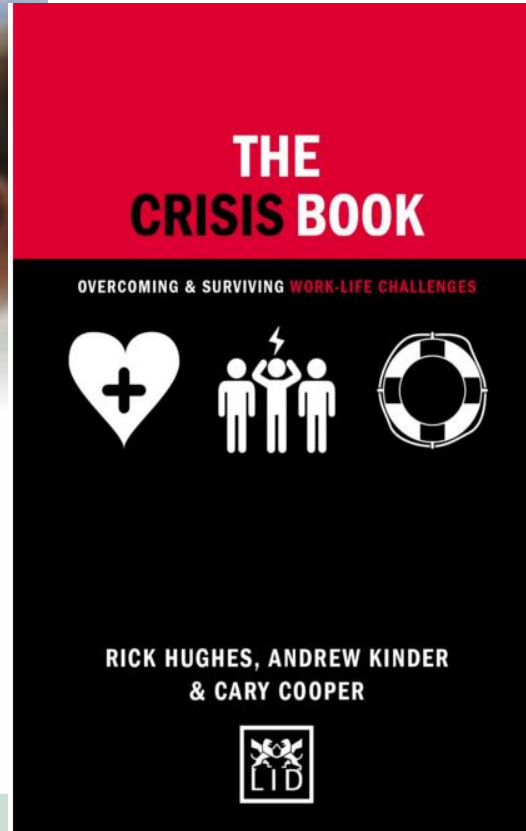


Andrew Kinder



EMPLOYEE WELL-BEING SUPPORT

A Workplace Resource



BACP

- 46,869 members
- Promotes and provide education and training for counsellors and psychotherapists working in either professional or voluntary settings, with a view to raising the standards of the counselling professions
- Inform and educate the public about the contribution that the counselling professions can make.

Optima Health



- Professional Head of Mental Health Services
- Chartered Counselling & Psychologist
- Optima provides Employee Assistance, Occupational Health services and Wellbeing Services



Understanding the cost of caring

“The expectation that we can be immersed in suffering and loss daily and not be touched by it, is as unrealistic as expecting to walk through water without getting wet”

(Naomi Rachel Remen)

Absorption – emotional sponge

- Think about something from your work or caseload that you have witnessed/absorbed in relation to another person's "emotional pain".
- Who are they? A patient, a family member, a member of staff?
- Keep it simple, and sum up what you noticed that was "emotional"
- How has this touched or stayed with you?

Organisational 'messages'

- ❖ Be strong
- ❖ Be reliable
- ❖ Be a safe pair of hands
- ❖ Always concentrate and focus
- ❖ Bounce back for next 'job'
- ❖ Don't show your feelings
- ❖ Don't get upset
- ❖ Be a container
- ❖ Get through the day intact

What is Burnout?

- *Physical and emotional exhaustion*
Inability to engage fully especially where this involves interaction with others.
- *Depersonalisation*
Sees patients as just part of a routine with limited emotional investment.
- *Lack of personal accomplishment*
Little sense of achievement in relation to the job.

Acute Medicine and Burnout

- Nurses working in acute medicine experienced higher levels of emotional exhaustion than their A & E counterparts. High levels of personal accomplishment were experienced less by junior members of staff.
- “Stress and burnout have far reaching effects both for nurses in their clinical practice and personal lives. If nurses continue to work in their current environment without issues being tackled, then burnout will result”.
Gillespie, M & Melby, V (2003)

Other 'stress' factors:

- "Stressors include work demands and lack of time, lack of managerial support, patient aggression and violence, and staff exposure to traumatic events. Their effects on nurses include burnout, compassion fatigue, somatic complaints, mental health problems and difficulties in life outside work". (Wilkinson, S. 2014)

Compassion Fatigue

- Profound emotional and physical exhaustion that helping professionals/caregivers can develop over the course of their career as helpers.
- It is a gradual erosion of all the things that keep us connected to others in our caregiving role: our empathy, our hope, and of course our compassion - not only for others but for ourselves too.
- *“When we are suffering from CF we start seeing changes in our personal and professional lives”* (Francoise Mathieu)
- *“A disorder that affects those who do their job well”* (Figley)

Vicarious/Secondary Trauma

- Helpers notice that their fundamental beliefs about the world are altered and possibly damaged by being repeatedly exposed to traumatic material.
- VT is a cumulative process; we are talking of the hundreds of medical situations you may have now forgotten about.
- *“VT occurs when the traumatic situations of our patients transfer onto us in a way where we are too traumatized by the images and the details even though we did not experience them ourselves.”*

Spotting signs of stress in self and others

Physical/Bodily	Cognitive/Thinking	Behavioural/Doing	Emotional/Feelings
Indigestion/heartburn	Irrational thoughts	Outbursts	Tearful/emotional
Change in appetite	Negative thinking	Disorganised/late	Anger/aggression
Sleep pattern change	Poor concentration	Obsessive behaviours	Frustration
Headache/migraine	Poor decision-making	Twitching/fidgeting	Angst
Tiredness/fatigue	Confused thinking	Alcohol/smoking	Depression/low-mood
Palpitation/sweating	Loss of memory	Prescribed drugs/opiates	Anxiety/worries
Dizzy/unsteady	Distracted	Illegal drugs	Irritation
Back/neck tension	Hopelessness	Avoiding people	Panic attacks
Muscle ache/pain	Helplessness	Unstructured	Mood changes

Resilience

Resilience is being able to bounce back from setbacks and to keep going in the face of tough demands and difficult circumstances, including the enduring strength that builds from coping well with challenging or stressful events.

Cooper C., Flint-Taylor J. & Pearn M. (2013) Building Resilience for Success. Palgrave MacMillan: Hampshire (P15)

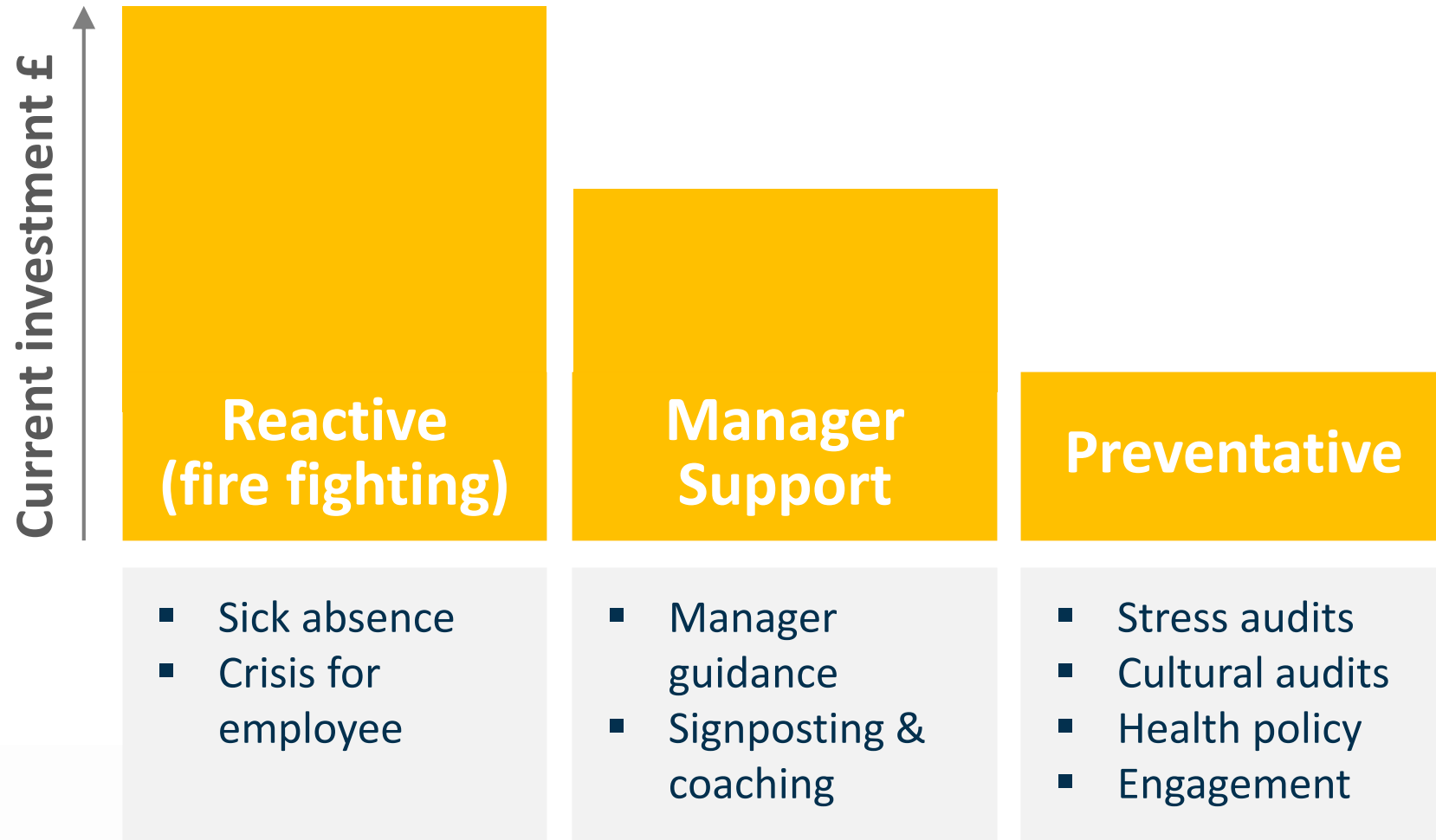
Resilience

1. Your wellbeing?
2. Sources of stress?
3. Forge positive relationships
4. Physical wellbeing
5. Reality check
6. Dream-team
7. Tough times DO happen
8. Change how you think, feel or act
9. Stepping-stones for change
10. Find ways to ask for help

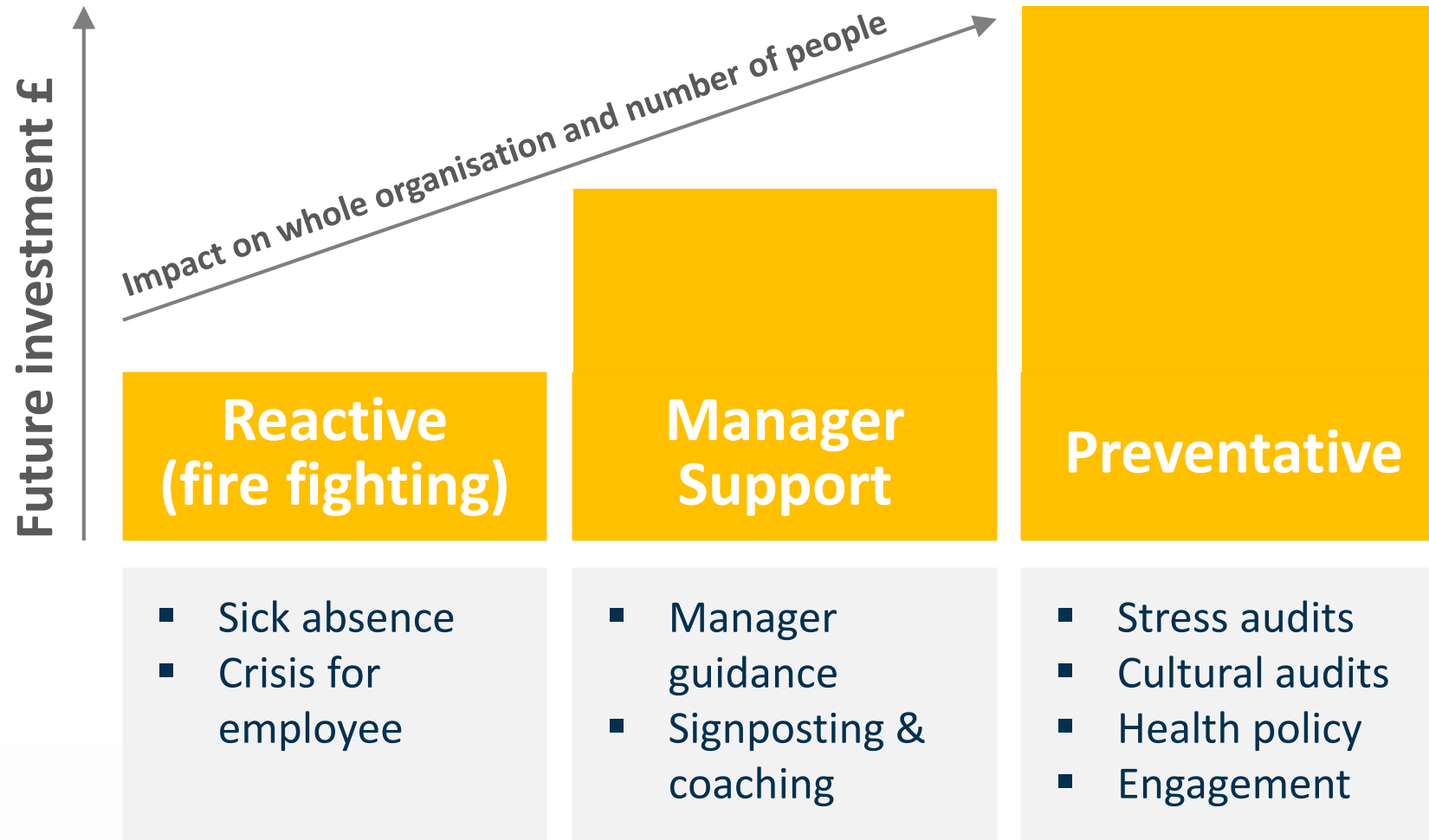
Employee Assistance Programmes

- “An EAP is a strategic and cost-effective workplace programme that is designed to assist productivity and attendance issues within the workplace and support employees to identify and resolve personal concerns that may affect job performance.” EAPA

Common Approach: Reactive



Better Approach: Proactive



THE END

- *It's Just the Start!*

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