

# Mountain West AIDS Education and Training Center

## 2017 Co-occurring Disorders Conference Yakima, WA

### Strengthen your Resilience & Communication Skills for a Better Workplace

MT WEST AETC  
NAVOS

*This presentation is intended for educational use only, and does not in any way constitute medical consultation or advice related to any specific patient.*



# Disclosures

There are no conflicts of interest or relationships to disclose.

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# That paperwork!

## **Review & completion of:**

Participant Information Form

Sign-In Sheet

Evaluation

Please turn in forms to receive your treat!

## **Thank you!**

# Learning Objectives

- Describe the characteristics of an interconnected team in the workplace that improves provider resilience
- Understand how organizational culture can help prevent burnout and compassion fatigue
- Describe the process of change for our behavioral workforce

# Our Careers

- Years working or volunteering in Behavioral Health
  - 1-5
  - 5-10
  - 10+
- Are numbers of years working or volunteering been in one unit or many?
- How many administrators and how many counselor/clinicians?
- Work in urban site?
- Work in rural site?

# Definitions

- **Burnout** is a state of physical, emotional, and mental exhaustion acquired through involvement in demanding situations without sufficient support
- **Compassion Fatigue** (vicarious traumatization or secondary traumatization) is the emotional residue or strain from exposure to working with those suffering from the consequences of traumatic events
- **Resilience** is the ability to maintain personal and professional wellbeing in the face of on-going work stress & adversity
- **Advocacy** is a self-initiated, strategic action that helps transform systems, improve environments & enhance policies which assist wellness of providers & clients

# Workplace Culture Can Mediate Well Being Or Stress. . . .



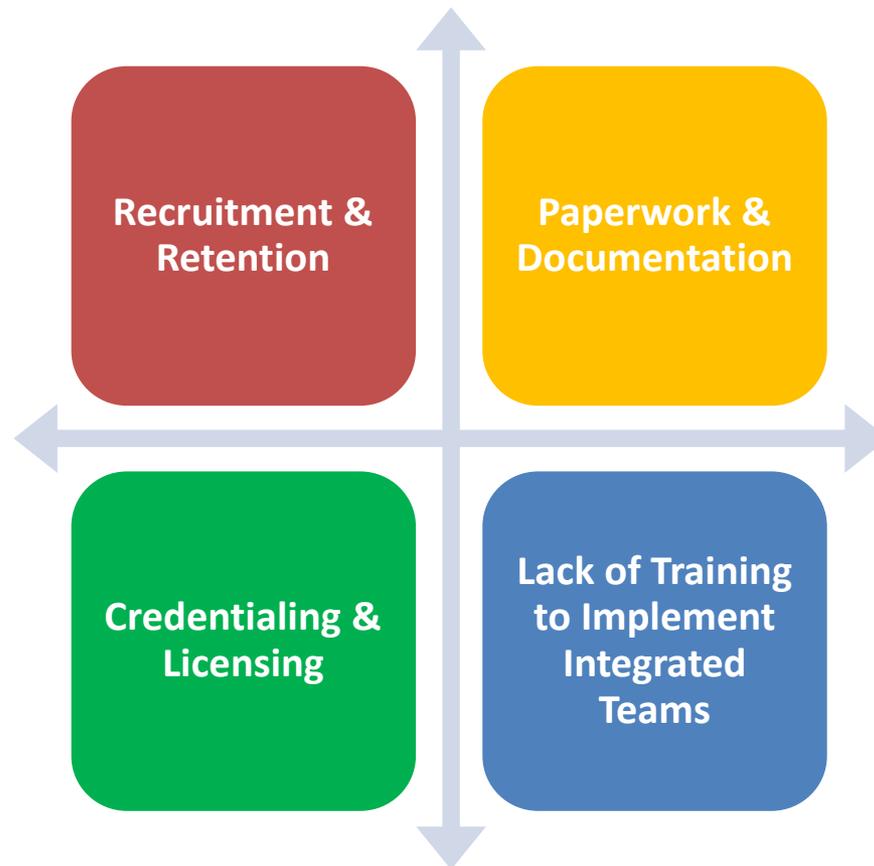
# Your Experience?

- Do you believe that you are experiencing or have experienced Burnout and/or Compassion Fatigue in the past?
  - Yes
  - No
- Did you ask for help from others at your workplace?
- In the past, what has worked to decrease Burnout and/or Compassion Fatigue?

# YOU ARE NOT ALONE!

## 2016 WA State Assessment of Behavioral Health Service Delivery:

### 4 Problem Areas



# Reported Problems with Recruitment and Retention

- Heavy caseloads
- Relatively low pay
  - Time-consuming documentation
- Patients with high acuity medical needs
  - Social stigma



Sound familiar?  
These factors contribute to  
Burnout &  
Compassion  
Fatigue!

# ***DON'T GIVE UP!***

Good organizational supports can protect against burnout, compassion fatigue, low morale and high turnover!

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# HOW DO WE MAKE THIS CHANGE HAPPEN?

We must move beyond the realm of the individual into a different dimension . . . The dimension of the **culture of the workplace**:

*Culture is an inner reality of values, beliefs, and traditions that reflects what organizational members care about, what they are willing to spend time doing, what and how they celebrate, and what they talk about.*

We must make a **cultural shift** to emphasize the well-being of the provider **in community with others** to reach our goal of a better workplace . . . .

# A Workplace Culture of Self-Care Benefits All

**SELF-CARE HAPPENS IN A SUPPORTIVE COMMUNITY!**

**SELF-CARE IS CLINIC TEAM CARE!**



# And . . . Positive Cultural Change in the Workplace Requires Mutual Understanding



**SHARING *EXPERIENCES* AND *PERSPECTIVES* HELPS ENSURE MUTUAL UNDERSTANDING**

# Culture, Resilience, and Advocacy

- Culture of counselor affects perception of stress & burnout
- Counselor beliefs and values affect self-care and resiliency
- Cultural differences impact communication between staff

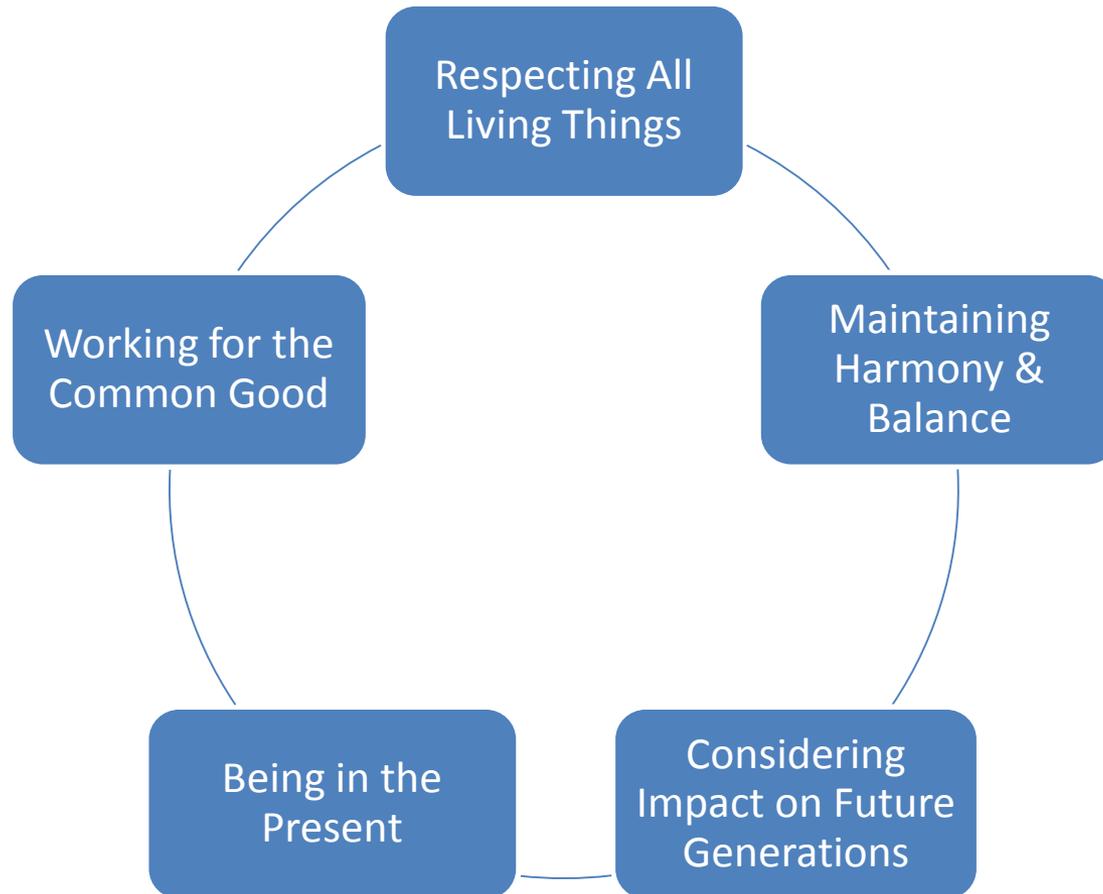
- \*\*\*\*\*EXERCISE\*\*\*\*\*

- How does your cultural identity impact your experience of communication & stress?
- What values are most important to you? Loyalty? Honesty? Compassion? Being efficient and on time? Building rapport? Meeting expectations? Self-control? Self-care?



# An Interconnected View of Work Life

Interconnections among all aspects of life and place:



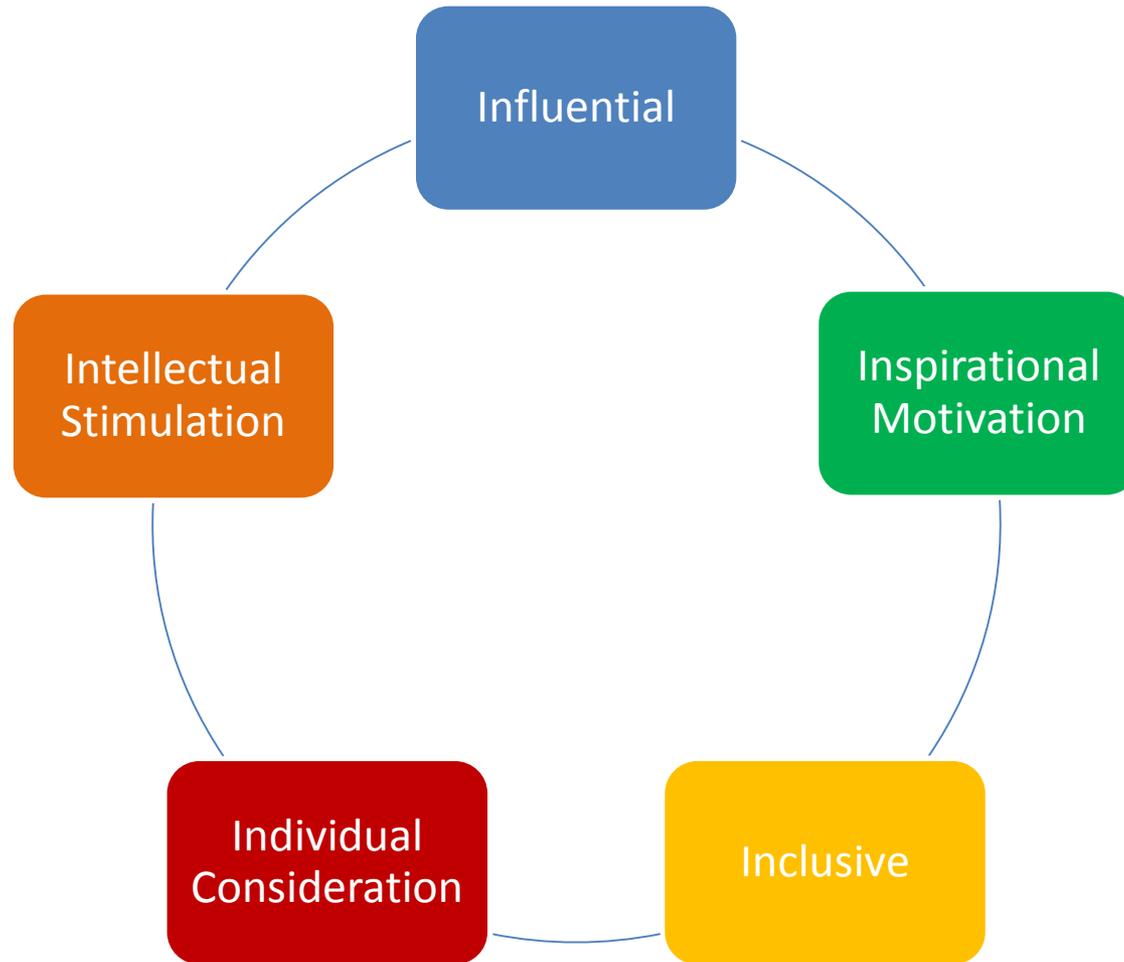
# Examples of an Interconnected Work Life

- **African American Reach and Teach** – advocacy and health education to church congregations and community providers
- **Indigenous behavioral health services**, e.g., Canoe Journey concepts with providers
- **Workplaces with professional spiritual care for staff**

## **Common Characteristics of Interconnection Promote . . .**

- Know oneself
- Don't go it alone – do it together
- Recognition of our common humanity
- Stand up for marginalized individuals & communities
- Service for a greater good

# Transformational Leadership – The 5 I's



**A transformational leader can be staff or management**

# Building Resilience

**Building Resilience means making space for self-care** through the interaction of individual demographic, personal, professional and contextual factors **that strengthens *positive* qualities** in the provider

- What's your work-life balance? Do you have supportive relationships? Do you have an attitude of self-care? **Are you important to you?**
- **Balanced interactions** enable the maintenance of personal and professional well-being in the face of on-going work stress and adversity

# Evidence Based Practices to Increase Provider Resilience

- EBPs that are person-centered and shift power to the other person (e.g., using MI to be pro-active in change)
- EBPs that build self-awareness and confidence in making self-care choices (e.g., Mindfulness)
- EBPs that build compassionate systems at work and at home (e.g., Community Readiness)

# Self-Care Includes Self-Advocacy

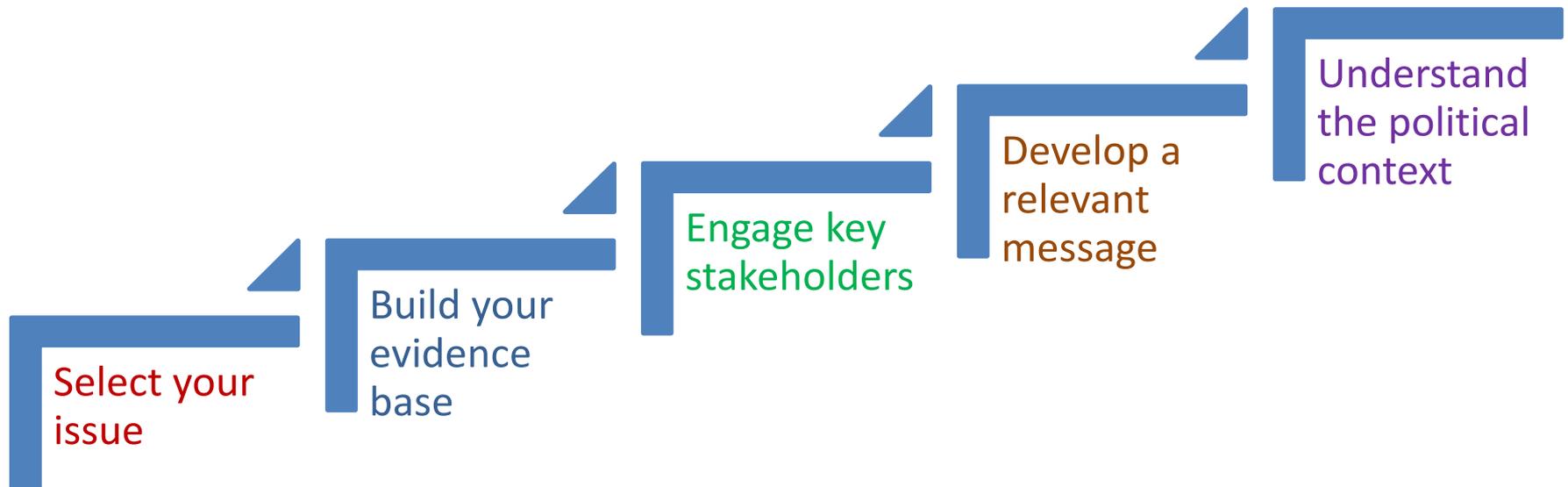
**Self-care includes advocating for cultural shifts for a better work place**

**Counselor Self-Advocacy is . . .**

- **A blending of knowledge, ethics, and humanistic policy which are core competencies of a behavioral health professional practice**
- **Implementation of integrated care & client empowerment, alongside scientific evidence based practice**
- **An expectation that an organization will want to take steps to protect employees from Burnout and Compassion Fatigue**
- **Being aware of professional resources to support positive systems change in organizations**

**What else defines Counselor Self Advocacy?**

# Steps related to Self-Advocacy

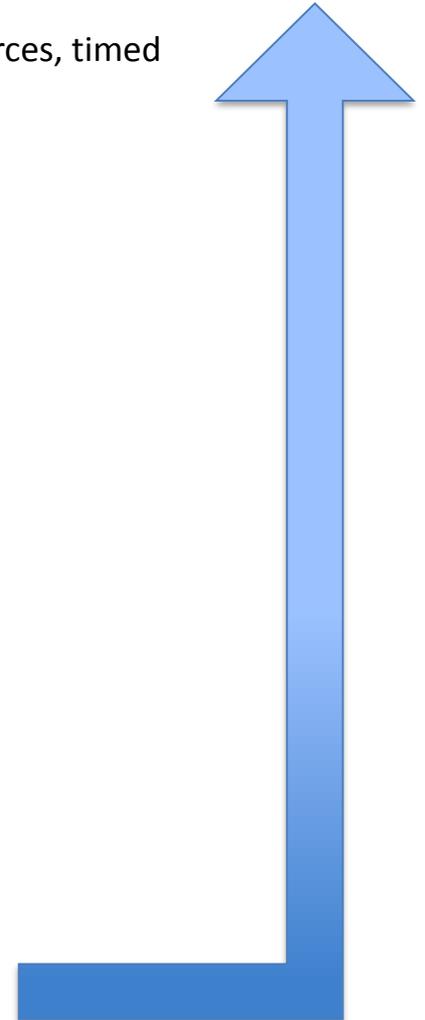


Stay committed and hopeful – reach out for resources!

# Self-Advocacy Guidelines

- Develop SMART plans: specific, measurable, achievable, realistic with resources, timed
- Implement message and plans
- Be a spokesperson – Communicate clearly
- Seize the opportunity
- Be accountable
- Take a developmental approach
- Stay committed & reach for resources

**BE THE CHANGE YOU WISH TO SEE!**



# Who Are Your Allies for Change & Self Care?

- Co-workers, Supervisors, Agency Board of Directors
- DBHR Licensing & Certification WAC Violation Complaint Process
- DSHS Behavioral Health Advisory Council
- Workers Unions, e.g., SEIU-1199
- Professional Associations
  - Association of Advanced Practice Psychiatric Nurses
  - Chemical Dependency Programs of Washington State
  - National Association of Social Workers – Washington Chapter
  - Washington Association for Marriage & Family Therapists
  - Washington Council for Behavioral Health
  - Washington State Association of Independent Outpatient Programs
  - Washington State Mental Health Counselor Association
  - Washington State Society for Clinical Social Work

# Exercise

- Consider the emotional impact (barriers & strengths) of your work within the clinic or agency and what has been done to improve the work environment since you've been there

## **SHOUT OUT!**

- What self-care practices encouraged at your work?
- What is available at your work site to holistically support staff?
  - (quiet room, exercise room, lunchroom, safe walking environment, collaboration among staff and supervisors)
  - Are these measures actively supported by the clinic?
- Are there policies that target good emotional health of staff?
- Designated charting time?
- Staff continuing education? Coaching for new skills or EBPs?

# We Need Your Forms!

Please turn in your forms at the back of the room!

Receive your treat!

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Questions?

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