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Sustaining Practice in Integrated Care:

It's Not All About You

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Prepared for:
7th Annual Behavioral Health Skills Training

“The best way to find yourself is to lose yourself in the service of others.” ~ Mahatma Gandhi





DATUM/DATE

I'm wise enough to know I must stop
 that, only pausing long enough to
 feel and consider what is really going
 on is required. But I'm not yet
 wise enough to know the origins,
 the solutions or to give voice to
 the full experience of my emptiness -
 it is a state of aloneness that on
 the surface makes no sense or
 corresponds to my other existence of
 busyness, of noise, of bombardment. And
 yet the only label I have at the moment
 is full + ~~an~~ complete depletion. This work
 has taken everything I had to offer
 including any semblance of understanding
 about how that could be the case. I
 have long embraced the trust version of
 the human condition. My attempts to
 escape such an embodiment proved ill-
 fated long ago. I am that. And - okay -
 not only okay but good. It is the place of my
 best, my most authentic compassionate &
 effective work. Technique plays nothing to
 a present, compassionate and familiar ear
 and heart. But if I were truly working
 from this space not only would I feel
 balanced or fulfilled I might feel
 full. The work would not deplete me

It might even give me something back -
 nourishment and renewed faith in the
 human spirit to endure to heal to
 grow into larger and more robust
 connection to self + to another. For
 the past 6 months, this is lacking. Why?
 Perhaps it is other sorrows, other
 demons knocking at my door. Relentless
 in their demands to be let in - to
 be acknowledged? Perhaps it is the
 depth of trauma, of violence, of using
 the wrong tool for the problem -
 substance use creating more and more
 of the same pain one wishes to escape.
 The parallel to what I see in [redacted] feels
 too close to home. It really scares me
 well, what's different? Why now? I am
 not finding myself - not being myself in
 this service to others - No, I'm losing
 my own capacity for empathy, for
 compassion. I'm not an ATM. How do I
 separate from a place of depletion without
 swimming back from the water that is also
 my humanity. My passion when I can sense
 from a place of shared suffering +
 shared redemption - what are the
 conditions I need to get back - to
 crawl my way back to a third - to that
 system of compassion?

Factors associated with burnout among health workers



Health worker burnout can have many negative consequences



“I can’t provide the best care to my patients...”

“I can’t get the care I need...”



Thriving together: Solutions to health worker burnout



We must shift burnout from a “me” problem to a “we” problem.





How to Fix Burnout

sus·tain·a·bil·i·ty

noun: **sustainability**

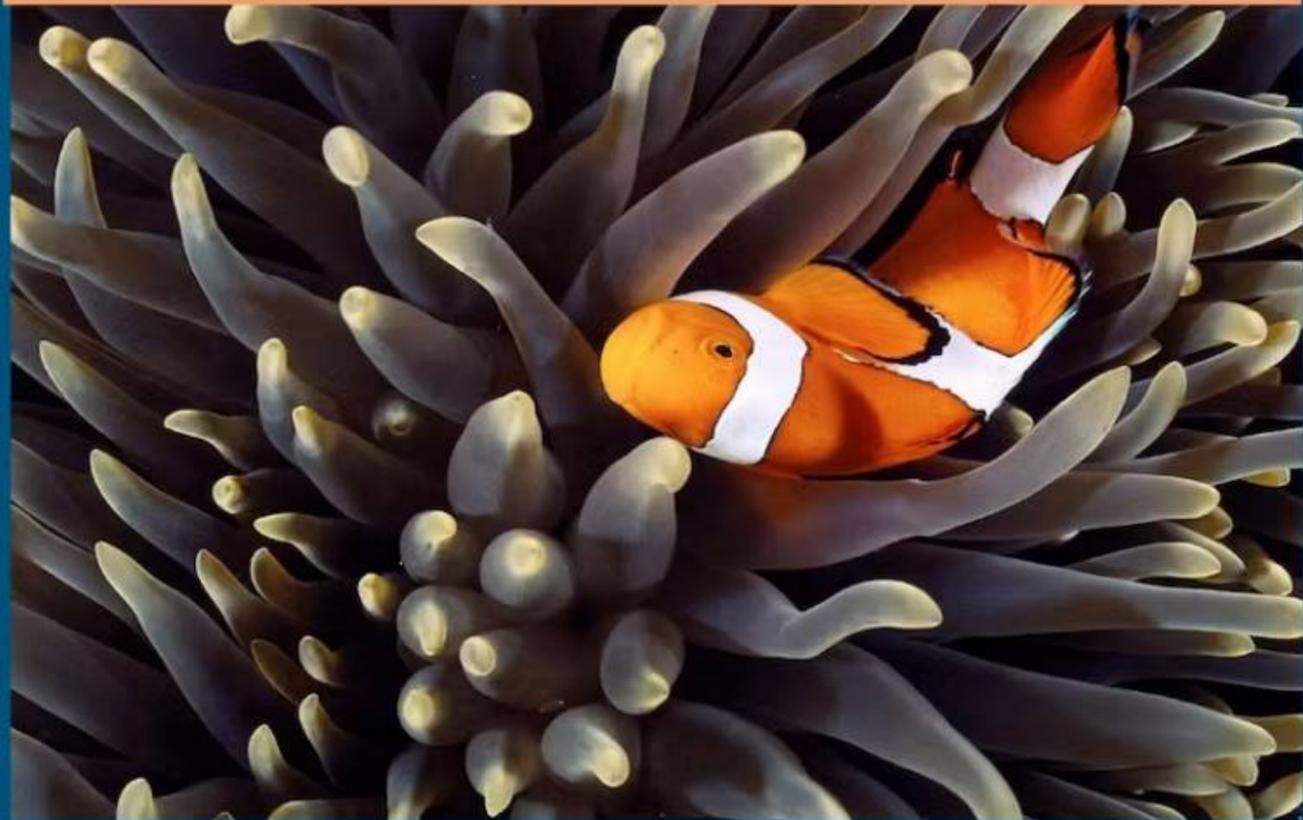
1. the ability to be maintained at a certain rate or level.
2. avoidance of the depletion of natural resources in order to maintain an ecological balance.



MUTUALISM



COMMENSALISM



PARASITISM

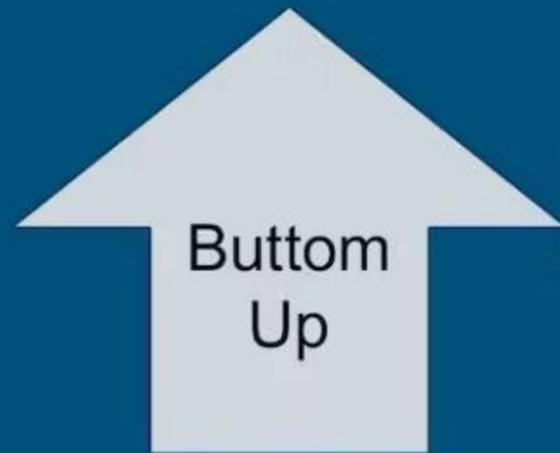


- ❖ Burnout was highest in speech therapists, occupational therapists, and **social workers** (prevalence=59.8% vs others prevalence=49.1%, ES = 0.22).
- ❖ Social workers also reported higher rates of mental health symptoms and work overload.
- ❖ **Feeling valued** by an organization is protective for burnout

Prevalence and correlates of stress and burnout among U.S. healthcare workers during the COVID-19 pandemic: A national cross-sectional survey study. Authors: Kriti Prasad, Colleen McLoughlin, Martin Stillman, et al, EClinicalMedicine, VOLUME 35, 100879, MAY 01, 2021, DOI:<https://doi.org/10.1016/j.eclinm.2021.100879>

Valued vs. Purpose

- ❖ Mission/Meaning/Purpose is correlated with feeling valued but is *not the same*

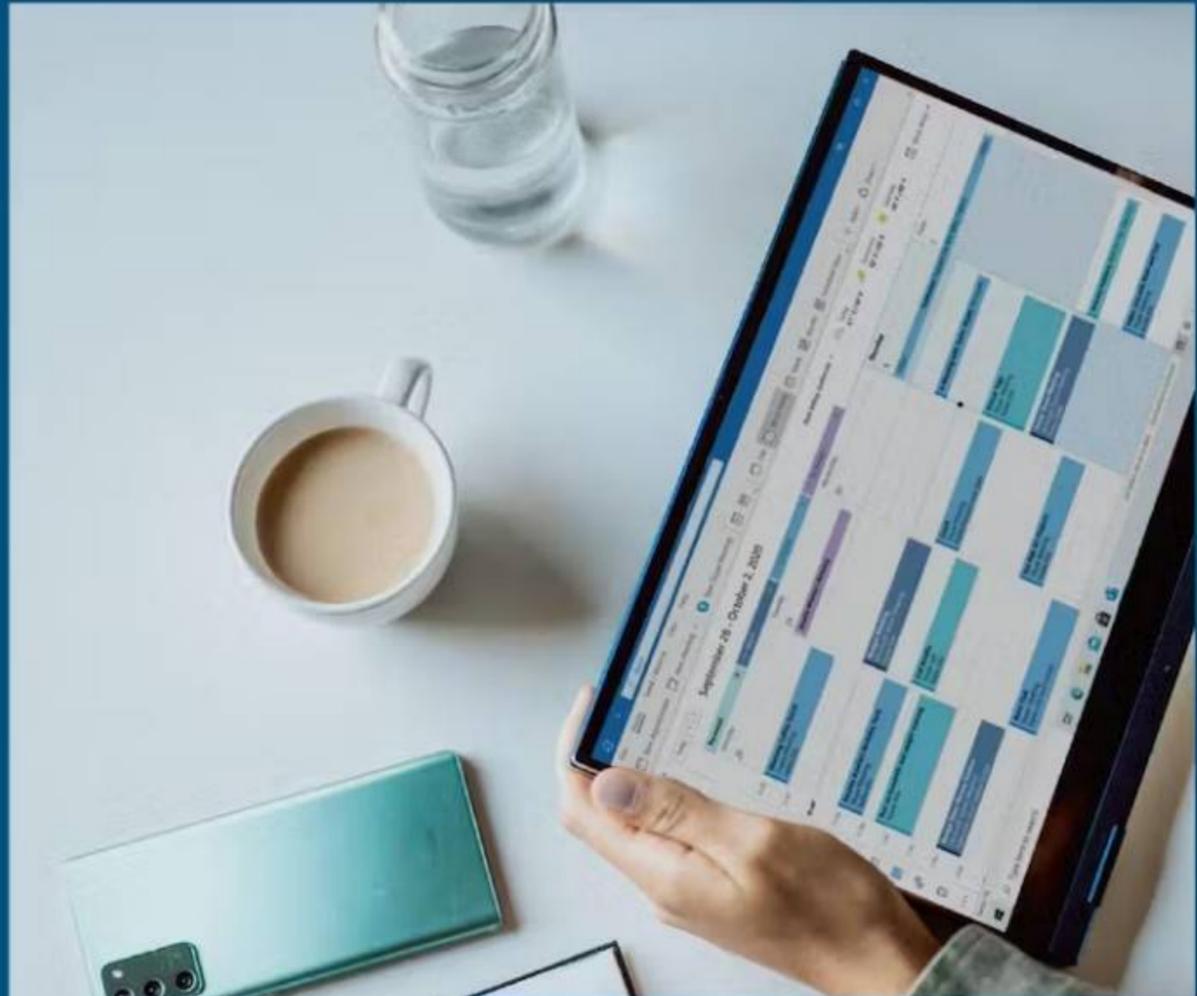


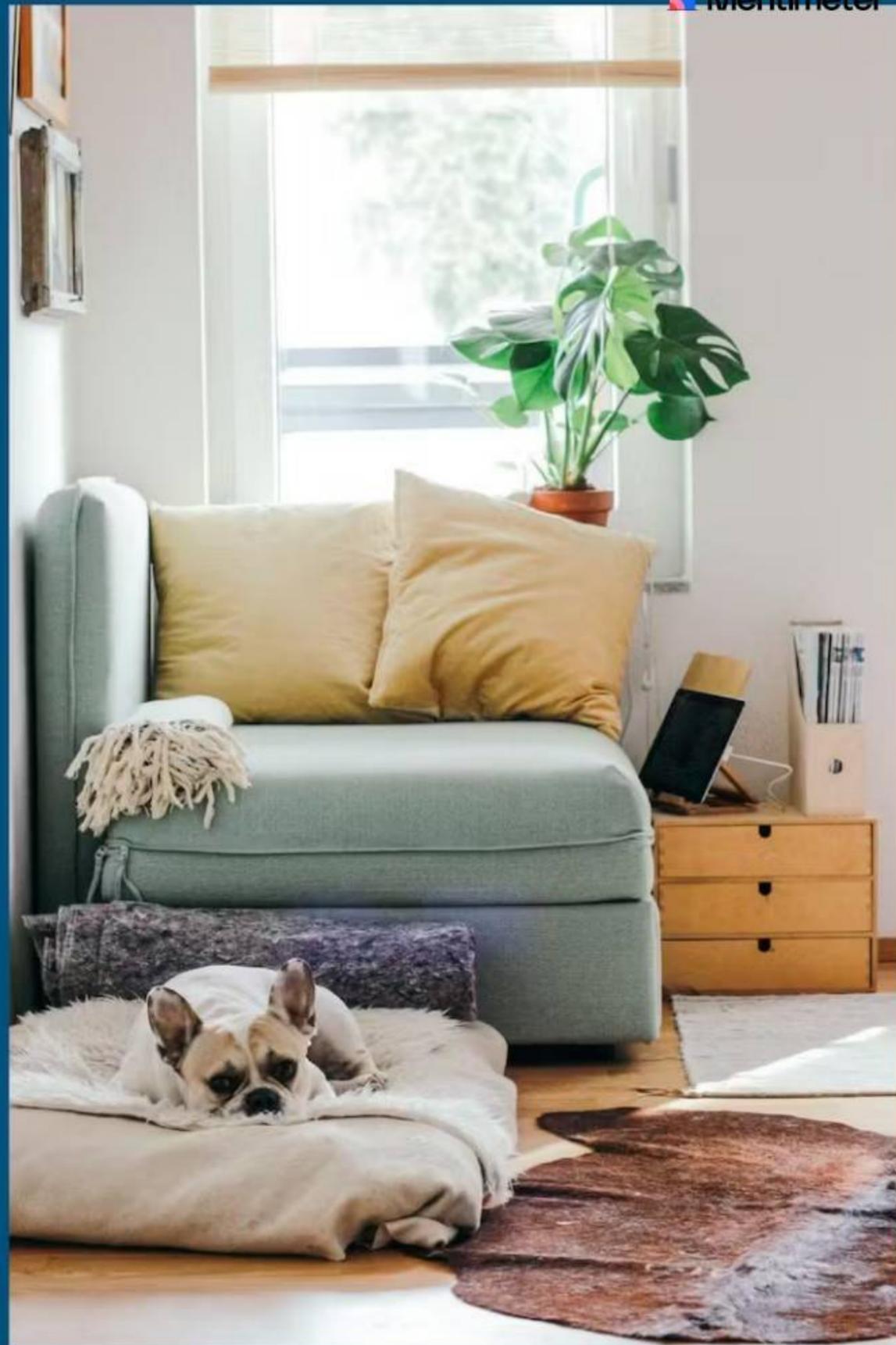
Purpose is personal - passion, values (aligned values), commitment

Feeling valued is collective - being seen, appreciation, recognition, equity, trust, autonomy, control, support, resourced



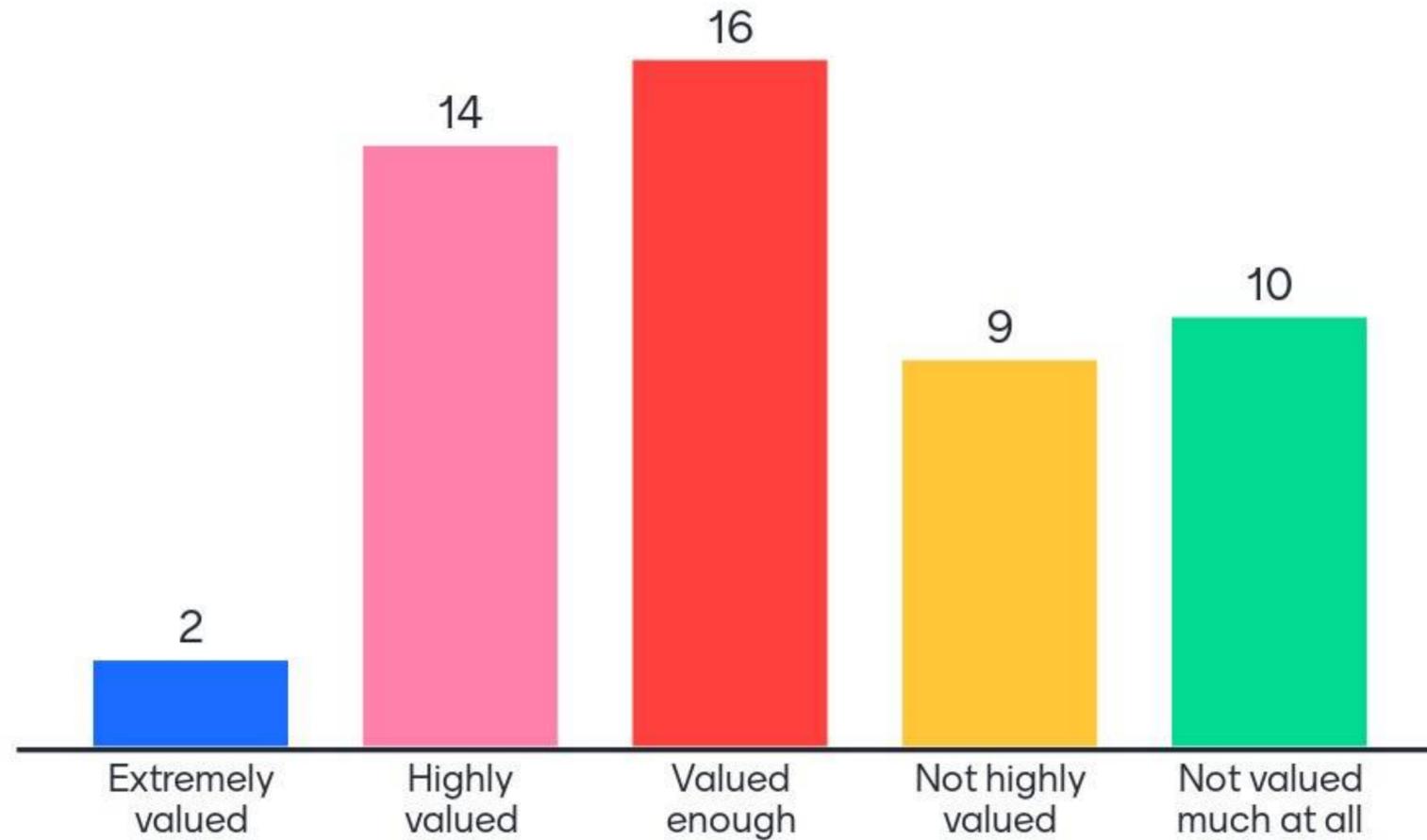








How valued do you currently feel by your organization?



In what ways do you have a **flexibility,**
autonomy, and **voice** at work?



What helps/contributes to flexibility, autonomy, and voice at work?

34 Answers



autonomy, flexibility, ability to make own schedule

being able to work remote if needed

Leadership trusting employees judgments

Being trusted to get my work done without rigid scheduling

Working from home

having suggestions be heard and used

The opportunity to say out loud what I think is going well or not

trust from leadership

Being treated as a professional.

What helps/contributes to flexibility, autonomy, and voice at work?

34 Answers



Flexibility and cooperation

supervision

ability to choose cont ed topics

Trust

Trust from coworkers and supervisors

Being treated as an equal

A supportive supervisor

Having my concerns taken seriously

Access to supervision when needed.

What helps/contributes to flexibility, autonomy, and voice at work?

34 Answers

Having my manager ask my opinion before she commits me to something

Setting schedule, trust in treatment modes, asking my opinion

My boss trusts me to set my own schedule and knows that taking care of my family is important to my overall well being. Mental health days are a thing for mental health providers too!

Validation

responsive employers to training needs, addressing concerns, etc.

Being asked for my expertise by colleagues with more power

variety!!

Being able to do job without being micromanaged

Trust, no micromanaging, there is action taken regarding ideas or concerns

What helps/contributes to flexibility, autonomy, and voice at work?

34 Answers



team work

transparency

a trusted coworker/supervisor

anonymous feedback opportunities

Being included/acknowledged

Mutual experiences

Morning informal staff meeting

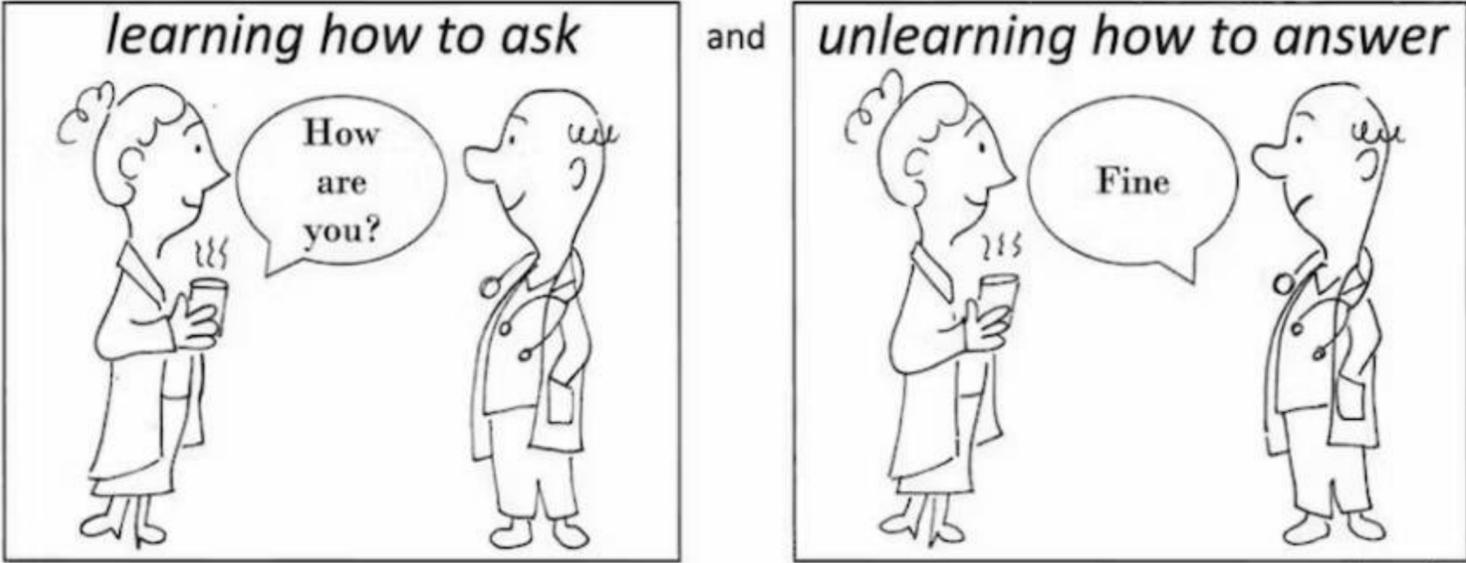
How is diversity, equity and inclusion manifested and amplified in your workplace?



What helps/contributes to a sense of safety and belonging at work?



Clinician well-being is



What helps/contributes to a sense of safety and belonging at work?

28 Answers

Getting to know coworkers outside of the actual work

A sense of loyalty to my team

Celebrating successes and validation

Understanding and support when mistakes are made. Over punishment.

Camaraderie on a daily basis. Time for breaks.

People asking about personal life and knowing each other

Transparency about mistakes

Having friends at work and space to make mistakes.

Morning check ins and supported lunch time

What helps/contributes to a sense of safety and belonging at work?

28 Answers



trust within the team

Not only being heard but seeing evidence of that I am heard.

mutual experiences

Recognition, cheers to peers board

Connection to others

anonymous feedback opportunities

Learning in this field never stops, it's an ongoing process regardless of how many years of experience you have under your belt

Not being lied to.

acknowledging positionality



What helps/contributes to a sense of safety and belonging at work?

28 Answers



Providing office space and allowing personal items. Taking care of each other with genuine concern

checking in with one another, able to be honest/personal

Connecting beyond just work, fun, laughter, non cliqueyness

Non judgmental coworkers, some humor/lightheartedness

Assuming positive intent

Team building outside of work!

In terms of safety knowledge and information. Employers can't stop everything from happening, but when something is happening or has happened sharing the factual information is critical.

Communication!

We have fun every day and work as a team. People have Grace for one another.



What helps/contributes to a sense of safety and belonging at work?

28 Answers

Mentimeter

Team work and support of one another and our patients. We laugh and have fun.

How is connection and collaboration encouraged in your organization?

With that Moon Language
~ Hafiz

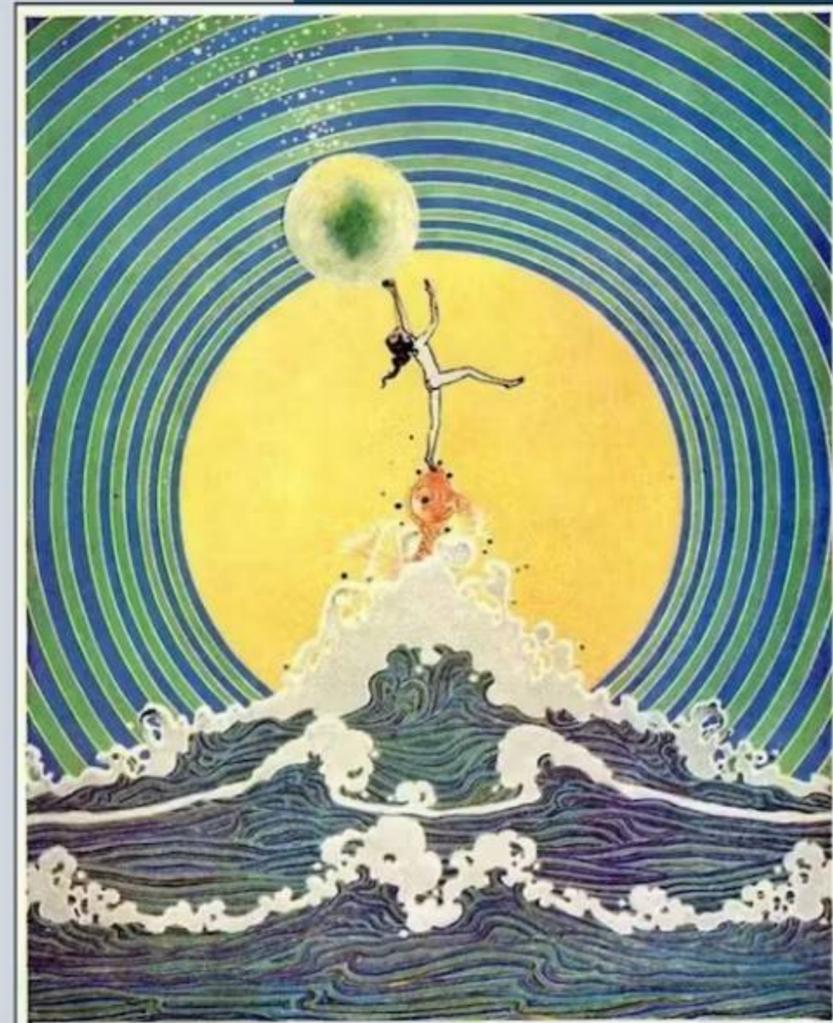
Admit something:
Everyone you see, you say to them, "Love me."

Of course you do not do this out loud, otherwise someone would call the cops.

Still, though, think about this,
this great pull in us to connect.

Why not become the one who lives with a
full moon in each eye that is
always saying,

with that sweet moon language,
what every other eye in
this world is
dying to hear?



How is playfulness manifested at your work?



How is connection or playfulness manifested in your work?

27 Answers

Potlucks

Bake offs

My sense of humor. Taking things lightly when appropriate. Joking around

random candy at 3 pm

Some coworkers have a funny personality which helps!

Sharing baby photos at team meeting

Team meetings and retreats.

I bring out toys into the huddle area

Coffee shop meetings

How is connection or playfulness manifested in your work?

27 Answers

Meeting openers that promote personal engagement

Through connectivity with coworkers

Texting Gifs to coworkers

Joking

Sharing pet stories

Wellness days at group supervision

Life updates at the beginning of team meetings

Talking circle in meetings.

Space to talk about non work things!

How is connection or playfulness manifested in your work?

27 Answers

including gifs or memes in emails

Animals in zoom meetings

Adding emoji's to my Epic chats

Laughing at the absurd

we have a thread called "the zoo" with all of our pet pics!

soooo many gifs in team convos

Being vulnerable to share embarrassing moments to help others laugh

Sending GIFs on teams

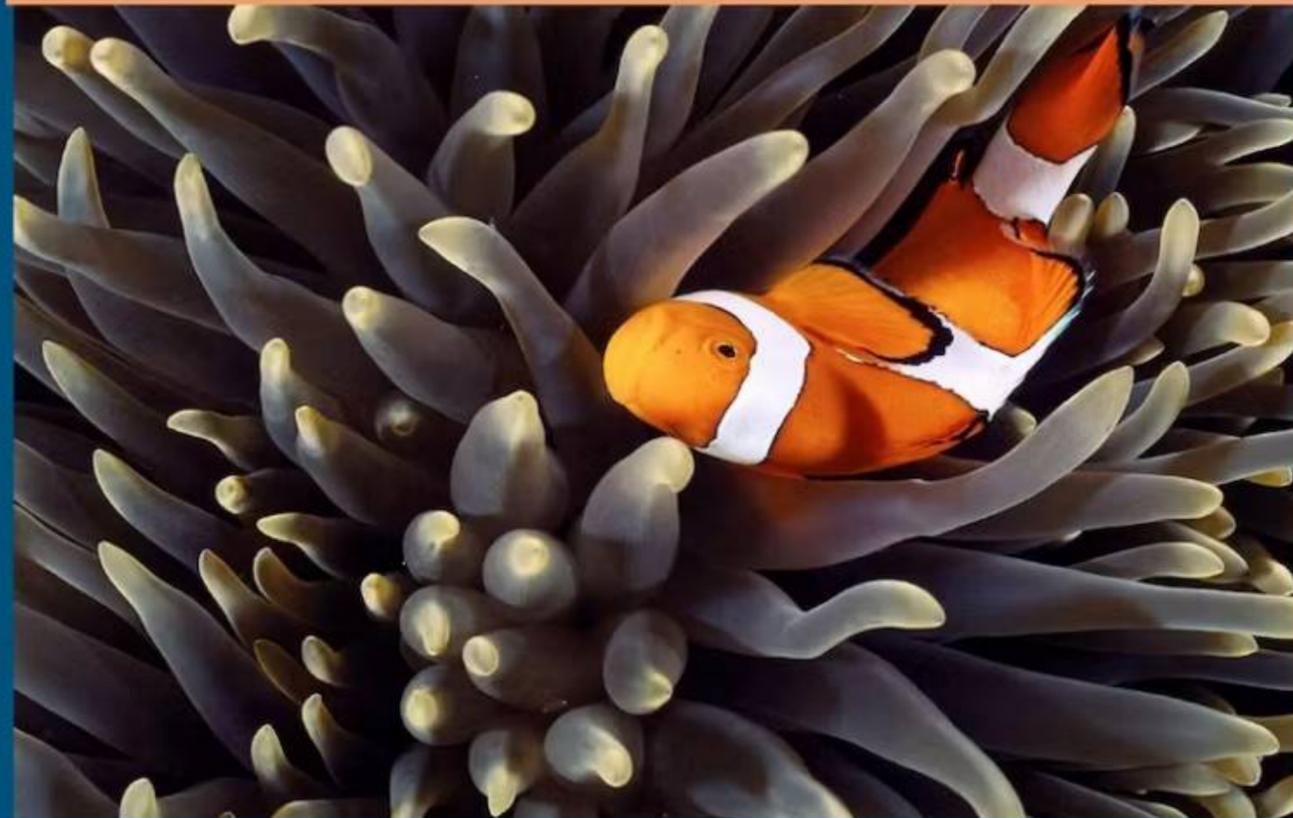
We are silly!



MUTUALISM



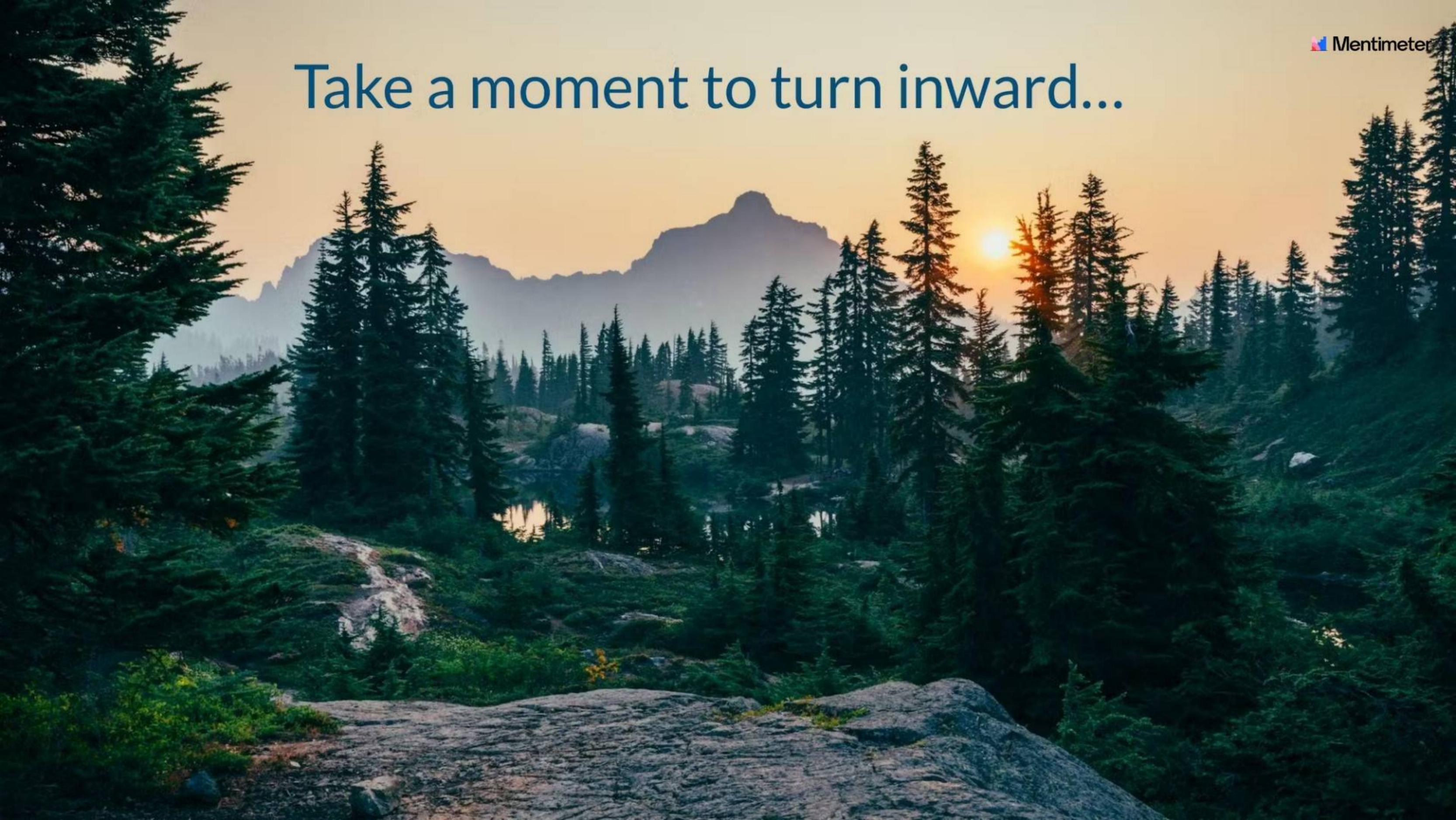
COMMENSALISM



PARASITISM



Take a moment to turn inward...



Because ... it is a LITTLE about you ...

How can I best regulate and resource myself?

How well do I forgive myself?

What am I learning and/or doing well?

What can I be grateful for ... *if even just for today?*

What brings you hope?



Regulation, Resourcing, Self-Compassion, Gratitude, Hope

30 Answers



time off

movement

Saying no

Yoga! Every day!

Scheduling meditation breaks into my day

shock to the nervous system

End of work-day routine; transitioning to time at home

Spending time outside

Meme breaks



Regulation, Resourcing, Self-Compassion, Gratitude, Hope

30 Answers



saying gratitude list out loud on my commute to work

routine

Remembering that nothing lasts forever...either the really good or the really hard. So just be in this season.

Kind self talk

Having therapist friends

Singing loudly in the car on the way to work

Walks outside.

Good , healthy food- with my teammates

Variety in my day. Filled with things I find meaningful.



Regulation, Resourcing, Self-Compassion, Gratitude, Hope

30 Answers



Giving yourself grace

tapping to regulate throughout the day

Chat breaks with coworkers after hard sessions.

learning my stress symptoms and IN THE MOMENT going to take a walk, or deep breathe in the bathroom

Fresh air, outdoor time

Cuddles with my dog

Turning off my work phone

Radical acceptance

Sunshine breaks, fresh air, journaling, REST, resetting with loved ones



Regulation, Resourcing, Self-Compassion, Gratitude, Hope

30 Answers

Mentimeter

Playing with my kids/ family time.

Time outside during the day.

Travel Wish List and just making plans to travel. Not waiting till the right time.



Thank you!
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HEALTH