

CARING FOR THE CARE GIVER LESSONS FROM WAR

March 2017

Caring For the Caregiver - Reflections
From War and Healthcare

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I have no financial relationships to disclose

I will not discuss off label use and/or investigational use in my
presentation

“The true soldier fights not
because he hates what is in front
of him, but because he loves what
is behind him.”

G.K. Chesterton

A Wake Up Call

- ❖ A national awakening to our vulnerability
 - Recognition of an existing threat
 - Compelled a response
 - Missteps have dramatic implications
- ❖ Healthcare awakening to our vulnerability
 - Healthcare provider burnout – **Viewed as a National Epidemic**
 - Decreasing pool of applicants
- ❖ A personal awakening to our vulnerability
 - Loss - of influence, autonomy, finances
 - Loss of Joy

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Burnout and Compassion Fatigue Defined

Burnout refers to a syndrome of emotional exhaustion, depersonalization and reduced personal accomplishment as a result of dissatisfaction with the job (Maslach et al., 1996).

Compassion fatigue is a direct result of exposure to suffering and is linked to compassionate care, while burnout is more strongly associated with work environments and career responsibilities and develops even among professionals who do not experience others' misery (Flarity et al., 2013).

Burnout tends to progress over time, whereas compassion fatigue often occurs suddenly in response to a specific event (Mason et al., 2014).

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Lessons From Sustained Operations

- ❖ Importance of Self-Awareness
- ❖ Our role as leaders – leading self and others
 - Recognizing Compassion Fatigue
 - Understanding Stress
- ❖ Practical Tips
 - For Recognition: CLUE – QPR
 - For Buffers – Personal Resilience

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To Deal With Burn Out We Must Begin With Self Awareness

- ❖ "Leadership's First Commandment: Know Thyself"

- ❖ "Bringing to the conscious mind an understanding of the compulsions that push us around."

- ❖ Self-awareness is at the foundation of leadership...
 - ❖ Knowing who you are and how you show up
 - ❖ Recognizing your effect on other people
 - ❖ Understanding your skills, strengths and weaknesses
 - ❖ Knowing the kinds of people you need to surround yourself with
 - ❖ How you deal with stress

Emotional/Social Intelligence

- ❖ "Emotions are contagious."

- ❖ "Quite simply, in any human group the leader has maximal power to sway everyone's emotions. If people's emotions are pushed toward the range of enthusiasm, performance can soar; if people are driven toward rancor and anxiety, they will be thrown off stride."
Primal Leadership; Goleman, Boyatzis & McKee

Case In Point



Unmentionables

Debt **Exhaustion**

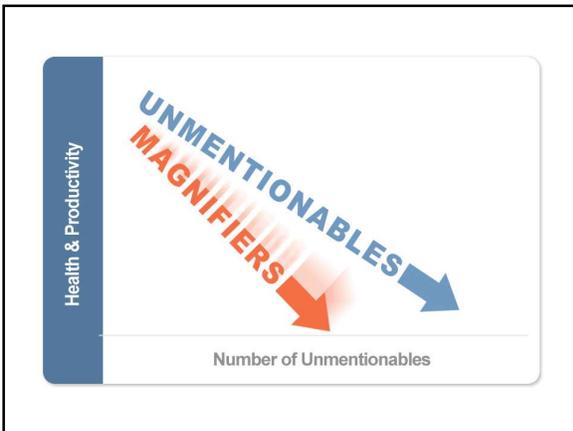
Caring For Aging Parent **Loneliness**

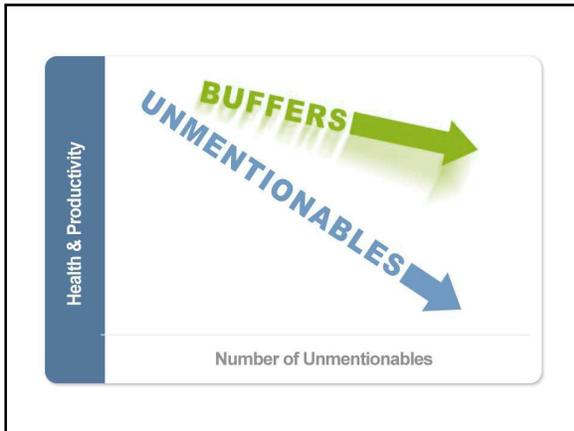
Crappy Boss

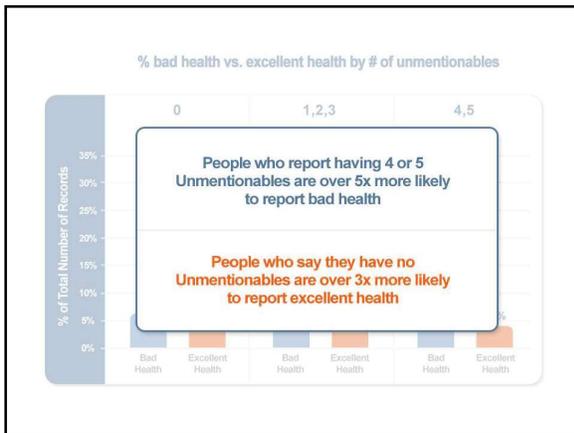
Demanding Family **Rotten Sex Life**

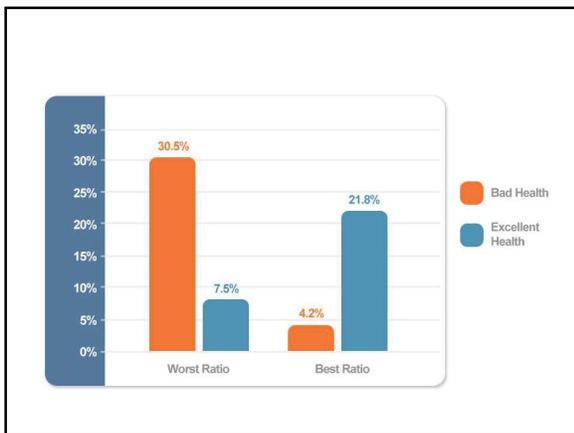
Fear

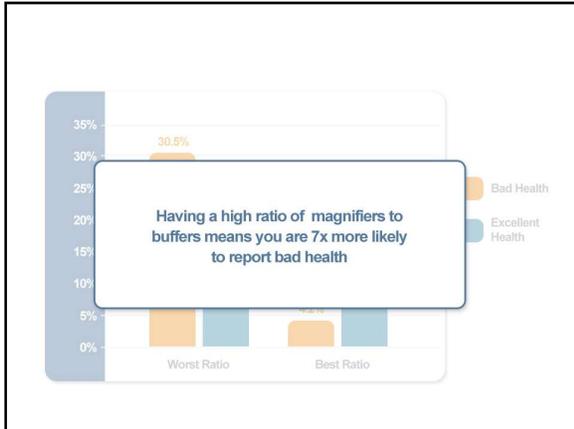
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Magnifiers

SLEEP ISSUES
SAD OR WORRIED
SUBSTANCE USE

Buffers

PEERS
SPIRITUALITY
EXERCISE

Practical Tips

- CLUE – Connect – Listen – Understand – Encourage
 - PEERS
 - SPIRITUALITY
 - EXERCISE
- QPR – Mental Health First Aid – Question – Persuade – Refer
 - SLEEP
 - SAD OR WORRIED
 - SUBSTANCE ABUSE ISSUES

