


# Celebrating Medical Case Managers!

## Elevating The Importance of Self Care in Our Work Environments

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## AETC Program National Centers and HIV Curriculum

- **National Coordinating Resource Center** – serves as the central web –based repository for AETC Program training and capacity building resources; its website includes a free virtual library with training and technical assistance materials, a program directory, and a calendar of trainings and other events. Learn more: <https://aidsetc.org/>
- **National Clinician Consultation Center** – provides free, peer-to-peer, expert advice for health professionals on HIV prevention, care, and treatment and related topics. Learn more: <https://nccc.ucsf.edu>
- **National HIV Curriculum** – provides ongoing, up –to-date HIV training and information for health professionals through a free, web –based curriculum; also provides free CME credits, CNE contact hours, CE contact hours, and maintenance of certification credits. Learn more: [www.hiv.uw.edu](http://www.hiv.uw.edu)

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## Caring for Ourselves

Supporting Wellbeing and Resiliency



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## Learning Objectives

After participating in this webinar, attendees will be able to:

1. Discuss what Medical Case Managers (MCMs) carry with them as they care for people with HIV and other co-morbidities.
2. Describe how MCMs use the CAP (Compassion, Awareness and Presence) technique to build their resiliency and cultivate self care at work and at home.
3. Discuss the three components of self-compassion and how awareness practices serve to engage the body's natural supply of "calm."



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## Welcoming Self-Compassion and Self-Care




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## What is Self-Compassion?




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## Self-Compassion



The life-changing perspective of showing kindness to ourselves in all situations.



A supportive best friend that lives within us and can be accessed anytime and every day.

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## Three Components of Self-Compassion

A decision to be kind to ourselves

A mindful awareness when we are in pain so that we can seek some relief

A sense of common humanity or connectedness

- Kristin Neff, Professor of Educational Psychology, University of Texas at Austin
- Co-Author of *The Mindful Self-Compassion Workbook*





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## Group Chat

How do you practice self compassion?

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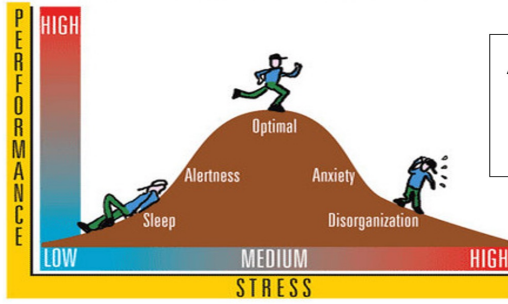


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## Stress and Performance

Stress Performance Connection



General Adaptation Syndrome  
Hans Selye

Image accessed on 6/13/2020 at <http://stress-awareness.weebly.com/effects-of-stress.html>




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## Grounding Intervention



BREATH      FEET      BODY



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## Stress

### Two Types of Stress


**Routine Stress**

0-----6-----10

**Traumatic Stress**


0-----7-----10

Both Adversely Affect Functioning



[www.psychotherapy-center.com](http://www.psychotherapy-center.com)

Image accessed on 6/14/2022 at [www.psychotherapy-center.com](http://www.psychotherapy-center.com)



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## Stress

**Stress Injuries**

- Traumatic Injury**
- Grief Injury**
- Moral Injury**
- Fatigue Injury**

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## Stress Injuries Can Cause Distress

- A feeling of extreme worry, sadness or pain that can occur in response to any adversity
- Emotional distress often responds well to supportive strategies

- Sorrow
- Agony
- Grief
- Misery
- Anguish
- Upset

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## Stress Indicators

www.ParentingTheModernFamily.co

- Changes in eating habits
- Change in weight
- Losing interest/apathy
- Difficulty holding a conversation
- Conflict in relationships
- Fatigue/sleeping more
- Changes in relationships
- Self-isolation
- Difficulty getting tasks done
- Not interested in usual activities
- Depressive and/or anxiety symptoms

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## TRAUMA

Those experiences that produce intense emotional pain, fear, or distress; *possibly* having long-term physiological and psychological consequences.

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## The Three E's of Trauma

- Event:** May be a single event or a series of events
- Experience:** Everyone's experience will be different
- Effected:** Some people will be effected and some will not

**Stress Meter**  
Rate your stress. Connect with resources.  
Please select the most applicable level of stress, below:

The stress meter consists of a horizontal bar divided into four color-coded sections: blue (0-1), green (2-3), yellow (4-6), and red (7-10). Above the bar are ten emoji faces representing increasing levels of stress from happy to sad. Below the bar, the following stress levels are labeled: NO STRESS (0-1), MILD (2-3), MODERATE (4-6), and SEVERE (7-10).

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## Traumatic Event Categories

Abuse	Loss	Chronic
<input type="checkbox"/> Physical	<input type="checkbox"/> Natural Disaster and/or Health Emergency	<input type="checkbox"/> Stigma
<input type="checkbox"/> Sexual	<input type="checkbox"/> Death	<input type="checkbox"/> Unstable Housing
<input type="checkbox"/> Emotional	<input type="checkbox"/> Abandonment	<input type="checkbox"/> Food Insecurity
<input type="checkbox"/> Bullying	<input type="checkbox"/> Neglect	<input type="checkbox"/> Disability
<input type="checkbox"/> Witnessing Violence	<input type="checkbox"/> Terrorism/War	<input type="checkbox"/> Poverty
<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Accidents	<input type="checkbox"/> Historical Trauma

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## Types of Trauma

Acute

Trauma

Complex

Chronic



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## Grounding Intervention

BREATH

FEET

BODY



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## Practices That Tap our Natural Place of Calm

**NERVOUS SYSTEM**

**PARASYMPATHETIC**    **SYMPATHETIC**

The parasympathetic nervous system decreases the heart rate,

while the sympathetic nervous system increases the heart rate.

Way of feeling safe through:

- Care
- Bonding
- Connectedness

April 17, 2024    Image source: <https://bodytomy.com/sympathetic-parasympathetic>

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## Three Major Structures Within the Brain That Regulate the Stress Response

**PREFRONTAL CORTEX**

**AMYGDALA**

**HIPPOCAMPUS**

**Hippocampus**  
"Memory Saver"

**Amygdala**  
"Security Guard"

**Prefrontal Cortex (PFC)**  
"Wise Leader"

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## Survival: Instinctive Brain Overrides the Conscious Parts

The diagram shows three scenarios of a person encountering a bear. In the 'FIGHT' scenario, the person is standing and holding a spear, facing the bear. In the 'FLIGHT' scenario, the person is running away from the bear. In the 'FREEZE' scenario, the person is standing still, holding a spear, and looking at the bear. The scenarios are arranged in a semi-circle, with 'FREEZE' at the bottom and 'FIGHT' and 'FLIGHT' at the top.





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## Protection, Survival and the Aftermath

-  The memories of the traumatic event can “get stuck” in the body and the limbic system
-  The amygdala or “alarm system” can get jammed
-  Negative feedback cycle does not turn off “broken” alarm system
-  The individual becomes overwhelmed by their symptoms of trauma and may experience “triggers”

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## Alarms Gets Set Off: Triggers

- The amygdala's alarm system cannot tell the difference between a real threat or situation or object that is a reminder of the event(s)




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## Sensations in the Body

What are the sensations that you feel in your body when you are stressed?




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## Potential Consequence of Distress and Trauma

Self-destructive behaviors are maladaptive measures a person uses to restore inner equilibrium when overwhelmed or unable to cope with stressful life events.

**A person commits suicide every 11.9 minutes**

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## Trauma-Informed Care

**A strength-based approach** to the delivery of health services that includes an understanding of trauma and its potential impact on individual behavior






Image accessed on 6/13/2020 at [www.pixabay.com](http://www.pixabay.com)


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## Adopting a Trauma Informed Approach to Care

The Substance Abuse and Mental Health Services Administration (SAMHSA) established the 4 R's of trauma informed care for organizations and healthcare workers:

1. **Realize** the impact of trauma
2. **Recognize** the signs and symptoms of trauma
3. **Respond** by integrating the principles and knowledge of trauma policies, procedures and practices
4. **Resist** re-traumatizing individuals




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## What is Re-traumatization?

- A situation, attitude or interaction that replicates the events or dynamics of the original event
- May or may not be obvious
- May be unintentional
- Is always hurtful




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## Secondary or Vicarious Trauma



"The cost of caring for others"  
(Figley, 1982)

- A state of tension and preoccupation with the stories/trauma experiences described by clients, family members, friends and colleagues
- The number of patients dying amid a surge in COVID-19 cases is causing nurses to feel powerless, which can lead to PTSD.

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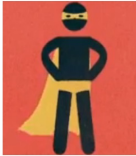

Accessed on 5/3/2021 at <https://www.freepik.com>

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## Feeling Triggered

- Having a brain makes us all vulnerable to vicarious or secondary trauma
- Healthcare providers are not immune to trauma

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Accessed on 6/13/2020 at  
[Compassion\\_fatigue\\_The\\_cost\\_of\\_caring/links/5a01fe42a6fcc55a159234f/largepreview.pnghttps://canwean.awbw.org](https://www.canwean.awbw.org)




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## Chronic Stress, Compassion Fatigue and Burnout



"The cost of caring for others in emotional pain." (Figley, 1982)

- **Stress becomes chronic** when it is overwhelming and cannot be resolved, resulting in relationship, health, and sleep problems.
- **Burnout** is the slow depletion of mental and physical resources; chronic stress without relief.
- **Compassion fatigue** refers to the emotional/physical erosion that occurs when helpers are unable to refuel and regenerate.


April 17, 2024 Image accessed on 5/3/21 at <https://www.freepik.com>



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## Resiliency



**Hard Things & Stressors:**

- Not able to pay bills
- Not enough food to eat
- Violence
- Health problems
- Housing that does not feel safe

**Good Things & Resources:**

- People that you can count on
- Dependable transportation
- Safe housing
- A doctor you trust
- Having enough money

**Things about You:**

- Genetics and DNA
- Resiliency/ACE score
- Life story
- Personality

**Resiliency is when the scale tips toward the good even when there are stressors and hard things.**

April 17, 2024 Accessed on 16/12/2020 at <http://buncombeaces.org/>





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## Building Resiliency Requires Internal and External Resources

- Protective factors that build throughout life
- Strong relationships and social connections are key to mitigating the negative effects of trauma
- Trauma-informed therapy includes, but it not limited to yoga, mindfulness, art, writing


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## Post-Traumatic Growth (PTG) Theory

- **Richard Tedeschi and Lawrence Calhoun (1995)**
- People move from a place of fear, anger, resentment and hopelessness to one of **healing, gratitude, purpose and hopefulness**
- **Personal process of change that is deeply meaningful to the individual**



Picture accessed on 1/22/2018 at <https://socialwork.columbia.edu/event/post-traumatic-growth-veterans/>



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## Resiliency and PTG: Not the Same



- Resilience returns a person to their “pre-trauma” level of functioning
- PTG allows an individual to thrive and flourish in ways they had never experienced before the trauma

Reference: Tedeschi, RL & Calhoun, LG (1995) Image accessed on 1/22/2018 at <https://hubpages.com/health/Post-Traumatic-Growth>

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## Case Study

Alec has always been an energetic MCM. Now, at 33 years of age, Alec is very tired and cynical. Alec is angry at the clinic for increasing the MCM caseloads due to decreased funding and annoyed at clients in general for what Alec perceives to be the clients' increased demands. Alec feels that caring for clients no longer provides the same satisfaction as it once did. Alec works long hours and is no longer joining friends for activities outside of work.

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## What is going on?

In your opinion, what is happening to Alec?

1. Burnout
2. Compassion fatigue
3. Childhood trauma exposure
4. None of the above





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## More About Alec

- **Alec has a form of burnout called compassion fatigue**, a deep physical, emotional and spiritual exhaustion accompanied by acute emotional pain.
- Whereas MCMs with burnout adapt to their exhaustion by becoming less empathetic and more withdrawn, **compassion-fatigued MCMs continue to give themselves fully to their clients**, finding it difficult to maintain a healthy balance of empathy and objectivity.






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## What does compassion fatigue feel like?


- MCMs who experience compassion fatigue describe it as being “sucked into a vortex that pulls them slowly downward.”
- They have no idea how to stop the downward spiral, so they do what they have done since they became a MCM, they work harder and continue to give to others until they are completely depleted.



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## Creating a Culture of Support, Awareness and Resiliency



1. Am I okay? Are you okay?
2. Practice prevention within the organization
3. Provide the means for MCMs to transition between work and home

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## Prevention: The "CAP" Technique

Compassion  
Awareness  
Presence

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## Compassion

Caring for ourselves (while we care for others)

Being kind to ourselves (making time for nourishment, bio-breaks, exercise, self-care)

Remembering our strengths and our limitations

Being nonjudgmental and not over critical about our work

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## Protecting Compassion From Fatigue

- Each of us needs anchors.
- There must be some stable points that help orient us and keep us grounded.
- **Choose three words to adopt as your anchors of integrity.**




Image accessed on 4/28/21 at <https://pixabay.com/vectors/anchor-flag-blue-159575/>.

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## Let's Chat

List one of your anchors

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## Awareness

Mindfulness Focusing

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## Presence

- Physical
- Psychological
- Spiritual

Practice Being Present




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## Two CAP Strategies


1. Reflective Writing
2. Mindfulness

### Let's Chat



Journaling through words and/or pictures

What have you done this week that you were proud of, no matter how simple it might sound?



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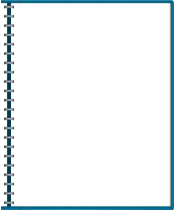
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## 1. REFLECTIVE WRITING

Journaling provides a foundation for reflective thinking and can help nurses, express their emotions and improve their health and wellbeing.

Journaling is a record of personal thoughts, daily events, and evolving insights. It also provides a foundation for creativity, guidance, self-awareness, understanding, and spiritual development.








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## 2. MINDFULNESS

- The quality or state of being conscious or aware of something.
- A mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations.


  
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## Teach and Promote Self-Care Awareness Activity



**BREATH**



**FEET**



**BODY**


  
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## Developing a Self-Care Plan

1. Create and protect your quiet time.
2. Recharge your batteries daily.
3. Hold one focused, connected and meaningful conversation daily.


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**BUILDING  
A SELF  
COMPASSION  
ROUTINE**

**Building a Self Compassion Routine**  
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### Mindful Awareness



Helps in working through difficult emotions

Allows us to stay with pain and suffering long enough to make a conscious decision to take care of ourselves



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## Building Resilience is About Staying with Emotions in a Non-judgmental Way

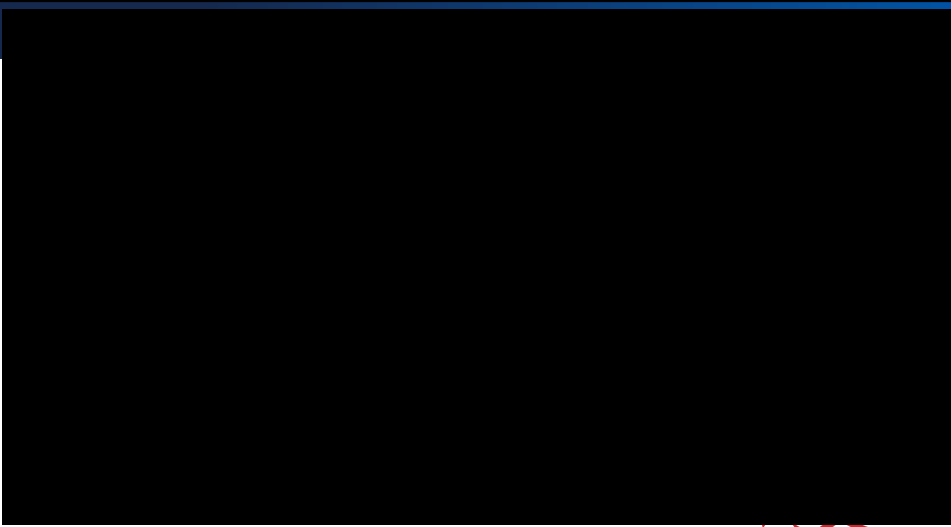


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## Learning to Regulate Our Emotions



-  Being mindful of the environments that trigger us
-  Optimize and calibrate our emotional state to be appropriate for what is going on in the moment
-  Avoid holding emotions inwards, but rather have strategies to safely release them
-  Use re-appraisals to reframe or give more positive meaning to events and situations
-  Knowing how to respond and not react.

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DO YOU HAVE A RITUAL TO SIGNAL THE END OF YOUR WORK DAY?

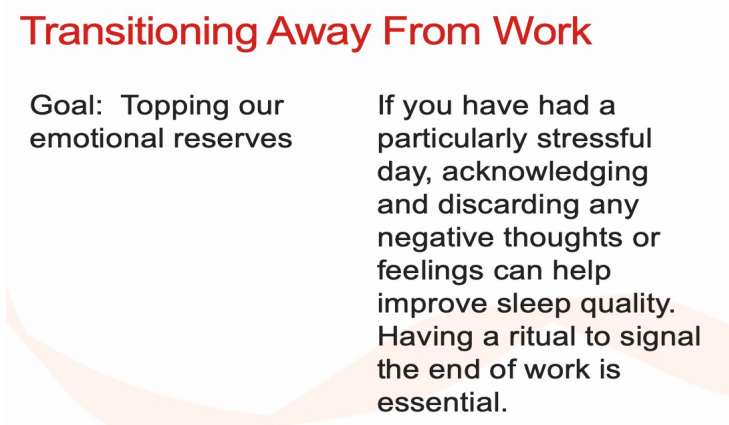
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## Transitioning Away From Work

Goal: Topping our emotional reserves

If you have had a particularly stressful day, acknowledging and discarding any negative thoughts or feelings can help improve sleep quality. Having a ritual to signal the end of work is essential.



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## Create a Strong Support Network



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## Reach Out to Colleagues, Supervisors Emotional Health Professionals




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## Meditation Relieves Stress & Fatigue




- Heartbeat and breathing rates slow down
- Oxygen consumption falls by 20%
- Blood lactate levels drop (levels rise with stress and fatigue)
- Skin resistance to electrical current, a sign of relaxation, increases fourfold
- EEG rating of brain-wave patterns indicate increased alpha activity, another sign of relaxation




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## Meditation Takes Many Forms




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## Meditation Starts with One Breath




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## And Another...





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## Practicing Self Care Helps Us Care For Ourselves While We Care for Others




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## Self Care and PTSD Coaching Applications

**PTSD Family Coach** is a **free, easy-to-use mobile application**. It was developed by the Department of Veterans Affairs (VA) in 2016 and updated in 2018. The app can help partners and loved ones of people with posttraumatic stress disorder (PTSD). More than **240 family members of Veterans** with PTSD helped create PTSD Family Coach (Owen et al., 2017). The app is an easy way to learn about how PTSD can affect families. It also has tools to help family members manage their well-being.

**PTSD Coach** is a **free, easy-to-use mobile application**. It was developed by the Department of Veterans Affairs (VA) in 2011. It is a convenient way to learn about the symptoms of posttraumatic stress disorder (PTSD). You can also learn about coping skills and PTSD treatments. Research studies have shown that **PTSD Coach can reduce PTSD symptoms**, especially when used as part of therapy. The app may also help with symptoms of depression. PTSD Coach is not meant to replace professional care.




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## Thank you!!

### Questions and Conversations



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## Speaker Contact Information

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