



AOD Provider
Collaborative

Research Symposium 2014

Welcome!



ODYSSEY

changing lives



CENTRE FOR
ADDICTION RESEARCH

THE UNIVERSITY OF AUCKLAND

Te Whare Wānanga o Tāmaki Makaurau

RESILIENCE: Is this a fence at the top of the cliff?

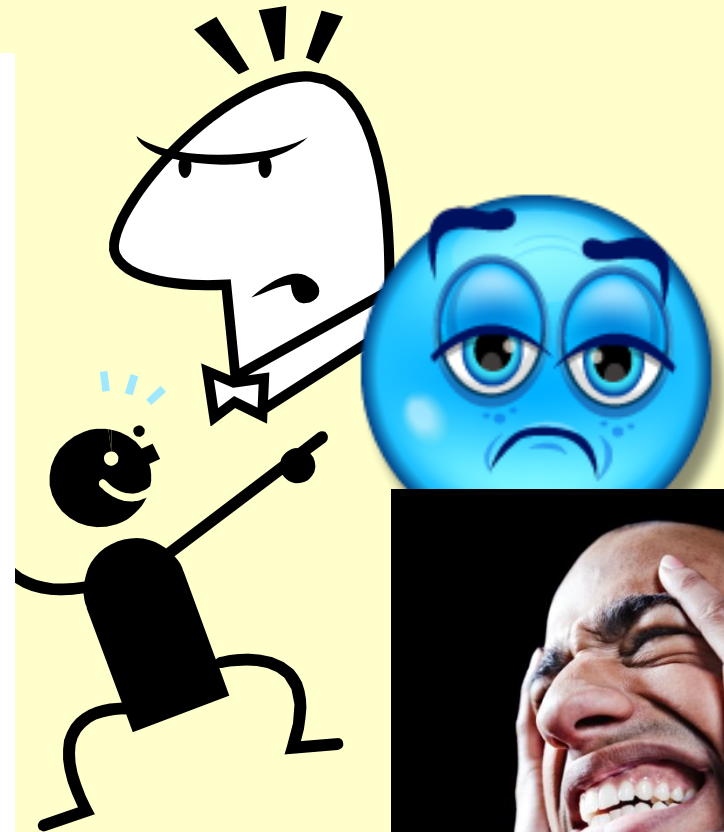


Peter Huggard
Social & Community Health
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Lets
explore
two
issues

What pushes your buttons?



What helps you to be resilient?





**So, what pushes
your button?**





**What helps you
to be resilient?**



THE RULES OF ENGAGEMENT

**They are NOT
negotiable!!!**

You can't wash the tears
from someone's face
without getting your
hands wet

Patients and clients
come second

Staff come first !!!!!

**Soooooo, what is
this resilience
thing we're
talking
about?**

“manifested competence in the context of significant challenges to adaptation or development”

Masten & Coatsworth (1998). The development of competence in favourable and unfavourable environments: lessons from research on successful children. *Am Psych*, 5, 205-220

The resources to deal with tough times

“manifested competence in the context of significant challenges to adaptation or development”

Masten & Coatsworth (1998). The development of competence in favourable and unfavourable environments: lessons from research on successful children. *Am Psych*, 5, 205-220

PARTICIPANTS

- Hospital Registrars
- 4 District Health Boards
- n=253
- Average age = 31

STUDY DESIGN

- Anonymous questionnaire
- Quantitative data gathered from validated instruments
- Results recorded against a Likert scale
- Free-text comments in the questionnaire
- In-depth interviews reviewing and discussing results, and discussing support needs

Resilience

Empathy

Spirituality

Emotionality

**Compassion
Satisfaction**

Burnout

**Compassion
Fatigue
(Secondary Trauma)**

ProQOL

**Figley, C.R., Huggard, P.K. & C. Rees, E. (2013). *First Do No Self-Harm*.
New York: Oxford University Press.**

Prevalence:

Compassion Fatigue, Burnout &
Compassion Satisfaction:
Professional Quality of Life Scale
(Stamm, 2002)

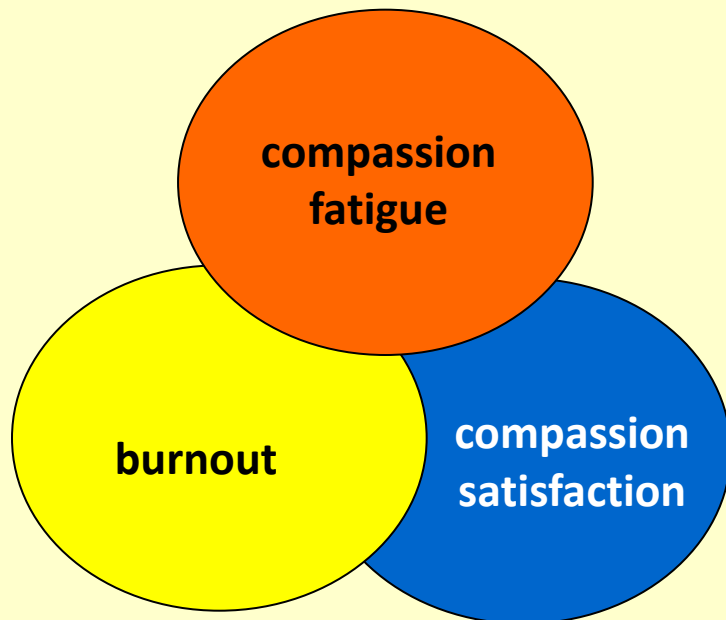
Predictive & Protective Factors:

Resilience:
Connor-Davidson Resilience Scale
(Connor & Davidson, 2003)


Empathy:
Jefferson Scale of Physician Empathy
(Hojat, 2001)

Spirituality:
Ryff's Scales of Psychological Well-being
(van Dierendonck, 2003)

Emotional Regulation & Support Seeking:
(Huggard, 2003)



Burnout

- emotional exhaustion 
- depersonalisation
- feelings of reduced personal accomplishment

Maslach & Jackson (1981)

Burning brightly . .
Burning dimly . . .
Burning out



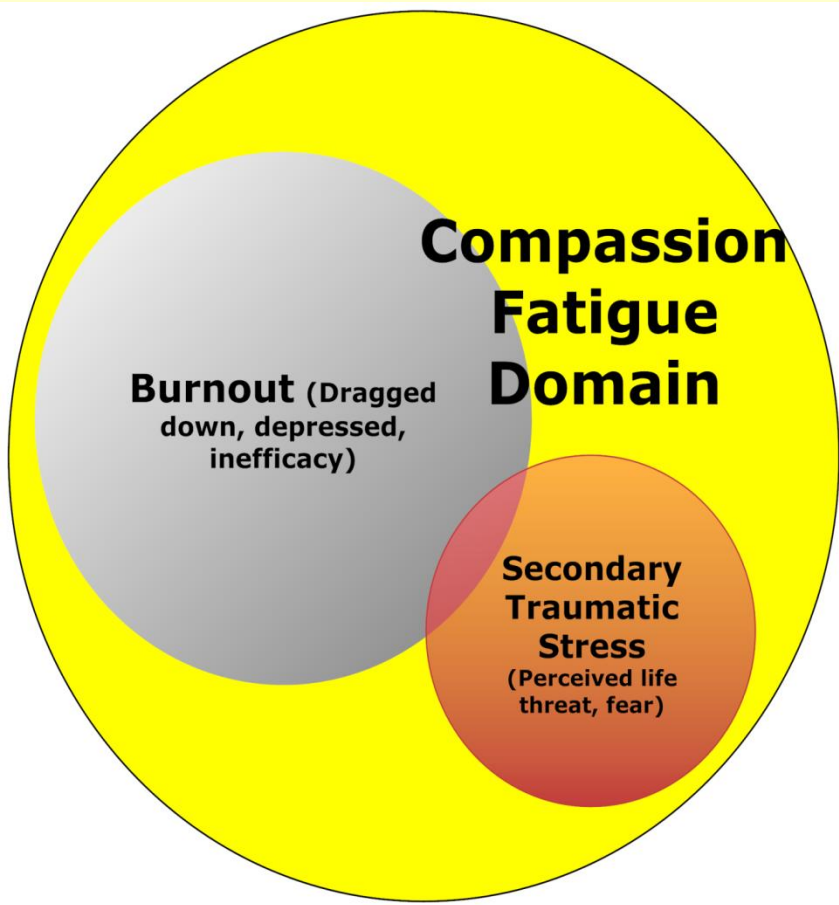
Lamendola, F. (1996). Keeping your compassion alive.
American Journal of Nursing, 96 (11), 16R-16T

Compassion Fatigue

... the natural consequent behaviours and emotions resulting from knowing about a traumatizing event experienced by a significant other . . (Figley, 1995)

Charles Figley





Compassion Fatigue is composed of two parts/processes:

- Burnout, being worn down and overwhelmed by work
- Secondary Traumatic Stress
– experiencing work-related fear from traumatic stress exposure

Huggard, P.K., Stamm, B.H. & Pearlman, L.A. (2013). Physician Stress: Compassion Satisfaction, Compassion Fatigue and Vicarious Traumatization. In C.R. Figley, P.K. Huggard & C. Rees (Eds.), *First Do No Self-Harm*. New York: Oxford University Press.

Huggard, Stamm & Pearlman, *in press*

Compassion Satisfaction

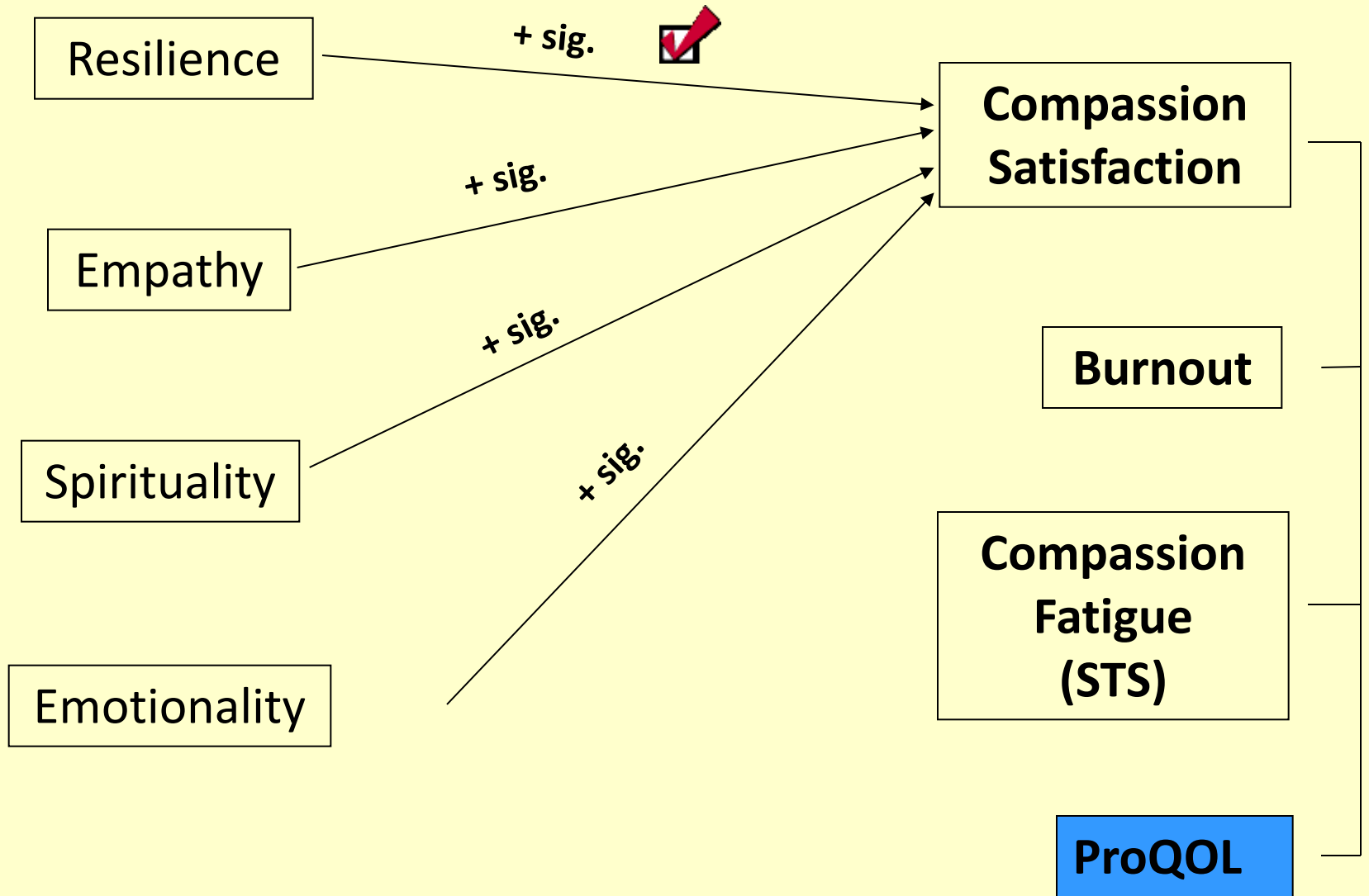
... an expression of the positive aspects of care-giving – the joy and pleasure you receive from your work

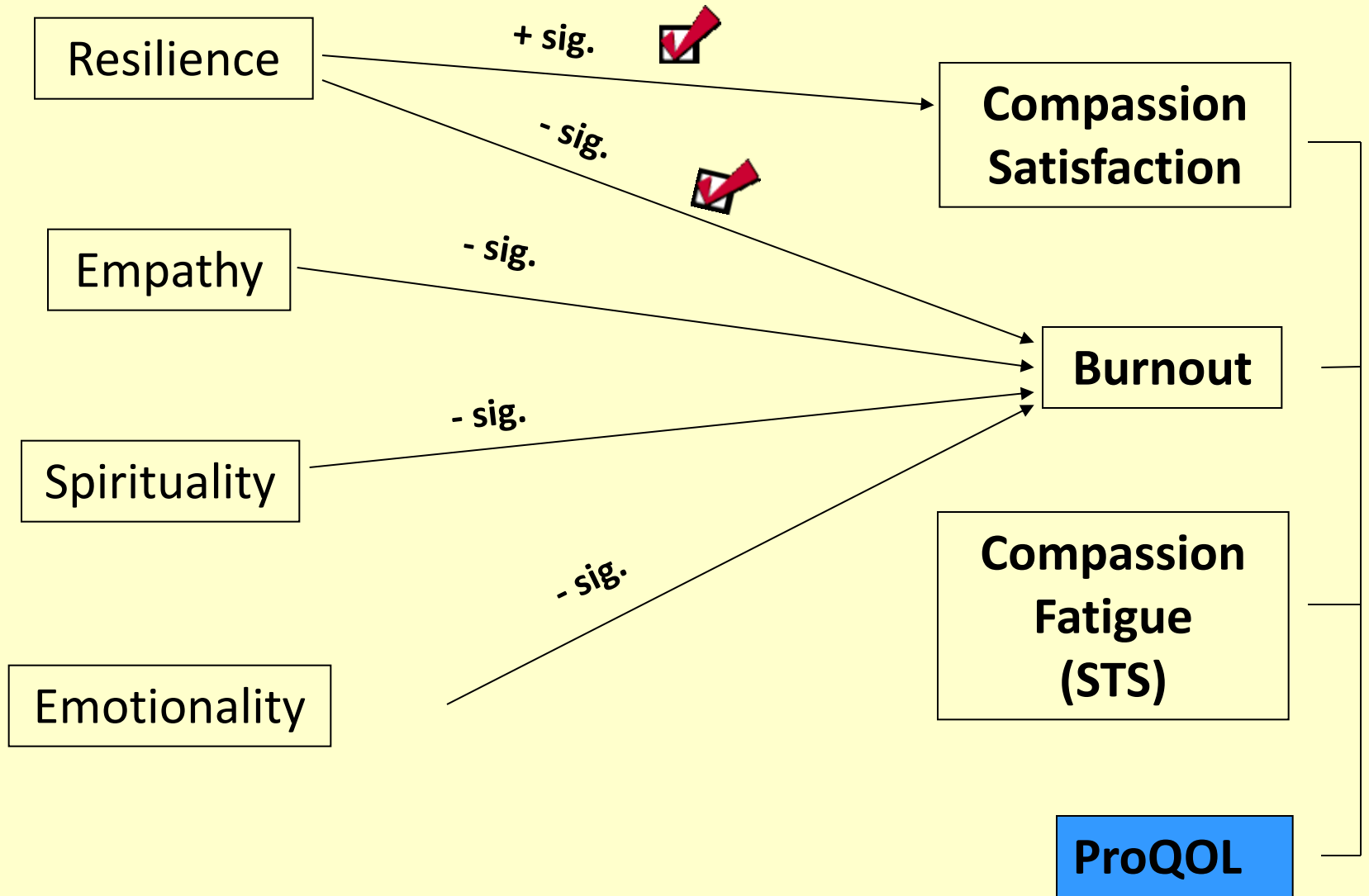


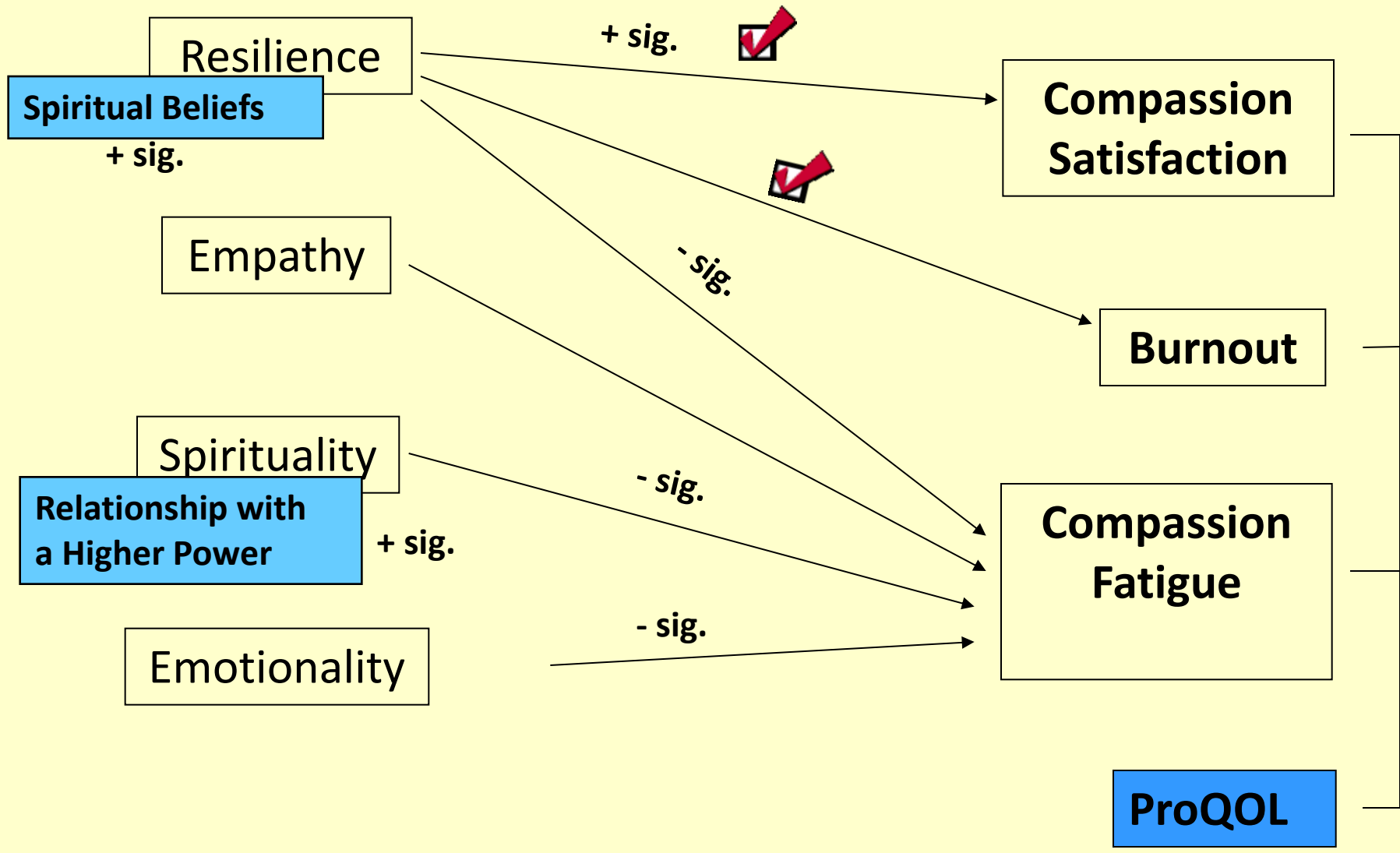
Stamm, 2002

Beth Stamm

What gives you the most joy in your work?







Subscale

Personal Competence	11	I believe I can achieve my goals
	21	I have a strong sense of purpose
	22	I am in control of my life
	23	I like challenges
	24	I work to attain my goals
	25	I have pride in my achievements
Trust in Own Instincts	01	I am able to adapt to change
	12	When things look hopeless, I don't give up
	13	I know where to turn for help
	14	Under pressure, I focus and think clearly
	15	I prefer to take the lead in problem solving
	16	I am not easily discouraged by failure
	18	I make unpopular or difficult decisions
	19	I can handle unpleasant feelings
Personal Strengths	04	I can deal with whatever comes
	05	I believe that past success gives confidence for new challenge
	06	I see the humour side of things
	07	I believe that coping with stress strengthens
	08	I tend to bounce back after illness or hardship
	10	I believe I give my best effort no matter what
Spiritual Influences	03	I believe that sometime fate or God can help
	09	I believe that things happen for a reason

Personal
Competence

11 I believe I can achieve my goals

21 I have a strong sense of purpose

22 I am in control of my life

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25 I have pride in my achievements

Trust in Own
Instincts

- 01 I am able to adapt to change
 - 12 When things look hopeless, I don't give up
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 - 14 Under pressure, I focus and think clearly
 - 15 I prefer to take the lead in problem solving
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Personal
Strengths

- 04 I can deal with whatever comes
 - 05 I believe that past success gives confidence for new challenge
 - 06 I see the humour side of things
 - 07 I believe that coping with stress strengthens
 - 08 I tend to bounce back after illness or hardship
 - 10 I believe I give my best effort no matter what
-

Spiritual
Influences

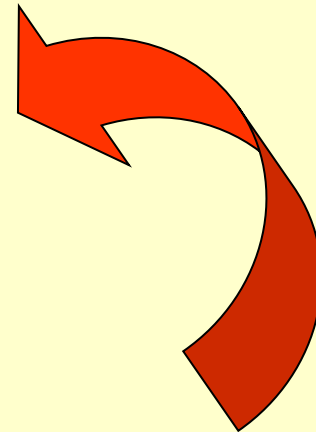
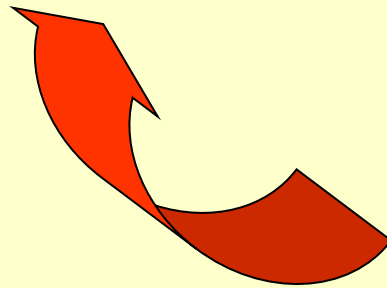
03 I believe that sometime fate or God can
help

09 I believe that things happen for a reason

Strongest association with compassion fatigue?

Personal Strengths

Emotional Competence



These two subscales
were the most strongly,
and negatively,
associated with CF

Personal Strengths

- I can deal with whatever comes up
- I believe that past success gives confidence for new challenge
- I see the humour side of things
- I believe that coping with stress strengthens
- I tend to bounce back after illness or hardship
- I believe I give my best effort no matter what
- I believe I should act on a hunch

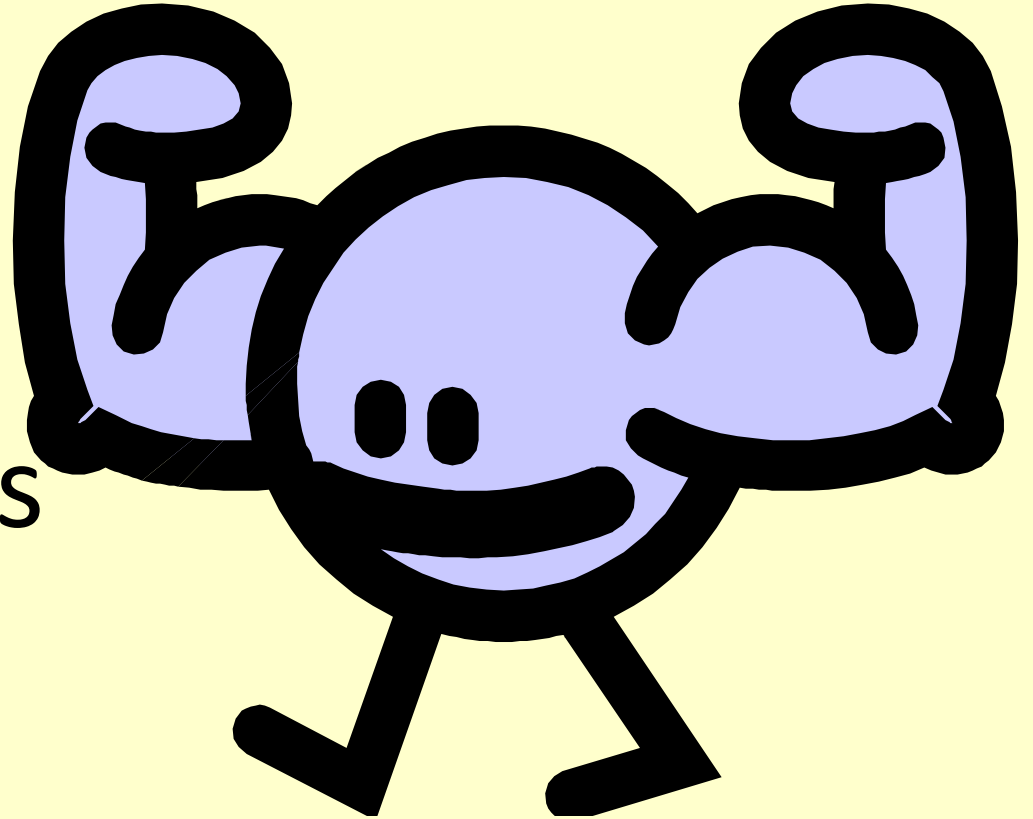
Emotional Competence

- I feel confident in my ability to care for patients exhibiting strong emotional distress
- I am aware of my emotions as I experience them
- I feel confident in my ability to understand my own emotional responses to my patients' distress
- I feel competent in my ability to understand the reasons for my patient's strong emotional distress
- I feel confident in my ability to care for the emotional as well as the physical needs of my patients
- I feel able to initiate access to additional support, if required, to help me to understand and manage my emotions in relation to my patients

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Determining
Resilience
Characteristics



Section B: Resilience Characteristics

Below is a definition of resilience.

Resilience is:

“the ability to maintain personal and professional wellbeing in the face of on-going work stress and adversity”

Based on this definition provided, please complete the following sentence with the most important characteristic you believe describes a resilient hospice worker.

I believe the most resilient characteristic of a hospice palliative care health professional is

Section B: Resilience Characteristics

Below is a definition of resilience.

Resilience is:

“the ability to maintain personal and professional wellbeing in the face of on-going work stress and adversity”

Based on this definition provided, please complete the following sentence with the most important characteristic you believe describes a resilient hospice worker.

I believe the most resilient characteristic of a hospice palliative care health professional is

Phase 1: Preliminary Survey

Completed
Questionnaires

Researcher

Uncompleted
Questionnaires

Intermediary Research
Assistant

Study Population



Phase 2: Delphi Survey Round 1

Completed
Surveys

Uncompleted
Surveys

Researcher

Intermediary Research
Assistant

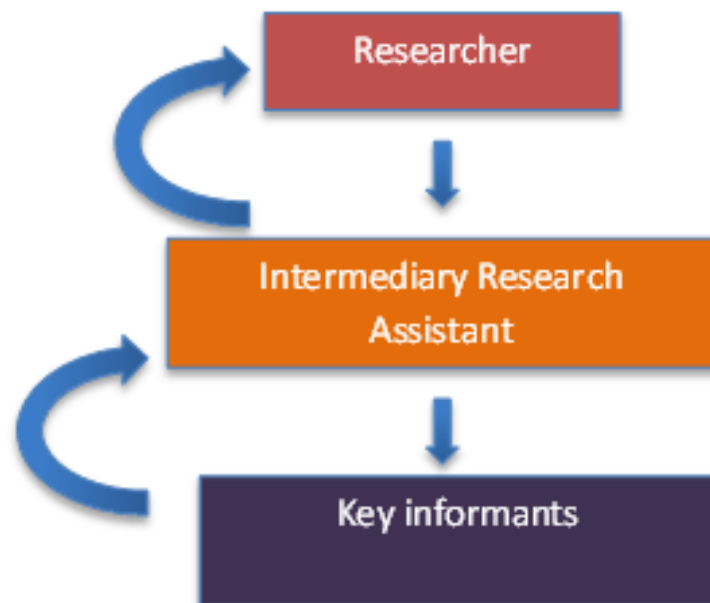
Key informants



Phase 3: Delphi Survey Round 2

Completed
Surveys

Uncompleted
Surveys



Results:

35 items

TOP FIVE

Maintains a good work life-balance

Maintains clear professional boundaries at work

Has a sense of humour

Has and develops strong and trusting collegial relationships and support at work

Has a passion for their work

Resilience building strategies

Building positive nurturing professional relationships and networks

Maintaining positivity

Developing emotional insight

Achieving life balance and spirituality

Becoming more reflective



Jackson, D., Firtko, A. & Edenborough, M. (2007). Personal resilience as a strategy for surviving in the face of workplace adversity: a literature review. *Journal of Advanced Nursing*, 60(1), 1-9.

ORGANISATIONAL

- Recruitment and orientation
- Accurate job descriptions
- Competencies linked to performance appraisals
- HR policies and procedures
- Training opportunities – support for study
- Communication channels
- Critical Incident Debriefing
- Regular feedback
- Healthy rosters
- Acknowledgement of personal pressures
- Staff support

PERSONAL

- Self care questionnaire
- Self care contract
- Work-Life-Balance
- Restorative activities
- Time with family and friends
- Stress management
- Exercise and nutrition
- “Learn to say no”
- Assertiveness
- Accept help and support
- The inner child
- Next holiday planned and booked
- Nurturing, caring, and valuing self
- Spiritual and religious needs

THE WIDER COMMUNITY

Develop and maintain networks:

- Local
- Regional
- National
- International



PROFESSIONAL

- Journal Clubs
- Collegial support
- Line manager support
- Supervision and mentors
- Personal debriefing model
- Boundaries
- Positive team relationships
- Conflict management
- Feedback
- Reflective practice
- Professional development
- Effective communication
- Maintain motivation
- Prioritise workload
- Manage time
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- Humour
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THE WIDER COMMUNITY

main networks:

PERSONAL

bs
support
peer support
and mentors
briefing model
team relationships
management
practice
personal development
communication
motivation
workload
time
breaks
brief work

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Nurses, social workers, counsellors, psychologists, doctors

McCann, C., Beddoe, E., McCormick, K., Huggard, P., Kedge, S., Adamson, C. & Huggard, J. (2013). Resilience in the Health Professions: A review of recent literature. *International Journal of Wellbeing*, 3(1), 60-81.

Only 2 factors that were reported across all professional groups as strongly relating to resilience

Gender

Work life balance

Demographic

Behavioural (personal)

Behavioural (professional)

Cognitive (personal)

Cognitive (professional)

Relational (personal)

Relational (professional)

GENDER

Women doctors more likely to have cried (doctors)

Men speaking minimally about holistic self-care (counsellors)

Women use greater amounts of relational strategies than men (psychologists)

Females more likely than men to believe in and engage in self-care activities (psychologists)

Females working in public settings more likely to experience emotional exhaustion than those who worked in private setting – no differences seen with men (psychologists)

Activities such as promoting growth in clients, helping others, professional autonomy, intellectual stimulation, and enjoyment of work - were the most highly rated sources of satisfaction. Gender differences were observed with female respondents endorsing more sources of satisfaction (psychologists)

Male gender a predictor of positive coping (mental health social workers – following death of a client by suicide)

SELF CARE QUESTIONNAIRE

Reflect on the following, and identify those areas that you need to pay more attention to in order to have a more balanced life, both professionally and personally.

		Tick ✓
Physical Self-Care		
1	Eat regularly	
2	Eat healthily	
3	Exercise	
4	Get medical care when needed	
5	Take time off when sick	

Physical self-care

Psychological self-care

Emotional self-care

Spiritual self-care

Workplace or professional self-care

Life balance

SELF CARE PLAN

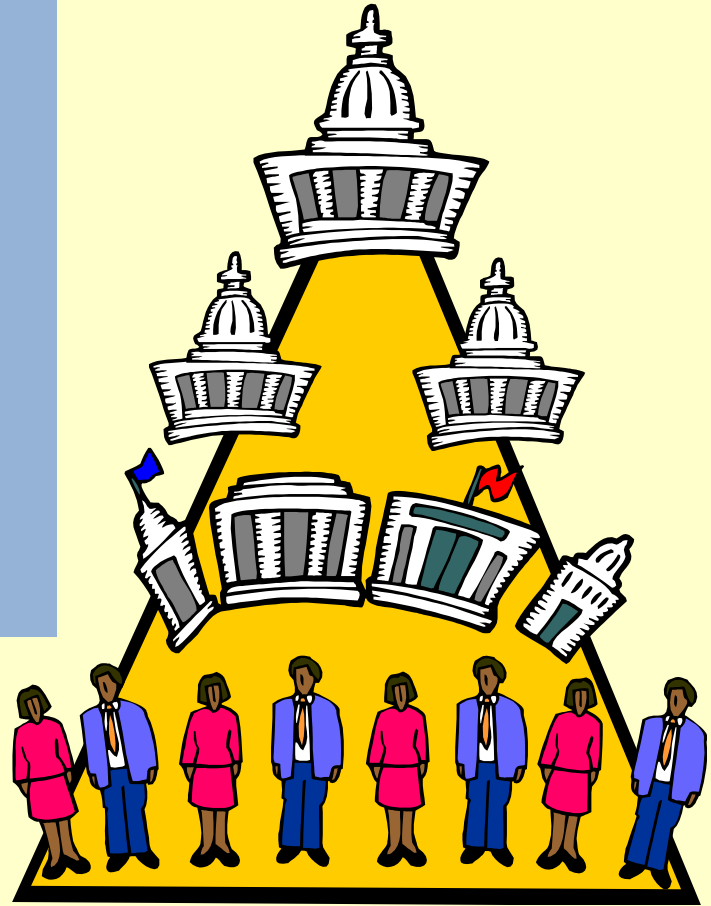
	I am planning to:		
	Keep Doing	Stop Doing	Start Doing
Individual			
Team			
Organisation			
Professional Association			

Think about how you are going to make sure your goals are achieved.	Who do you need to talk to / gather together?	When are your goals going to be achieved by?	Do you need to consider some small steps for any of the goals?
---	---	--	--

PERSONAL DEBRIEFING MODEL

- 1 Giving closure to your work and work relationships
- 2 Acknowledging what you have done

RESILIENCE:
a personal or
organisational
factor or both?



Benchmark Resilience: A study of the resilience of organisations in the Auckland region (2010)

- Resilient Organisations Research Group – Universities of Canterbury and Auckland
- Developed a measure of organisational resilience
- Sampled 1009 Auckland organisations and established the validity of the instrument
- <http://www.resorgs.org.nz>

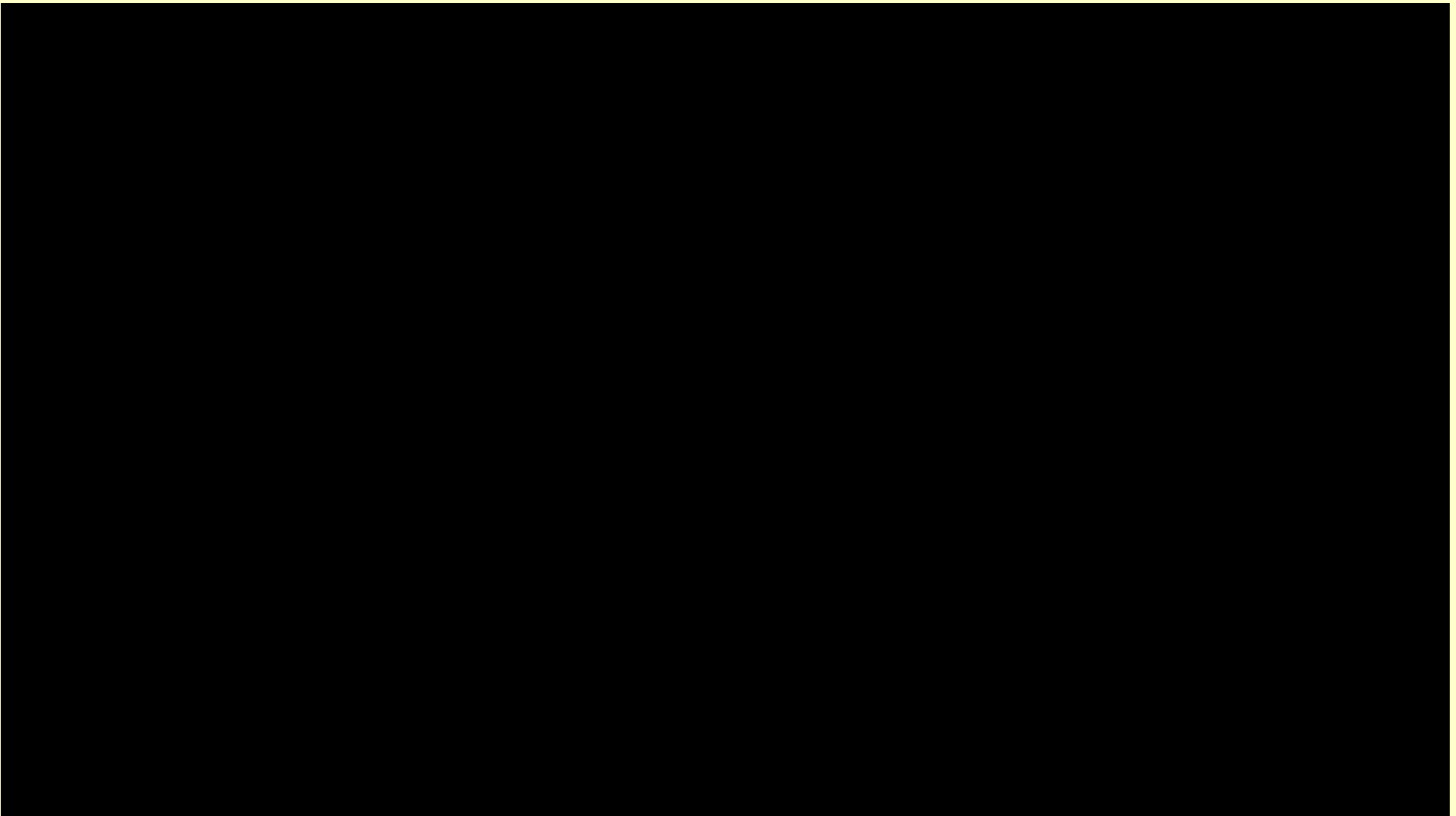
What is Organisational Resilience?

Resilient Organisations?

Resilient Organisations: University of Canterbury and University of Auckland



- Leadership
- Staff Engagement
- Situation Awareness
- Decision Making
- Innovation and Creativity
- Effective Partnerships
- Leveraging Knowledge
- Breaking Silos
- Internal Resources
- Unity of Purpose
- Proactive Posture
- Planning Strategies
- Stress Testing Plans



<https://www.youtube.com/watch?v=JA8VJh0UJtg>



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Thank you



ODYSSEY

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