

Healing Others



Healing Ourselves

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HARD

Fulfilling

Important

Meaningful

Stressful

The Work is ...

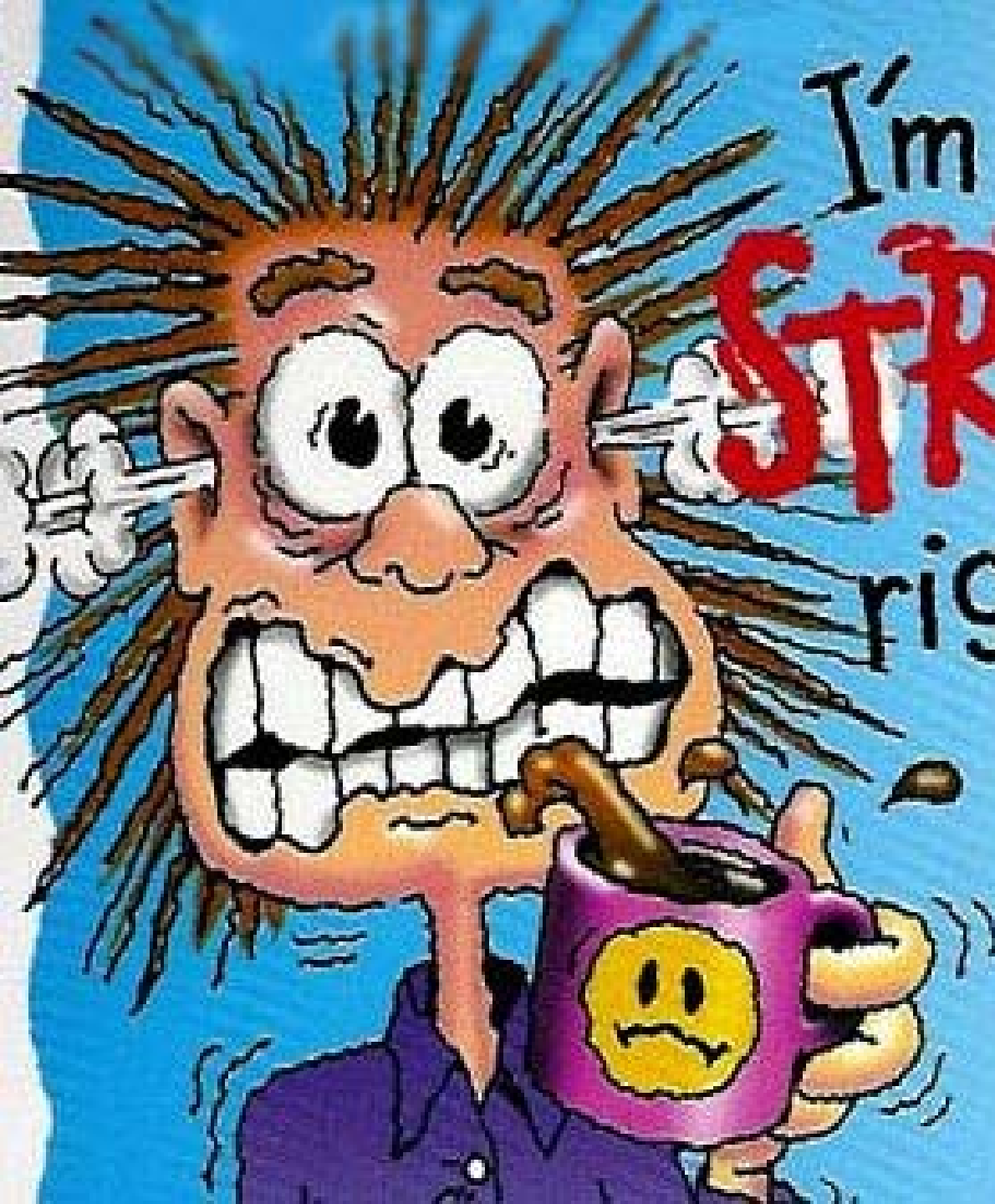
Sad

Challenging

Sometimes Thankless

Unpredictable


EMOTIONALLY COSTLY



I'm a little
STRESSED
right now...

(just turn
around and
leave
quietly
and no one
gets hurt.)

How do we know
when we need to
concentrate on our
own healing?



The Need to Heal: Signs and Symptoms

- Negativity
- Criticism
- Contempt
- Defensiveness
- Stonewalling
- Control
- Unrealistic expectations
- Irritability
- Isolation
- Helplessness
- Overwhelmed
- Resentment
- Insensitivity
- Health problems
- Denial
- Disengagement
- Emptiness
- Emotional pain




The Physiological Response to Stress

- Release of adrenaline
- Increase in heart rate increase in blood pressure
- Increase in respiratory rate
- Increase in muscle tension
- Increase in sensitivity of sensory organs

The Nature of Chronic Illness:

It doesn't end for our patients and their families.

.....*It doesn't end for us either*

- 
- Relationship
 - Time
 - Uncertainty
 - Trust
 - Suffering
 - Ambiguous loss
 - Guilt



When the Challenge doesn't end: Physical Evidence

- Immune system dysfunction
- Cardiovascular problems
- Chronic respiratory problems
- Painful muscles
- Tension headaches
- Gastrointestinal problems
- Hyper alertness/over sensitivity



When the Challenge doesn't end: Psychological Evidence

- Difficulty concentrating
- Nervousness
- Panic / anxiety
- Racing thoughts
- Fear
- Anger
- Depression



When the Challenge doesn't end: Spiritual Evidence

- Grief
- Chronic sorrow
- Loss
- Transcendence
- Post traumatic growth
- Meaning of illness
- Meaning in illness



When the Challenge doesn't end: Social Evidence

- Isolation
- Losses
- Income
- Expenses
- System
- Family
- Friends
- Who we are in the world.....roles

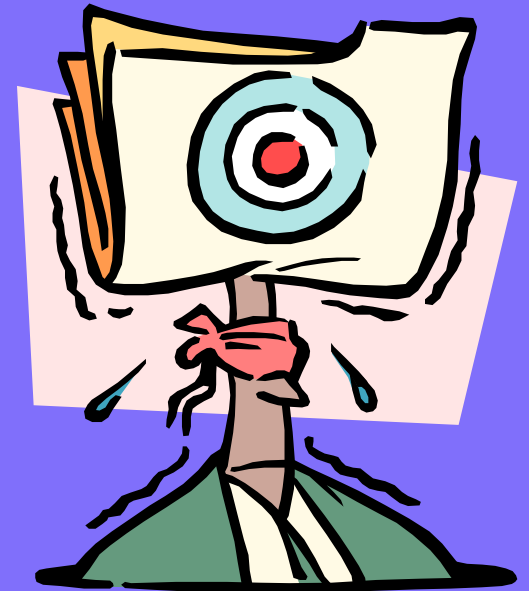


Oh the Trouble I've Seen

- Vicarious trauma
- Burnout
- Brown-out
- Exhaustion
- Professional caregiver stress
- Boundary violations
- Ethical dilemmas
- Suffering
- Stress leave
- Caregiver stress

OK, so now I really am going to become a travel agent!

Challenges.....





And you thought it was about helping people!

- Employment insecurity / casualization of the workforce
- Utilization review
- Internet diagnosis
- Aggressive consumers
- Issues with management and the system
- Difficulties with the nature of the work



And you thought it was about helping people!

- Undervaluing of patients / staff
- Physical and emotional constraints of the work setting
- Staff relationships
- Inadequate resources and services



And let's not forget.....

- Budgets
- Length of stay
- Pagers
- Computers...technology
- Blackberries
- Cell phones
- Microchips???



Resilience

The ability of an individual or organization to expeditiously design and implement positive adaptive behaviours matched to the immediate situation, while enduring minimal stress.

Malak (1998)



Resilient People

Those who can transform a disastrous day into a growth experience and then move forward in practice, rather than seek a new career.

Hodges F, Grier, E (2005)

Amid it all; what sustains you?



Themes of Resilience

- Having nonwork-related support or tasks can reduce anxiety and bolster resilience
- Resilience is fostered through professional development
- Resilience is experienced when you have insight into the work you do
- Resilience is a result of using creativity, flexibility and humour in your work



Themes of Resilience

- Resilience is promoted through having a sense of faith, advocating for others and having a sense of morality
- Resilience is a product of experience, clinical expertise, a sense of autonomy, responsibility and confidence
- Resilience is promoted through support at work
- Resilience is associated with keeping work separate from home

The joy in the work we do

The work is also.....



Some Thoughts

Some people think that only intellect counts, knowing how to solve problems, knowing how to get by, knowing how to identify an advantage and seize it. But functions of intellect are insufficient without courage, love, friendship, compassion and empathy.

Dean Koontz (author)



To close with someone who says
it so much better:

Real care of those living with illness does not begin with costly procedures, but with the simpler gift of affection and love. In the practice of healing, a kind heart is as valuable as medical training; because it is the course of happiness for both oneself and others. People respond to kindness even when medicine is ineffective and in turn, cultivating a kind heart is a cause of your own good health.

The Dalai Lama (2003)



The Lived Experience of the MS Health Care Professional: Healing the Healer

PS: If we tell you about it, then we have to do it!



Are you interested ?

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