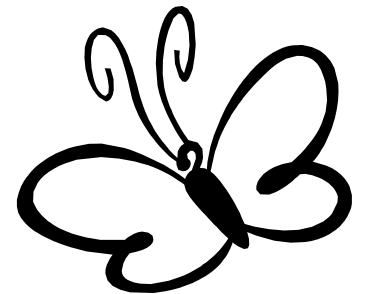

*Taking Care of Me:
Managing Stress While
Providing Quality Care*



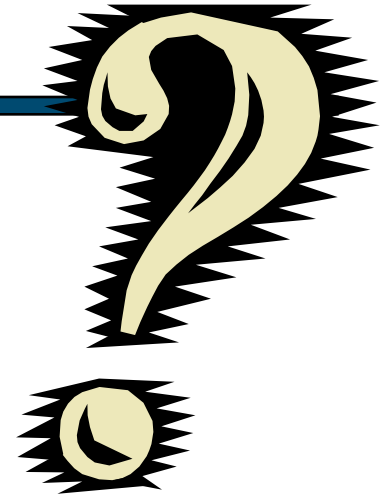
Why study stress?



- ***Statistics on work-related stress***
 - 72% of workers assessed experience chronic stress-related physical and mental conditions.
 - 1 million workers per day are absent from work due to stress-related conditions.
 - 1 in 3 workers expect to experience job burn-out.

Why are we doing this?

- ***It's our business!***
 - Quality of Life
 - Value
 - I'll do my best today and do even better tomorrow.
- ***You asked for it!***



Our Goal

- ***To give you the information you need to deal with stress, both at work and in your personal life.***



Why?

***Because in your role
as a Hospice Caregiver,
the better care
you take of yourself,
the better the care
you can provide
to patients & families and
the happier you are as a
human being!***

How are we going to do this?

At the end of this program you will be able to:

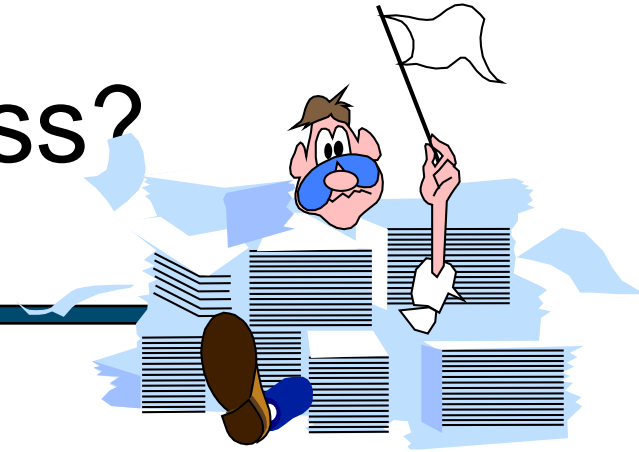
- Define “stress”
- Discuss how stress affects you physically, emotionally, mentally and at work
- Assess your current level of stress
- Identify ways to cope with stress
- Create a “stress-buster” plan just for you

What is Stress?

- *What you know*
 - “Stressors are external events or conditions which affect the body.”
 - “result of any demand upon the body”
 - anxiety, conflict, pressure, strain, worry, tension
 - fight, flight or freeze



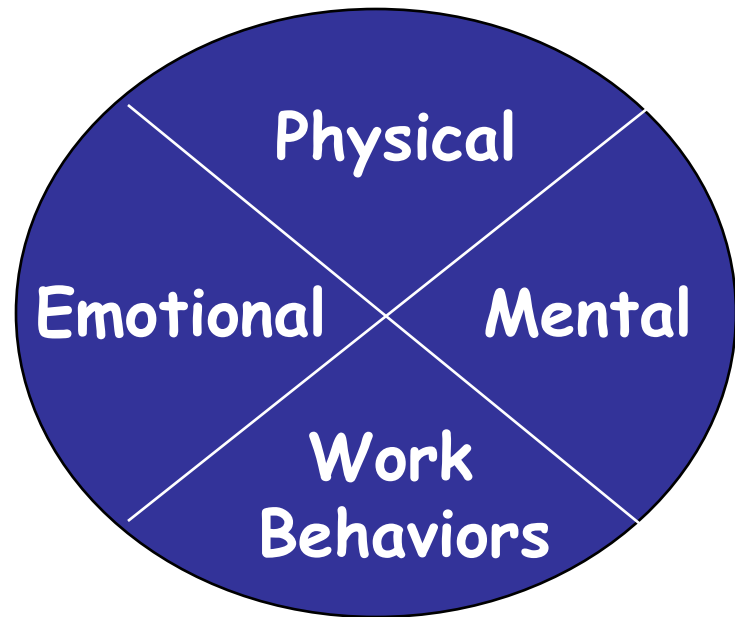
What is Stress?



- *What you need to know*
 - Stress is neither good or bad, it just is!
 - Key is understanding stress and its components
 - There is no such thing as a stress-less life!

Stress Effects

- What happens when we don't manage stress effectively?
 - Physically
 - Emotionally
 - Mentally
 - At Work

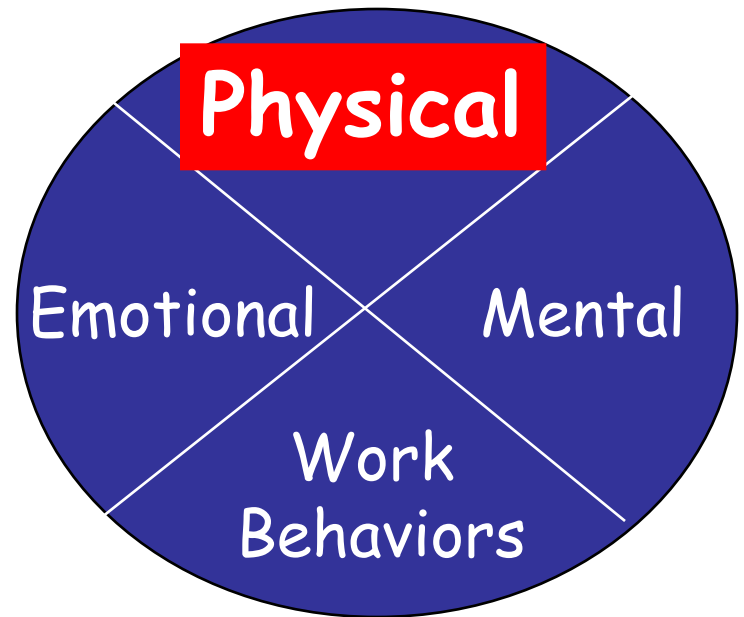


Physical Effects of Stress

- *Unmanaged chronic stress increases the risk of heart disease more than tobacco or high cholesterol. Some studies have shown that people experiencing depression, anger, and anxiety due to chronic stress are two times more likely to contract a major disease or serious illness.”*
- *“Chronic stress reduces the capacity of the human system creating overactive responses from our adrenal and nervous system leading chronic fatigue and burnout.”*

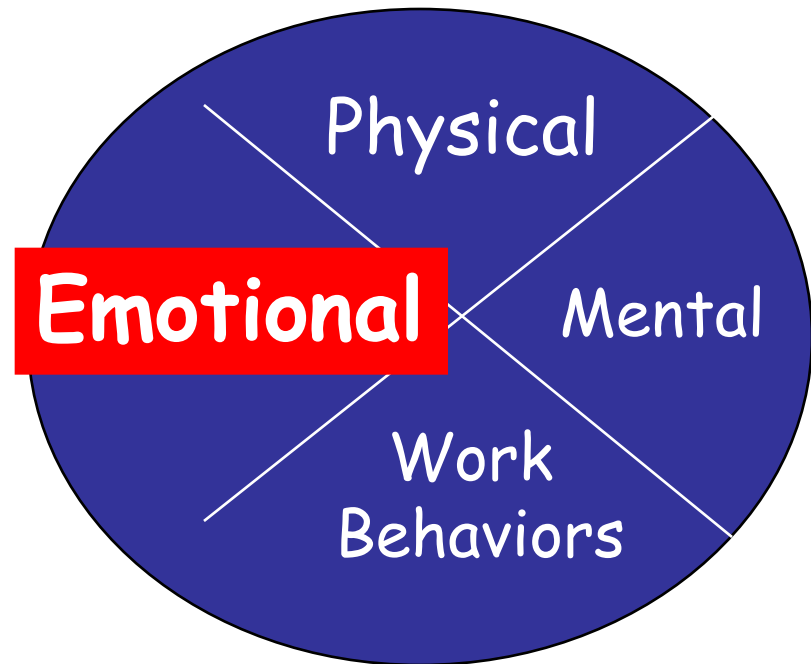
Physical Stress

- Headaches
- High blood pressure
- Shortness of breath
- Stomach problems
- Back pain
- Tired



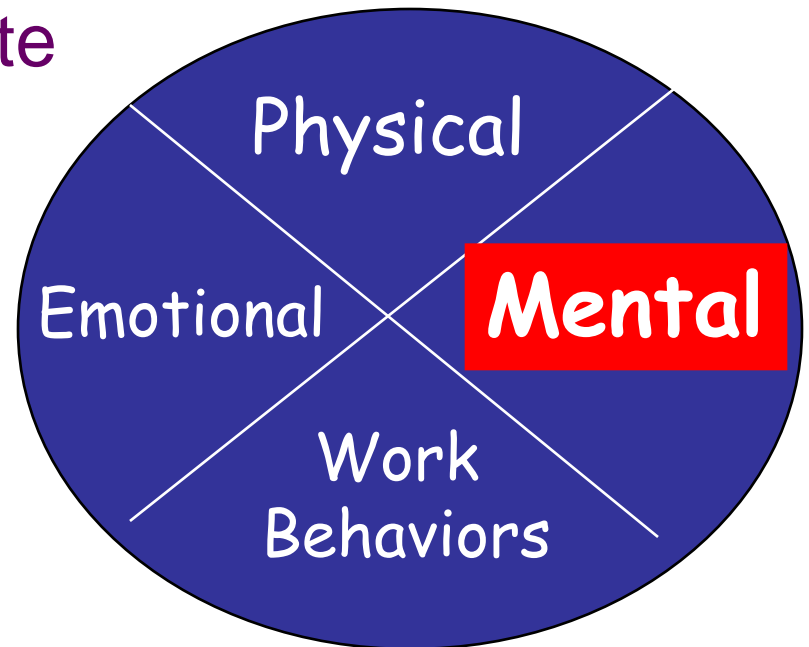
Emotional Stress

- Angry, frustrated, irritable
- Sad, depressed
- Anxious, fearful
- Lonely
- Negative
- Guilty



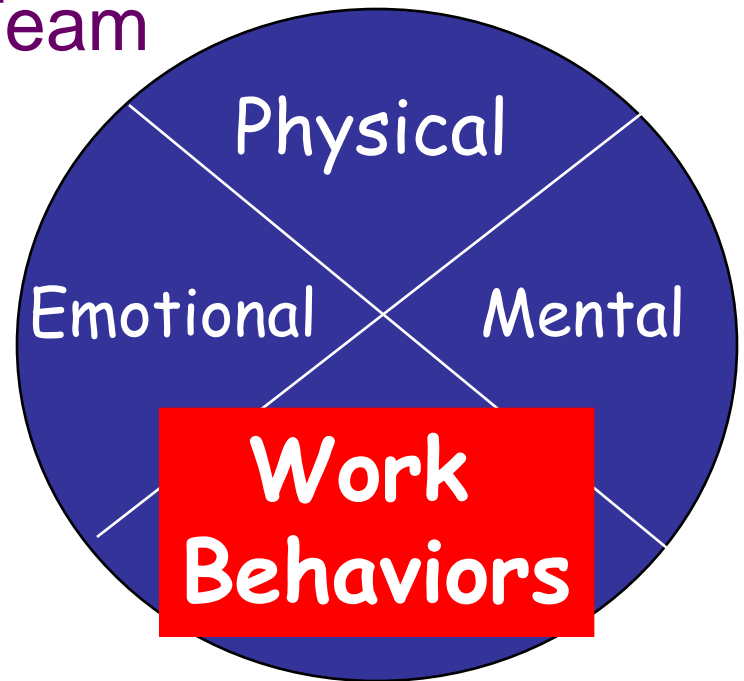
Mental Stress

- Forgetful
- Difficulty make clear decisions
- Unable to concentrate
- Disorganized
- Worry
- Mind racing

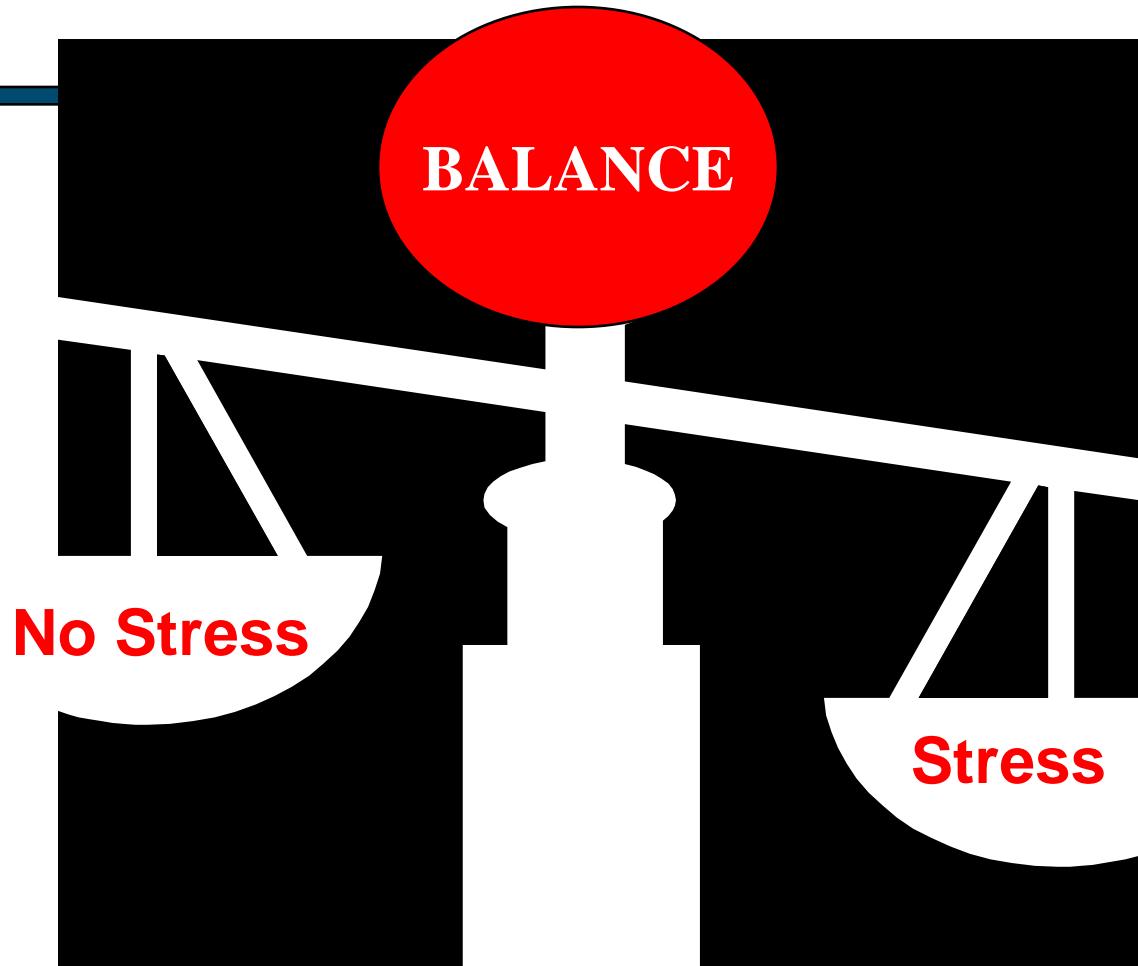


Work Behaviors

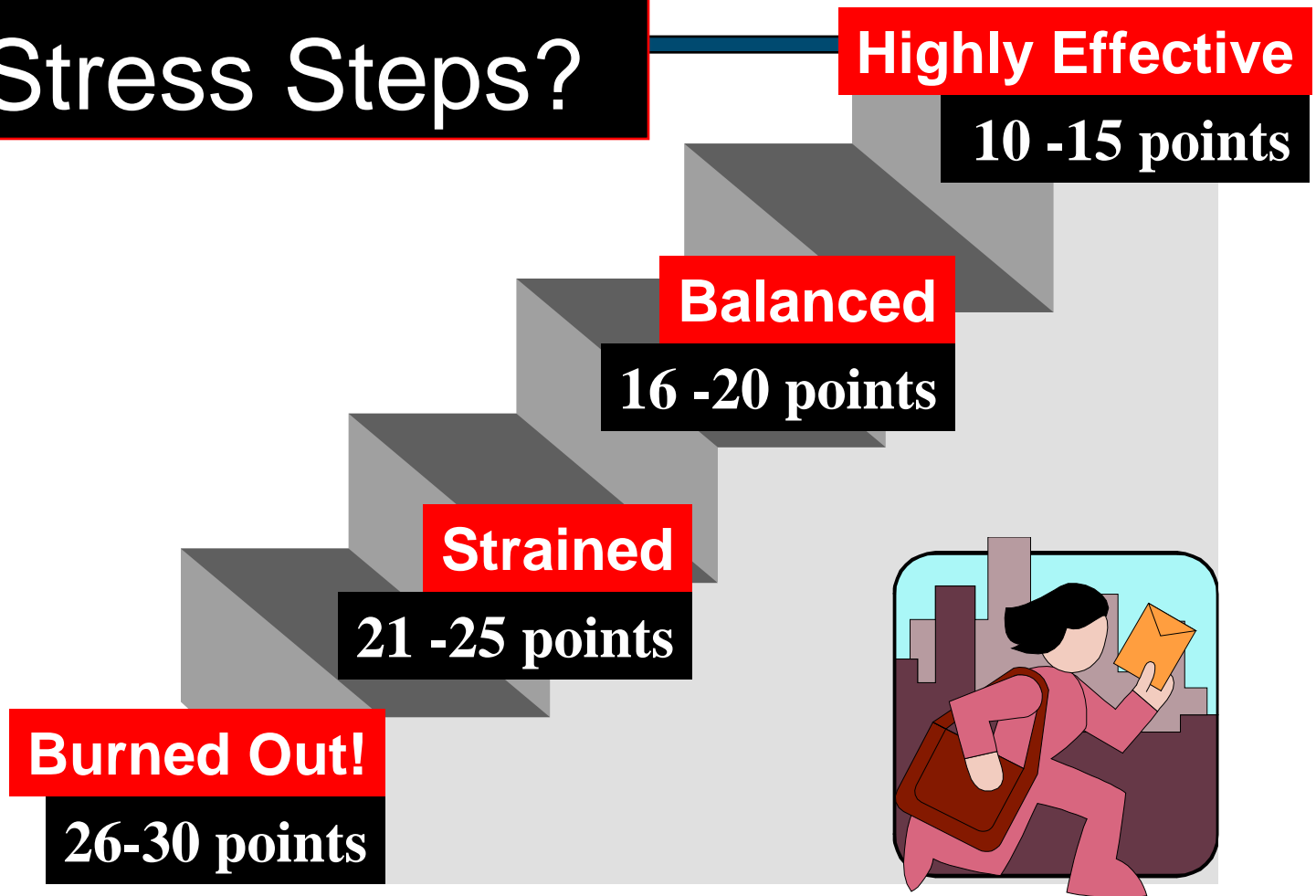
- Poor performance
- Lack of motivation
- Trouble working as a Team
- Absent from work
- Late to visits



What's Your Level of Stress?



Where are you on the Stress Steps?

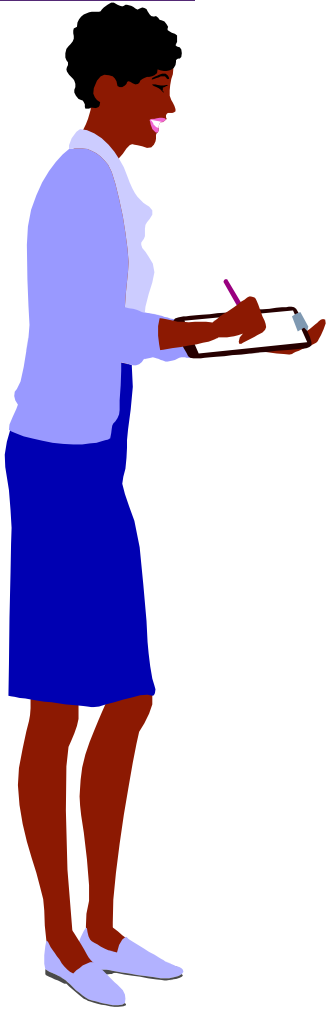


What does a **Stress-Less** Hospice Caregiver look like?



Oops...
just kidding!

What does a **Stress-Less** Hospice Caregiver look like?



- **Physically**

- rested
- well nourished
- healthy

- **Emotionally**

- calm
- positive
- flows with change
- able to handle crisis

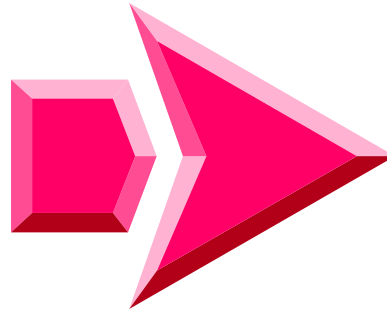
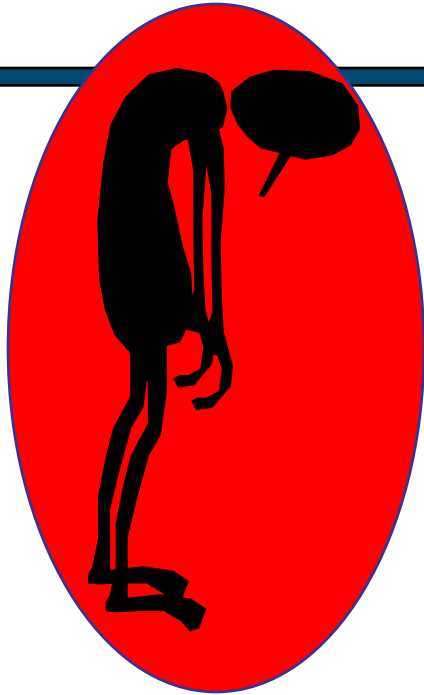
- **Mentally**

- able to think clearly
- makes good decisions
- organized

- **Work Behaviors**

- present with patients
- quality personal care
- on time
- documents well
- works well with Team

How do we get there?



Coping with Stress

Prevention

- “acting ahead”
- What are ways we can prevent stress?



Coping with Stress

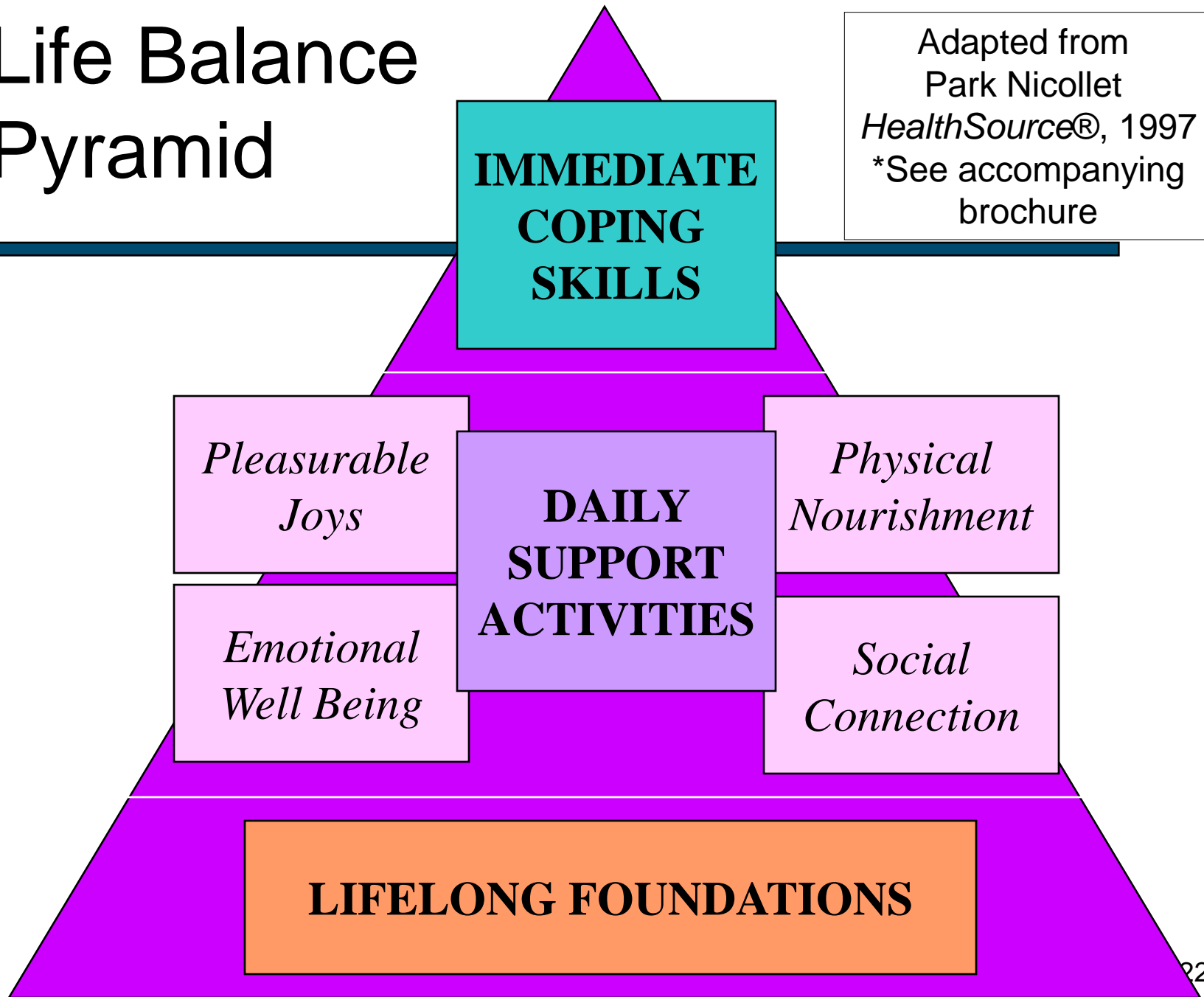
Intervention

- to enter into a situation or address a condition in order to change its course”
- What are ways we can deal with stress once it has happened?



Life Balance Pyramid

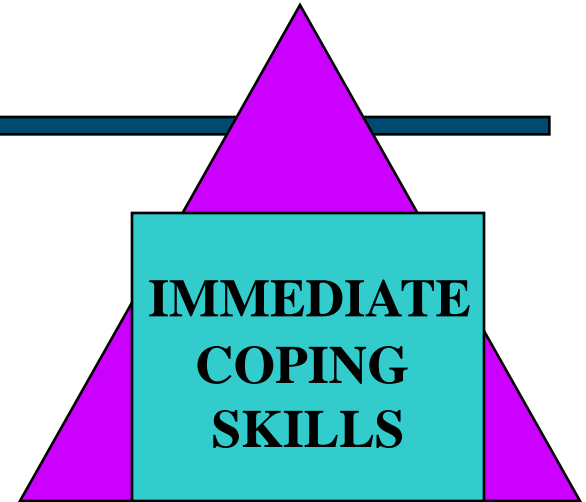
Adapted from
Park Nicollet
HealthSource®, 1997
*See accompanying
brochure



Immediate Coping Skills

- For **day-to-day** stress emergencies

- traffic jams
- work overload
- family disagreements



- Choose one or more of the skills at the **TOP** of the pyramid to help manage the solution.

- relax with deep breathing
- use positive self-talk
- envision a peaceful place

Daily Supportive Activities

- To build your coping abilities so that you can feel **in balance emotionally & physically.**
- Practice one or more of the daily activities from each of the four categories in the **MIDDLE** of the pyramid.
 - Pleasurable Joys
 - Physical nourishment
 - Emotional well-being
 - Social connection



Lifelong Foundations

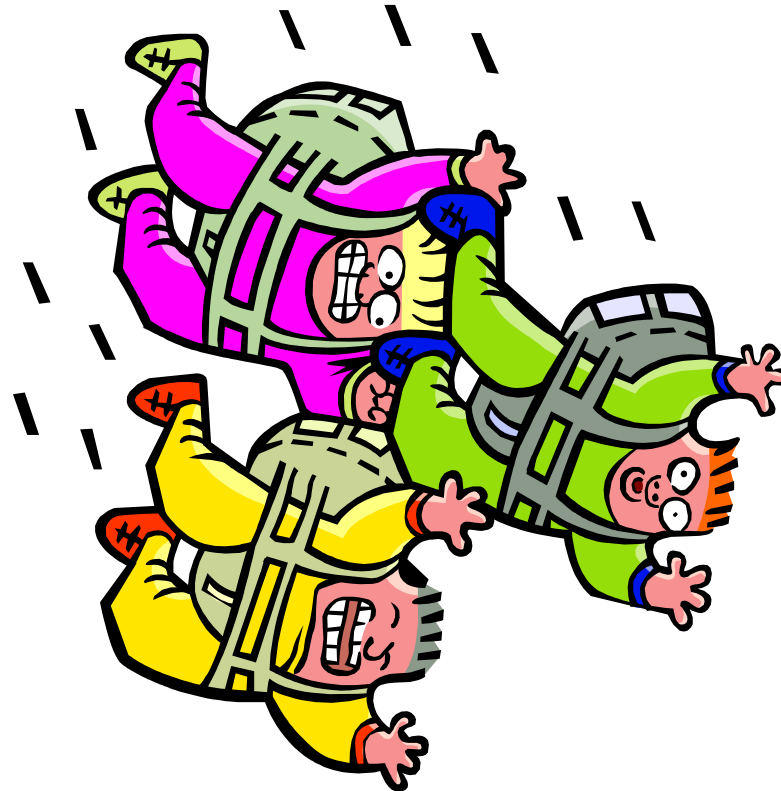
- For **long-term balance** that gives you
 - the ability to handle whatever life brings your way
 - and provides you with a sense of peace
- Explore and practice foundations at the **BOTTOM** of the pyramid.



LIFELONG FOUNDATIONS

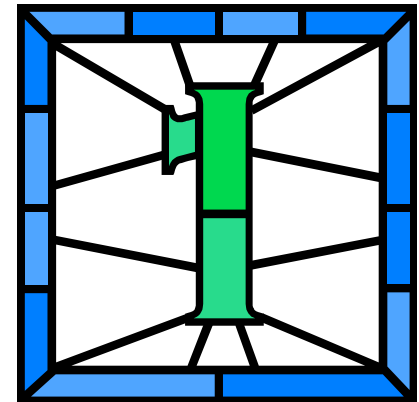
Who Ya Gonna Call?

Stress Busters!



Step One

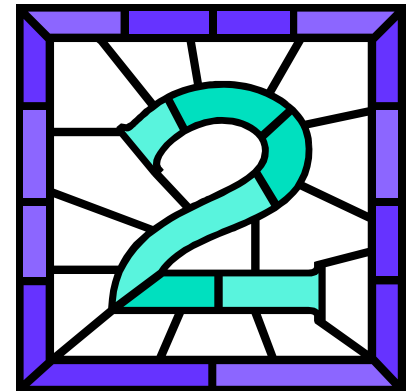
- What **one** thing could you do, (that you are not doing now) that if you did on a regular basis, would make a **tremendous positive difference** in your professional or personal life?



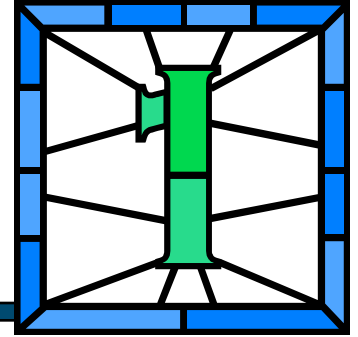
Steven Covey, **First Things First**, 1994

Step Two

- Create a plan for putting into your life the one activity which will make a **tremendous positive difference** in your life.
 - Make it "do-able".
 - Make it measurable.
 - Make it happen!



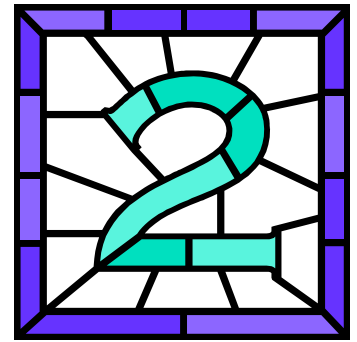
Step One



EXAMPLE:

- I need more sleep.
- I need to get some exercise.
- I want to read a good book.
- I want to spend more time with my _____.

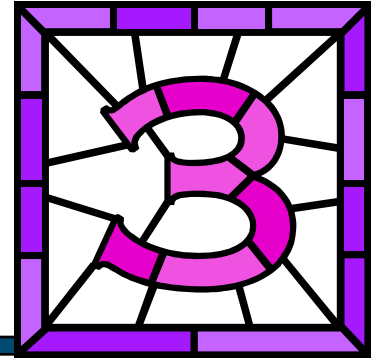
Step Two



EXAMPLE:

- I will go to bed 1/2 hour earlier for the next three weeks.
- I will walk for 20 minutes three times this week.
- I will make going to the library this weekend one of my "errands". I will put aside 15 minutes a day to sit quietly and read a chapter until I finish the book.
- I will have a sit down dinner with my _____ once this week for the next 4 weeks.

Step Three



RESULTS:

- well rested, not tired all the time
- have more energy, lost two pounds
- “lost myself” in a wonderful book and feel relaxed OR learned something new from what I read and feel smarter
- I had a great conversation with _____, I feel closer to them, was able to share some of my own stresses and have fun all at the same time

Remember...

- It takes **30 days** to form a new habit.
- It is easier to add a **new, positive habit** then it is to stop an old, negative habit.
- The rest is up to **you!**



In closing



Guided Meditation