

# Self-Care is HIV Quality Care

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# Disclosures

Presenter(s) has no financial interest to disclose.

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<http://ryanwhite.cds.pesgce.com>

# Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Understand burnout, secondary trauma, vicarious trauma, and compassion fatigue.
2. Learn techniques to insulate staff from the negative effects of vicarious trauma, secondary trauma, and compassion fatigue.
3. Learn how to increase the quality in your systems by focusing capacity building on the improvement of self-care and efficiency strategies.
4. Learn strategies to improve how your (and your workforces) quality and to enhance overall health and happiness.

# Stress, Burnout, Trauma: The Destruction of Quality

# What is in your cup?

Size of the cup: Based on your mental, physical, and social health

Water in your cup:

- Stress – Our internal reaction to changes in the environment; cortisol
- Stress Intensifiers – Importance; Duration; & Uncertainty
- Empathetic Intensity - The transfer of emotions and pain from a traumatized client to an empathetic helper



# Window of Tolerance

Over Identification (Fight): Uncertainty; Vulnerability; Unmodulated affect; Empathetic enmeshment; Loss of boundaries; Over involvement; Reciprocal dependency

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**Rigidity**

**Chaos**



Window of Tolerance: Flexible; adaptive; coherent; energized; stable

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**Rigidity**

**Chaos**

Avoidance ( Flight/Freeze): Uncertainty; Vulnerability; Unmodulated affect; Empathetic enmeshment; Loss of boundaries; Over involvement; Reciprocal dependency

# Dangers of Empathetic Intensity

## Compassion fatigue

- When empathetic intensity fills up the helpers cup's capacity
- Gradual filling of your cup with clients' traumatic stories and life experiences

## Vicarious Trauma

- Witnessing a client's traumatic experience and the resulting empathetic intensity
- Cost of walking through hell with someone

## Secondary Trauma

- When empathetic intensity triggers a powerful countertransference reaction that overwhelms the our cup's capacity
- Something about the client's trauma connects with something in our personality or past experience
- The result is that trauma is passed from client to helper in a very real way



# Impact of Empathetic Intensity & Burnout

## Physical Health

Cardiovascular Disease  
Stroke  
Type II Diabetes  
Musculoskeletal Disorder  
Cancer  
Physical Fatigue  
Sexual Issues  
Gastrointestinal problems  
Headaches  
Physical Illness  
Back problems

## Social/Work Health

Social Isolation  
Relationship Issues  
Poor performance  
Absenteeism  
Tardiness  
Theft  
Dehumanization of clients  
Turnover (at least 40% is stress related)  
Client & Employee Filed Grievances  
Litigation  
Low Job Satisfaction

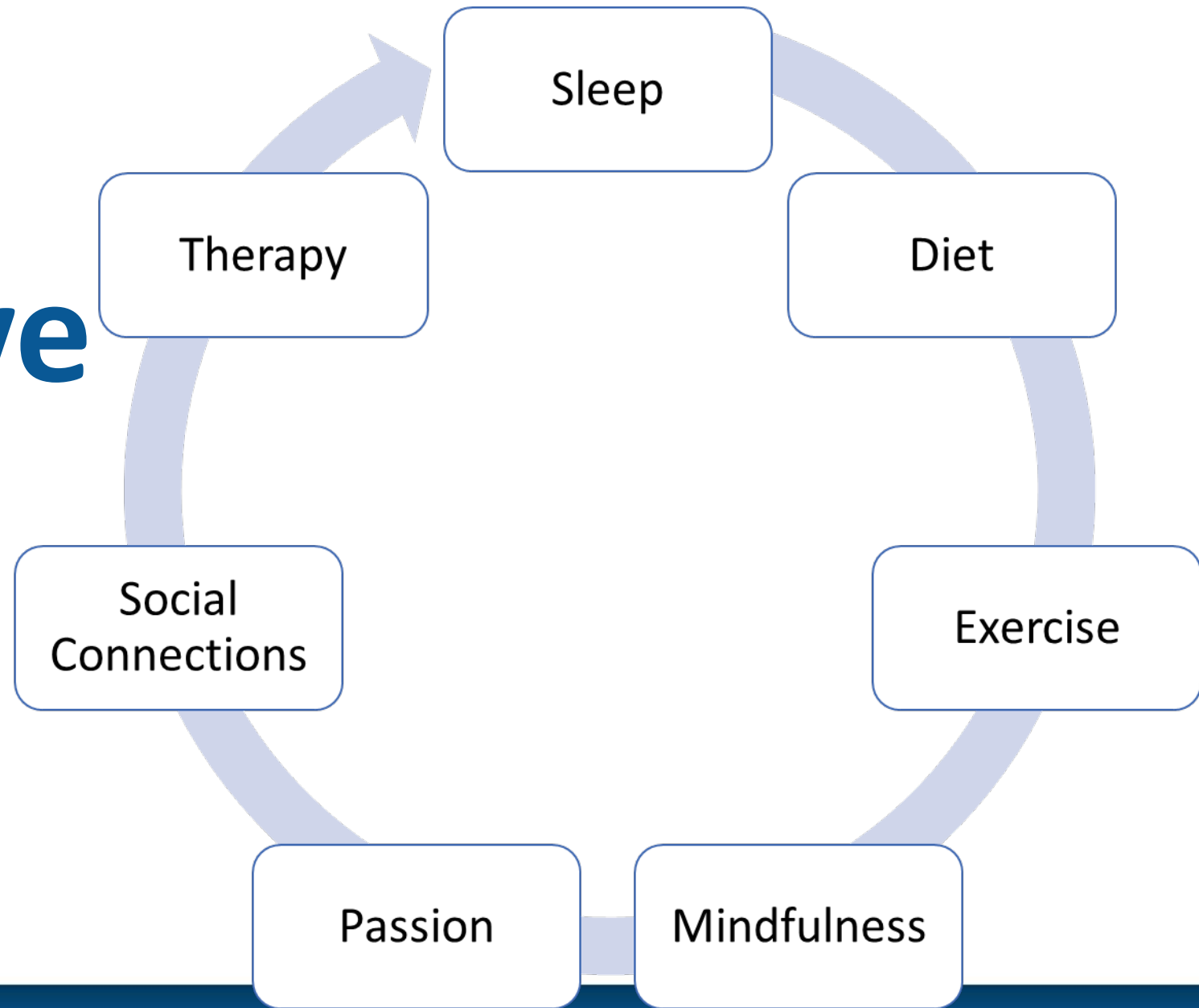
## Mental Health

PTSD  
Memory Loss  
Cognitive decline  
Sleep Problems  
Headaches  
Mental Fatigue  
Anxiety & Irritability  
Depression  
Aggression  
Defensiveness  
Negative World View  
Hopelessness  
Feeling of incompetence and doubt  
Negative attitude

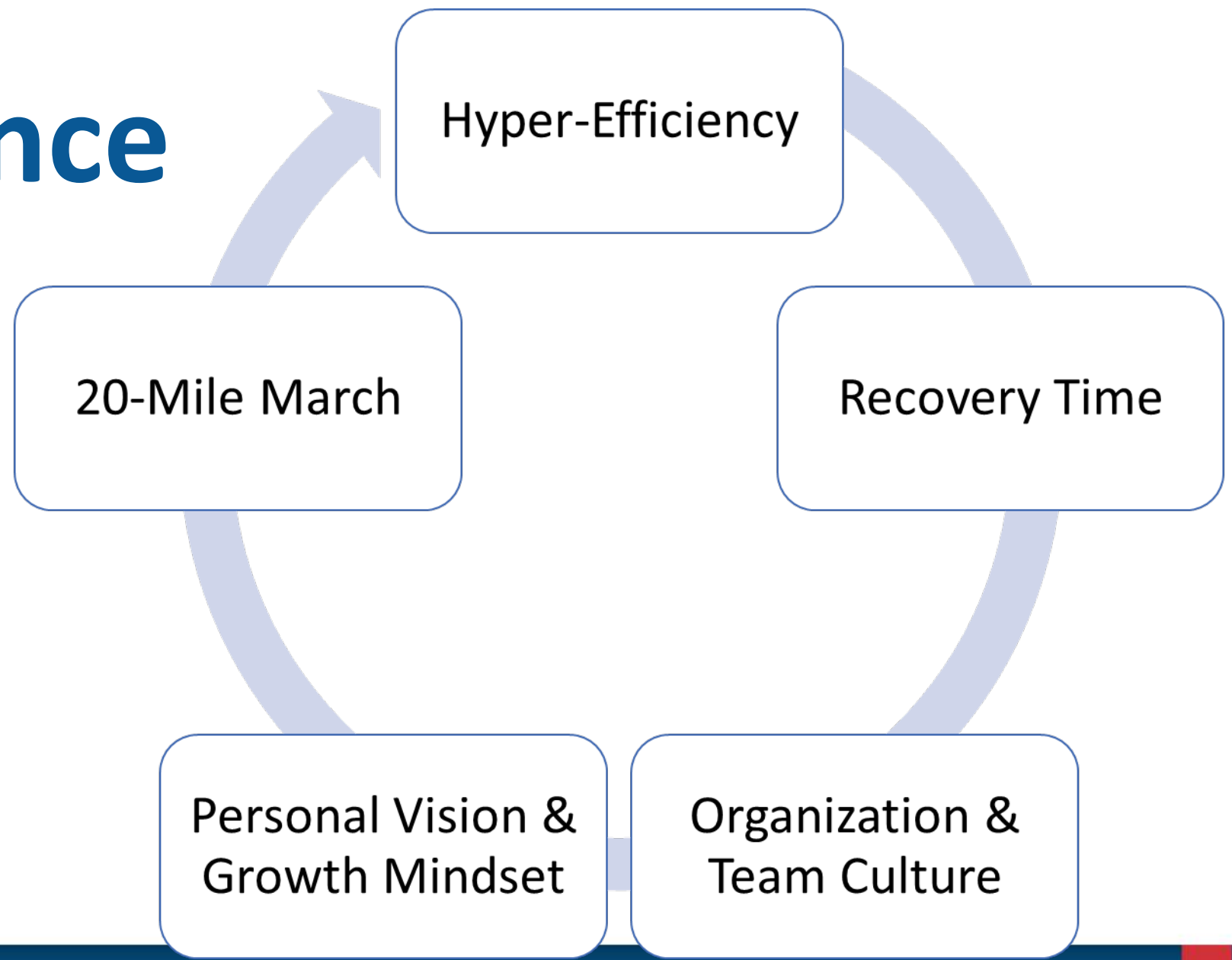
# Ice Cube Activity

# Individual Self-Care Strategies

# Protective Factors



# Performance Factors



# Collective Self-Care: “Us-Care”

**Jonathan S. Basilio, MPH**

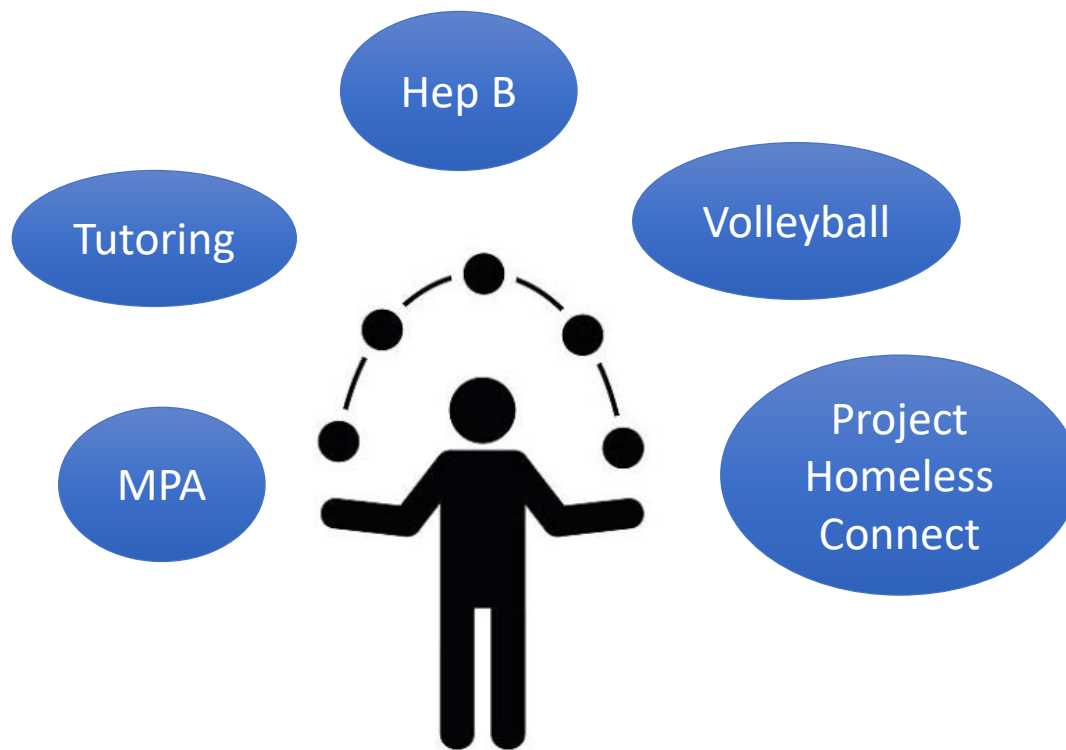
*Quality Manager, Clark County Ryan White Program*

# About me

- **Community Health Background**
  - Research Compliance
  - Refugee Health
  - STDs and Adult Viral Hepatitis
  - HepBFree Las Vegas Coalition
- **First Generation American**
  - Single-Parent Household
- **Same Gender Loving Individual**

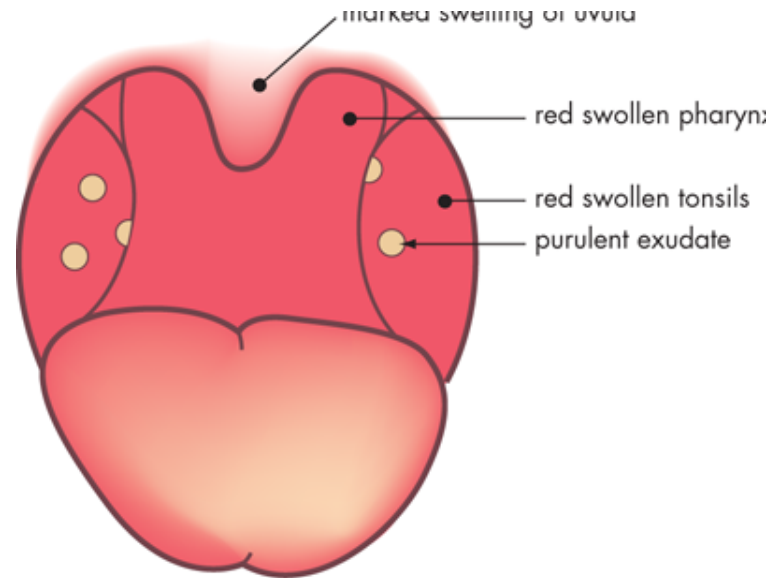


# Self-care fails





# Consequences

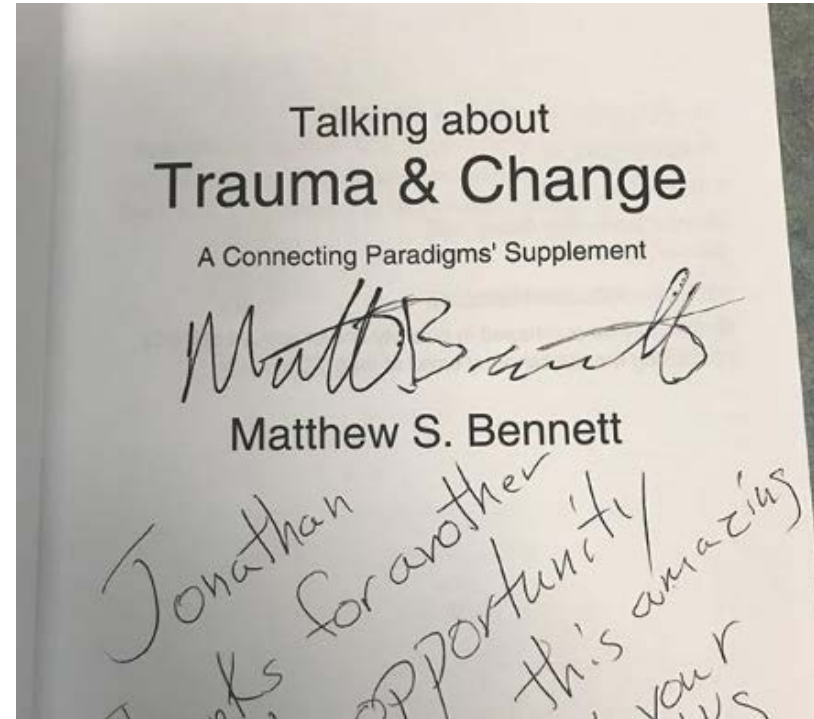
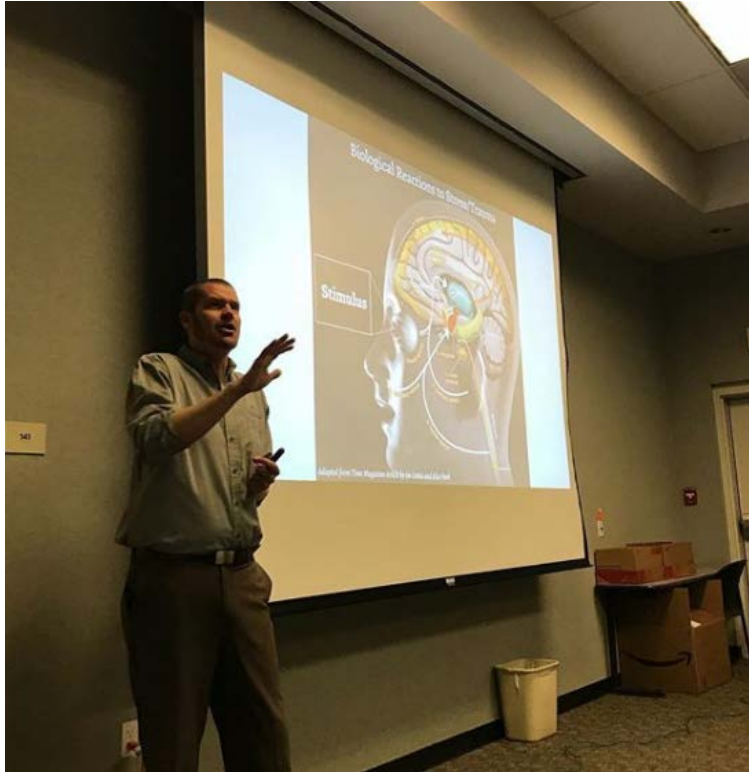


Source: John Murtagh, Jill Rosenblatt: *John Murtagh's General Practice*, 6e: [www.murtagh.mhmedical.com](http://www.murtagh.mhmedical.com)  
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# Ross Rosenberg



# Matthew S. Bennett



# Clark County Ryan White Program, Las Vegas TGA

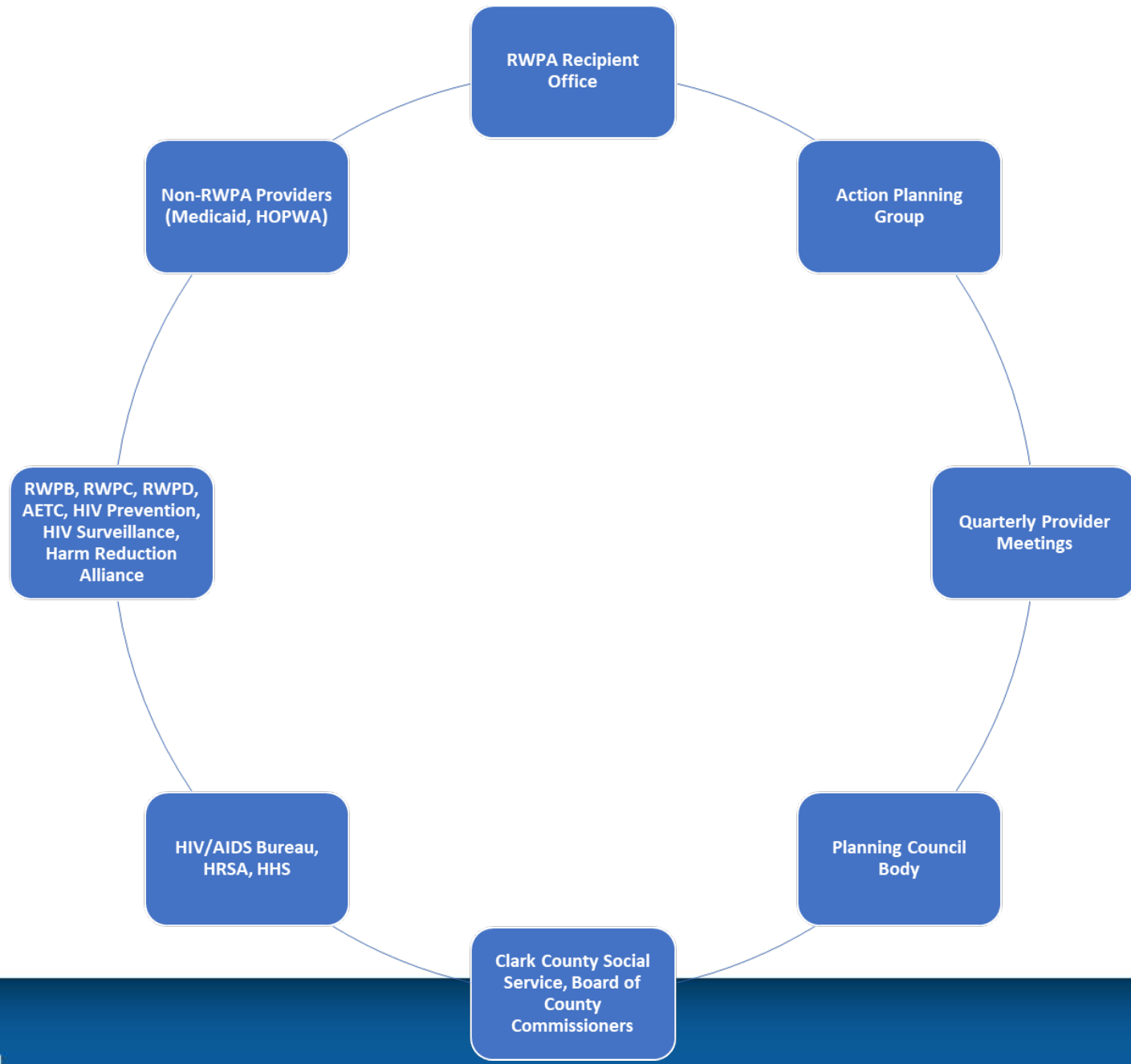
# Background

- Started with the program in December 2014
- Provider Showcase in 2016
- Attended the National Quality Center Training of Trainers (TOT) in 2017

# Relationship Management Workshop

# HRSA CARE ACTION 2007

- *“Finally, consider people’s relationships with their coworkers. Colleagues, supervisors, and administrators all play important roles in a caregiver’s professional experience. Sometimes managing those relationships can be more stressful than managing one’s workload.”*





# Four 1-to-1 Professional Relationships

- Professional-to-Client
- Professional-to-Coworker
- Professional-to-Professional at Another Agency
- Professional-to-Funder

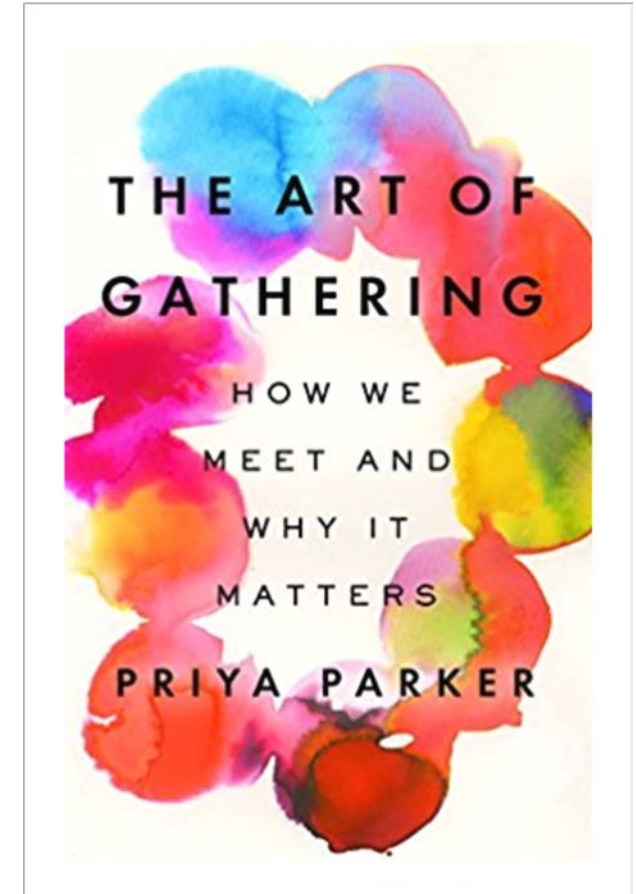
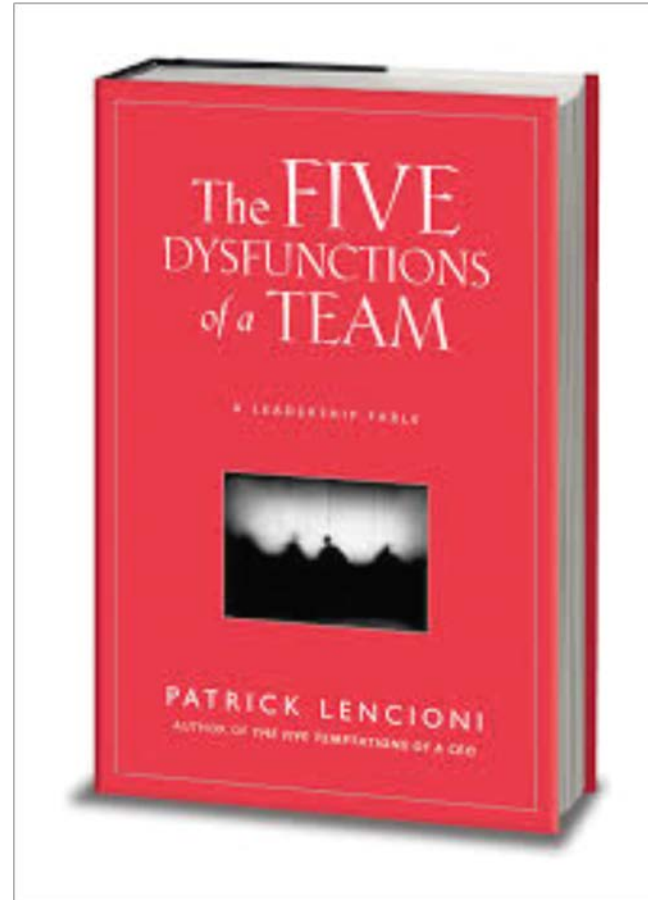
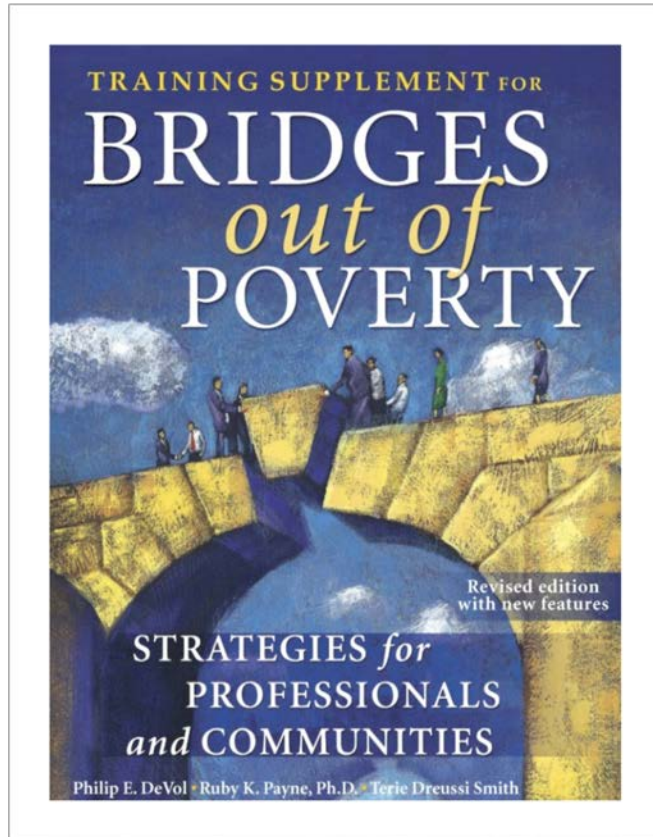
# 4 Relationships Archetypes

- Safety Zone
- Blame Game
- Out of Balance
- Work in Progress

# 4 Relationships Archetypes

- Safety Zone: **Conflict Averse**
- Blame Game: **Unhappiness and Blaming**
- Out of Balance: **Chaos and Drama**
- Work in Progress: **Honest Communication, Vulnerability**

# Book Club



# Value-Setting

**LAS VEGAS TGA**  
PROVIDER PORTAL

Provider Home | Eligibility | Program Updates | **Action Planning Group** | Quality Management | Administration | Las Vegas TGA.com

**COLLABORATION**  
**Action Planning Group**  
Ryan White Multi-Part (A B C D) Collaborative

**LOVE**

**FUTURE**

**RESPECT**

**PERSEVERANCE**

The informal reality of Quality Management is that it tells the story of what is, what isn't and what needs to be. The Ryan White HIV/AIDS Treatment Modernization Act of 2006, placed expectations on programs to evaluate progress, determine unmet need and ensure service delivery is consistent with most recent Public Health Recommendations.

**LAS VEGAS TGA**  
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# System-Level Opportunities

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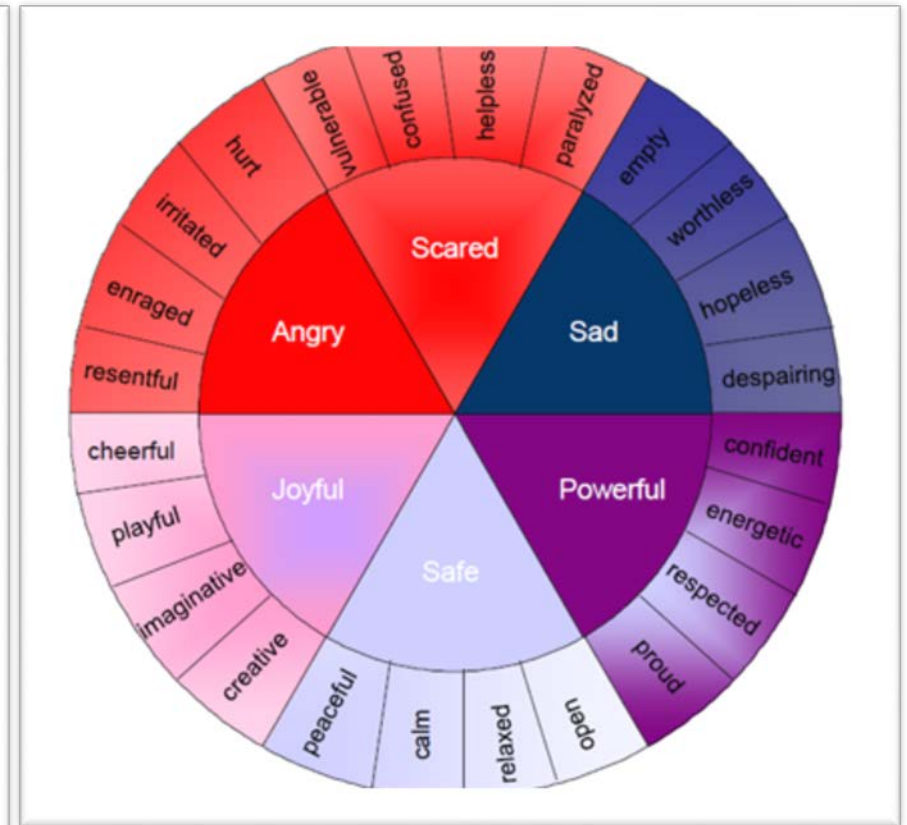
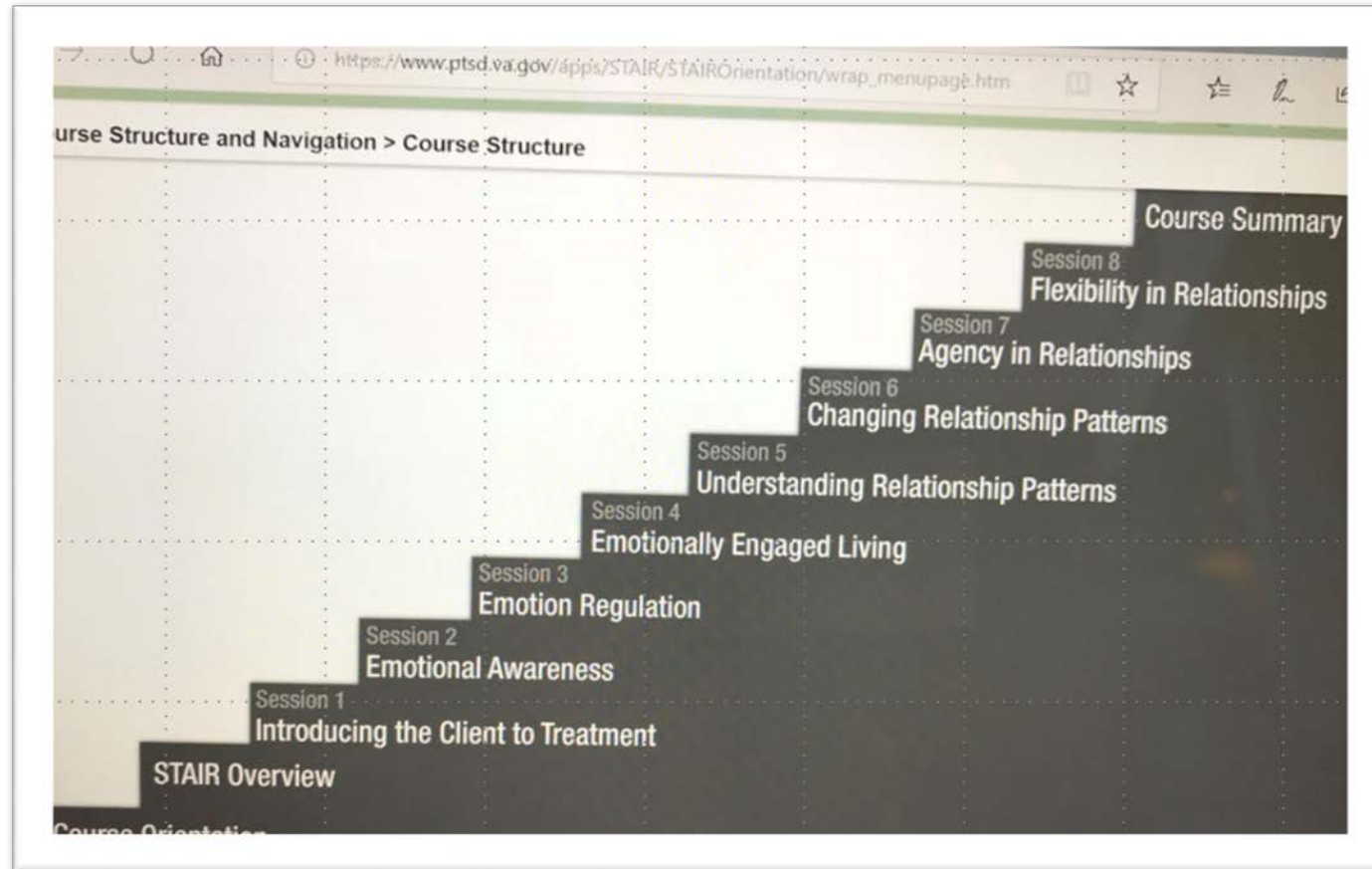
- There might be an opportunity for individual (self) and collective (us) self-care to support each other in order to provide quality client care.

▪ **Self-Care** ← → **Us-Care** ← → **Client-Care**

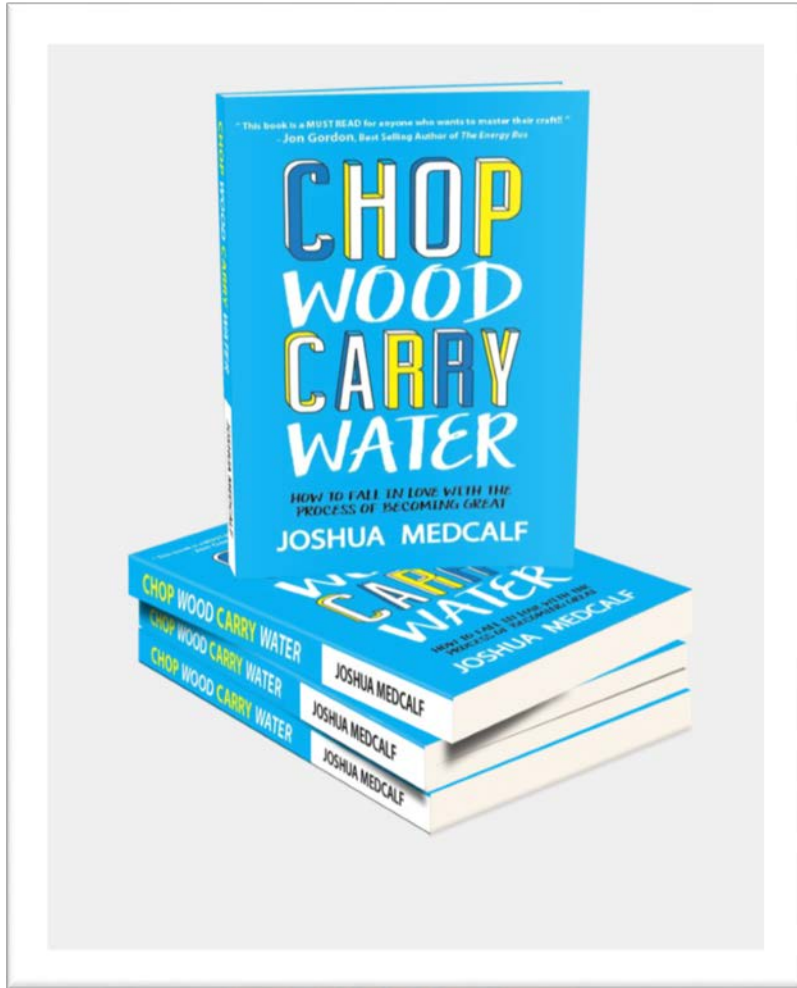
# Future Opportunities



# Skills Training in Affect and Interpersonal Regulation (STAIR)



# Chop Wood, Carry Water



## ▪Worth Statement

- My value comes from who I am, not from what I do.

## ▪Growth Mindset

- Anything that happens today is in my best interest. It is an opportunity to learn and grow.


## ▪15 Things That Went Well

# Volunteer Therapists

ON BEING BEING

ON BEING STUDIOS ▲ INITIATIVES ▲ SUBSCRIBE ▲ ABOUT ▲ HOW TO LISTEN

April 2, 2015 *Image By Homeboy Industries*



▶ PLAY EPISODE


▼ DOWNLOAD EPISODE

▶ PLAY UNEDITED  
GREG BOYLE WITH KRISTA TIPPETT

SHARE EPISODE

f t in

GUESTS



**GREG BOYLE** is a Jesuit priest and the founder and executive director of Homeboy Industries in Los Angeles, California. His books include [Tattoos on the Heart: The Power of Boundless Compassion](#) and [Barking to the Choir: The Power of Radical Kinship](#).

GREG BOYLE

## The Calling of Delight: Gangs, Service, and Kinship

# Our Hope

- To cultivate conditions for supporting the modern helper and supportive systems

# Suggested Listening

- **Greg Boyle** – The Calling of Delight
- **Lisa Nichols** – Rescuing Yourself
- **Adam Grant** – Are you a giver or a taker?
- **Joan Halifax** – Buoyancy Rather Than Burnout in Our Lives
- **Terri Cole and Danielle LaPorte** – Real Talk about Real Love

# USCA 2018



# Las Vegas TGA Action Planning Group



# Albert Camus

*“Don’t walk behind me; I may not lead.  
Don’t walk in front of me; I may not follow.  
Just walk beside me and be my friend.”*



# Beyond Burnout by Dr. Catherine Humikoski

- *“Burnout infers sufficient energy from within, as if one’s spiritual well were too shallow, or constitution too weak.”*
- *“If any industry should care for the caretaker, it’s ours. But we have not done that well.”*
- *“Burnout...too sharply implies internal deficiency when the inciting problem is excessive demand, when work or life (or both) delivers a load too great for one sane person to bear.”*

# Melody Beattie

- *“I still found [unhealthy helpers] hostile, controlling, manipulative, indirect, and all the things I had found them before. I still saw all the peculiar twists of personality I previously saw. But, I saw deeper.”*
- *“I saw people who were hostile; they had felt so much hurt that hostility was their only defense against being crushed again. They were that angry because anyone who had tolerated what they had would be that angry.”*

# Melody Beattie

- *“They were controlling because everything around and inside them was out of control. Always, the dam of their lives and the lives of those around them threatened to burst and spew harmful consequences on everyone. And nobody but them seemed to notice or care.”*

# Margaret Heffernan

