



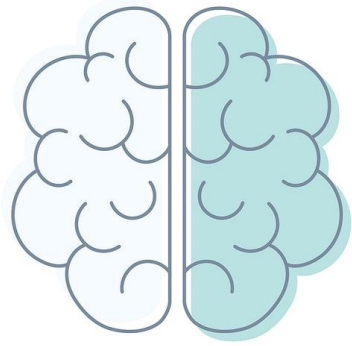
Missouri Department of
MENTAL HEALTH

Mental Health & Burnout Prevention

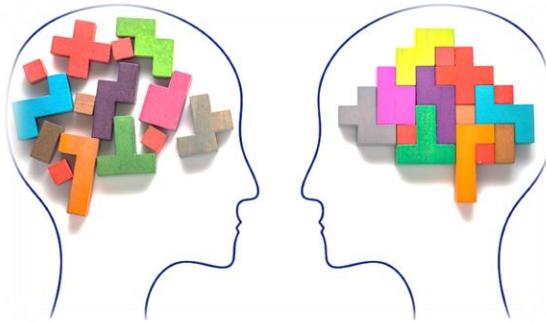
A Wellness Approach

Rachel Jones, LPC
Director of Trauma Services

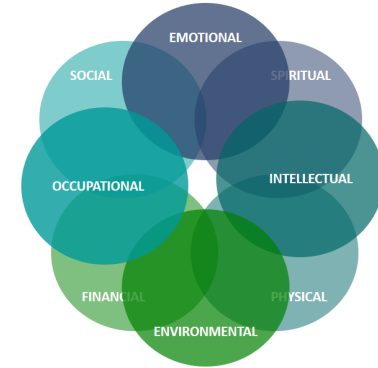
Overview



Brain Health



Compassion Fatigue
& Satisfaction



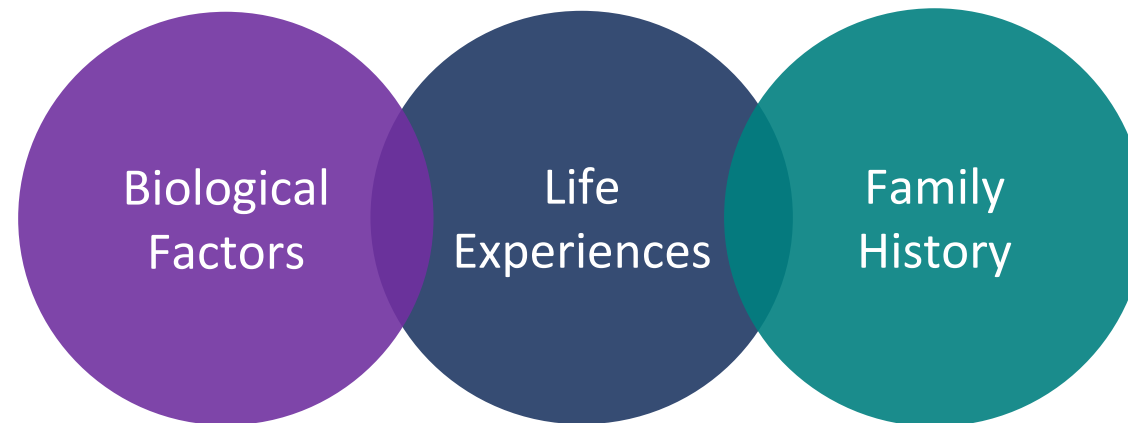
Wellness

Taking Care of Your Mental Health

Includes our emotional, psychological, and social well-being

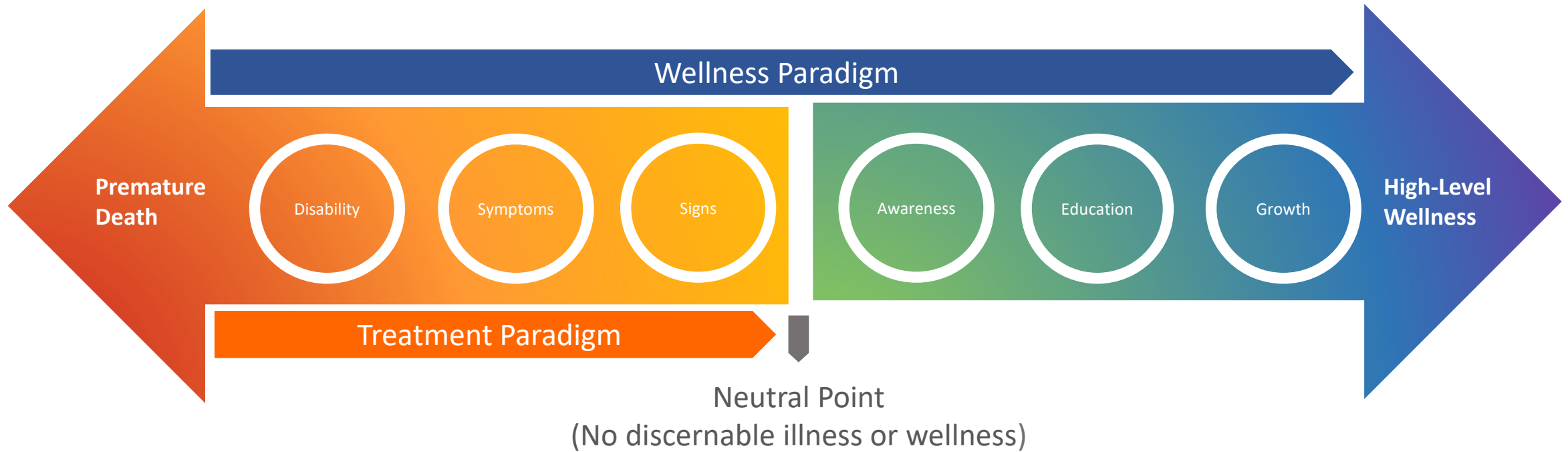
Affects how we think, feel, and act

Influences how we handle stress, relate to others, and make choices



Illness-Wellness Continuum


(Travis, 1972; 1988; 2004)



Types of Stress


Positive	Tolerable	Toxic	Traumatic
<ul style="list-style-type: none">Excitement, Energy, Focus, Brief increase in heartrate, mild elevation of stress hormones	<ul style="list-style-type: none">Serious, temporary stress responses, buffered by supportive relationships	<ul style="list-style-type: none">Prolonged activation of stress response in the absence of supportive relationships	<ul style="list-style-type: none">Fear-based, reminders of stress frequent, can develop posttraumatic stress symptoms

Stress Response System



Sympathetic
Nervous
System

Survival Brain
Flight. Fight. Freeze.
Organs Restricted
Cortisol & Adrenaline Surge
Narrow Vision/Focus



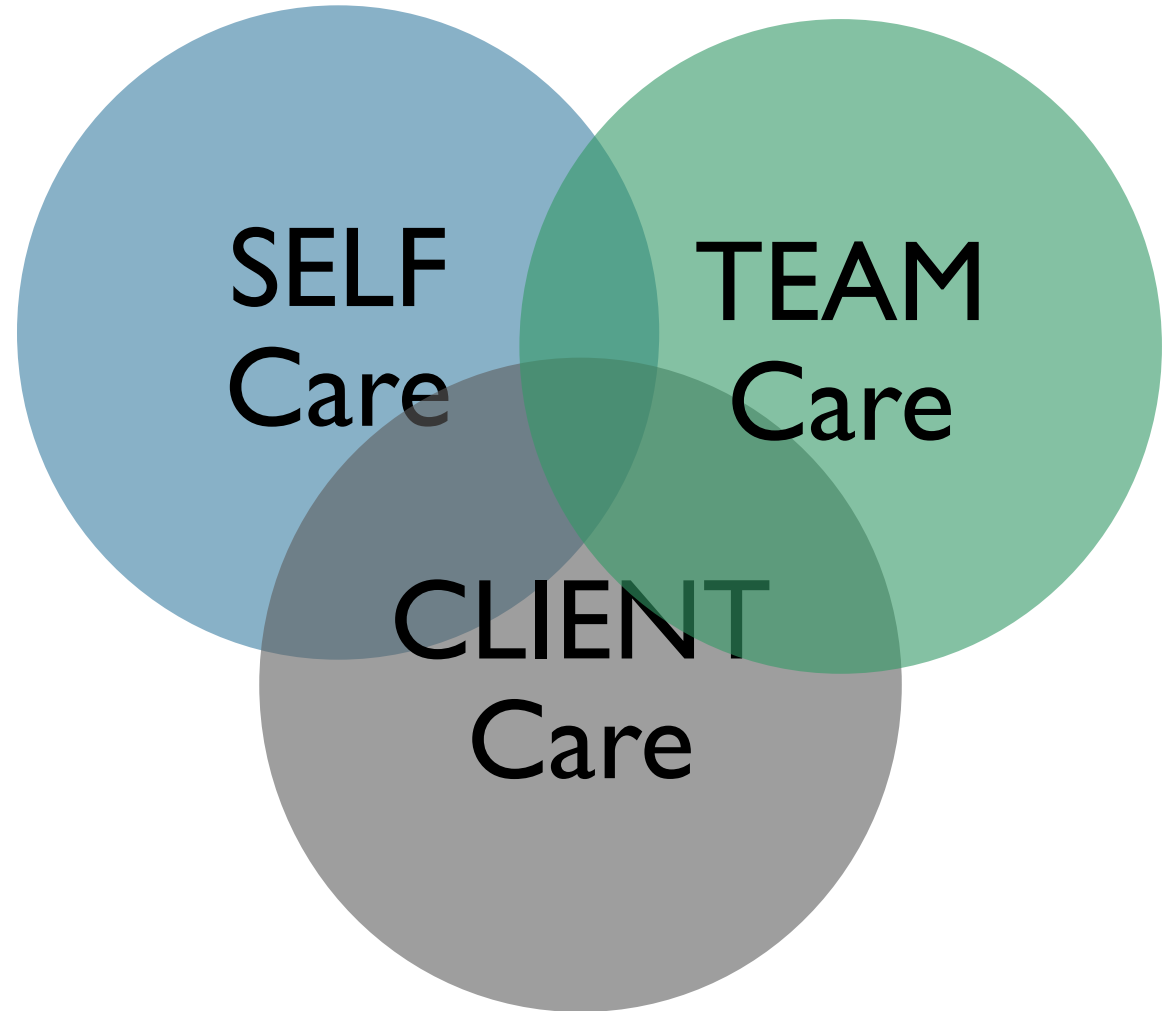
Parasympathetic
Nervous
System

Thinking Brain
Rest. Relax. Recharge.
Organs Function Normally
Dopamine, Oxytocin, Serotonin, Endorphins
Able to Process & Plan

It can take your body **24-48 hours to rebalance after a threat or perceived threat.** It is important to learn ways to prompt your rest – relax - recharge response.

SERVICE

SELF



Symptoms of Stress

PHYSICAL



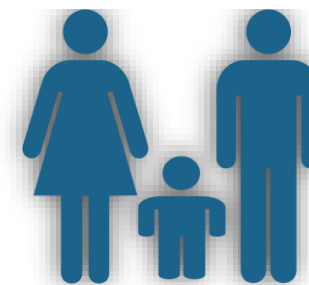
Migraines, Headaches
Constipation, Diarrhea, Nausea
Aches, Pains, Muscle Tension
Tired, Insomnia
Loss of sexual desire
Itchy Skin, Hair Loss
Frequent Colds, Infections

EMOTIONAL



Anxiety, Fear, Worry
Inability to Focus, Remember
Lack of Motivation
Irritability, Mood Swings
Impulsivity, Hypervigilant
Hopelessness, Depression, Suicidal

RELATIONAL



Isolation/Withdrawal
Frequent Arguments
Verbal or Physical Abuse
Absent, Emotionally Unavailable
Changing Perspectives & Attitude
Conflict, Separation, Divorce
Affairs, Risk-Taking Behavior

Symptoms of Stress

OCCUPATIONAL



Absent, Late

Dissociating, Inattention

Quality of Work Decreases

Frequent Mistakes, Oversights

Unable to Track, Remember

Emotional Outbursts

Complaints, Grievances

INTELLECTUAL



Resistant to Learn New Things

Unwilling/Unable to Learn

All-or-Nothing Thinking

Loss of Self-Awareness

Reading, Writing, Understanding
Problems

Rigid, Patterned

ORGANIZATIONAL



Employee Attendance Problems

Productivity/Service Delivery
Problems

Fragmented Teams, Gaps in Service

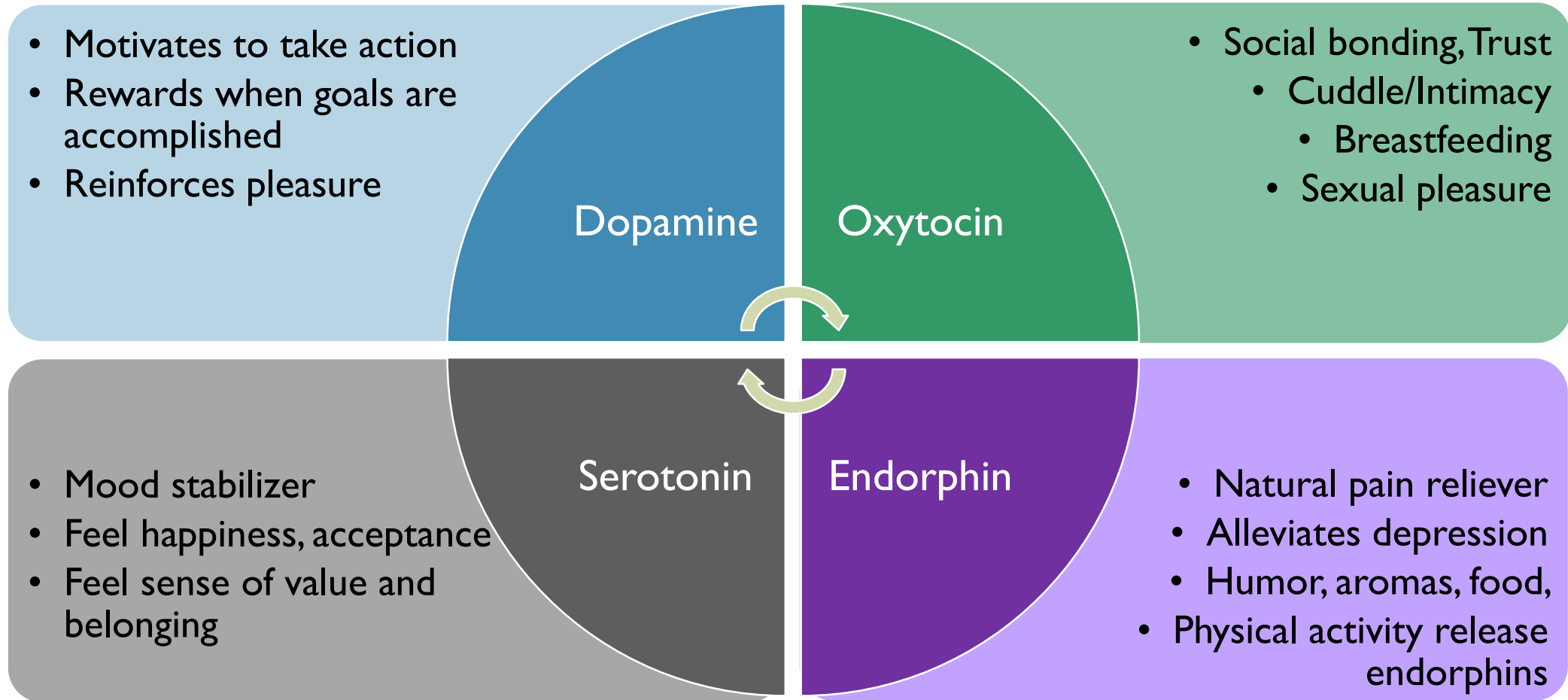
Interpersonal Conflict, Grievances

Resource Waste/Abuse

Ethical Problems, Litigation

Recruitment, Retention Problems

Your brain needs a “DOSE” of positive chemicals



The cost of compassion

COMPASSION SATISFACTION

Positive aspects of being a helping professional. The pleasure you derive from being able to do your work.

COMPASSION FATIGUE

Negative aspects of being a helping professional. Two areas – burnout and/or traumatic stress – impact work and life.

Examples of workplace trauma

Stressful events

Death, grief, suicide, accident or injury

Organizational Stressors

Bullying, threats, harassment,

Betrayal, maliciousness,

Isolation, chronic pressure, unresolved conflict

Uncertainty, downsizing or fear of unemployment

Physical Stressors

Noise, Chaos, Harsh or Flashing Lights

Extreme Temperatures, Construction Projects

No control over physical space

External Threats

Evacuation, Lockdown, Fire, Robbery

Public Scrutiny/Criticism

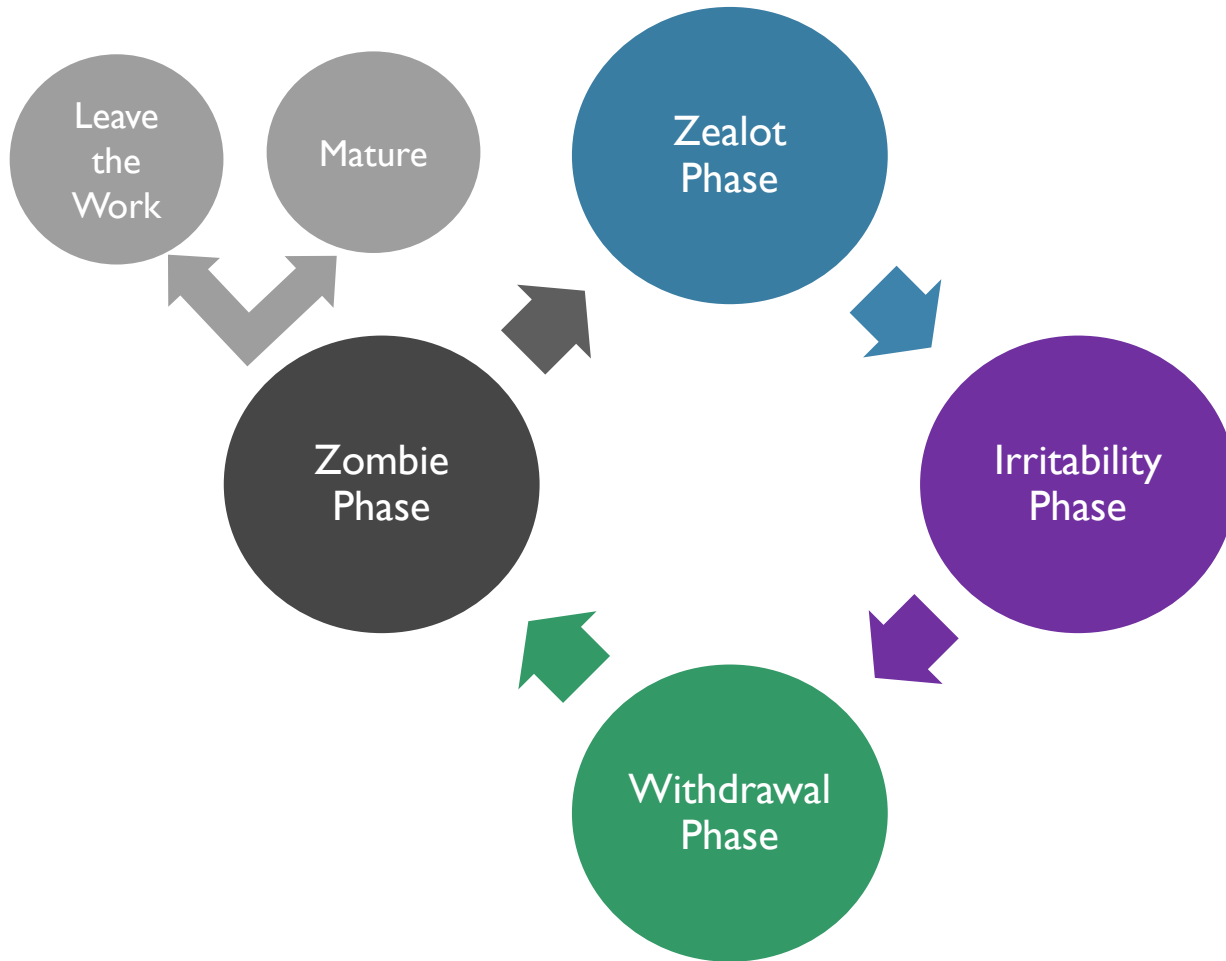
Trauma exposure is an occupational hazard

Trauma Reminder – Feelings, sounds, smells and sensations that reminds a person of a trauma or certain details of a traumatic experience

Re-Traumatization – When a person interacts with another person or group who is traumatized in a manner that causes them to re-experience trauma

Vicarious Trauma - Emotional residue that people have from hearing trauma stories and witnessing pain, fear, and terror that trauma survivors have endured

Phases of Compassion Fatigue



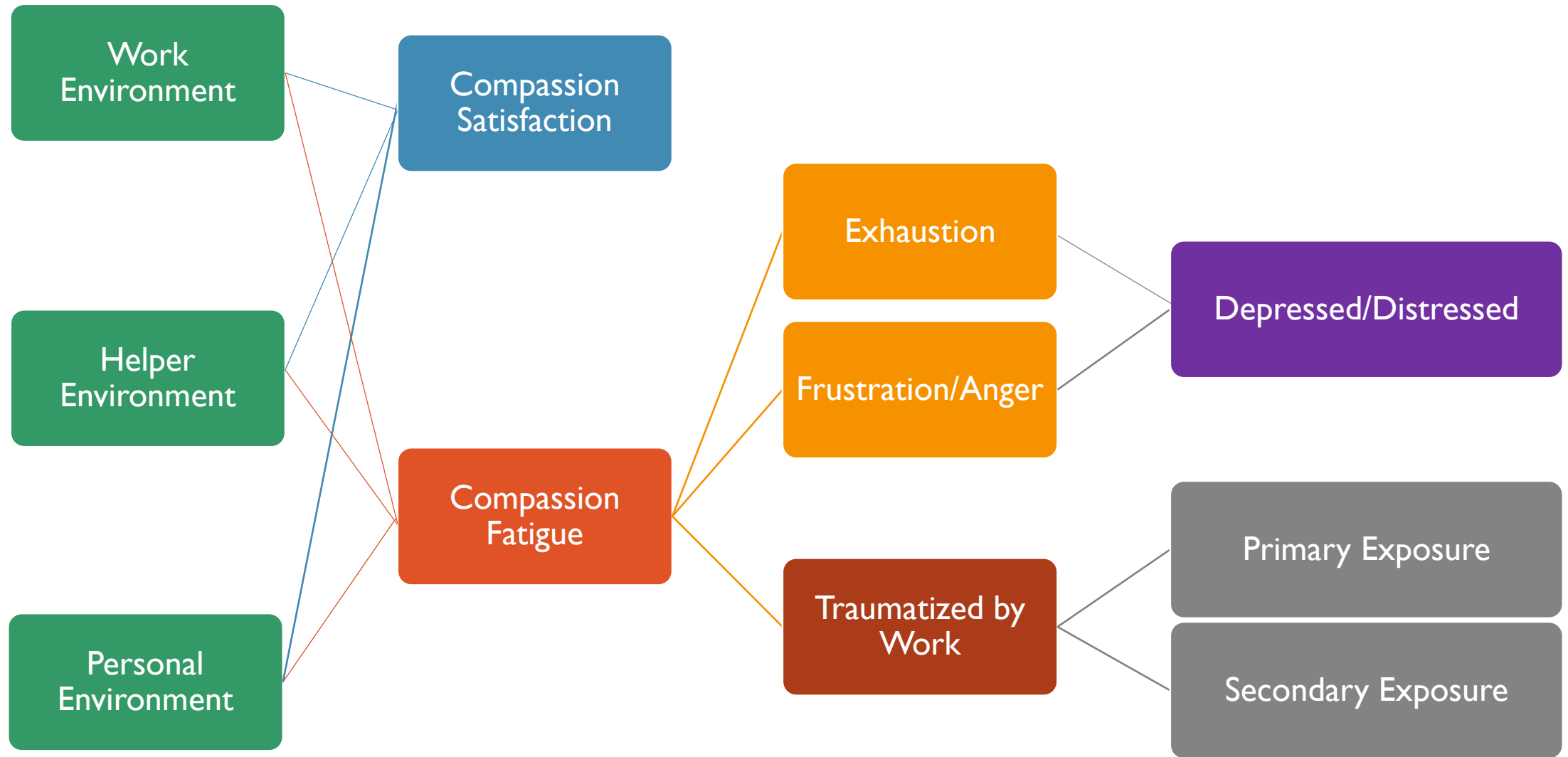
Zealot – Committed, Volunteers, Altruistic, Ready to Work, Willing to Work More, Want to Make a Difference

Irritability – Begin Cutting Corners, Complaints, Avoiding Clients/Co-Workers, Inappropriate Humor, Concentration Problems

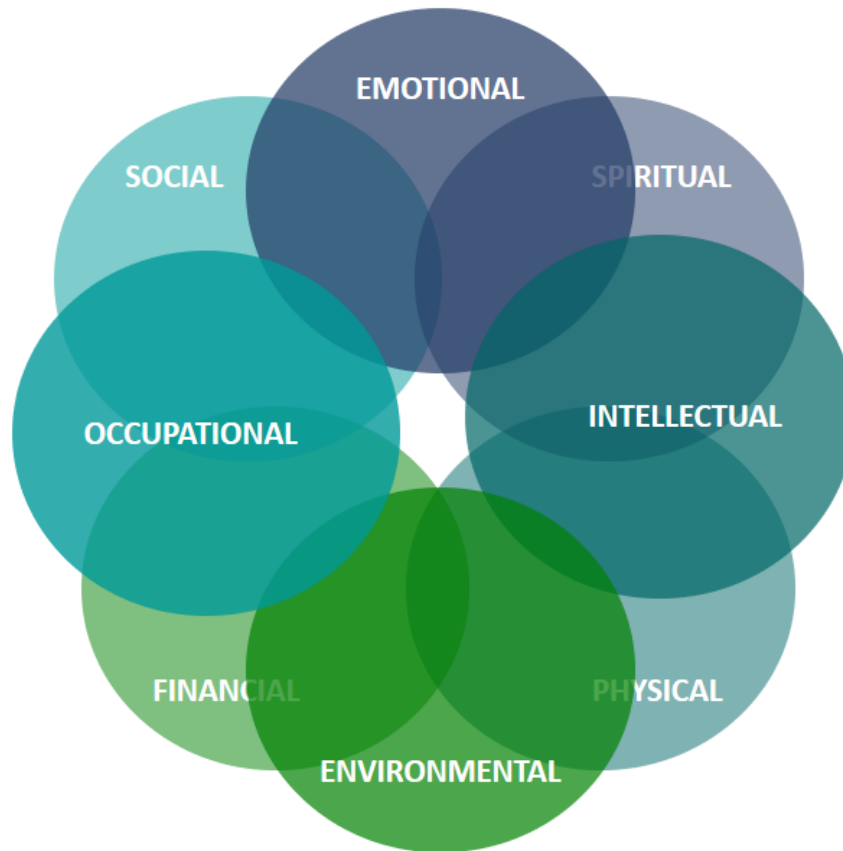
Withdrawal – Isolation, Neglect Family & Friends, Tired

Zombie – Hopelessness, Rage, Despise or Loathe People, View Others as Incompetent, Apathetic, Going through Motions

CS-CF Model



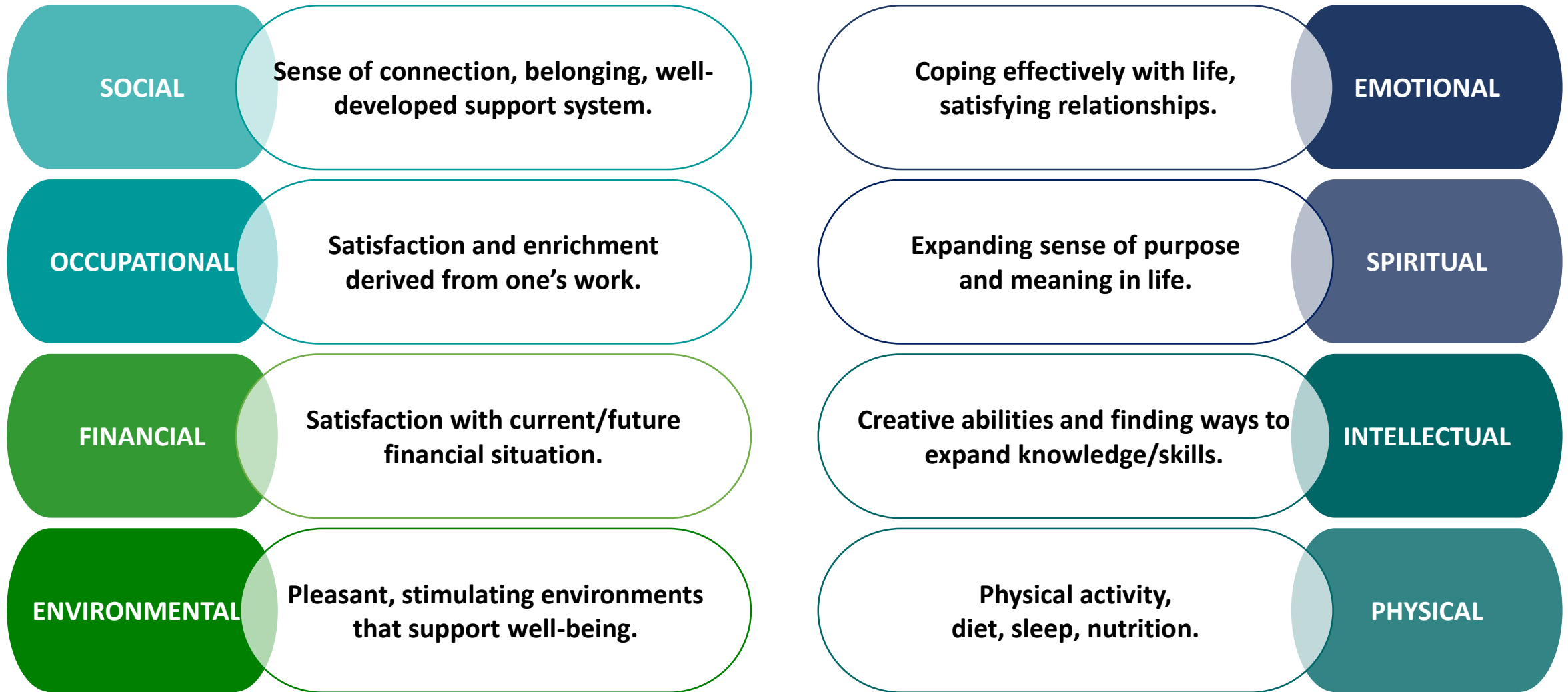
Wellness is...



Broad perspective
Interconnected
Build upon one another

There is a bi-directional relationship
with employees and the service/care
they provide to others

Eight Dimensions of Wellness



PHYSICAL

Recognizing the need for physical activity,
diet, sleep and nutrition

OCCUPATIONAL

Personal satisfaction and enrichment
derived from one's work

Share one thing you do well.
Share one thing you can
improve.

SOCIAL

Developing a sense of connection,
belonging and a well-developed support
system

EMOTIONAL

Coping effectively with life and
creating satisfying relationships

SPIRITUAL

Expanding your sense of purpose and meaning in life.

FINANCIAL

Satisfaction with current and future financial situations.

Share one thing you do well.
Share one thing you can improve.

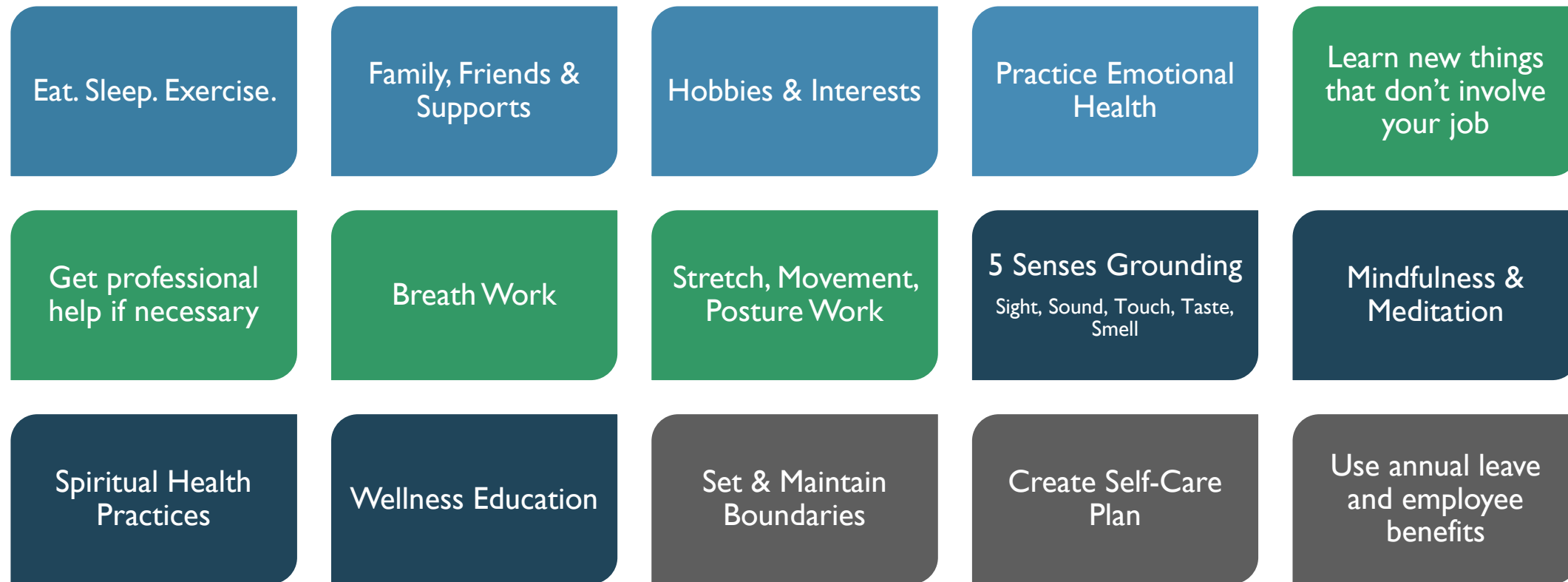
INTELLECTUAL

Recognizing your creative abilities and expanding knowledge and skills.

ENVIRONMENTAL

Good health by occupying pleasant, stimulating environments that support well-being.

How to build resilience and protective factors

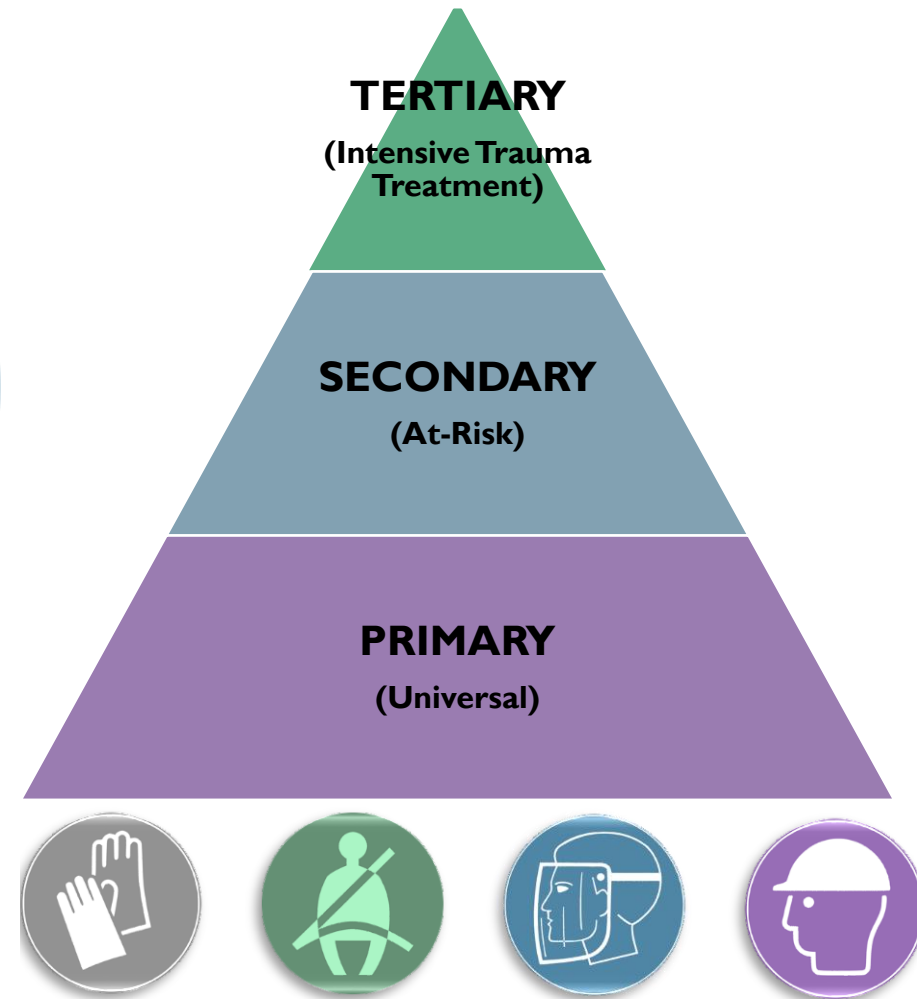
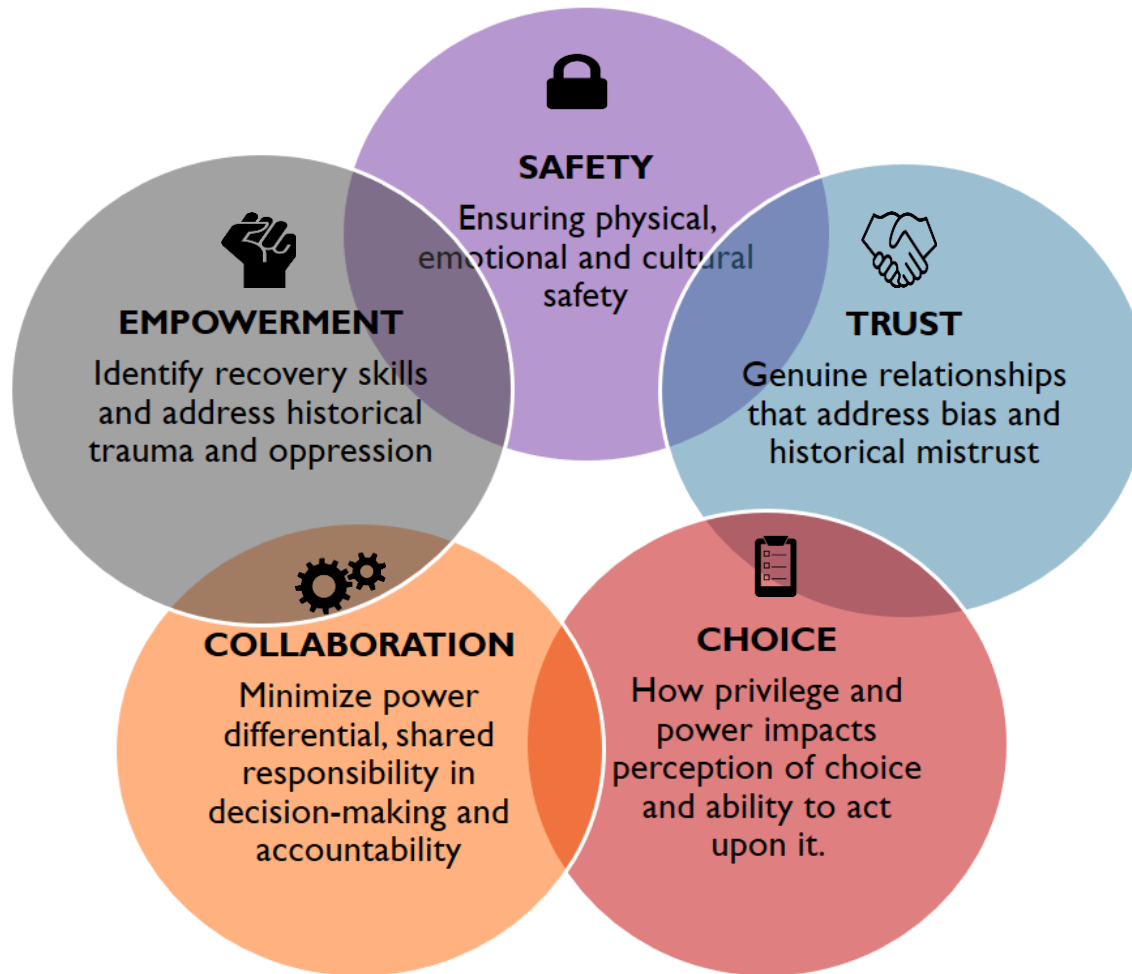


Supportive coworkers can promote wellness

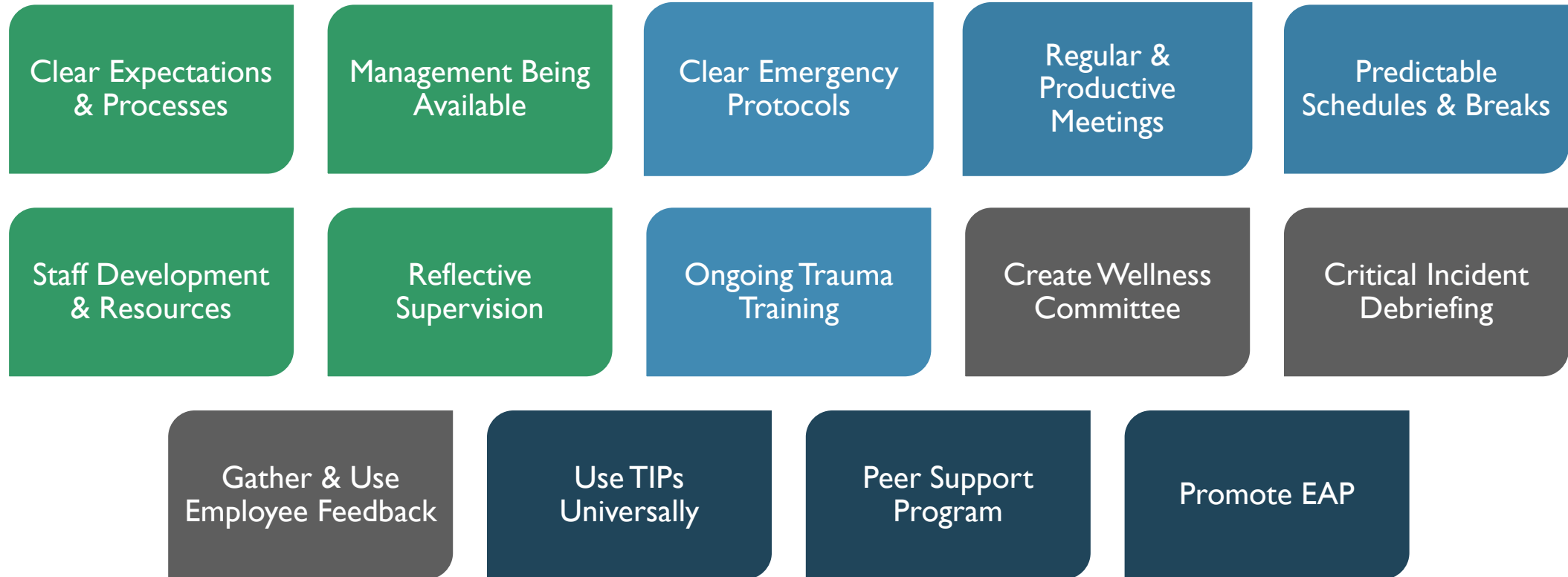
Vicarious resilience the process of overcoming adversity by witnessing another person's positive transformation and self-empowerment.

Vicarious transformation an ongoing, intentional process that results in a deepened sense of connection with others, a greater appreciation in one's life, and a greater sense of meaning and hope.

Trauma Informed Principles as a universal precaution



How to mitigate stress and trauma in the workplace



Reflective Supervision

The regular collaborative reflection between a supervisee and supervisor that **builds on the supervisee's use of her/his thoughts, feelings, and values** within a service encounter.

Secondary Traumatic Stress core competencies for supervisors

KNOWLEDGE of signs and symptoms of traumatic stress and of resources available to staff.

ENCOURAGE staff in sharing the emotional experience of doing trauma work in a safe, supportive manner.

SKILLS to help staff de-escalate and regulate after difficult situations and assess the effectiveness of interventions.

MODEL how to use trauma informed lens during interactions and treatment planning.

Debriefing After Incidents

A specific technique **designed to assist others in dealing with the physical or psychological symptoms that are generally associated with trauma exposure**. Debriefing allows those involved with the incident to process the event and reflect on its impact.

Elements of trauma informed debriefings

CREATE a defined protocol for managing the emotional well-being of staff following critical situations.

INCLUDE discussion of common reactions for staff to self-monitor and opportunity for all who were involved.

PLAN for addressing difficulties that may arise.

ENCOURAGE mutual support among team members, while also respecting individual coping styles.



[Sign In](#)



Trauma Informed Care for Helping Professionals

As helping professionals grow aware of trauma's impact, they are realizing the value of trauma-informed approaches to care...

Free



Trauma Informed Care

This course was designed to provide an overview of trauma-informed care for adults. Becoming more aware of trauma-...

Free



Trauma Informed for Teens

Understand that trauma can take on many forms and how to overcome the trauma in your life through building resiliency.

Free

Wellness

The Department of Mental Health (DMH) is committed to improving the mental well-being and overall wellness of all Missourians. Many factors influence and impact a person's mental well-being such as socio-economic pressures, chronic stress, natural or human-made disasters, and experiences with physical or sexual violence. The Department is working to develop, promote, and implement an overall wellness program to help DMH team members and all Missourians cope with life's stresses so they can be healthy, happy, and productive members of their communities.

What is Wellness?

"...the active pursuit of activities, choices and lifestyles that lead to a state of holistic health." (World Health Organization)

"...being healthy in many dimensions of our lives." (Substance Abuse and Mental Health Administration)

Wellness is the act of practicing healthy habits on a daily basis to attain better physical, mental, and emotional health outcomes.

Create a Healthier Life

Substance Abuse and Mental Health Services provides a free, step-by-step guide to wellness.

Healthiest Self Wellness Toolkit

National Institutes of Health wellness toolkits highlight evidence-based tips for living well and improving your health.

Workplace Initiatives

Mental Health America's workplace initiatives focus on employee's mental health and well-being and promote meaningful change in organizational practices.

Workplace Health Resources

Centers for Disease Control and Prevention provides research-based tools and resources to help employers develop or expand a workplace health promotion program.

Wellness Initiatives





Shift Change

Try these stress management techniques before, during and after shift to promote wellness.

Pre-Shift:

Rest, healthy food, hydration, stretching, focus, affirmations and setting daily goals prepare your mind and body to handle stress or trauma exposure.

Mid-Shift:

Quick techniques like breathing, movement, stretching, grounding exercises, laughing, squeeze/release, quieting reflex, and distractions help regulate your nervous system and manage stress.

Post-Shift:

Debriefing, mindfulness, meditation, stretching, completing end-of-shift tasks promote closure, perspective and relaxation.

Three Good Things

A scientifically proven exercise that is tied to higher level of happiness and well-being. In just a few minutes each day for two weeks, this technique can boost your gratitude, mental strength, resilience and positivity! Do it on your own or with your team.

Here's how it works:

- Think of three good things that happened today.
- Write them down.
- Reflect on your role in why they happened.

Here's why it works:

- You focus on the things that made you feel happy, proud, and confident and a little less stressed.
- You keep track of successes and small victories throughout busy and overwhelming days.
- You build self-esteem, confidence and resilience when you notice the things you do that make a difference!



www.dmh.mo.gov/wellness

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