

Behavioural Medicine Faculty Retreat

Creating the Container to Hold a Group who is in Acute Crisis

May 6, 2016

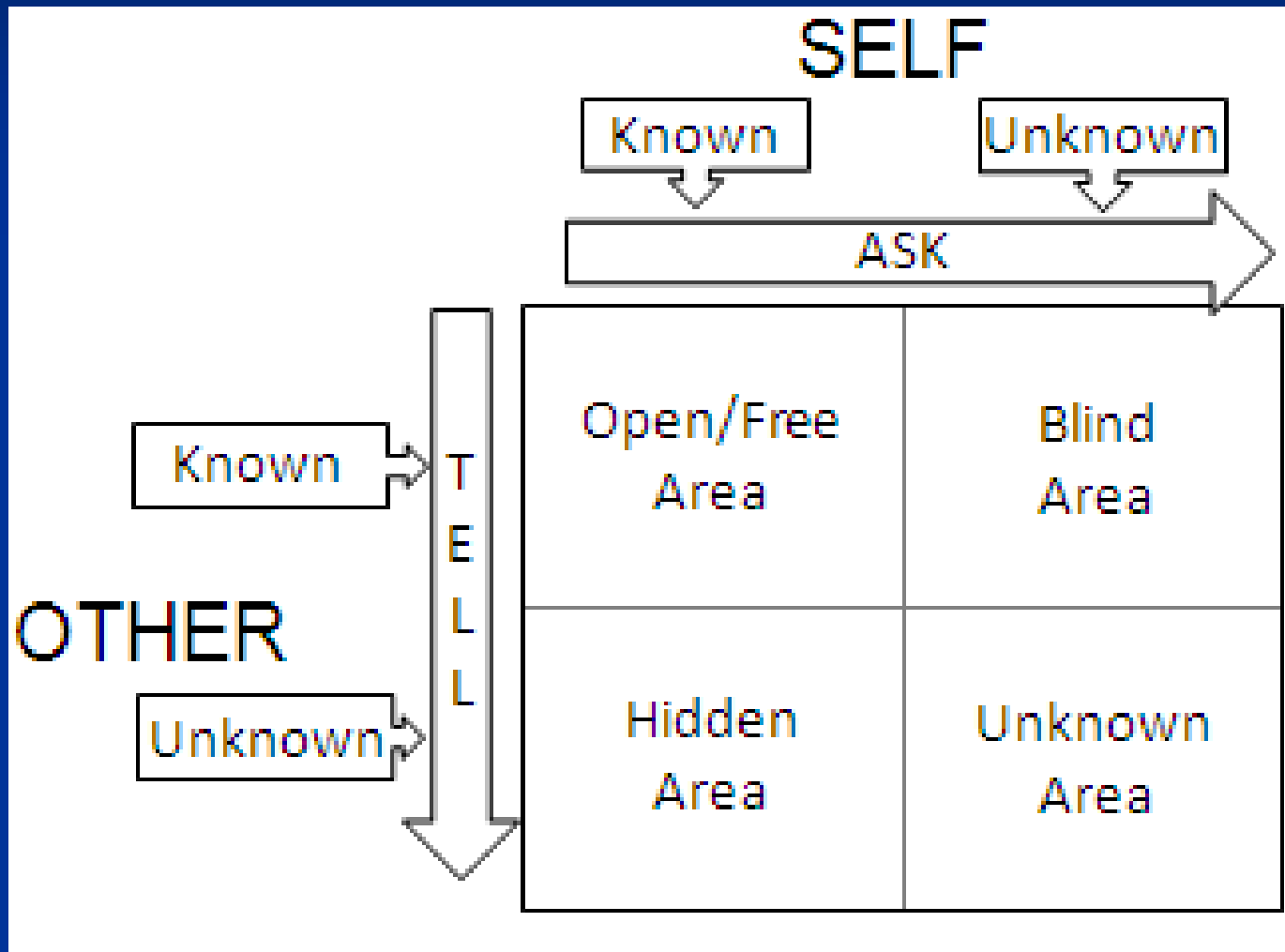
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Centre for Practitioner Renewal

- How do we sustain health care providers in the work place?
- What is the effect of being in the presence of suffering?
- What would be reparative, healing or restore resilience for health care providers?

Efficiency through relationship

Johari Window: Expanding Self Knowledge



Core Messages

- Relationships can sustain if they are maintained (self, other and Other)
- The past is always present
- Knowing myself and including triggers

Trauma-Informed Care

- Trauma awareness
- Emphasis on safety and trustworthiness
- Opportunity for choice, collaboration and connection
- Strengths-based and skill building

Trauma-informed Practice Guide

http://bccewh.bc.ca/wp-content/uploads/2012/05/2013_TIP-Guide.pdf

Creating Group

Safety Cohesion Trust Hopefulness

Safety

- Safety waxes and wanes dynamic,
- Least safe person is pacemaker
- Needs that individual members have to influence the group: How much can they control what happens in the group? To what degree can the group influence what happens to them in this particulate context?

Aspiration Supportive Container

Safety Inclusion Trust Hopefulness

Inclusivity

(Cohesion, Commonality, Relatedness)

- Sense of belonging: Assessing what is expected of themselves and others, how much they want to invest and will participate; how much they ‘fit in’; and what it will be like for them.
- If is declared vertically flattened session, ego integral leader steps back or in a different role

Aspiration Supportive Container

Safety Inclusion Trust Hopefulness

Trust

- members needs to feel connecte, secure, safe relationship with other participants. To what degree do they feel accepted as unique individuals and relatively free to authentically express themselves? To what extent do they experience others in the same way?
- No since person speaks for all

Creating Group Safety Cohesion Trust Hopefulness

Hopefulness

- Anticipating of positive future
- Deriving satisfaction
- Goals fulfilled

Creating Group

11 Essential Ingredients

- Instillation of hope
- Universality
- Imparting information
- Altruism
- Corrective recapitulation
- Socializing techniques
- Imitative behaviour
- Interpersonal learning
- Group cohesiveness
- Catharsis
- Existential factors

Yalam

Unfixable Suffering

Trauma: sense of helplessness in the face of unfixable suffering

Judith Herman

Client-Centered Approach

- Accurate expressed empathy
- Unconditional positive regard
- Genuineness

Group Interviewing Skills

- Active Listening
- Group agreements
- Goal setting
- Modelling
- Moderating
- Paraphrasing
- Empathy
- Immediacy
- Blocking
- Confronting
- Clarifying
- Validating/normalizing
- Problem solving / advice giving
- Linking (similarities/differences)
- Summarizing

Leadership Roles

1. Coordinator
 - a) Facilitator
 - b) Problem solver
2. Information presenter
3. Information receiver
4. Model participant

Member Roles (Group Constellation)

- **Leadership challenge** (professional/personal)
- **Over-talker** (storyteller, commentator)
- **Acting superior / Advice giving**
- **Socializing**
- **Harmonizer** (encourager, compromiser)
- **Blocker** (active or passive)
- **Disruptor** (intentional or unintentional)
- **Dominator**
- **Special interest pleader**
- **Quiet member**

Practice Group – Guiding Principles

- Most anxious person speaks first
- Quietest member holds the power
- Caution of developing group think
- Ceiling (how much can group/leaders handle)
- Floor (off limits)
- Non-verbal louder than verbal

Iatrogenic Suffering

- Suffering resulting from actions or inactions by healthcare providers that increase distress, anxiety, and mistrust felt by patients and families

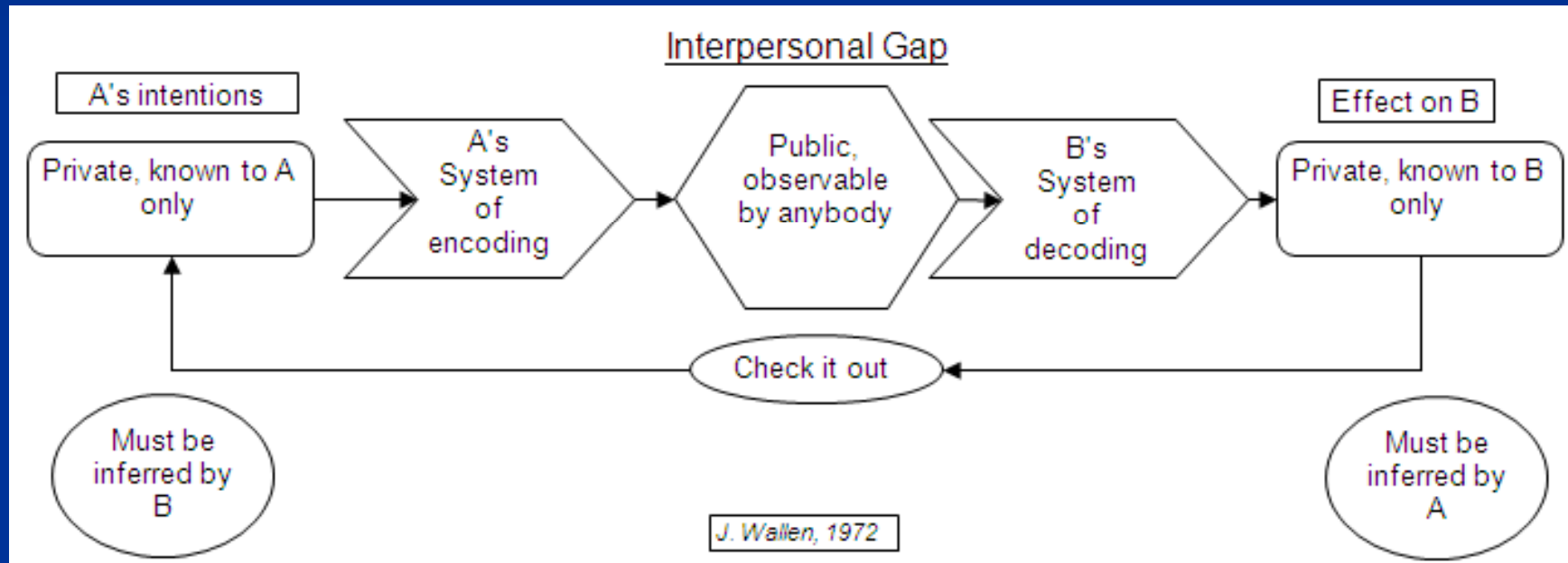
Iatrogenic Suffering and Burnout

Iatrogenic Suffering seen relationship with burnout Sx:

- Emotional exhaustion
- Depersonalization
 - A negative attitude towards patients/clients
 - Personal detachment
 - Loss of ideals
- Reduced sense of personal accomplishment and commitment to the profession.

Maslach, 1993

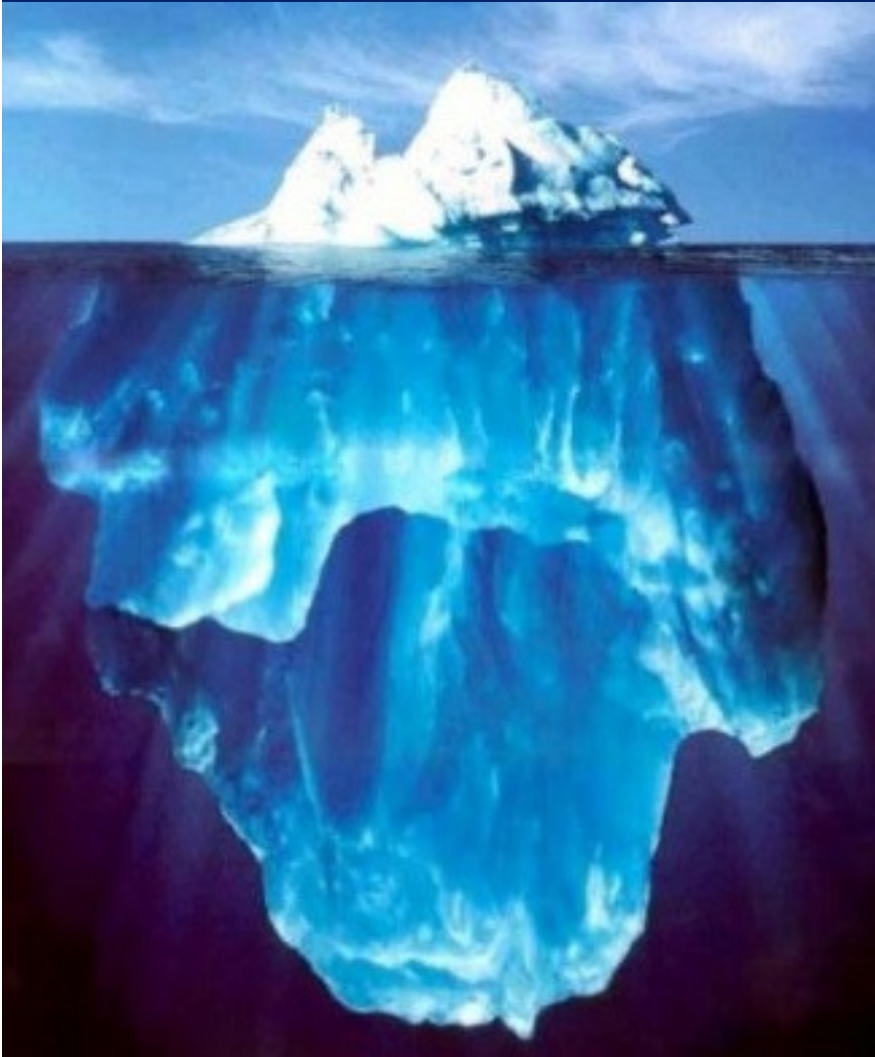
Interpersonal Gap



Mindfulness

- Mindfulness is ability to pay attention on purpose in the present moment and without judgement (Krazner, 2009)
- Being in touch with and aware of the present moment, with a just notice approach to your experience

Satir Iceberg



BEHAVIOUR (action, storyline)

COPING (stances)

FEELINGS (joy, excitement, anger hurt, fear, sadness)

FEELINGS ABOUT FEELINGS
(decisions about feelings)

PERCEPTIONS (beliefs, assumptions, mind-set,
subjective reality)

EXPECTATIONS (of self, of others, from others)

YEARNINGS (loved, lovable, accepted, validated,
purposeful, meaning, freedom)

SELF: I AM (life force, spirit, soul, essence)

Guidelines for Safer Self Exploration and Expression

- Creating safety makes experience predictable
- Safety comes from predictability
- If we don't establish predictability explicitly, then it will happen implicitly

- We are more likely to negotiate ground rules with intimate partners
- We are more likely to apply rules set by family/culture

Group Agreements Guidelines

Confidentiality

Equal airtime

Non-judgemental listening

Timeliness

Right to pass

Engaged

Check-in: FIFE myself

1. What am I feeling about ...? (affect)
2. What is my impression (judgement) about myself regarding ...? (cognition)
3. What are the effects of this on my functioning? (behaviour)
4. What expectations do I have? (meaning making)

Effect on Relationships

- Self -Ego integrity is at risk
- Other - Perceived as nice and likeable are at risk
- Other – Loss of meaning

Trending Among Residents

- I cannot be myself
- I wish I had come sooner
- Medical training trauma
- I am uncomfortable calling myself “Dr.”
- I don’t know if I want to be a Dr.
- I have more anxious arousal than I can manage
- I feel so anxious when
- I have disordered eating

The event is less important than the relationship
to the event

Briere, 2015

BCPA 2015 AGM

Neurobiology

- Hypothalamus/anterior pituitary/adrenal cortex
- Hypocampus/amygdala – emotional arousal, concentration/memory disruption
- Broca's area disrupted

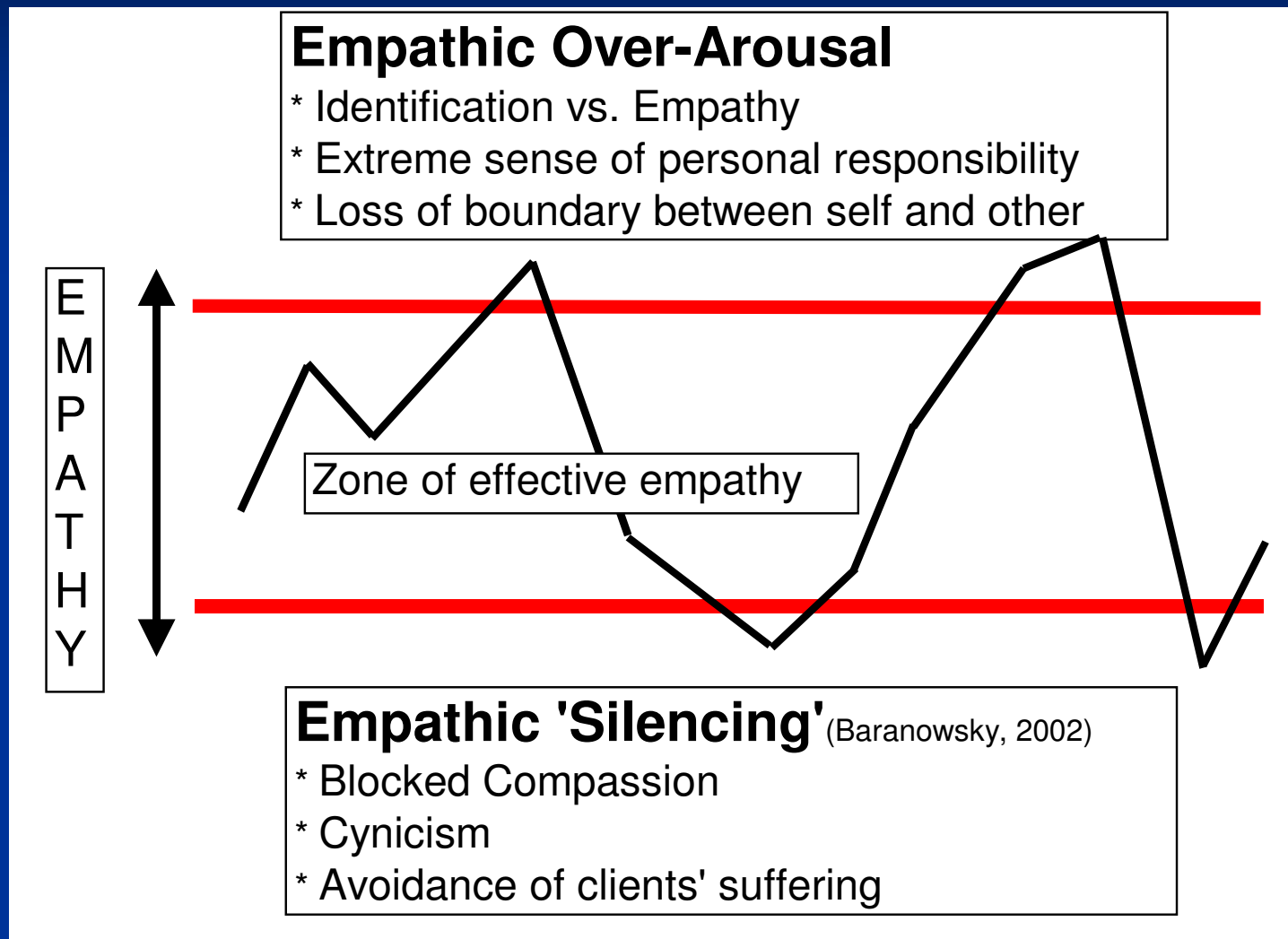
Basic Concepts

- Single (simple) /Chronic (complex) Trauma
- Childhood vs. Adult (attachment)
- Stranger vs. known perpetrator
- Intent

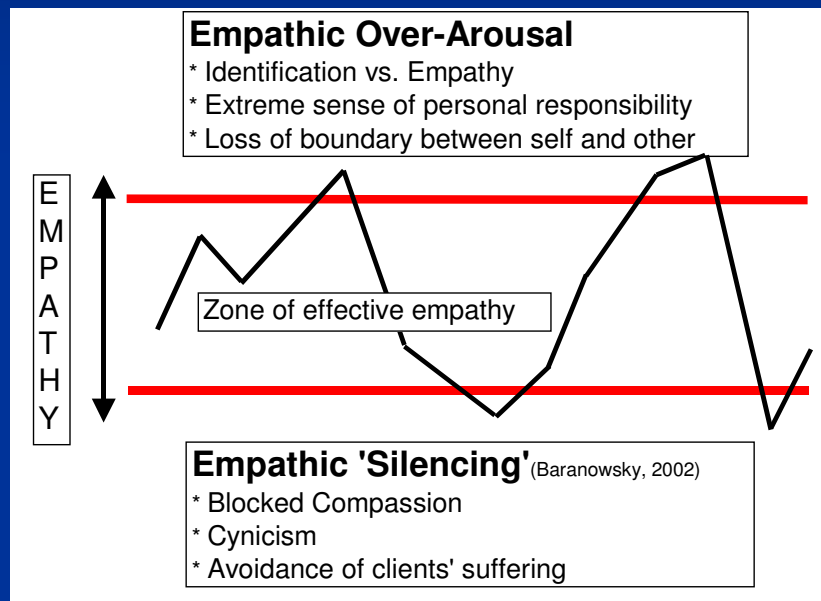
Basic Concepts - Effects

- Fight/flight/freeze
- Intermittent learning
- Assumptive Beliefs
- Past Temporal Orientation
- Overwhelming experiences arrest processing
- Deregulation
 - Suicidal/homicidal ideation
 - Repetition/compulsion

Window of Tolerance



Window of Empathic Engagement



Over-Arousal

- Activation of personal trauma history
- Transfer of intensity/anxiety from self to other

Silencing Response

- Minimizing others' distress
- Avoiding the topic/Fearing what the other person has to say
- Blaming others for their experiences
- Feeling numb

Window of Effective Empathic Engagement: Mediating Factors

Self

- Life stage
- Current personal stressors
- Stress Hardiness
- Spiritual Connection
- Resolution of personal trauma history

Work

- Supervision: Skill based/Support based
- Role: Degree of isolation/Agency
- Experience: History/Training/Skill Level
- Quality of working relationships
- Ecological context

Physicians Dealing with Patient

Death (Whitehead, 2012)

Key Theme: Action versus Presence

Action Mode

- Acute situations – Life or Death
- Focus on pre-established protocols or pathways
- Reduced personal/emotional experience

Presence Mode

- Calmer situations – No immediate intervention needed
- Focus on mindful awareness of self and other
- Greater receptivity to new information/connection

The Functional Disconnect

(Whitehead, 2012)

- Emotional Disconnect – a part of
 - Burnout
 - Compassion Fatigue
 - Vicarious / Secondary traumatic stress
- Functional Disconnect
 - *Functional* because of a balancing “emotional re-connect”
 - Allows emotional distance as a tool to remain functional
 - Disconnect can be generated by focusing on protocols
 - Reconnect can be generated by focusing on mindfulness

Intentional Connection and Disconnection

Intentional disconnect for safety from harmful effects of difficult event.

1. Understand (empathy) experience of listener
2. Understand (self compassion) own triggers
3. Disconnect from the personal emotional relationship
4. Reconnect with your compassionate and empathetic self

Debriefing

- Prior to event create agreement about how to debrief
- Focus is impact rather than content

End of Day Ritual

- Leaving work and reconnecting to yourself

Communication Template

A ttend

B ridge

C omment

D evelop Agreements

Communication Template

A ttend

- Self: What am I experiencing? What am I aware of?
- Other: What is the other person experiencing?

B ridge

- Introduce topic (broadly)
- Introduce subject (specifically)
- Relationship awareness (dr/pt, colleagues, etc.)

C omment:

- Say message
- Ask for what you need
- Check for understanding

D evelop Contract:

- Acknowledge impact on patient (includes feelings, experiences and behaviours)
- Establish timeline/follow-up
- Immediate Plans (safety) **40**

ABCD template

Highly Transferable

- Smoking cessation
- Sex and sexuality
- Obesity
- Collegial conversations
- Resident conversations
- Out-of-work conversations
- Others?

Difficult and Awkward Conversations

What are the most challenging to have? (patients, their families, colleagues in same profession, different, within your own family)

What makes it challenging?

Role Rehearsal

- What did you see?
- What did you hear?
- What surprised you?

Practice in Pairs

- What did you do well? (how do you know?)
- What would you do differently next time?

Closing

- What I take from today's session is...

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www.practitionerrenewal.ca