



# Self-Care is Quality Care: Resiliency for Mental Health Providers

October 19, 2021 | 2-3 PM EST

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# HOUSEKEEPING



- This session is being recorded and the **recording** will be made available
- **Be present** and if possible be on camera – it is wonderful to see everyone!
- Use the **Chat** box to ask questions, share comments, and thoughts
- Send a message to **Mariah Blake**, if you are experiencing technical difficulties
- Please complete the **evaluation** at the end of the session

Access to Care & Clinician Support

Recruitment & Retention

National  
Health Service  
Corps

Resources

Training

Networking

- National Cooperative Agreement awarded in 2014
- Funded by the Bureau of Primary Healthcare
- One of 21 National Training and Technical Assistance Partners (NTTAPs)
- Produces **FREE** Resources, Training, and Technical Assistance

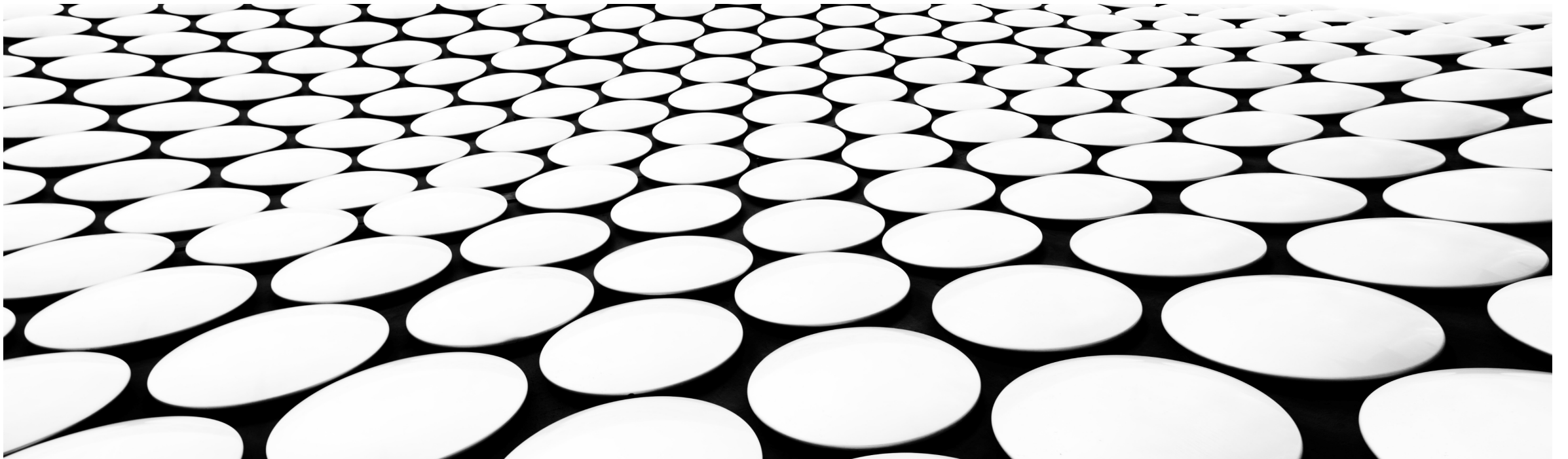
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# SELF-CARE FOR RESILIENCY

HOW YOUR WELLNESS IMPACTS OUTCOMES FOR PEOPLE





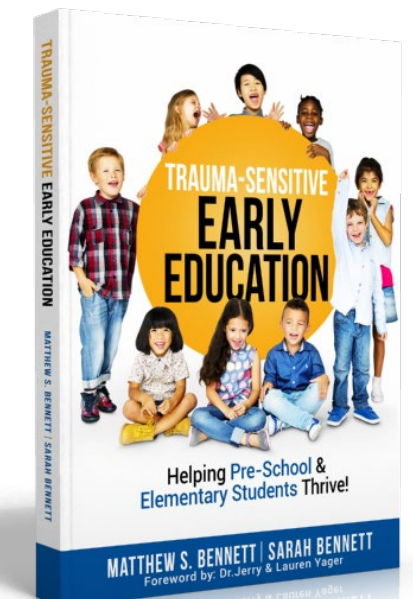
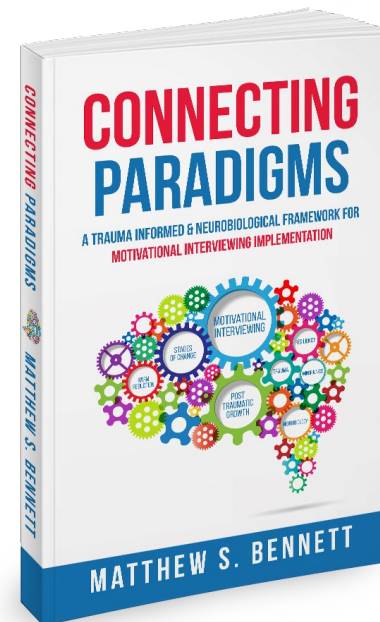
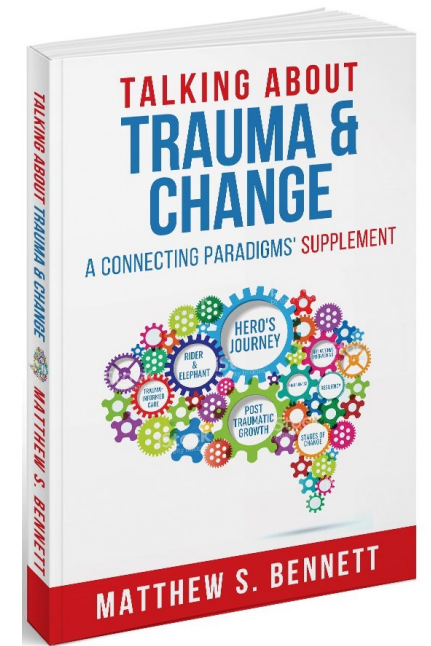
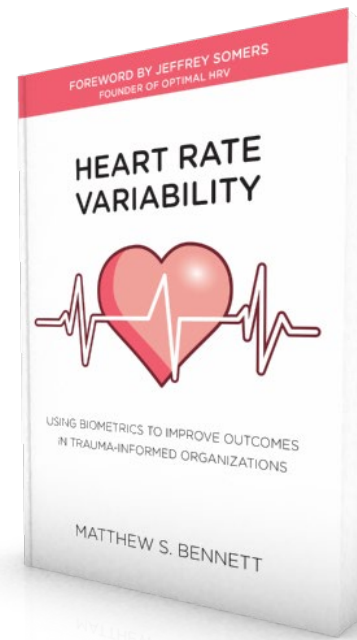
# Matt Bennett, MA, MBA

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## Dual nature of self-care training

### Before our journey

- Acknowledging our current traumas
- I'm a realist – trying to become a role model
- Self-care (Recovery) Plan
- Format





# Leading Professions for Burnout

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1. Physicians
2. Nurses
3. Social work/social services
4. Teachers
5. Principals
6. Lawyers
7. Police officers

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# HOW BIG IS YOUR CUP?

Traits of Wellness

Nerd definitions of Resiliency

- Prefrontal cortex and amygdala
- Ventral vagal and sympathetic/dorsal vagal





# HOW FULL IS YOUR CUP?

Water in your cup: Cortisol

## Stress

- Personal life
- Empathetic intensity (Compassion fatigue, Vicarious/Secondary trauma)
- Moral distress (Moral injury)
- All other work stress (Burnout)

## Stress Intensifiers

- Duration
- Uncertainty
- Importance

Trauma – Cup submerged



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## STAGES OF HELPING FATIGUE

Healthy,  
Motivated,  
& Engaged

Exhaustion

Shame,  
Doubt, &  
Guilt

Cynicism &  
Callousness

Crisis





**IDENTIFY YOUR PHYSICAL, PSYCHOLOGICAL,  
AND SOCIAL TRIGGERS**

**ON YOUR SELF-CARE PLAN**

Proactive  
Self-care

Reactive  
Self-care

Recovery  
Self-care

Healthy,  
Motivated,  
& Engaged

Exhaustion

Shame,  
Doubt, &  
Guilt

Cynicism &  
Callousness

Crisis

**STAGES OF HELPING FATIGUE**

# 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

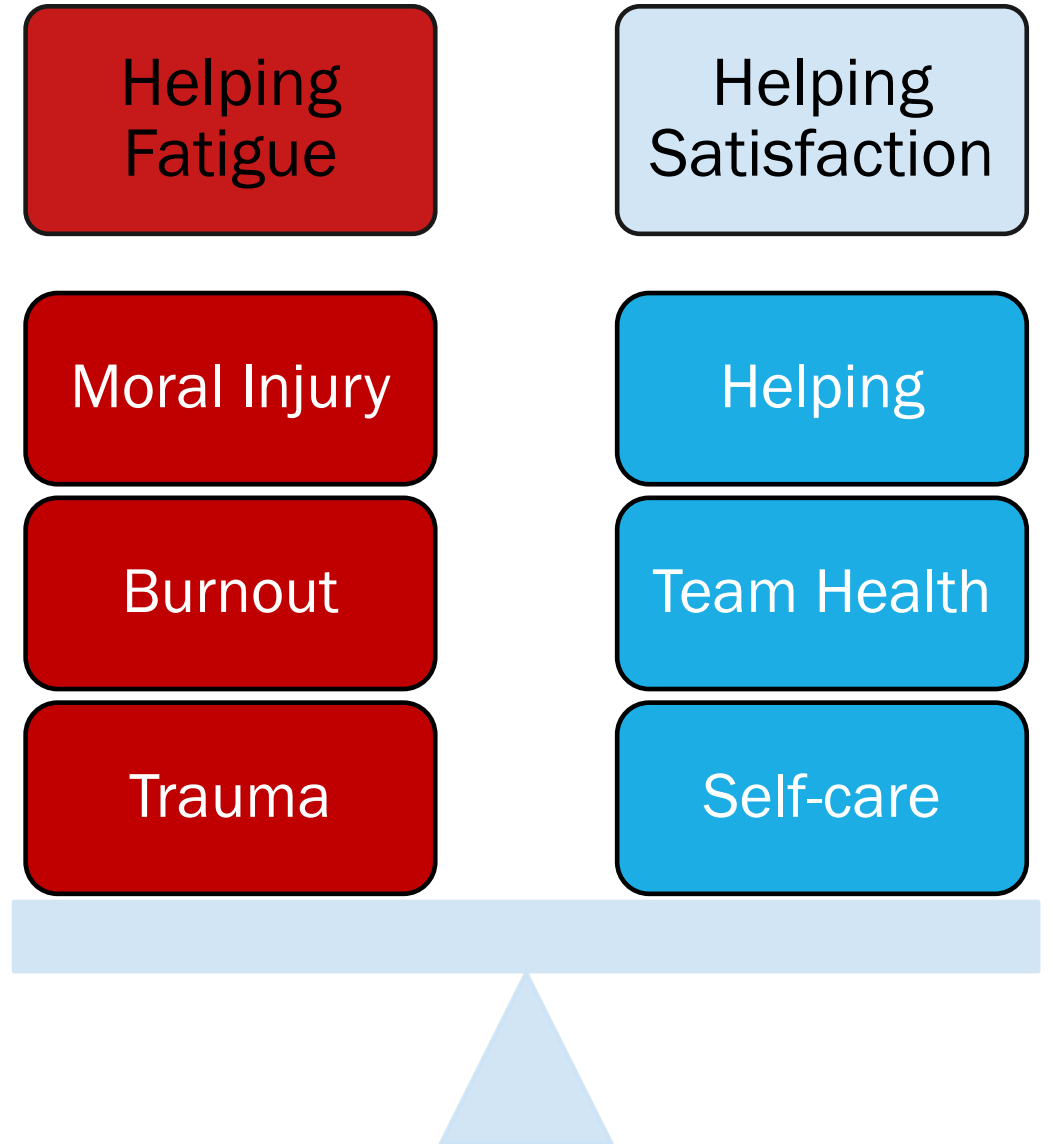
Social Isolation  
Relationship Issues  
Poor performance  
Absenteeism  
Tardiness  
Theft  
Dehumanization of people  
Turnover (at least 40% is stress related)  
Filed Grievances  
Litigation  
Low Job Satisfaction

## Mental Health

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



# THE BALANCE





# YOUR SELF-CARE WORKSHEET

- Proactive and Reactive and Self-care strategies
- Goal: List three things are you going to do when you recognize triggers that tell you that you are in the stages of helping fatigue
  - 1.
  - 2.
  - 3.
- Do you need to do anything now, if so, what?

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# FOUNDATIONS OF RESILIENCY

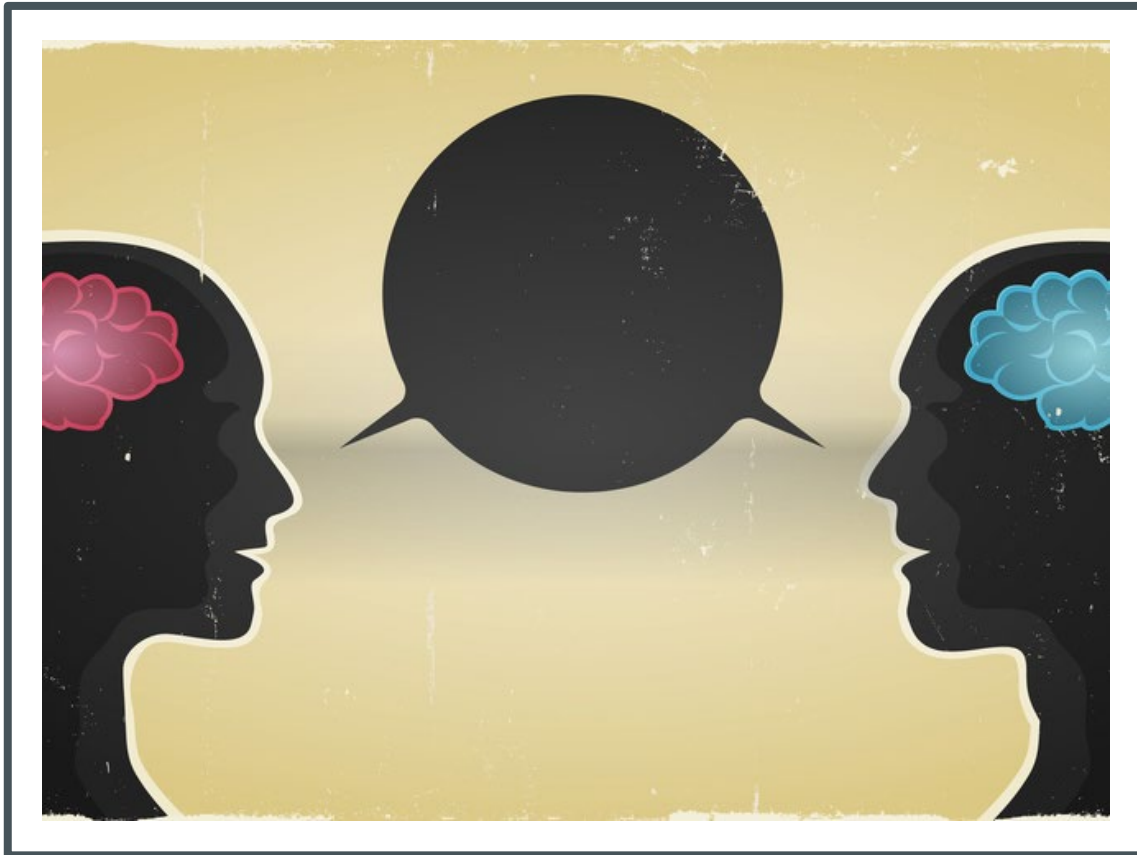
Sleep

Nutrition

Movement



# PASSION



What is your why?

## Moral Strength

- Moral courage – strength to speak up despite the fear of repercussions
- Moral resiliency – internal capacity to restore and sustain personal integrity in the face of moral distress

Grit = Passion + Perseverance

Live happier and longer

# MINDFULNESS

10 to 20 minutes a day of deliberate practices

Start by thinking about your "why"

Pick a practice

Helper-Specific Benefits

- Promotes empathy
- Increased compassion
- More attentive and attuned with people
- Decreased stress and anxiety
- Increased social and emotional intelligence
- Increased self-confidence

General Benefits

- Higher levels of physical health, immune functioning, and healing
- Improved cognitive functioning
- Increased relationship satisfaction





# THERAPY

This work is a minefield of re-traumatization and hardship

Use therapy to gain resiliency, wisdom, and improved outcomes

When to go:

- Now!
- When struggling to keep home and work stress separated
- When hard personal memories start invading work
- When you find yourself in any stage beyond exhaustion or if you have been there for a while



# PERSONAL SOCIAL NETWORKS

“You are the average of the five people you spend the most time with.”- Jim Rohn



**SPEED IT UP A LITTLE!**



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# RECOVERY TIME

Evenings

Weekends

Vacations



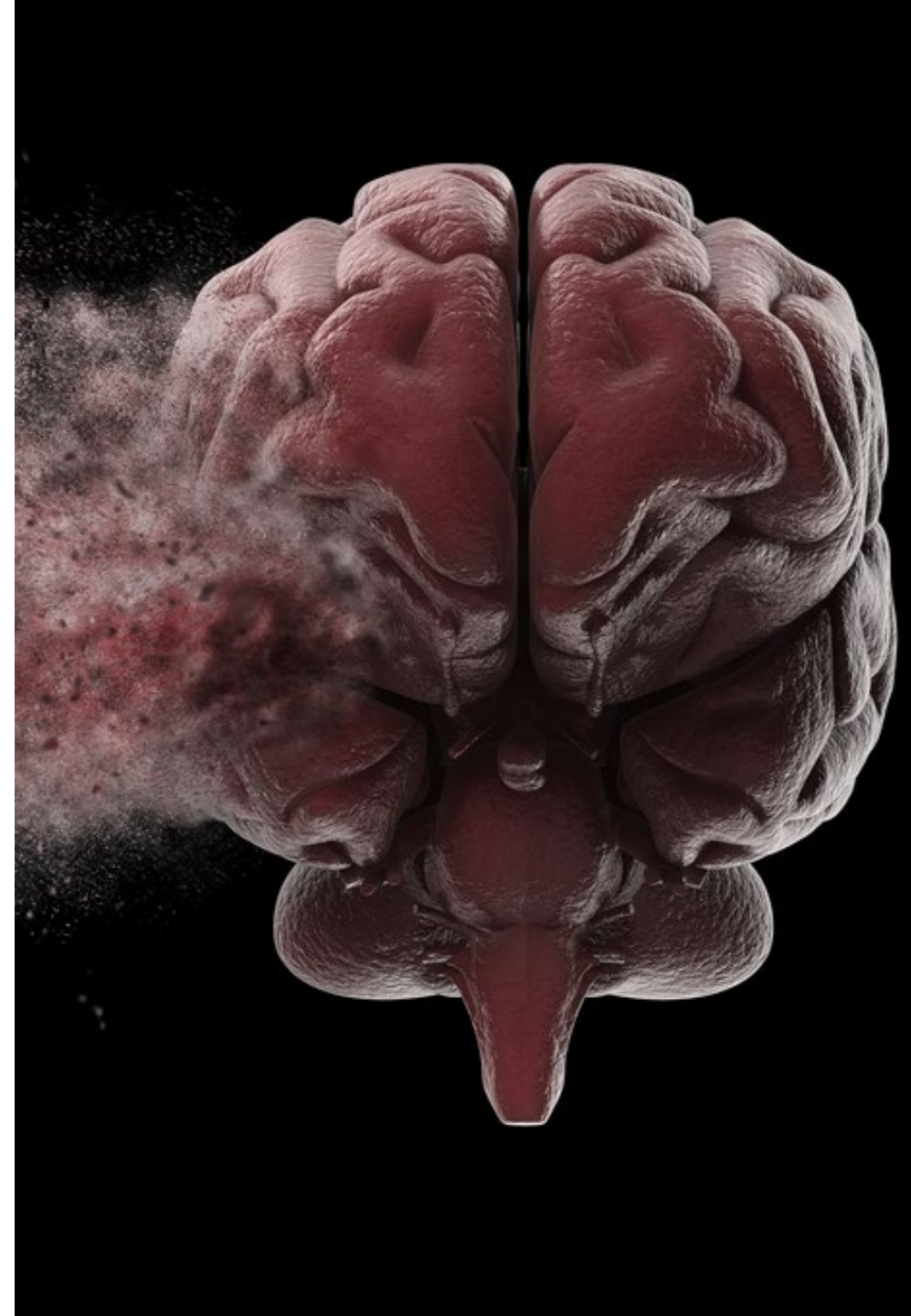
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# HYPER-EFFICIENCY

Minimizing distraction

Stop multi-tasking (90% productivity loss) costing up to 2.1 hours a day and 10 IQ points

Take breaks every 120 minutes





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# DELIBERATE PROFESSIONAL DEVELOPMENT

Grit = Passion + Perseverance

What is your 20-mile March?

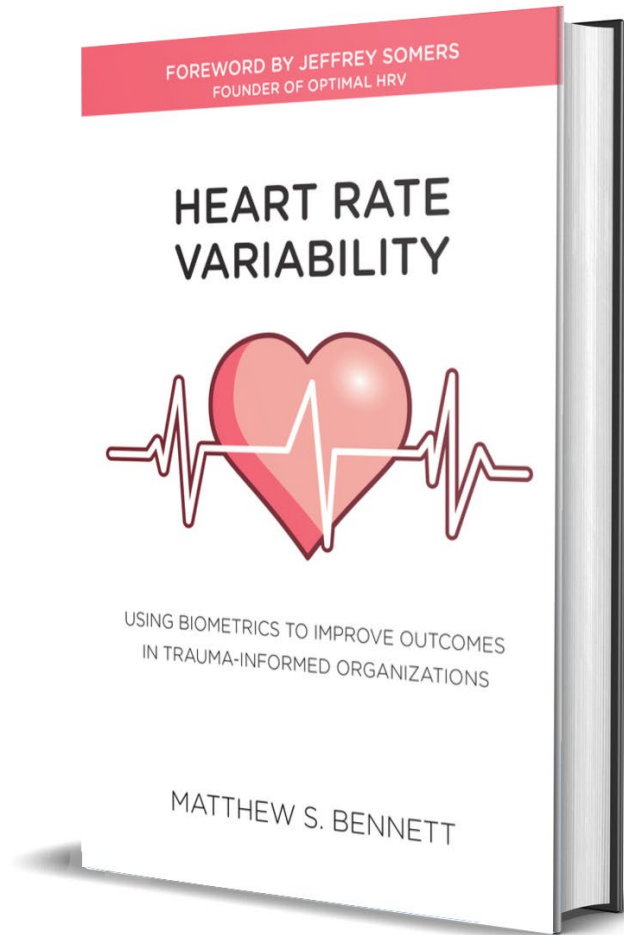
- A clearly defined goal
- What can you do every day (or workday)?
- Repetition with reflection and refinement



# THE POWER OF SOCIAL NETWORKS AT WORK

Helping Fatigue vs. Organization & Team Culture





# MATT BENNETT

- [matt@optimalhrv.com](mailto:matt@optimalhrv.com)
- Keep Learning:
  - Optimalhrv.com
  - Get a free copy of my latest book
  - Heart Rate Variability Podcast
  - Traumainformedlens.org
- Thank you for all your work!

# Thank you!

## Join the STAR<sup>2</sup> Center for Upcoming Trainings!

- **Thursday, October 21, 2-3 PM ET** Building Back Better - Utilizing Lessons Learned during COVID-19 for Inclusivity and Retention Part 2

<https://chcworkforce.org/training/>



## READY TO LEARN MORE?

And the STAR<sup>2</sup> Center's Podcast Series,  
STAR<sup>2</sup> Center Talks Workforce Success:

[https://chcworkforce.org/web\\_links/star%c2%b2center-chats-with-workforce-leaders/](https://chcworkforce.org/web_links/star%c2%b2center-chats-with-workforce-leaders/)

Check out the STAR<sup>2</sup> Center Self-Paced Courses:

<https://chcworkforce.elearning247.com/>

Check out the STAR<sup>2</sup> Center Clinical Wellbeing  
Resource Bundle:

<https://chcworkforce.org/bundle/burnout/>

Check out the STAR<sup>2</sup> Center Self-Care Resources:

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