

Taking Care of YOU!

Module V

Objectives

- List stressors related to death and dying
- Verbalize unique qualities of hospice work
- Explain professional boundaries & maintaining them
- Discuss Hospice Aide's need to grieve & deal with losses

What is unique about our work?

- Working in different settings on a daily basis
- Resources we have to work with within the dwellings differ
- Work alone in the community
- Traveling in various parts of the service area—which may vary considerably
- Involve the whole family in the care
- We deal with death frequently whereas nursing assistants in other settings may see their patients get well

Uniqueness-Continued

- Patients are terminal
- Dealing with end of life issues daily
- Care for actively dying patients, sometimes daily
- Supporting families of dying patients
- High emotional intensity
- Experience grief and loss frequently

Stressors Related to Work

- Going into different environments
- High intensity of emotions and feelings among family members
- Emotional strain related to active dying patients and supporting their families
- Facing death and dying frequently

Coping with Stress

Healthy

- Learn to say no
- Exercise
- Healthy diet
- Rest
- Time Management
- Laughter/Fun
- Relaxation

Unhealthy

- Over/under eating
- Smoking
- Use of Alcohol
- Drugs
- Isolation
- Sleep deprivation
- Procrastination

Healthy coping-Learning to say NO

- Do you ever say Yes, when you mean No?
 - Too much responsibility can create unusual amounts of stress
 - Know how much you can handle
 - Prioritize what must be done in a day
 - Save some time for yourself

Happy Employees Bring Desired Outcomes

- Productivity increases
- Less problems/mistakes
- High quality of care delivered
- Patients happier; less complaints
- Staff members are content
- Employees are healthier
- Job performance improves
- Employees work better together
- Employees are more open to new ideas

The Recipe for Happiness according to Dr. Martin Seligson

- Three different ingredients:
 - Positive emotion
 - Engagement
 - Meaning

Positive Emotion

- Emotion promotes motion. It is actually the basis for motivation, so positive emotions are essential to us as we pursue happiness
- Self-talk may be needed when situations occur that are less than positive

Engagement

- Commitment
- Obligation
- Responsibility
- In our work- a commitment to provide quality care to our patients

Meaning

- Striving to find meaning in one's life is the primary motivational force in life."
—Viktor Frankl
- Having a sense of purpose. Important that the goals we set are meaningful to us, not just to make us look good. This sense of purpose, may sometimes be described as a calling.

Professional Boundaries

What does Professional Boundaries mean?

- The limits that allow for safe connections between individuals
- Mutually understood, unspoken physical and emotional limits of the relationship between the patient and the hospice aide
- Defining a person's sense of self. Makes others feel safe around you & you feel safe in your environment

The Challenge of Maintaining Professional Boundaries in Hospice

- Become overly attached
- Deliver compassionate care
- Provide hands-on care
- Most intimate and personal relationship
- See patient most frequently

Risk Factors for Hospice Aide

- One to one care
- Topics of conversation may turn to personal level
- Aide may be less rushed than others
- Continuity of care
- Care given in home, with no other peers, supervisors present (More independent)
- Patient ask for more than is on the care plan

Red Flags

- Becoming overly attached to patient/family
- Lose our objectivity
- No one else can do it right for this patient
- Keep secrets
- Accept gifts
- Give out personal phone numbers

What Happens When we Cross the Boundary?

- Lose therapeutic relationship with patient/family
- Trust is depleted
- Job performance suffers
- May lead to burnout
- Threatens our career
- May lead to legal problems

Why Should we Exercise Professional Boundaries?

- Ensures fair and consistent treatment to everyone
- Focus remains on the patient/client not the worker
- Work is honest and trustworthy
- Maintain and fulfill our role in our profession, community and society
- Quality work and consumer satisfaction results

Strategies to Help Maintain Boundaries

- Empower
- Take care of yourself
- Service time, not ME time
- Don't Open your wallet
- Don't shift from provider to employer
- Be consistent
- Be a role model
- Be accountable

Take Care of Yourself

- Know where work starts and where work ends
- If you have an issue, talk it over with a co-worker or supervisor before going home
- Setting limits that allow you to take time for yourself will promote a better life for you and better work performance on the job

Advantages of Maintaining Boundaries

- Professional relationship exist—best for the patient and Aide
- Job performance equals quality care
- Sustains your energy
- The work of the organization is more efficient and effective
- Communication is clear between all parties

If Boundary crossed-What should you do?

- Recognize it is a problem
- Talk to supervisor
- Ask for re-assignment
- May be gradual or clean cut
- Let RN talk with family if there is any discussion to be held
- Pat yourself on the back for recognizing it and doing something about it

Acknowledge Losses

Recognize a loss

Take time to grieve the loss

Some losses may not be as significant to you as others— they are still losses

Determine your way of dealing with the grief

Main point: Hospice patients we work with expire. These are losses. Acknowledge as such and grieve their death appropriately.
