

## 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

- | <u>Healthy</u>    | <u>Unhealthy</u>    |
|-------------------|---------------------|
| • Learn to say no | • Over/under eating |
| • Exercise        | • Smoking           |
| • Healthy diet    | • Use of Alcohol    |
| • Rest            | • Drugs             |
| • Time Management | • Isolation         |
| • Laughter/Fun    | • Sleep deprivation |
| • Relaxation      | • 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

---

---

---

---

---

---

---

---

### Healthy coping-Exercise

- Walking
- Jogging
- Workout
- Bicycling
- May be formal or informal workout
- Yoga
- Meditation
- Pilates

---

---

---

---

---

---

---

---

### Healthy coping-Healthy Eating

- Right foods
- Right proportions
- Fruits and vegetables
- Water
- Protein, fats, & carbohydrates
- Vitamins & minerals
- Enjoy eating

---

---

---

---

---

---

---

---

### Healthy coping- Rest/Sleep

- Sleep
- Adequate amount: 7-8 hours
- A dark room
- Recommended temperature: 54-75 degrees
- Avoid caffeine, nicotine and alcohol
- Pets may interrupt your sleep
- Adequate sleep is required for staying healthy

---

---

---

---

---

---

---

---

### Healthy coping- Talk to someone

- Venting your feelings, worries, stressors to a trusted friend or family member
- May be in person, or telephone
- If no one to talk to writing thoughts/feelings may be helpful and then may destroy document when finished
- See a therapist if needed

---

---

---

---

---

---

---

---

### Healthy coping-Time Management

- Planning & organizing the day will help decrease the stress of getting behind
- Prioritizing is a big part of the time management activity
- Maintaining a schedule will promote success with time management
- Technique to gain control over one's life, while finding solution to time wasters

---

---

---

---

---

---

---

---

### Healthy coping- Laughter/Fun

- “Laughter is the best medicine”—Brings about positive changes to the body
- Helps stamp out stress
- Can also make you forget about pain, anger, stress
- Take time to have some fun
- Renews your spirits and decreases stress levels

---

---

---

---

---

---

---

---

### Healthy coping-Relaxation

- Relaxation techniques
  - Biofeedback
  - Autogenic relaxation
  - Imagery
  - Deep muscle relaxation
  - Yoga
  - Tai-chi
  - Deep Breathing

---

---

---

---

---

---

---

---

### 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

---

---

---

---

---

---

---

---

### Why are Boundaries Important?

- They define our reality:
  - Body: what we look like
  - Thinking: how we give meaning to incoming data
  - Feelings: our emotional response
  - Behavior: what we do or don't do

Jackie Black

**Boundaries are set to protect these four aspects of our being.**

---

---

---

---

---

---

---

---

### 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

---

---

---

---

---

---

---

---

### Empower Not Rescue

- Our role is to assist the patient toward their goals
- Encouragement is key when they are physically able to do for themselves
- Being allowed to make decisions is an opportunity we should encourage with terminal patients

---

---

---

---

---

---

---

---

### 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

---

---

---

---

---

---

---

---

### **Service Time is Not “Me” Time**

- Remember, do not self-disclose
- The rule of thumb is, “Just listen”. This puts the focus on the patient
- If you talk or share too much, you become more like a friend, instead of the Hospice Aide

---

---

---

---

---

---

---

---

### **Don’t Open Your Wallet**

- Do not give from your wallet or take from the patient and put into the wallet
- There should be no money exchange between a provider and patient
- If the patient is in need, alert your supervisor, so that resources can be identified

---

---

---

---

---

---

---

---

### **Don’t Shift From Service-Provider to Employer**

- Don’t ask patients/family to perform work or personal services for you even if it’s for pay
- Presents a conflict of interest
- May be seen as favoritism

---

---

---

---

---

---

---

---

### Be Consistent

- This is one of the core value of maintaining a professional relationship
- Do what you say you are going to do
- Over delivering is better than over promising
- Be credible
- Treat each patient with the same respect and kindness

---

---

---

---

---

---

---

---

### Be a Role Model

- Lead by example
- Do not use unprofessional behavior, such as profanity or using your position to influence others
- Be on time to the patient's home
- You never know who is watching the role you play on the Hospice team

---

---

---

---

---

---

---

---

### Be Accountable

- Perform your job as expected
- Do not keep information from your supervisor
- Communicate your successes and challenges
- Anytime uncertainty avails talk to your supervisor

---

---

---

---

---

---

---

---

### 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

---

---

---

---

---

---

---

### Responding appropriately

- We want to keep the focus on the patient and not us
- Difficult when they asked personal questions
- Keep answers short with little detail or elaboration

---

---

---

---

---

---

---

### 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

---

---

---

---

---

---

---

### Tips to help you

- Know what your policy says about accepting gifts—some allow token gifts, some allow none
- Know what policy says about professional boundaries—what is acceptable and what is not acceptable
- Discuss your challenging patients with a co-worker or supervisor
- It is okay to ask for re-assignment if boundaries in question and relationship unhealthy
- Treat patients equally
- Be honest and upfront consistently
- If something happens that concerns you, tell your supervisor

---

---

---

---

---

---

---

### 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.**

---

---

---

---

---

---

---