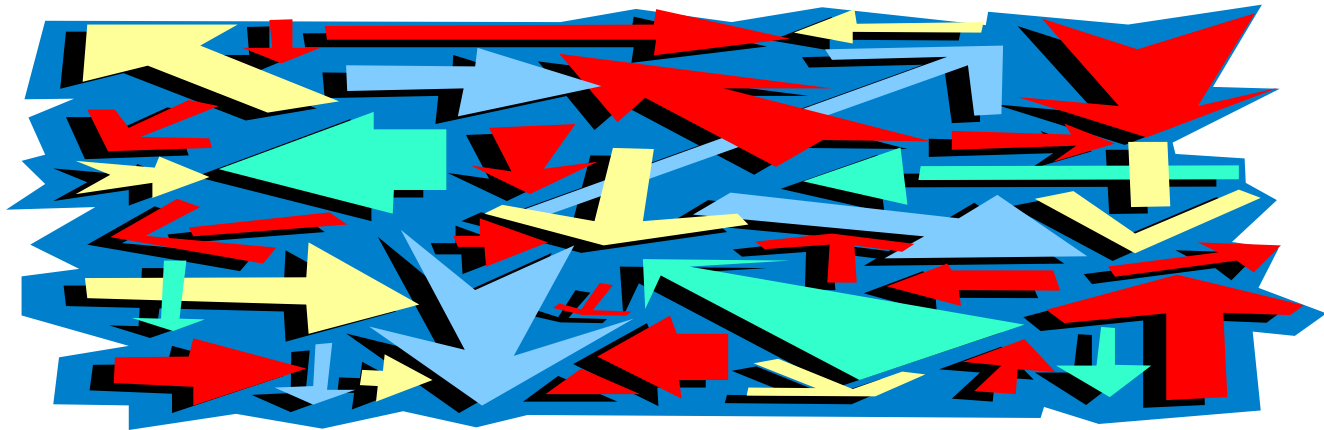


# **Stress Management & Self-Care**

*Identifying and Handling  
Stress for Case Managers*



**Presented by: Dennis L. Fisher, MM, BHTEN  
NACM, October 2018**

# Stress Management & Self-Care

## Objectives:

- To define Stress
- Identify 5 common symptoms of Stress.
- Identify the typical sources of Stress for case managers
- To discuss and practice 3 ways to reduce and handle stress productively.

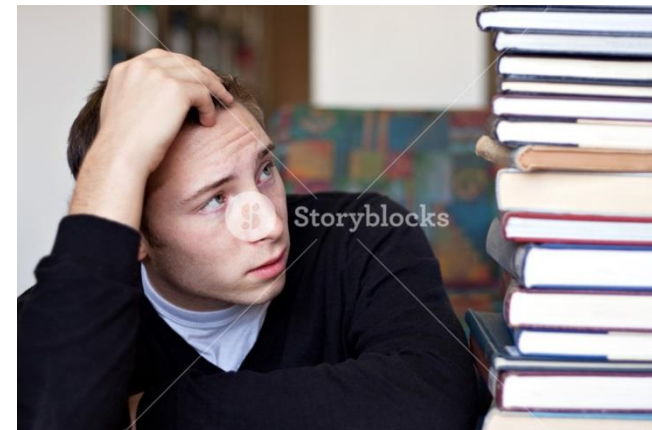
# Stress Defined:

## Lazarus (1966)

**“Demands which tax or exceed the personal and social resources the individual is able to mobilize”**



**APA, 2018: “Your body’s reaction to any kind of demand that disrupts life as usual.”**



# **Stress Defined:**

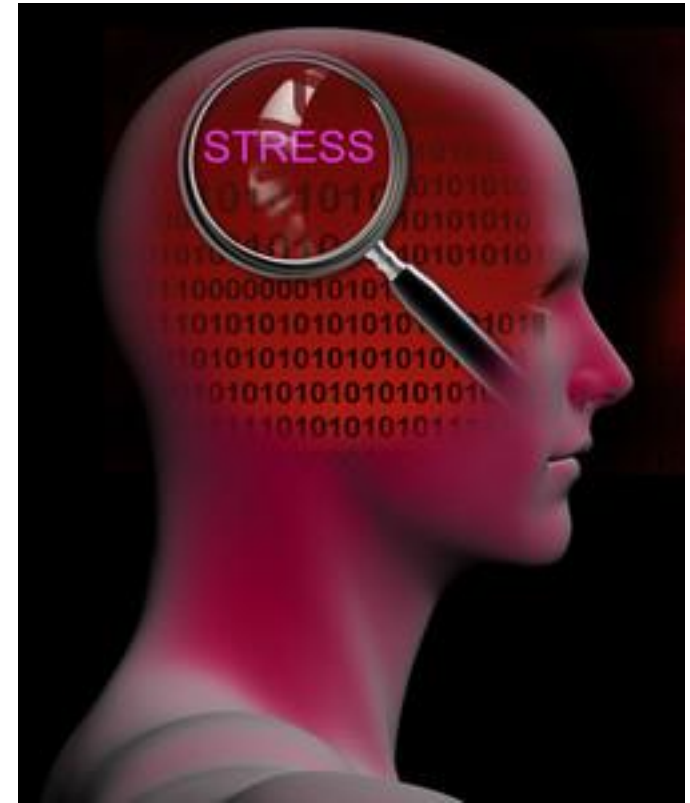
- **Stress is defined as a feeling of emotional or physical tension.**
- **Stress is what you feel when you react to pressure from the outside or from inside yourself**
- **Stress is a struggle to adjust to life change**

Healthscout, 2009

**Is Stress good  
or bad?**

# **Unproductive**

- Depression, one type of stress reaction, causes more days lost than any other single factor.
- Job burnout (experienced by 25% to 40% of U.S. workers) is blamed on stress.
- Stress becomes dangerous when it interferes with your ability to live a normal life over an extended period.



# **Productive**

- Stress can be a positive, motivating part of life.
- We couldn't do things well or on time - Without the pressure of competition or deadlines.

*Q625: Please indicate how significant a source of stress the following is in your life:*

## Causes of Stress

	VERY SIGNIFICANT	SOMEWHAT SIGNIFICANT	NOT VERY SIGNIFICANT	NOT AT ALL SIGNIFICANT
Money	31%	33%	20%	16%
Work	22%	38%	23%	17%
Relationships (e.g., spouse, kids, girl/boyfriend)	17%	27%	26%	30%
Health problems affecting my family	17%	26%	26%	31%
Family responsibilities	17%	30%	27%	26%
Housing costs (e.g., mortgage or rent)	16%	24%	25%	35%
The economy	16%	34%	29%	22%
Job stability	16%	19%	19%	46%
Personal health concerns	15%	30%	29%	25%
Personal safety	6%	18%	33%	44%

**BASE:** All respondents (Adults n=3068)

# **Common Case Management Stressors**

- 
- 
- 
- 
- 
-



# ***What the Research says...***

## **We are not alone:**

- 20% of USA Americans experience high stress 15 or more days/month.
- 25-33% say they are living with extreme stress.
- 41- 48% (about half) feel that their stress has increased over the past five years.
- Money and work are the leading causes of stress (mentioned by three quarters of Americans).

Source: American Psychological Association study, 2007-2010, 2017



# ***What the research says...***

## **Behavioral Impacts**

- **50% of all employees have stress**
- **19% of absenteeism**
- **At least 7% of us abuse substances/ alcohol**
- **Tranquilizers, antidepressants, & anti-anxiety med's = 25% of Rx's**
- **Stress can be a positive, motivating part of life.**

# **Financial Impacts: The Costs of Stress**

- **\$300 Billion spent on health care, missed work...**
- **Stressed workers incur 46% higher health care costs or an average of \$600/person**
- **Addressing hypertension, cholesterol & smoking saved J&J almost \$9mil/yr.**



# Are you Stressed/Burnt Out?

## Are you Stressed/Burnt Out?

### Relational *Impacts*:

**(48%) report lying awake at night due to stress.**

**(31%) of employed adults have difficulty managing work and family responsibilities.**

**(35%) cite jobs interfering with family or personal time as a source of stress.**

**Stress causes (54%) to fight with people close to them.**

**(25%) report alienation from a friend or family member because of stress.**

**8% connect stress to divorce or separation.**

# Are you Stressed/Burnt Out?



## Psychological impacts:

- experiencing irritability or anger (50%)
- feeling nervous (45%)
- lack of energy (45%)
- feeling as though you could cry (35%)
- Smoking (out your head)
- Every month 73% of us experience psychological symptoms

Source: American Psychological Association study, 2007

# **Physiological Components**

## **The mind/body connection**

- Research relates prolonged stress to giving up, losing resistance & illness
- Research indicates chronic stress can lead to major medical conditions (Weaver, 2003)
- MindTools.com includes a disclaimer to seek the help of a health professional for prolonged stress



# Prolonged Chronic Stress vs. The Relaxation Response

- Consider the usefulness (or uselessness) of Fight/ Flight in the modern world.
- 
- How do we control the Fight/Flight response in order to react rationally?
  - How do “burn off” the adrenaline, cortisol appropriately in acute stress situations?
  - How to we address the long term effects of prolonged stress?

# Are you Stressed/Burnt Out?

## **Physical Impacts**

Headaches, muscle tension,  
neck or back pain

Upset stomach

Dry mouth

Chest pains, rapid heartbeat

Difficulty falling or  
staying asleep

Fatigue

Loss of appetite or  
overeating “comfort foods”

Increased frequency of  
colds

Lack of concentration or  
focus

Memory problems or  
forgetfulness

Jitters

Irritability

Short temper

Anxiety



# ***What the research says...***

## **Medical Impacts**

- **70-80 % of Doctor visits are related to stress**
- **Prolonged high levels of cortisol has direct correlations to:**
  - **Hypertension**
  - **Hyperglycemia**
  - **Impaired cognition**
  - **Less muscle more fat**
- **All increase likelihood of Heart Disease, Diabetes, Depression**
- **Stress affects the immune system, which protects from diseases.**

# Preventing Stress & Burnout

Recognize the problem

Self- Assessment\*

Look for your signs

Get medical advice

Do something about it!

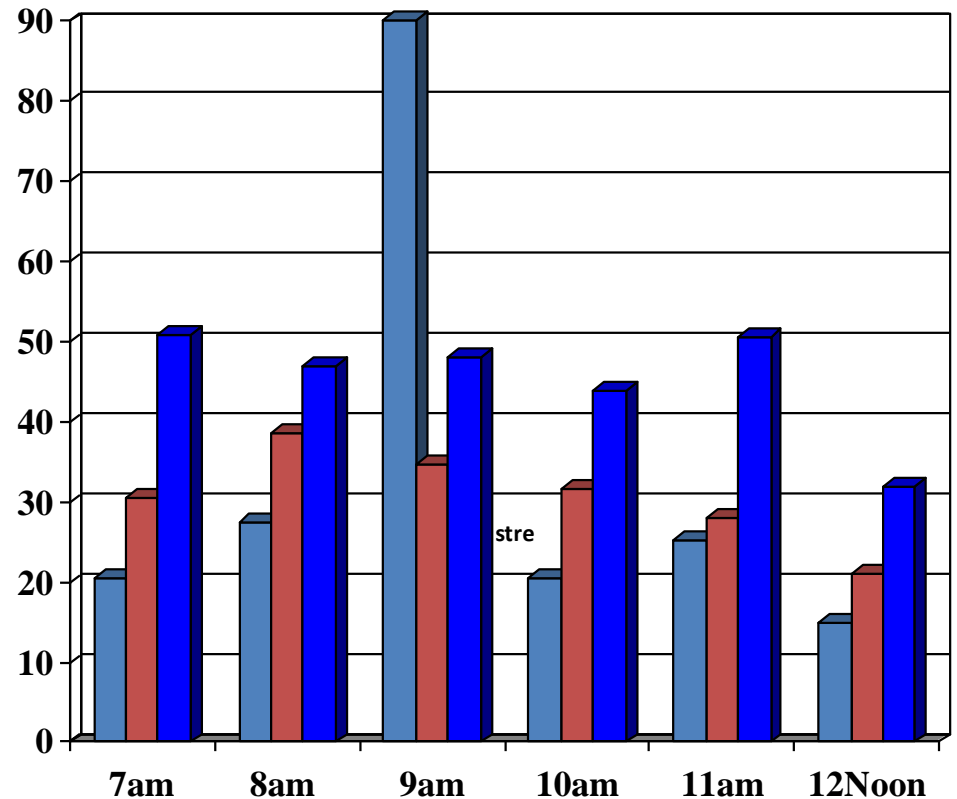
**WRAP!!!**



Mindtools, 2006

# Assessing Stress Burnout

- ✓ Burnout Quiz  
[www.islandnet.com/sarbc](http://www.islandnet.com/sarbc)
- ✓ Tools for Growth  
[Coping.org](http://Coping.org)
- ✓ About.com
- ✓ Assessment.com
- ✓ WorkplaceBlues.com
- ✓ Mind Tools.com
- ✓ Oxygen Plan
- ✓ Holmes – Rahe
- ✓ INTERNETHEALTHLIBRARY.COM



<https://my.oxygenplan.com/stress-test>

# ***What are my symptoms?***

- **Circle all that apply**
- **Make a list**
- **Make a plan**

**If this happens, then I will \_\_\_\_\_**

# Stress & WRAP

- Daily Maintenance – Wellness Toolbox  
What is Wellness for You?
- Triggers – Know Yourself  
What are the causes of stress for you?  
If this happens, then I will \_\_\_\_\_
- Warning Signs & Symptoms  
Self-assessment as above
- The Crisis Plan – TOP TEN Interventions

# *Ways we Cope>>>>>*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Pro's & Con's**

*Q965: Do you do any of the following to help manage stress?  
Please select all that apply.*

TOP 10 MOST COMMON RESPONSES

Listen to music	44%
Exercise or walk	43%
Watch TV/movies for more than 2 hours per day	40%
Surf the Internet/go online	38%
Read	36%
Spend time with friends or family	35%
Pray	29%
Nap/sleep	27%
Spend time doing a hobby	24%
Eat	23%

**BASE:** All respondents (Adults n=3068)



# Top Ten ways to practice Self-Care

## Balance your lifestyle

Gorkin, 2000 & Texas A&M, 2006

- Practice “safe stress”
- Do something completely different
- Find some stress relieving activities  
& don't be a workaholic
- Exercise / Yoga
- Sex
- Play



# Top Ten ways to practice Self-Care

## Natural Alternatives

- Drink less coffee, instead herbal & Green teas
- Enjoy aromatherapy
- Acupressure / Acupuncture
- Music and Imagery \*
- (Mindfulness)
- Balanced Diet
- Smaller portions
- Wellness

[Cathy Wong, 2011](#)



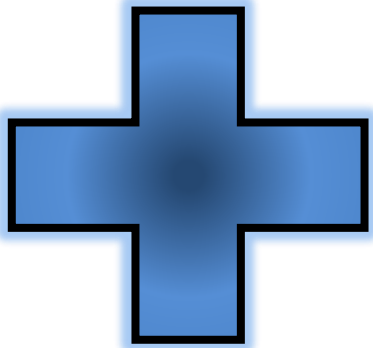
# Top Ten ways to practice Self-Care

## **Build positive social supports**

(to control negativity)

- “Find people to support you who are less negative than you are” (Kalma White)
- Learn to ask for help
- Communicate more effectively with family & friends
- Make one social connection each day
- Use positive affirmations\*

# Positive Self Talk



“I am worthy and strong”

“I am making positive changes in my life”

“I will benefit from my thoughts”

“I will deflect & forgive negativity”

“I will learn & grow daily”

“My past is a lesson learned”

“I am new every day”

Scalzo, 2000

“I am worthy and strong”

## **Benefits:**

**You begin to become what you think about.  
Eliminating the negative is important!**

# Top Ten ways to practice Self-Care

## **VALIDATION**

*Think about a time you were frustrated in a disagreement:*

- Were you listened to?
- Did they try understand your perspective?
- Were they respecting you?



**Lack of listening causes feelings of DISRESPECT and that then becomes the issue!**

**Find the small part of the person's perspective that is VALID (makes sense) & Connect.**

# Top Ten ways to practice Self-Care

## Use Time Management (Work smarter, not longer)

- Learn & use technology
- Alternate activities
  - Work hard for (an hour)/ then take a walk
- Learn to say “no”
  - Offer the person alternatives to “here & now”
- Prioritize (an alternative to procrastination)
- Delegate

# Top Ten ways to practice Self-Care

## More Time Management Ideas

- Stand while you are on the phone
- RAFT (refer, act, file, throw out)
- Lay out your clothes the night before
- Long range projects:

### Manage Backwards

- Return calls and emails at a specific time
- Guard your PEAK time
- Schedule “planning time” each day
- Schedule Breaks / get up and move





# Top Ten ways to practice Self-Care

## Time-Out's / Get-Aways

Vacations / Staycations

Take time off – Remove yourself from the demands

Fantasize a “5 min. mini-vacation”

Guided Imagery\*

Relaxation techniques\*

Listen to music\*

Develop New interests to divert stress & rejuvenate

# Top Ten ways to practice Self-Care

## *Take “time out” everyday*

Pray / meditate

Just for a few minutes

Repeat a positive phrase or word

Deep breathing\*

“Decompression techniques” (autogenics)

Mindfulness

# Mindfulness

*“The awareness that emerges through paying attention on purpose, in the present moment, and non-judgmentally to the unfolding of experience moment to moment.”*

*(Kabat-Zinn, 2003)*



# Mindfulness

## Self-Discovery through:

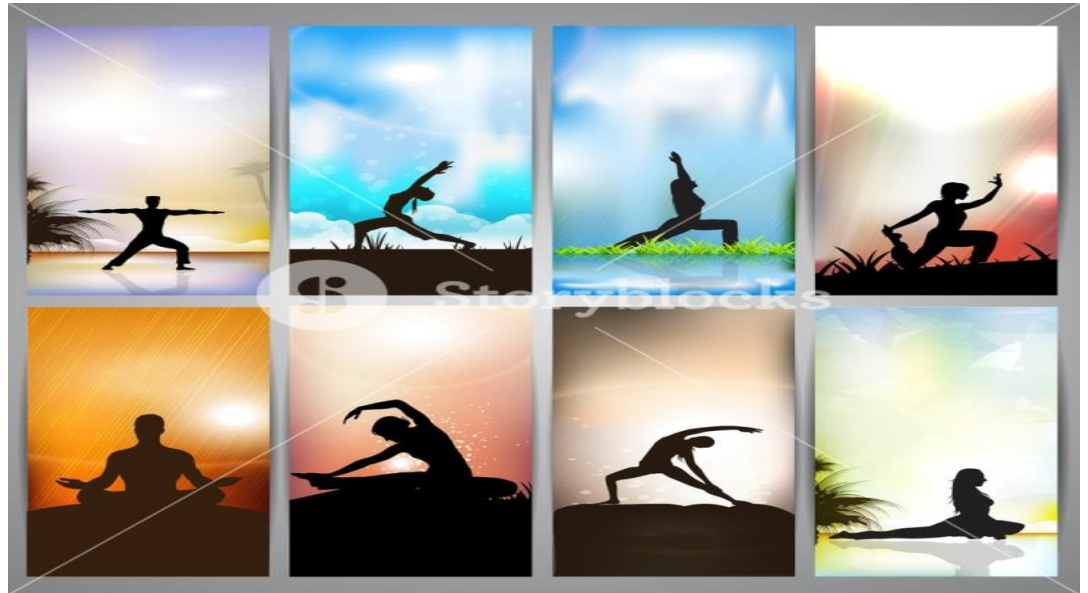
- Meditation & Deep Breathing

- Body Scan

- Yoga

- Imagery

- Creative Arts



- MBSR Mindfulness-Based Stress Reduction

# **Mindfulness**

- **Being fully present in the with experience: good and bad**
- **Formal practices: Meditation, yoga, etc.**
- **Informal practice: Moment to moment awareness of daily life, emotions, actions**
- **Can be learned with / without professional support**
- **Formal Studies show effectiveness of classes**

# When & How to Practice Mindfulness

- Waiting in line
  - pay attention to your breath
- Having a cup of tea
  - notice the taste, feeling, smell, temp.
- Playing a sport
  - throw yourself into the activity completely,
- If eating alone
  - turn off the TV, put your phone down, and taste the food (texture, flavors, temperature, etc.)
- Look at an object
  - describe the object as thoroughly as possible using non-judgmental language

When practicing - If thoughts, feelings, judgments distract you, bring yourself back to the activity *non-judgmentally*

# Top Ten ways to practice Self-Care

## **Personal Individualized Strategies** **to fit your causes & symptoms**

- Eat a balanced diet (take a lunch everyday)
- Get enough sleep (7 hours average)
- Exercise / Stretching
- Be deliberate and disciplined!
- Reward yourself
- Focus on your strengths & minimize weaknesses
- Set goals
- See mistakes as learning experiences



# Top Ten ways to practice Self-Care

## More Personal Individualized Strategies

- Use humor\* & Play
- Pets
- Rent a movie
- Read a book
- Play games
- Draw\*
- Write\*
- Sing



**Bailey Fisher**

# Top Ten ways to practice Self-Care

## **Gain control where you can**

- Negotiate
- Figure out what you can change and what you cannot change
- Be assertive and appropriately expressive to avoid building resentment, fear and anger
- Reward self for sticking with stressful situations
- Accept your limits/ Boundaries
- Control your need to do it all, all by yourself

# Top Ten ways to practice Self-Care

## Do what you love or change your career

- Don't forget career counseling
- Change jobs inside the agency



Gorkin 2006

# ***The Road to Happiness***



## **Correlations with Happiness**

- Helping Others
  - Smiling
  - Not Wealth
- Spiritual Faith
- Support Networks
- Non- judgmental
- Very Forgiving
  - Lowered Expectations

Fisher, after Gottlieb 2001

# Anthem to Stress & Burnout

***For the Phoenix to rise from the ashes  
One must know the pain  
To transform the fire  
To burning desire***

*Gorkin, 2000*

## PROGRESSIVE RELAXATION EXERCISE

*Relax the muscle groups so that you are able to “let go” if the tension in the muscles and so that no tension remains in the muscle group.*

### ***Instructions:***

*Focus on one group of muscles at a time.*

*Begin by tensing the first muscle group – Hold it for 10 seconds – release the tension.*

*Begin with:*

<i>Lower arm</i>	<i>Make fist, palm down, and pull wrist toward upper arm</i>
<i>Upper arm</i>	<i>Tense biceps; with arms by side, pull upper arm toward side without touching (try not to tense the lower arm while doing this; let the lower arm hang loose)</i>
<i>Lower Leg &amp; Foot</i>	<i>Point toes upward to knees</i>
<i>Thighs</i>	<i>Push feet hard against the floor</i>
<i>Abdomen</i>	<i>Pull in stomach toward back</i>
<i>Chest &amp; Breathing</i>	<i>Take a deep breath and hold it 10 seconds, then release</i>
<i>Shoulders &amp; Lower neck</i>	<i>Shrug shoulders, bring shoulders up until they almost touch ears</i>
<i>Back of neck &amp; Lips</i>	<i>Put head back and press against back of chair Press lips together, don't clench teeth or jaw</i>
<i>Eyes</i>	<i>Close eyes tightly but don't close too hard (be careful if you have contact lens)</i>
<i>Lower forehead</i>	<i>Pull eyebrows down and in (try to get them to meet)</i>
<i>Upper forehead</i>	<i>Raise eyebrow and wrinkle your forehead</i>

*Source: Barlow & Rapee, 1991*





## WHAT INDIVIDUALS IN RECOVERY

# NEED TO KNOW ABOUT WELLNESS

### Why Is Wellness Important?

The short answer: For individuals with behavioral health conditions, **embracing wellness can improve quality and years of life.**

A study by the National Association of State Mental Health Program Directors (NASMHPD) found that individuals with severe mental illness (SMI) die years earlier than those without these disorders, most often of heart disease.<sup>i</sup> They also experience diabetes, high blood pressure and cholesterol, and obesity at a rate that is 1.5 to 2 times that of the general population.<sup>ii, iii, iv</sup>

### Wellness Matters

Consider the true story of Jane, a person in recovery who got a wake-up call during a health screening, where she was told that her blood pressure was dangerously high. Jane had already lost two sisters to heart disease, so she decided to lose the weight she had gained while taking antidepressant medication. “After losing 40 pounds, [my blood pressure] dropped like a stone,” she said.

*“Paying attention and taking action saved my life.”*

Jane’s example shows the importance of considering both physical and mental health. Wellness is more than the absence of disease or stress; it refers to overall well-being. It’s having purpose in life, participating actively in work and play, and having relationships that give you joy.<sup>v</sup>

SAMHSA’s Wellness Initiative supports embracing the Eight Dimensions of Wellness to achieve improved quality of life and longevity.<sup>vi</sup>

There are many ways to enhance well-being and recovery from mental or substance use conditions and trauma. Here are a few other activities:

- **Stopping smoking** is the single most important thing you can do to improve your health. Data shows that individuals in recovery are 25 to 40 percent more likely to die from heart disease than others, with smoking being a major contributor.<sup>vii</sup>
- In 2008 and 2009, Australian researchers found that **belonging to a social group**, such as a volunteer group can improve both physical and mental health.<sup>viii</sup>



### WELLNESS

Source: Adapted from Swarbrick, M. (2006). A Wellness Approach. *Psychiatric Rehabilitation Journal*, 29(4), 311–314.





## The Eight Dimensions of Wellness

What wellness means and what we focus on varies from person to person. Yet it is useful to think about practical ways we can improve our wellness in each dimension. Here are several examples.

**EMOTIONAL**—*Coping effectively with life and creating satisfying relationships*

- Be aware of and listen to your feelings.
- Express your feelings to people you trust.

**FINANCIAL**—*Satisfaction with current and future financial situations*

- Be thoughtful and creative about your budgeting and spending.
- As needed, meet with financial professionals who provide free or low-cost services for guidance.

**SOCIAL**—*Developing a sense of connection, belonging, a well-developed support system*

- Make at least one social connection per day by calling, e-mailing, or visiting someone.
- Get active in a support group.

**SPIRITUAL**—*Expanding our sense of purpose and meaning in life*

- Make time for practices that enhance your sense of connection to self, nature, and others.
- Take time to discover what values, principles, and beliefs are most important to you.

**OCCUPATIONAL**—*Personal satisfaction and enrichment derived through one's work*

- Work toward a career in a field you are passionate about or a volunteer activity that has meaning for you.
- Communicate with your supervisor regularly and get support when needed.

**PHYSICAL**—*Recognizing the need for physical activity, diet, sleep, and nutrition*

- Take the stairs instead of the elevator; replace driving with walking or bicycling when possible.
- Get enough sleep—your body needs it to rejuvenate and stay well!

**INTELLECTUAL**—*Recognizing creative abilities and finding ways to expand knowledge and skills*

- Research a topic that interests you and share what you learned with others.
- Find creative outlets that stimulate your mind and sense of curiosity.

**ENVIRONMENTAL**—*Good health by occupying pleasant, stimulating environments that support well-being*

- Appreciate nature and the beauty that surrounds you.
- Seek out music and other experiences that have a calming effect on your well-being.

### ADDITIONAL RESOURCES

U.S. Department of Health and Human Services

<http://www.hhs.gov>

SAMHSA-HRSA Center for Integrated Health Solutions

<http://www.integration.samhsa.gov/>

healthfinder®

<http://www.healthfinder.gov>

Million Hearts®

<http://www.millionhearts.hhs.gov>

STAR Center

<http://www.consumerstar.org>

National Empowerment Center

1-800-POWER2U (1-800-769-3728)

<http://www.power2u.org>

National Wellness Institute

<http://www.nationalwellness.org>

Peerlink National Technical Assistance Program

<http://www.peerlinktac.org>

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[http://www.forbes.com/2009/11/02/stress-relief-tips-lifestyle-health-stress\\_chart.html](http://www.forbes.com/2009/11/02/stress-relief-tips-lifestyle-health-stress_chart.html)

<https://my.oxygenplan.com/stress-test>

<http://stress.about.com/od/tensiontamers/a/stressrelievers.htm>

<http://stress.about.com/od/stresshealth/a/cortisol.htm>

<http://video.about.com/altmedicine/Natural-Stress-Relief.htm>

<http://www.apa.org/news/press/releases/stress/index.aspx>

<http://www.olgaphoenix.com/key-offerings/self-care-wheel/>

<http://www.webmd.com/balance/tc/mindfulness-based-stress-reduction-topic-overview?print=true#>

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<http://www.helpguide.org/articles/stress/relaxation-techniques-for-stress-relief.htm>

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**Dedicated in the Memory of my co-worker Lorraine Scalzo who provided countless ideas and support to me over the years.**

**Lorraine embodied these concepts throughout her life and even during her valiant struggle with the cancer that took her life in the summer of 2004.**

## **TECHNIQUES TO REDUCE AND COMBAT STRESS**

- 1.) Deep Breathing Exercises – Breathe in deeply and slowly, hold for 10 seconds and exhale slowly and fully. Repeat several times. Deep Breathing is the core component of almost any stress reduction technique, beginning with the “Take ten deep breaths” method of calming someone down.
- 2.) Progressive Muscular Relaxation – Especially useful for reducing muscular tension, this technique focuses on tensing and relaxing muscles to get the desired degree of full relaxation.
  - a. After getting into a comfortable seated posture with all parts of the body supported,
  - b. Specific muscles are tensed for a few seconds and then relaxed.
  - c. Progressively the whole body is systematically involved.
  - d. Deep breathing should be coordinated with tension and relaxation (inhaling, holding and exhaling) for maximum effect.
  - e. Over time a person learn to tense and relax groups of muscles, allowing the conditioned response of relaxation to be achieved more quickly.
  - f. A well conditioned person might be able to achieve relaxation almost at will.
- 3.) Guided Imagery – “Thinking of a pleasant scene.” This technique might be combined with deep breathing or Progressive Relaxation for a longer and more sensual experience. It can involve images as well as sounds and smells. As a person conditions themselves to this technique, it can be generalized. Thus anytime tension is experienced, the pleasant scene can be imagined.
- 4.) Relaxation Response – In his book and in published articles in respected journals Dr. Herbert Benson of Harvard University has established this practice through biofeedback equipment. The individual needs to:
  - a. Find a quiet place with few distractions
  - b. Get comfortable, clothes loosened and limbs supported
  - c. Quietly repeat a single syllable sound or word (such as “one”)
  - d. Close their eyes
  - e. Deeply relax muscles; starting at their feet and moving up through the face
  - f. Breathe in through the nose, and exhale while quietly or silently saying the word (“one”) and repeat this focused breathing throughout.
  - g. The use Imagery is acceptable.
  - h. Continue for 10-20 minutes
  - i. Take a few minutes to recoup.