

# Burnout Care

Actionable Steps for Case Managers and Disability Management Specialists—Resources List



## Defining burnout and how to assess/measure it

- World Health Organization definition of burnout: <https://tinyurl.com/58yv95z8>
- Nagoski, E., & Nagoski, A. (2019). *Burnout: the secret to unlocking the stress cycle*. First edition. New York: Ballantine Books
- Article with free assessments and activities: PositivePsychology.com, February 18, 2022 <https://positivepsychology.com/burnout-tests-signs/>

## Do other influences make burnout worse?

- Stanford Social Innovation Review article on domains of burnout, 2005: <https://tinyurl.com/swj7rhjn>
- Chan, G. K., Kuriakose, C., Blacker, A., Harshman, J., Kim, S., Jordan, L., & Shanafelt, T. D. (2021). An organizational initiative to assess and improve well-being in advanced practice providers. *Journal of Interprofessional Education & Practice*, 25, 100469: <https://www.sciencedirect.com/science/article/abs/pii/S2405452621000562>
- Stanford Model of Professional Fulfillment: <https://tinyurl.com/ms6fnzuu>

## Forms of energy

- Dalton-Smith, S. The 7 types of rest that every person needs. January 6, 2021. <https://ideas.ted.com/the-7-types-of-rest-that-every-person-needs/>
- Schwartz, T. *The way we're working isn't working*. New York, NY: Free Press. 2010.

## Well-being intervention in healthcare

- WISER trial from Stanford Children's Health: [https://www.nature.com/articles/s41372-021-01100-y#auth-Jeffrey\\_B\\_-Gould](https://www.nature.com/articles/s41372-021-01100-y#auth-Jeffrey_B_-Gould)

## “Compassion Fatigue”

- Article on busting the myth of compassion fatigue by consulting group for helping professionals: <https://www.tendacademy.ca/stop-using-compassion-fatigue/>

## Forms of social support

- University of Pennsylvania, Health Behavior and Health Education, Key Constructs of Social Support: <https://tinyurl.com/bj6e4rjs>

## Creating pauses in healthcare

- Gonzalez et al., (2020). Supporting health care workers during the COVID-19 pandemic: Mental health support initiatives and lessons learned from an academic medical center. *Psychological Trauma: Theory, Research, Practice, and Policy*, 12(S1), S168.
- Dr. Deborah Kaysen, DOM Grand Rounds, 7/22/20: <https://www.youtube.com/watch?v=U7F4pkhUJ1Q&t=3s>

## Diverse ways to rest

- Article on resting in unique ways written by Jordana Harshman: <https://wellness.healthysteps4u.org/relaxing-into-better-days/>

## Noticing feelings

- Dr. Gloria Willcox: <https://blog.calm.com/blog/the-feelings-wheel>
- Also see Paul Ekman and Robert Plutchik

## Self-Compassion

- Article on positive and negative poles of self-compassion: Warren, R., Smeets, E. & Neff, K. D. (2016). Self-criticism and self-compassion: Risk and resilience for psychopathology. *Current Psychiatry*, 15(12), 18-32.
- Dr. Neff's compassion assessment (free): <https://self-compassion.org/test-how-self-compassionate-you-are/>
- Other guided (audio and written) available on Dr. Neff's website: <https://self-compassion.org/category/exercises/>

## Compassion at Work

- Book on workplace processes and systems for practicing compassion: Worline, Monica C., Dutton, Jane E. (2017). *Awakening Compassion at Work: The Quiet Power That Elevates People and Organizations*: Berrett-Koehler.



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Consultant and Coach

**Jordana Harshman** has spent the last decade specializing in building organizational cultures that promote wellness by increasing compassion and reducing burnout. Through her service in healthcare, she advises clinical and non-clinical leaders and teams on addressing drivers of burnout, building evidence-based compassion science practices into daily interactions and team processes and setting organization-wide wellness goals supported by long-term strategic plans. Jordana is published in the *Journal of Interprofessional Education and Practice* on assessing and improving well-being in advanced practice providers and has implemented a validated stress management intervention translated from primary care to the employer setting. Outside of consulting and coaching, Jordana also speaks at conferences. Previous speaking engagements include the Schwartz Center's Compassionate Action in Healthcare, American Society for Health Care Human Resources Administration, Advanced Practice Provider Executive Leadership Summit, and Conference Board. Jordana holds a master's in public health, bachelor's in anthropology, national board certification as a health and wellness coach and certification as a Kripalu yoga instructor.



### Commission for Case Manager Certification

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