

Emotional care or is it care of our emotions?

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What are emotions?

What are emotions?

- a strong feeling deriving from one's circumstances, mood or relationships with others
- an instinctive or intuitive feeling as distinguished from reasoning or knowledge

Aristotle

- fear, confidence, anger, friendship, calm, enmity, shame, shamelessness, pity, kindness, envy, indignation, emulation and contempt

Robert Plutchik's - 8 basic emotions

- joy, sadness, trust, disgust, fear, anger, surprise and anticipation

Plutchik, R. (2001). The nature of emotions. *American Scientist*. 89(4), 344. DOI: 10.1511/2001.4.344

Paul Eckman - 6 emotions

- happiness, sadness, surprise, fear, anger and disgust [he later went on to add a seventh emotion – contempt]

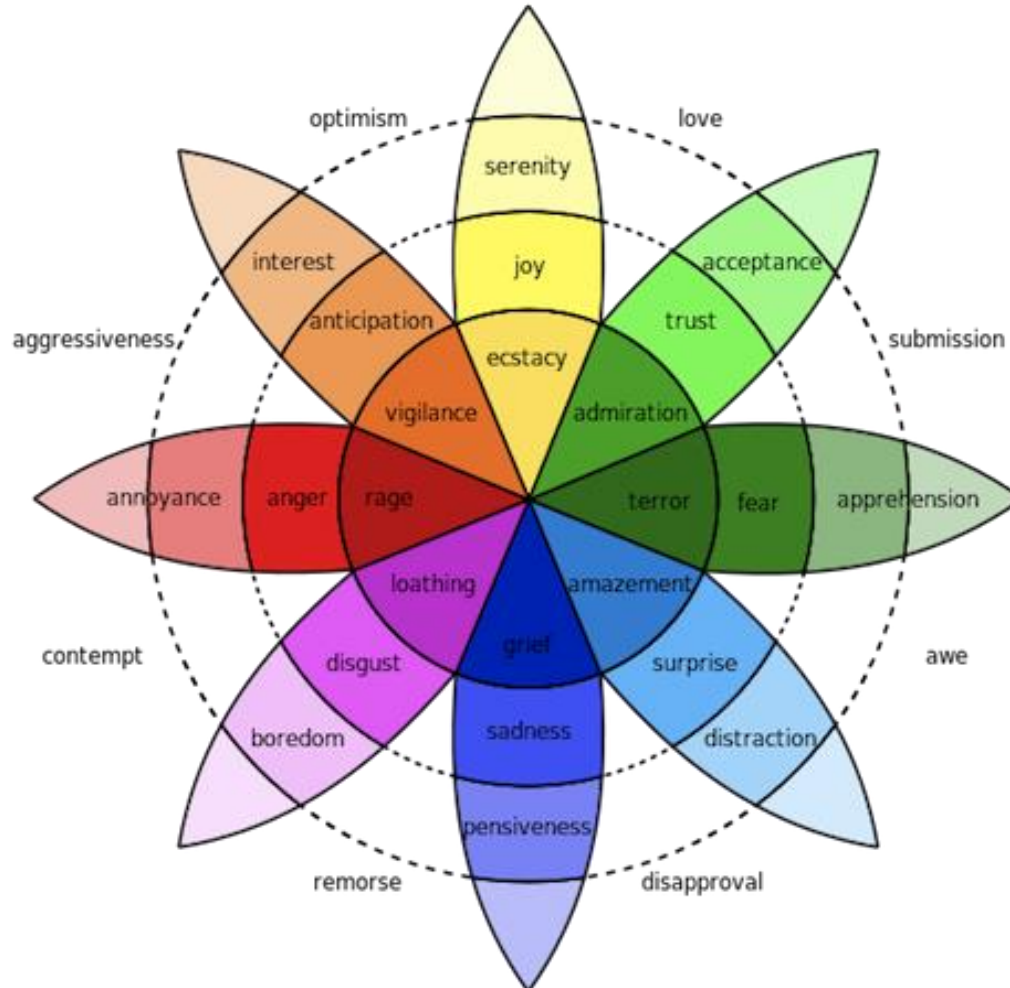
P. Ekman and W. Friesen. *Facial Action Coding System: A Technique for the Measurement of Facial Movement*. Consulting Psychologists Press, Palo Alto, 1978

Others have suggested just four basic emotions

- happiness
- sadness
- anger
- fear



Wheel of emotions



<http://study.com/academy/lesson/robert-plutchiks-wheel-of-emotions-lesson-quiz.html>

What about in our work?

Using palliative care as an example

What about in our work?

Using palliative care as an example

- suffering, loss and impending death impact on all of us and our emotions
- panic, fear, anguish, uncertainty are never far away

What about in our work?

What are the stressors?

- 48% come from the work environment
- 29% derive from the health worker's occupational role
- 17% come from working with patients and families
- 7% come from illness-related variables such as pain and symptom management

Vachon MLS (1987) *Occupational stress in the care of the critically ill, the dying and the bereaved*. Hemisphere Pub, Washington

What about in our work?

“Organisations that do not listen to their staff, and therefore do not value them, will be unlikely to respond to the range of emotions their staff may experience during the course of a working day, thus leading to a workplace culture that will not feel emotionally safe”

Smith P, Pearson PH, Ross F (2009) Emotions at work: what is the link to patient and family safety? Implications for nurse managers in the NHS. *J Nurs Manag* 17(2): 230-7

What about in our work?

Peer support was seen as essential by 92% of respondents in a NZ hospice survey

Huggard J (2008) A national study of the support needs of interprofessional hospice staff in Aotearoa/New Zealand. So how are we doing really? MHSc thesis, University of Auckland, Auckland

A supportive environment increases trust

➤ increases job satisfaction

What about in our work?

Self care has mental, physical, emotional, social and spiritual components and is viewed by some as an essential part of professional practice and personal development

It leads to lower levels of compassion fatigue and burnout and higher levels of compassion satisfaction in hospice care professionals

Alkema K, Linton JM, Davies R (2008) A study of the relationship between self-care, compassion satisfaction, compassion fatigue and burnout among hospice professionals. *J Soc Work End*

Postures of the h

...courage (being without fear)

...reverence for other

...silence before the mystery

...capacity for conversation

...presence

...compassion and comfort

Tony Russell, 2012



Emotion work

- “The emotional effort made by individuals to manage their own feelings and those of others”
- Insufficient recognition of the extensive range of tasks and roles taken on by family carers – increasingly complex nature of these roles advance with more sophisticated treatments permeating care
- ...management, organisation and decision-making while experiencing emotional duress and grief

Emotion work

- There is an unintended impact on family and carers when clinicians 'step-up' treatment regimens, which in turn increases 'treatment burden'
- Long term medical conditions mean that demands borne by family and carers may last over years
- Family carers of people with dementia may find themselves navigating disrupted 'personas, reputations and relationships built up over a lifetime'

Emotion work

- Emotional labour of reassurance, comfort, stress relief, when relatives experience pain and discomfort, anxiety, depression, uncertainty and sadness
- Add in familial and social; financial; information and communication; physical and personal care; spiritual and existential...
- What do you get?

Payne S, Morbey H *Supporting family carers: report on the evidence of how to work with and support family carers to inform the work of the Commission into the future of hospice care*, p17, Fig 1 copyright © 2013, Help the Hospices

Ensuring emotional safety for ourselves

- Making sure 'de-roling' occurs at the end of the day
- Giving and receiving support
- Giving prompt feedback to peers and management
- Using professional supervision
- Taking regular holidays and time out
- Keeping a healthy personal and professional work-life balance
- Eating a healthy diet
- Managing personal stressors
- Enjoying and fun with the team

Ensuring emotional safety for

ourselves

- Using rituals to acknowledge your own losses and attending to grief work
- Admitting and acknowledging helplessness and pain
- Not expecting too much of yourself
- Maintaining careful boundaries
- Exercising regularly
- Healthy use of alcohol
- Engaging in restorative activities nurturing, caring and valuing self and accepting help and support when needed

Huggard J, Nichols J (2011) Emotional safety in the workplace: one hospice's response for effective support. *Int J Palliat Nurs* 17(12) 611-7



How long did yesterday seem to
you?

