



Developing emotionally intuitive
competency-based
palliative care skills

The Practice of Self-Care (Domain 8) Navigating Your River of Wellbeing



Canadian Home Care
Association

Production of this material has been made possible through collaboration and financial support from the Canadian Partnership Against Cancer Corporation and Health Canada.

About the eiCOMPASS Knowledge Webinars

The eiCOMPASS is bringing together organizations providing home-based palliative care across Canada to improve nurses' and personal care workers' skills and provide emotionally intuitive care.

How is the Canadian Home Care Association accomplishing this?

- Building awareness of the Canadian Interdisciplinary Palliative Care Competency Framework.
- Providing Emotional Intelligence e-learning training courses.
- Supporting the learning with tools to reinforce skills.
- Through our SPRINT™ Accelerator we are supporting teams from across Canada to adopt and practice these skills.

Changing Attitudes

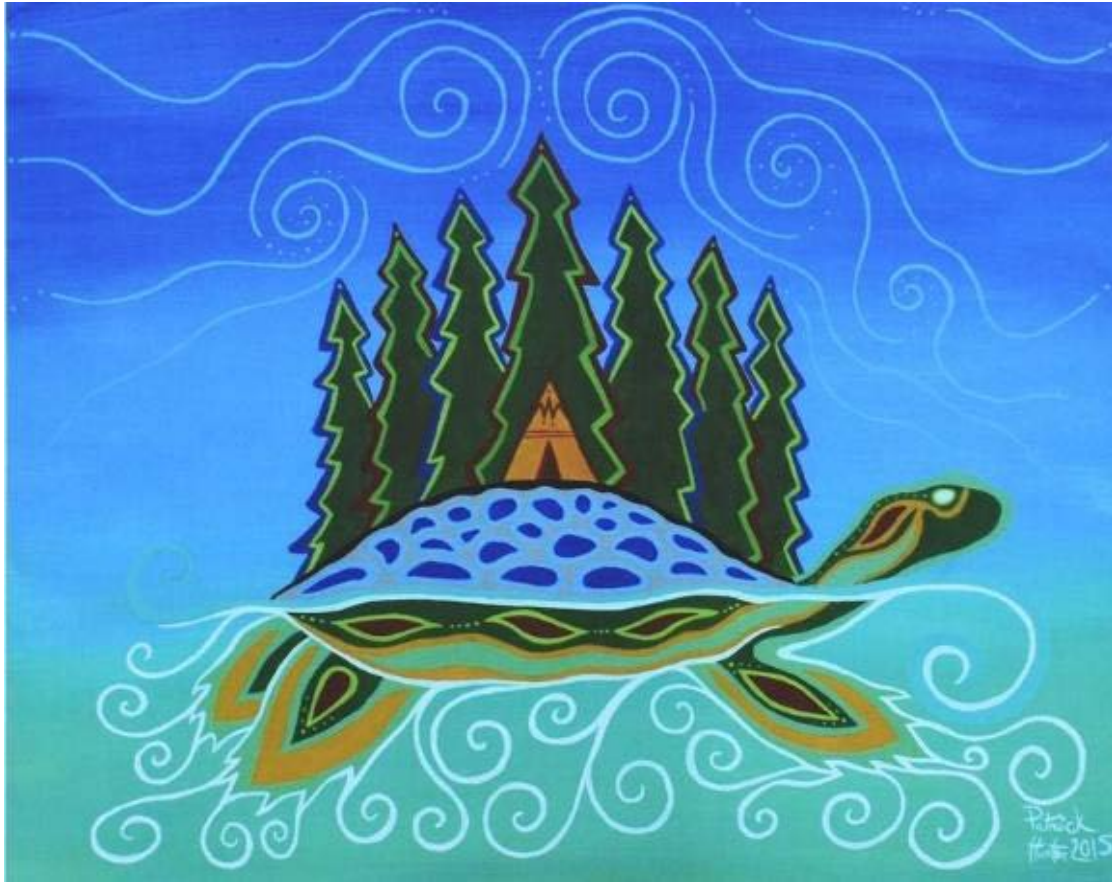


Developing emotionally intuitive, competency-based palliative care skills

Emotional Intelligence (EI) and Palliative Care

- Healthcare providers with high EI demonstrate **40% better patient outcomes** in terms of managing pain, anxiety, and depression. (Greenberg 2016)
- Family members and caregivers report a **20% higher satisfaction rate** when healthcare providers exhibit high EI - primarily due to better communication and emotional support. (Huber 2018)
- Nurses with higher levels of emotional intelligence showed a **50% reduction in burnout** compared to those with lower EI scores. (Lamarche 2018)
- Palliative care team members with higher EI scores were **25% more effective** in collaborative decision-making. (Whitaker, 2018)





Turtle Island By Patrick Hunter (www.patrickhunter.ca)

Land Acknowledgement

We recognize with humility and gratitude that Canada is located in the traditional, historical and ceded and unceded Lands of First Nation, Inuit and Métis Peoples.

On behalf of us all, we acknowledge and pay respect to the Indigenous peoples past, present and future who continue to work, educate and contribute to the strength of this country.

Presenters



Tara Cohen

Social Worker, Psychotherapist and Mindfulness Instructor
Committed to supporting people in achieving their optimal quality of life,
throughout their life journey.



Nadine Valk

eiCOMPASS Coach, Facilitator and Mindfulness Instructor



Developing emotionally intuitive
competency-based
palliative care skills

The Practice of Self-Care (Domain 8) Navigating Your River of Wellbeing



Canadian Home Care
Association

Production of this material has been made possible through collaboration and financial support from the Canadian Partnership Against Cancer Corporation and Health Canada.

Checking In



LOOK
1

Glance around.

What colour or shape catches your eye? Don't think about it too much, just see it.



FEEL
2

Feel the air touching your face.

Is it warm or cool? Don't describe it, just feel it.



LISTEN
3

Hear any sound that's around you.

It could be anything—a fan, people talking, or just silence. Just let the sound be there.



SMELL
4

Take a gentle breath in and out.

Do you notice any smell? It doesn't matter what it is, just be aware of it.







TOUCH
5

Touch something close to you—your clothes, a chair, anything.

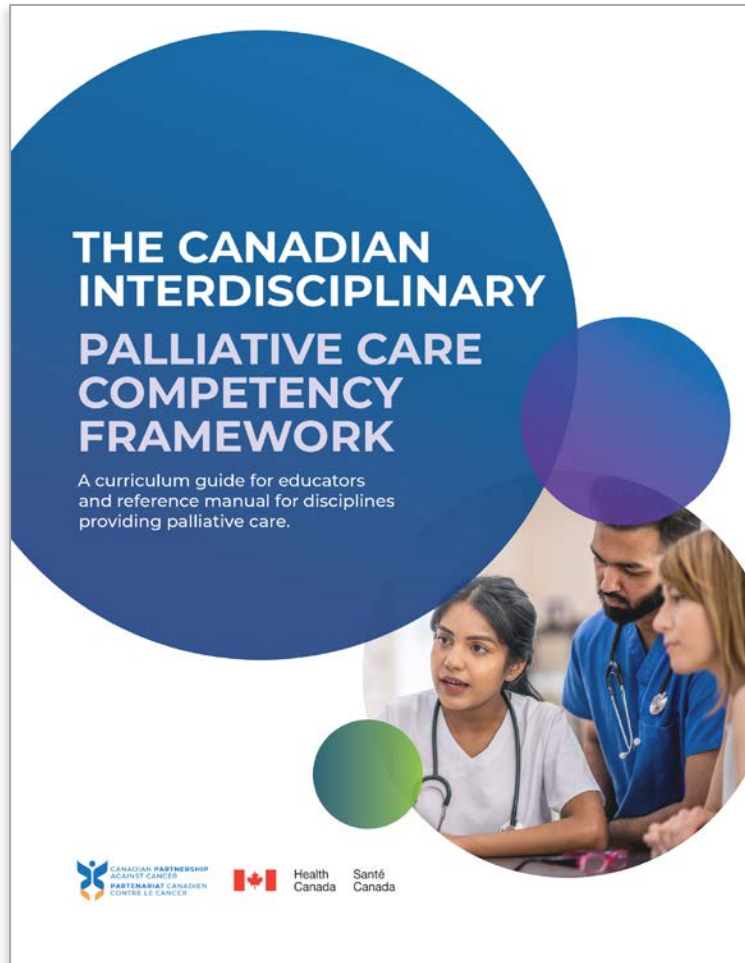
Don't think about it, just notice what it's like under your fingers.

Objectives

-  Understand the concept of **Self-Compassion** and recognize its importance in maintaining personal well-being and preventing burn-out.
-  Identify the signs and symptoms of **Compassion Fatigue** and understand its impact on emotional health and professional performance.
-  Explore Dr. Dan Siegel's "**River of Wellbeing**" and learn strategies to navigate a balanced emotional state.
-  Develop a Personalized **Self-Care Plan** to Manage Stress



8 Self-care



Self-care is paramount for healthcare providers. It encompasses a spectrum of knowledge, skills, and attitudes, including self-awareness and reflection, maintaining professional boundaries, and practicing holistic wellness strategies for the individual provider and the team.

- Palliative Care Competency Framework



8 Self-care

Competencies



Explore/demonstrate awareness of own attitudes, beliefs, response to illness, dying, death and caring for people with palliative care needs.



Understand and attend to own emotional responses that result from caring for people with life-limiting conditions.



Recognize and address compassion fatigue

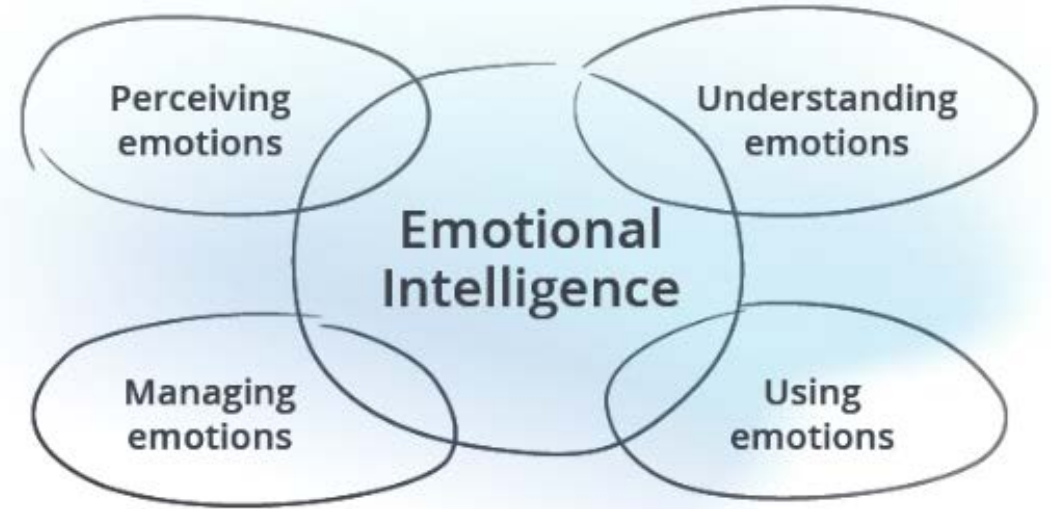


Develop a self-care plan/engage in healthy behaviours to help prevent compassion fatigue



Awareness of emotional and spiritual supports available for self and team/support team members

Competency Development and EI



Emotional intelligence isn't inherited, it's developed. The brain's neuroplasticity allows us to learn and improve our emotional skills throughout our lifetime.

Dr. Richard Davidson

Neuroscientist and Founder and Chair of the Center for Healthy Minds

Compassion, Empathy, and “Compassion Fatigue”

Compassion

Compassion is “sensitivity to the experience of suffering, coupled with a deep desire to alleviate that suffering” (Neff & Germer)

- Opening one's awareness to the pain of others, without avoiding or disconnecting from it.
- Feeling kindness, care, and understanding for people who are in pain.
- This recognition of shared human suffering and imperfection naturally leads to a desire to help and support others.



Empathy, the most powerful tool of compassion, is an emotional skill set that allows us to understand what someone is experiencing and to reflect back that understanding.

“Compassion is fueled by understanding and accepting that we’re all made of strength and struggle – no one is immune to pain or suffering.” - Brené Brown

What is Compassion /Empathy Fatigue

“We need to dispel the myth that empathy is ‘walking in someone else’s shoes.’ Rather than walking in your shoes, I need to learn how to listen to the story you tell about what it’s like in your shoes and believe you even when it doesn’t match my experiences.”

- ‘Compassion fatigue’ as a form of ‘empathy distress fatigue’ which results from an inward-focused emotional response to others’
- Can happen when you lack boundaries and take on someone else’s pain or emotion as your own.

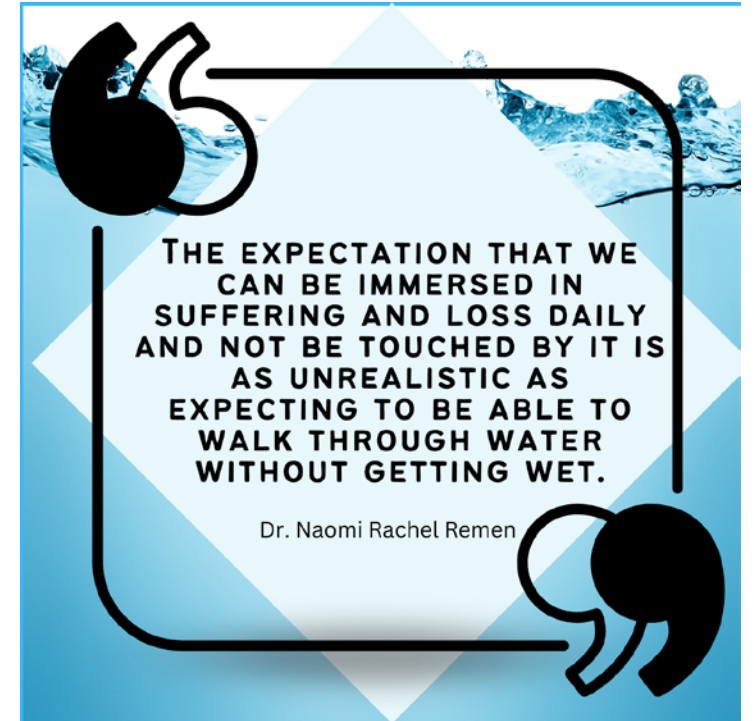
Recognizing Compassion /Empathy Fatigue

Feeling overwhelmed. *I can't seem to function due to someone else's pain.*

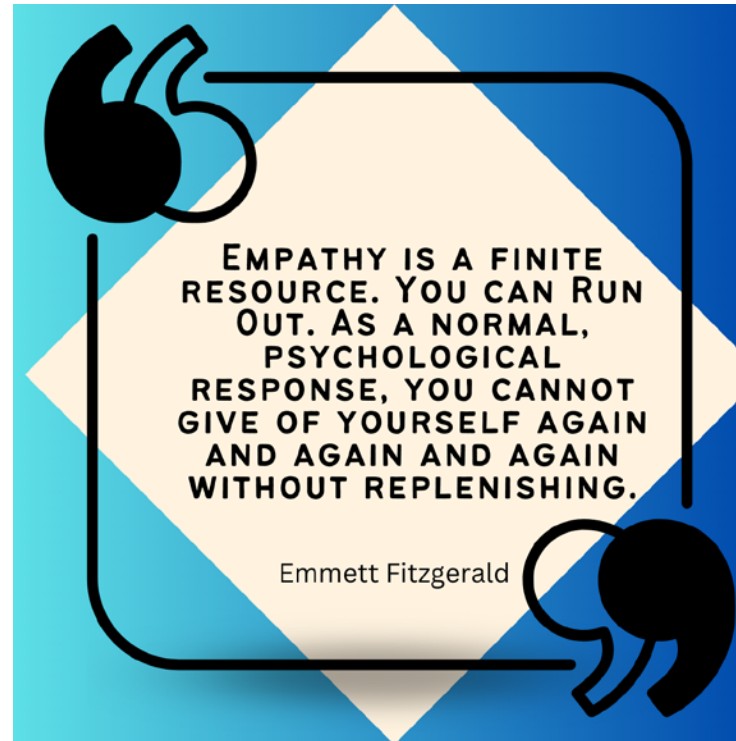
Feeling emotionally drained. *I don't have the emotional capacity to extend more care.*

Difficulty sleeping. *My thoughts about your experience leave me tossing and turning.*

Difficulty concentrating. *My mind is ruminating about situations outside of my control.*



Recognizing Compassion /Empathy Fatigue



Physical exhaustion. *I don't have the energy to be present with you.*

Apathy. *I've become numb from overexposure to others' pain.*

Irritability. *I can't give attention to one more thing. Get out of my way.*

Feeling emotionally disconnected. *I've taken on your pain as my own and no longer understand your perspective.*

Stress Tolerance/ Navigating Your River of Wellbeing

What is Stress

- Stress can be defined as a state of worry or mental tension caused by a difficult situation.
- Stress is a natural human response that prompts us to address challenges and threats in our lives.
- Everyone experiences stress to some degree. The way we respond to stress, however, makes a big difference to our overall well-being.

(World Health Organization)



©NemiMakeitDesigns

The River of Wellbeing



The River of Wellbeing



The River of Wellbeing

Hyperarousal

- Angry
- Fearful
- Anxious
- Out of control
- Defensive



Fight

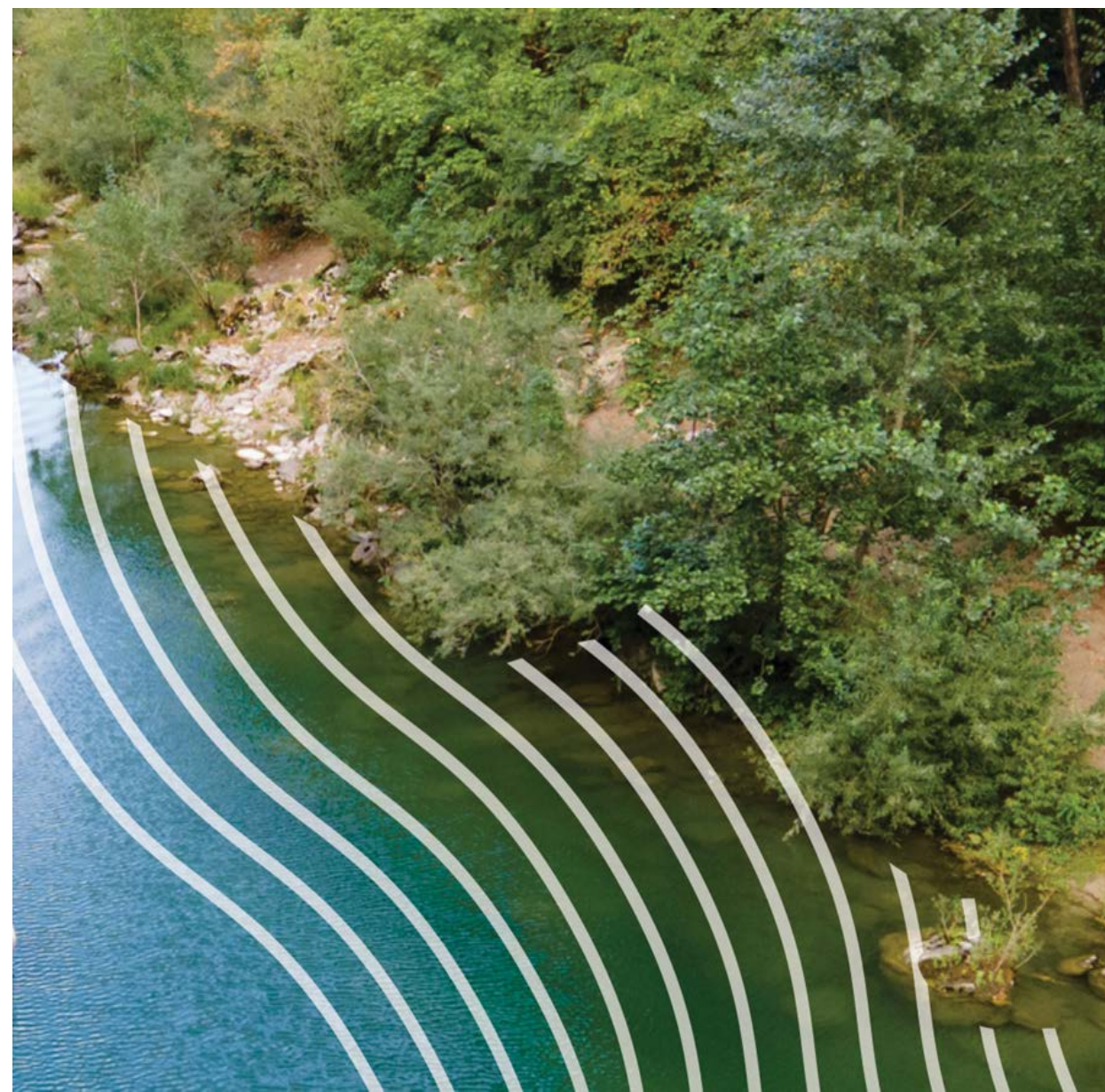
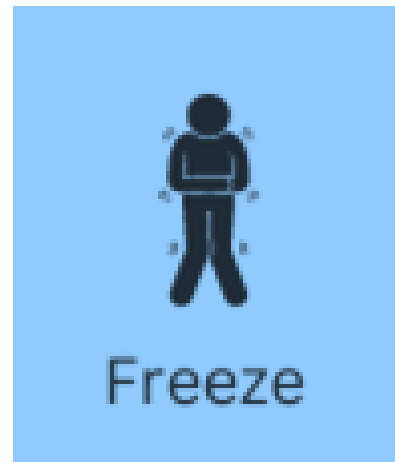


Flight

The River of Wellbeing

Hypoarousal

- Depressed
- Exhausted
- Defeated
- Numbness



Emotional Intelligence

The S.U.M. of All Things

S
Sense

"Sense" your emotions and those around you.

Take the emotional temperature.

"How am I feeling today?" or "How are you feeling today?"

U
Understand

"Understand" how your emotions influence thoughts and actions.

Check your emotional mirror.

"How have emotions influenced my decisions and actions?"

M
Manage

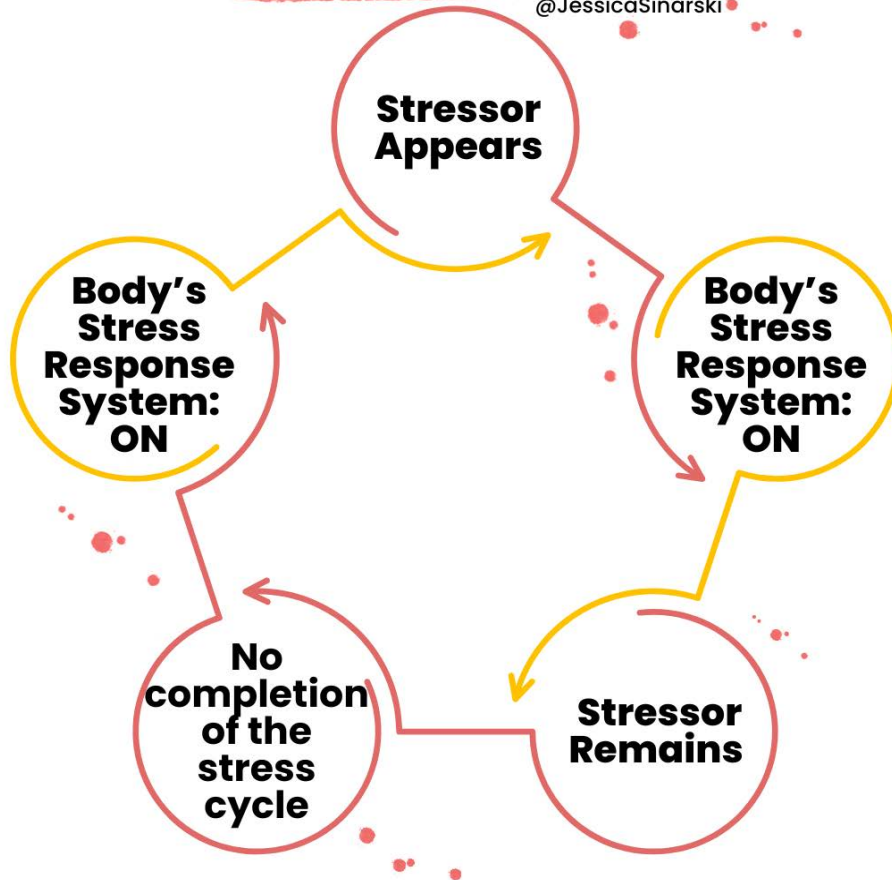
"Manage" your emotions in a positive way.

Practice mindfulness.

"How can I stay calm, positive and balanced?"

The Chronic Stress Cycle

@JessicaSinarski



Navigating Chronic Stress: Complete the Body's Stress Cycle

@JessicaSinarski



Creating Your Self-Care Plan

How do you Talk to Yourself?

(especially when
things are hard)

Self-Compassion

The practice of being kind and understanding to oneself in instances of suffering, failure, or feelings of inadequacy, rather than being harshly self-critical.

1. **Self-Kindness** - Treating oneself with warmth and care when things go wrong, rather than being self-critical.

2. **Common Humanity** - Recognizing that suffering and personal failure are part of the shared human experience, rather than feeling isolated in one's difficulties.

3. **Mindfulness** - Being aware of one's own suffering in a balanced and non-judgmental way, allowing one to face difficult emotions without over-identifying with them.

How do you
Talk to
Yourself?



Mackenzi Lee ✓

@themackenzilee

Follow



new self care: talk to myself the way I talk to dogs.

ex:

- hi sweet girl
- want a treat?
- ur so chubby & cute
- need a nap?
- what a good girl

8:59 PM - 3 Sep 2017

Robert Wicks: The Necessity of Self-Care



Nourishing, Depleting or Neutral



'+' Nourishing activities

- Lift mood
- Increase energy
- Help you feel calm and centered

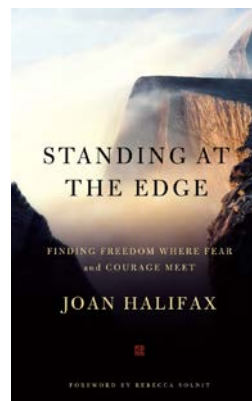
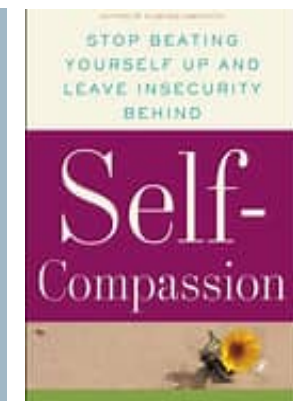
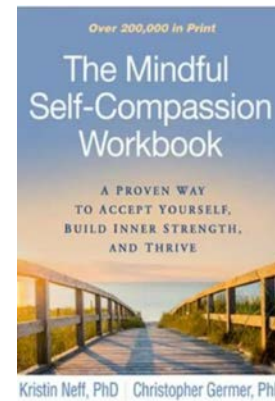
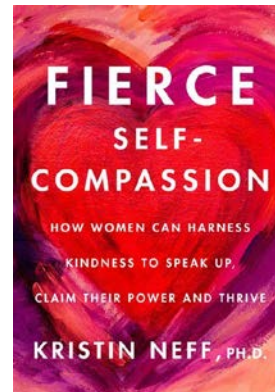
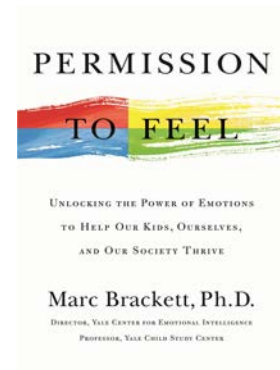
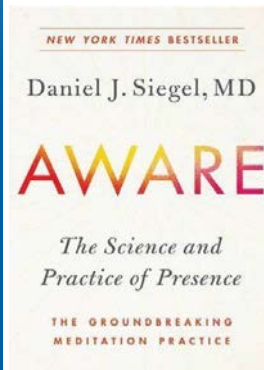


'-' Depleting activities

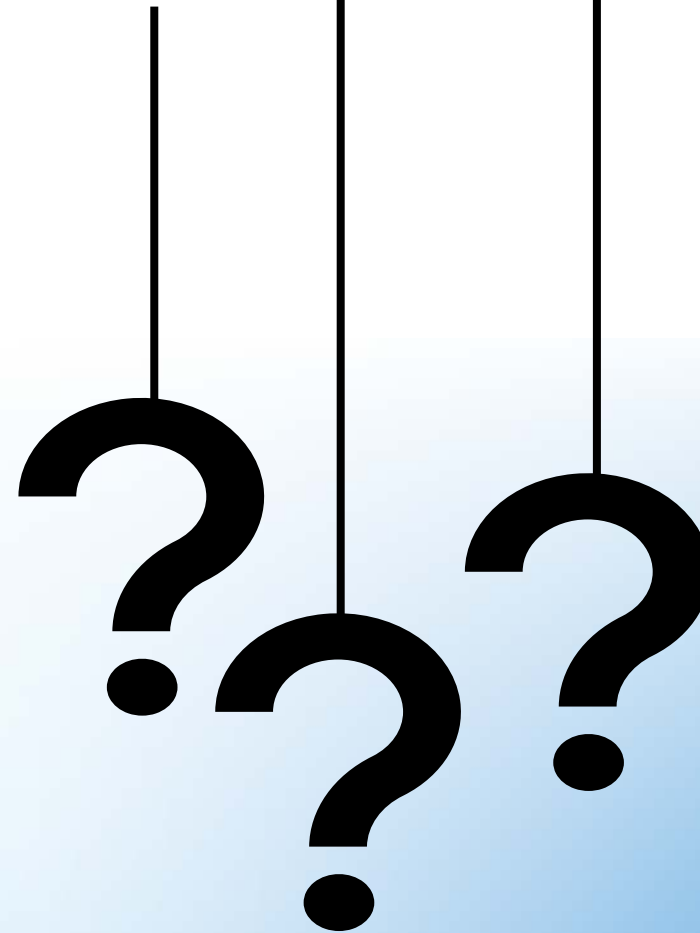
- Lower mood
- Drain energy
- Increases stress

Resources

- Aware (Dr. Daniel Siegel)
- Permission to Feel (Marc Brackett)
- Fierce Self-Compassion (Kristin Neff)
- The Mindful Self-Compassion Workbook (Neff/Germer)
- Radical Compassion (Tara Brach)
- Self-Compassion/Self-Compassion.org (Kristin Neff)
- Standing at the Edge (Joan Halifax)



Questions?



Upcoming Knowledge Webinars

January 8, 2025 | 12:00 pm–1:00 pm ET

Communication Readiness—Reframing Difficult Conversations

Transform challenging conversations into opportunities for meaningful connection by learning structured, compassionate communication strategies.



January 23, 2025 | 12:00 pm–1:00 pm ET

Adapting Your Communication Style—Talking to Kids About Serious Illness and Loss

Develop the skills to guide families in having honest, age-appropriate conversations with children about illness and loss, creating understanding and emotional resilience.

