

References



References: Articles, Papers, Videos, Blogs, and Websites

Introduction Section

- Bodenheimer, T. & Sinsky, C. (2014). From triple to quadruple aim: Care of the patient requires care of the provider. *Annals of Family Medicine*, 12(6), 573-578.
- WISE. (2017). [Compassion resilience: A path to wellness](#).
- Finkelstien, C. (2017). [Improving physician resiliency](#).
- Epstein, R., & Krasner, M. (2013). Physician resilience: What It means, why it matters, and how to promote it. *Academic Medicine*, 88, 301-303.
- [Article](#) with advice for co-facilitating meetings.
- [Webpage](#) on leading group discussions.

Section 1: Compassion in Action

- [Brene Brown video](#) on empathy.
- [Fetzer Organization Compassion Conversations Guide](#).
- Weng, H., Fox, A., Shackman, A., Stodola, d., ... Davidson, R. (2013). Compassion training alters altruism and neural responses to suffering. *Psychological Science*, 1-10.

Section 2: Wellness, Compassion Fatigue, Resilience, and Self-Compassion

- Self-compassion [article](#), Dr. Kristin Neff.
- Gentry, JE. (2002). Compassion fatigue. *Journal of Trauma Practice*, 1(3-4), 37-61
- Greater Good Science Center [article](#).
- Conversations about compassion—a facilitator [guide](#).
- Dr. Dennis Charney, MD, [10-step "Resilience Prescription"](#).
- [Blog](#) providing an overview of compassion resilience in the context of those who work in animal rescue.
- [Article](#) offering 6 techniques to harness your breath for stress relief and relaxation.

References

Section 3: Compassion Fatigue Awareness, Connection to Trauma, and Assessments

- Advancing Trauma-Informed Care [Center for Health Care Strategies](#).
- Figley Institute. (2012). [Basics of compassion fatigue](#).
- Scott S., Hirschinger L., . . . et al. (2010). Caring for our own: Deploying a systemwide second victim rapid response team. *The Joint Commission Journal on Quality and Patient Safety*, 36(5), 233-240.
- [TED Talk](#) on the cost of vicarious trauma.
- [Blog post](#) on the second victim syndrome.
- [A guide](#) to cultivating compassion in your life, with 7 practices.
- [Secondary Traumatic Stress Informed Organizational Assessment](#).
- Condrey, K. (2015). *The Relationship between Compassion Fatigue and Organizational Culture*. Diss. George Fox University.
- [Professional Quality of Life Scale](#), individual assessment of compassion satisfaction and compassion fatigue.

Section 4: Systemic Drivers of Compassion Fatigue

- Mylod, D. (2017). [One way to prevent physician burnout](#). Harvard Business Review.
- [IHI Framework for Improving Joy in Work](#).
- Shanafelt T., Hasan O., Dyrbye L., et al. (2015). Changes in burnout and satisfaction with work-life balance in physicians and the general US working population between 2011 and 2014. *Mayo Clinic Proceedings*, 90(12), 1600-1613.
- Lucian Leape Institute. (2013). *Through the eyes of the workforce: Creating joy, meaning, and safer health care*. Boston, MA: National Patient Safety Foundation.
- Morse, G., Salyers, M., Rollins, A., Monroe-Devita, M., & Pfahler, C. (2012). *Burnout in mental health services: A review of the problem and its remediation*. *Adm Policy Ment Health*, 39(5), 341–352.
- [Article](#) on what an open dialog requires of you.
- [Article](#) from the National Academy of Medicine on their all-encompassing conceptual model of factors affecting clinician well-being and resilience.
- [Article](#) that speaks to using the support of family to help protect against burnout in the health care field.

Section 5: Expectations from Self and Others

- [Article](#) on how approach a conversation with bosses whose expectations may be too lofty.
- [Caregivers' Bill of Rights](#) from the Compassion Fatigue Awareness Project.
- Another [Caregivers' Bills of Rights](#).
- [Article](#) on communicating employee expectations effectively.
- [Post](#) on the negative consequences of "shoulding" on ourselves (and how to avoid doing so).
- To think about some strategies for how to approach managing the expectations of clients, and the importance of communication, consider reading [this article](#).

Section 6: Compassionate Boundary Setting—Personal and Professional

- [Brené Brown video](#) on boundaries and empathy.
- Black, J., & Enns, G. (1998). *Better boundaries: Owning and treasuring your life*. Oakland, CA: Raincoat Books
- [Building Healthy Boundries](#).
- Self-Help Alliance, [Building Better Boundaries](#), 2010.

References

- The University of Wisconsin-Oshkosh and Wisconsin Department of Health Services' Professional Boundaries for Caregivers provides [examples of boundary crossings and offers tips for staying in bounds in specific situations](#).
- [Post](#) about establishing a boundary "ritual" or routine between work and home.
- Weir, K. (2013). More than job satisfaction. *Monitor on Psychology*, 44(11), 39.

Section 7: Contract for Positive Staff Culture

- [TED Talk](#) on making stress our friend.
- Healthy energizer brain break [activities](#).
- Conlin, A., & Barber, L. (2017, April 03). [Why and how you should take breaks at work](#). *Psychology Today*.
- [Insightful article](#) that talks about the importance of and elements to a positive staff culture and what leaders can do to foster those elements.
- [Article](#) on how DaVita HealthCare Partners created a community culture that dramatically enhanced the wellbeing of the organization, its staff and their clients.
- AMA developed [module](#) on creating positive team culture in your practice, including 10 steps for building a stronger, healthier team culture.
- *The Compassion Fatigue Workbook* by Francoise Mathieu. Chapter 5. Routledge, Taylor and Francis Group. 2012
- *Karen Saakvitne and Laurie Anne Pearlman, Transforming the Pain*

Section 8: Strategies—Mind

- [Animated video](#) displaying the practice of mindfulness.
- A [4-minute video](#) showing how mindfulness can be a helpful strategy for both adults and children.
- [Mindful Attention Awareness Scale](#).
- The Mind and Life Education Research Network (MLERN). (2012). Contemplative practices and mental training: Prospects for American education. *Child Development Perspectives*, 6(2), 146–153.
- Thieleman, K., & Cacciatore, J. (2014). Witness to suffering: Mindfulness and compassion fatigue among traumatic bereavement volunteers and professionals. *Soc Work*, 59(1), 24-41.
- [Article](#) on the benefits of saying "no" and how to do so compassionately.
- [Blog post](#) on organizing your brain, your time, your workspace, and your projects.
- Saakvitne, Pearlman, & Staff of TSI/CAAP (1996). *Transforming the pain: A workbook on vicarious traumatization*. Norton.
- [Blog post](#) with strategies to foster a workplace attitude of gratitude.
- [Link to resources, videos, and tools](#) to learn more about and develop a growth mindset.
- A popular and reliable time management approach, "[Five Simple Steps That Apply Order to Chaos](#)".
- [AMA toolkit](#) on using appreciative inquiry to foster positive culture, including how to incorporate it into daily work to maintain positivity in your organization.
- [Body scan exercises](#).
- Brief mindfulness exercises: [Raisin Meditation](#).
- Dweck, C. (2016). *Mindset*. Ballantine Books, New York, NY.

References

Section 9: Strategies—Spirit

- [The Power of Purpose](#).
- ["Creating a Meaningful Vision Statement"](#).
- ["5 Ways to Put Meaning Behind Your Hospital's Mission, Vision and Values"](#).
- ["Developing a Vision and a Mission"](#).
- [Rogers InHealth Video Library, Stories of Recovery](#).
- ["An Oath for New Physicians"](#).
- [Article](#) on the 5 elements of a powerful company mission statement.
- Rogersinhealth.org offers free, [brief videos](#) of individuals and families talking about their mental health challenges, resilience and their path of recovery.
- *Healing Justice: Holistic Self-Care for Change Makers*, by Loretta Plyes

Section 10: Strategies—Strength

- [TED Talk](#) by Kelly McGonigal on making stress our friend.
- Mayo Clinic Staff. (2016). [Stress symptoms: Effects on your body and behavior](#).
- [Blog post](#) on non-anxious presence and leading with clarity and calmness.
- [Blog post](#) with 5 strategies to build resilience.
- Website that offers many brief articles on topics included in this toolkit ([this particular article](#) is on the stages of change related to resilience).

Section 11: Strategies—Heart

- Seppala, E. (2012). [Connect to thrive](#).
- Doyle, A. (2018). [Communication skills for workplace success](#).
- Neff, K. (n.d.). [Embracing our common humanity with self-compassion](#).
- [Article](#), from the perspective of nurses, on workplace relationships, specifically trust and how it contributes to feeling accepted and valued by colleagues.
- A [brief introduction and tips](#) for developing better communication skills through structured dialog and communicating your trust distinctions.
- [Reflection questions](#) to assess emotional health.
- [Reflection questions](#) to assess relational health.
- [Blog post](#) that offers advice for leadership to help build relationships among their staff.
- [76 ice breaker questions](#).
- [Assessment](#) on your own self-compassion.
- Neff, K. (2003). *Development and validation of a scale to measure self-compassion. Self and Identity, 2*, 223-250.
- Neff, K. (2003). *Self-compassion: An alternative conceptualization of a healthy attitude toward oneself. Self and Identity, 2*, 85-102.
- [Guide to cultivating compassion in your life](#).

References

Section 12: Compassionate Engagement with Families and Other Caregivers

- [Resources](#) to health family caregivers from The Schwartz Center.
- [Article](#) on supporting family caregivers through dedicated spaces and other resources, and the importance of family caregiver well-being on client well-being.
- The [Institute for Patient- and Family-Centered Care website](#) provides information on Patient- and Family Centered Care and incorporating it into your work to better engage with families.
- Zaider et al. (2016) *Responding to challenging interactions with families*.
- [Introduction on practicing appreciative listening](#).
- A [3-minute mindfulness practice](#) to ground you in the moment.
- [Video](#) on conducting a family conference.

