

The 30-Minute Shift: Interdisciplinary Narrative Practice Groups

APC/NACC NATIONAL CONFERENCE –
ANAHEIM, CALIFORNIA

PAUL GALCHUTT – SATURDAY, JULY 14, 2018





I have no relevant financial relationships to disclose, only reflections and feelings to share about the joy of writing with others.



University of Minnesota Health – East Bank

University of
Minnesota
Health –
West Bank



An aerial photograph of a city, likely Pittsburgh, showing a river (the Allegheny River) flowing through the center. A multi-lane bridge crosses the river. The city is densely packed with buildings, and there are green spaces and trees interspersed throughout. The sky is clear and blue.

Where We Are Going

- A Little History
- Background – Some Data
- Nuts and Bolts – How to do it
- Do One – A Narrative Practice Group



A Little History

Once Upon a Time – A Story of How We Got Here

Story is the air we breathe in chaplaincy and palliative care

Partnered with Michael Finch, CNP, Lead APP with UMMC Palliative Care

We began to write with others with mixed success

Attended the Examined Life Conference - University of Iowa – Carver School of Medicine

My conversion experience

Began using Amherst Writers and Artists (AWA) method with staff

Background

- Some data
- “Epidemiology” – what can we learn from populations about people getting sick or having a condition (“burnout”)
- Evidence-base



Background - Burnout

- **Burnout** is a prolonged response to chronic emotional and interpersonal stressors on the job. It has 3 dimensions.
 - **Emotional exhaustion** - lack of energy for work.
 - **Cynicism** - lack of connection to self or others.
 - **Inefficacy** - not feeling like a difference is made.

Maslach, 2003; Maslach et al, 2001

Christina Maslach, PhD



Burnout – It's Not Just You

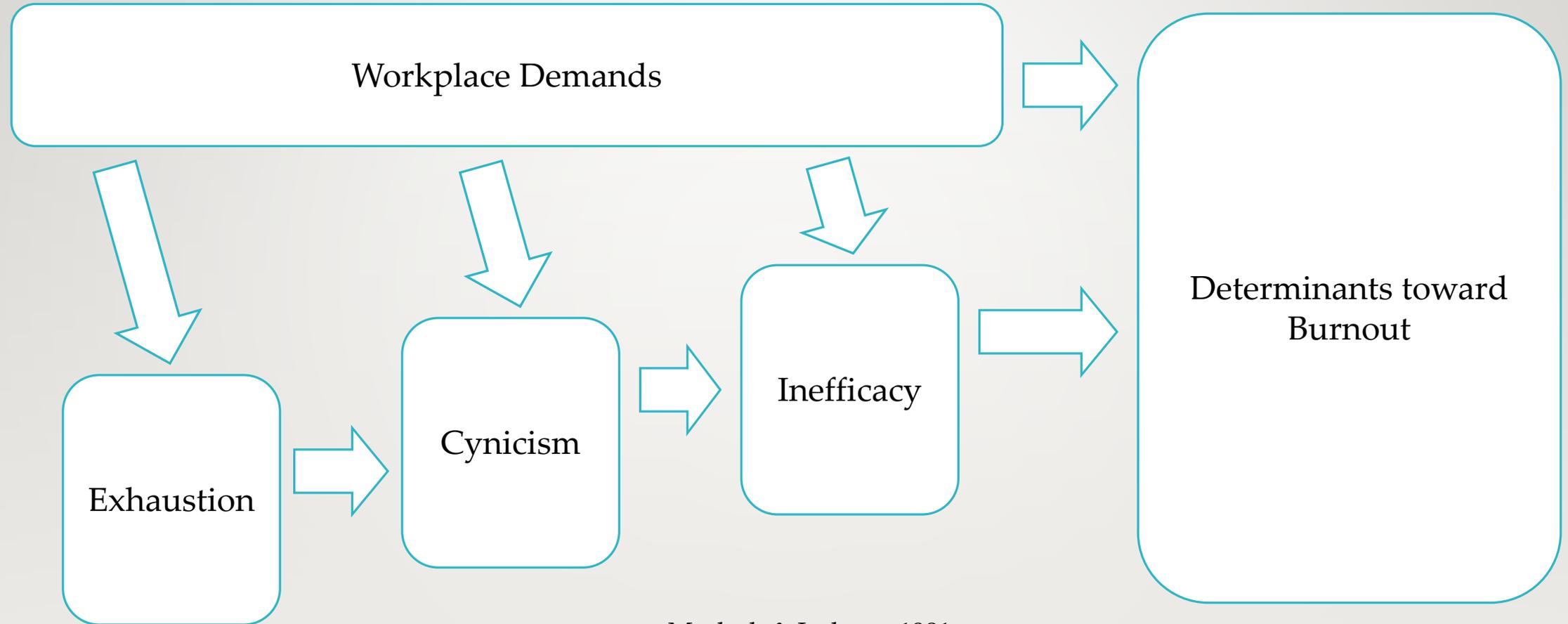
- “It’s not your fault.”

Robin Williams, *Good Will Hunting*

- **Burnout** is not the fault of individuals.

Maslach et al, 2001

Conceptual Model – Predictive Factors Toward Burnout



Maslach & Jackson, 1981

Palliative Care Team Burnout: How Bad Is It?

62%

PREVALENCE

The burnout prevalence (62%) among the palliative care workforce.

(Kamal, 2016)

...AND SHORTAGE &
SUSTAINABILITY

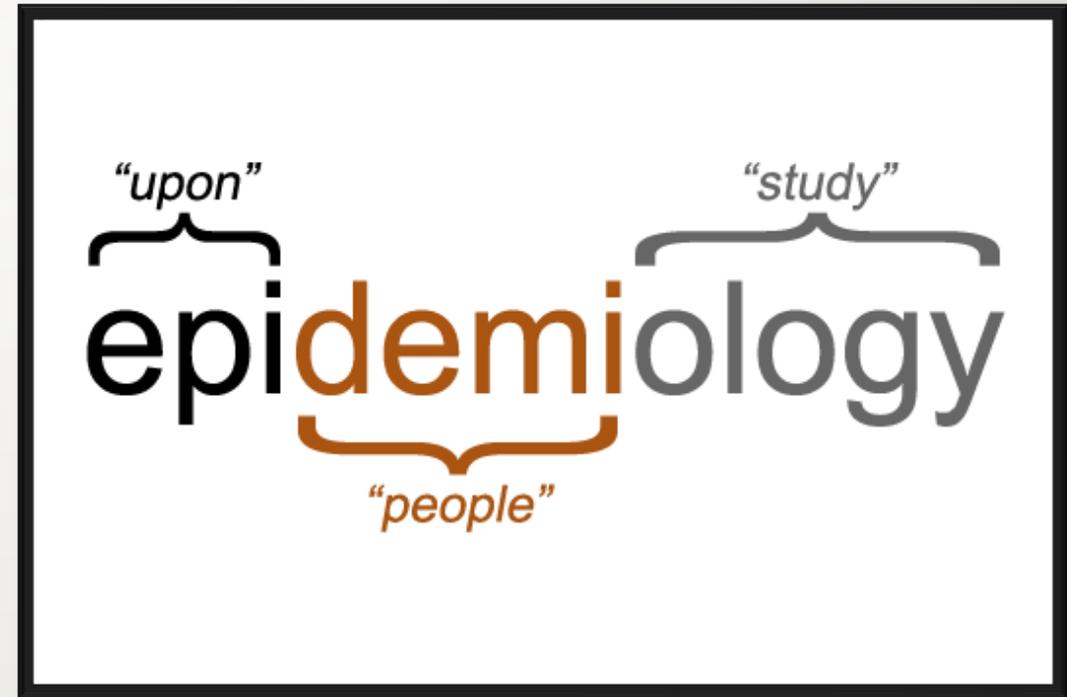
- There are not enough palliative care specialists to serve the current population.
- Burnout associated with early retirement and apathy.

(Kavalieratos, 2017)

Who Suffers Burnout in Hospice and Palliative Care

“More likely reported by clinicians who are younger, not physicians, those who work with fewer colleagues, work longer hours, and work on weekends.”

Kamal et al, 2016



Going Upstream

“The critical point occurs when people are unable to recover from work demands.”

– Maslach & Leiter, 2008



Compassion Fatigue

“Teams need to discuss and recognize compassion fatigue in the workplace. If, it is recognized early, then larger costs and drains on the service can be prevented later on. *Professionals need to develop a supportive working environment that encourages proper time for reflection.*”

Baverstock & Finlay, 2016



*The guide that will
beat the block, banish fear, and
help create lasting work*

WRITING ALONE
and with others

“...the claiming of yourself as an
artist/writer and the strengthening of
your writing voice through practice,
study, and helpful response from other
writers.”

(“Writing Workshop Leadership Training,” 2018)

PAT SCHNEIDER

“The wisest teacher of writing I know.”
—PETER ELBOW, *from the Foreword*
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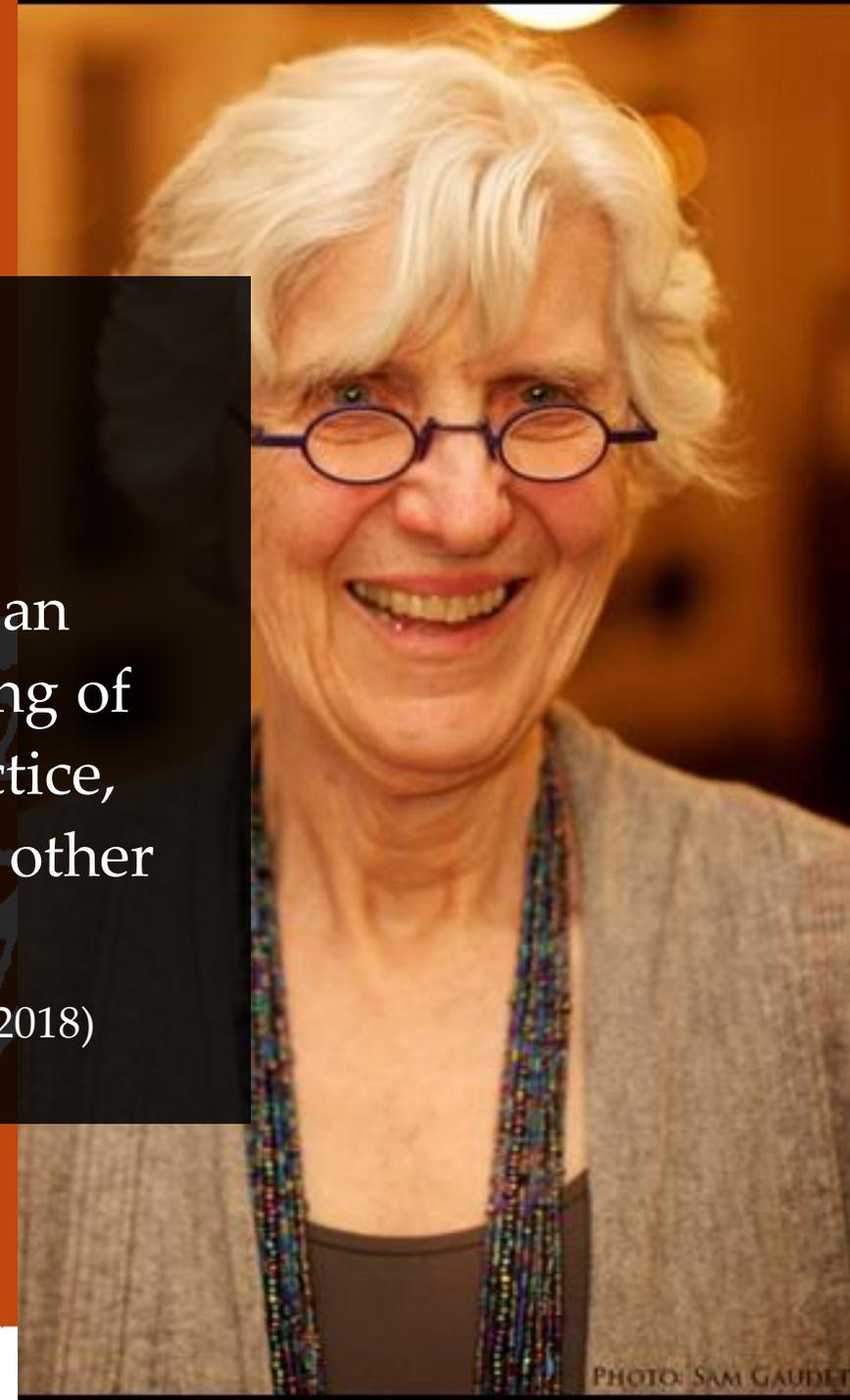
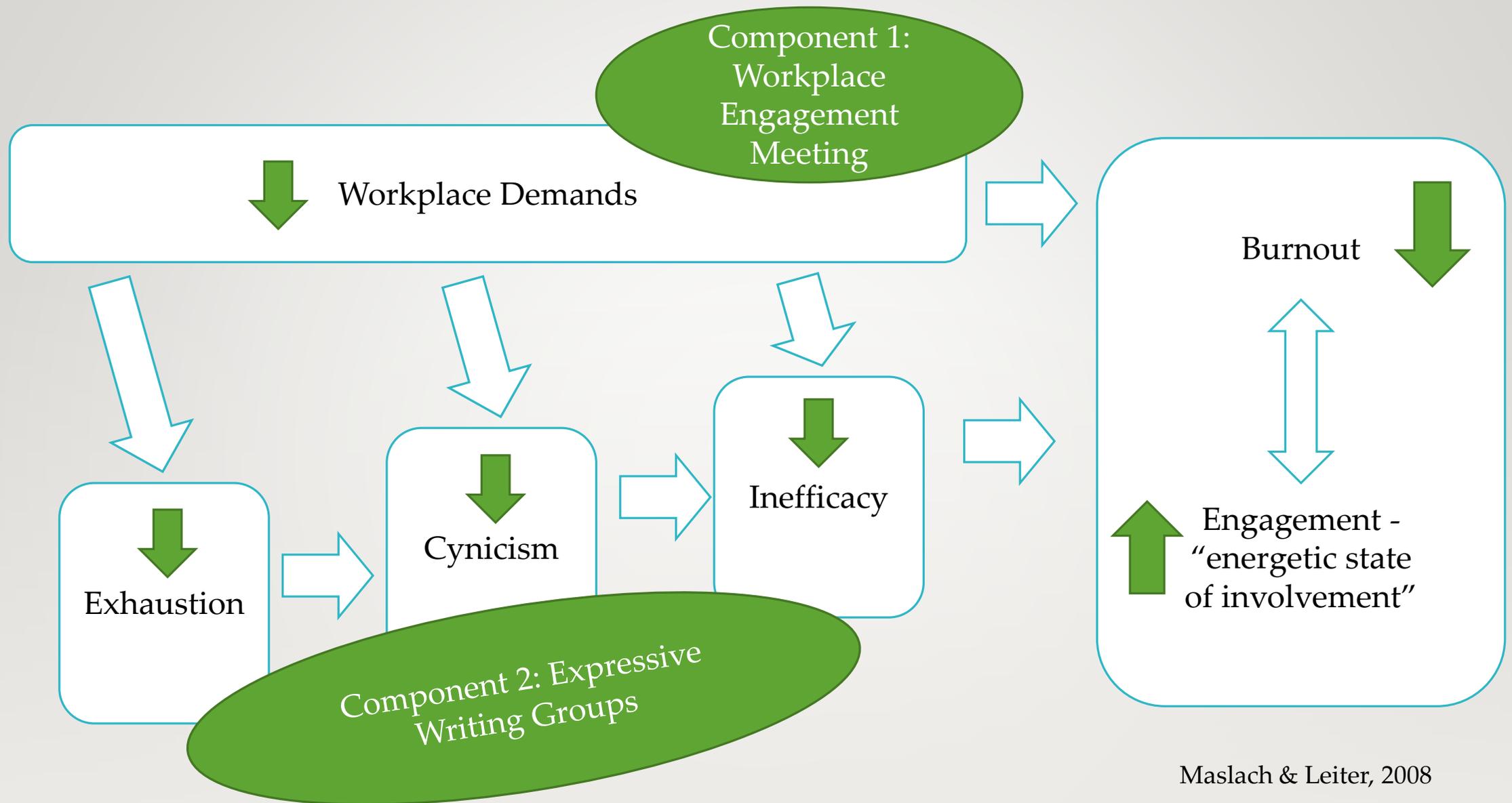


PHOTO: SAM GAUDET



Maslach & Leiter, 2008

3 Dimensions of Burnout & How AWA Can Help

Decrease exhaustion

- Increase energy by feeling joy and group cohesion. - Chandler, 1999; DeMarco, 2005

Decrease cynicism

- By increasing both connection to self and others. - Chandler, 2002; DeMarco, 2005

Decrease sense of inefficacy

- With effect on self-esteem and social support by solidifying a person's voice and deepening a difference-making, collaborative community. - Chandler, 2002



Engagement

“ENERGETIC STATE OF INVOLVEMENT.” – MASLACH & LEITER, 2008

Chock Full o' Nuts

Chock Full o' Nuts

CHOCOLATE
PIECES

Nuts and Bolts

Why We Are Here

To write

We are a community

Not a support group

Not therapy

Why We Are Here - Goals

We hope we'll enhance our "...reflection, curiosity, perspective taking, ethical awareness, tolerance of uncertainty and empathy."

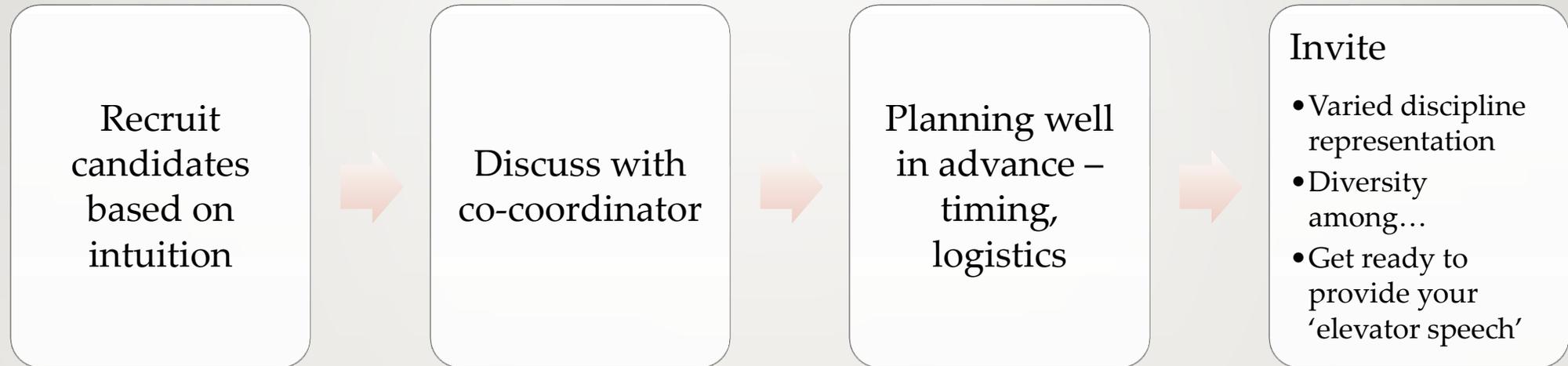
- Miller et al, 2014

"Increase our personal capacity for reflection and how we attend to, represent and affiliate with those we serve"

"Increase our ability for shared meaning making"

"Increase our knowledge of co-participants' disciplines, interrelated competencies and how the intersection and collaboration of our work can be leveraged for patients and families"

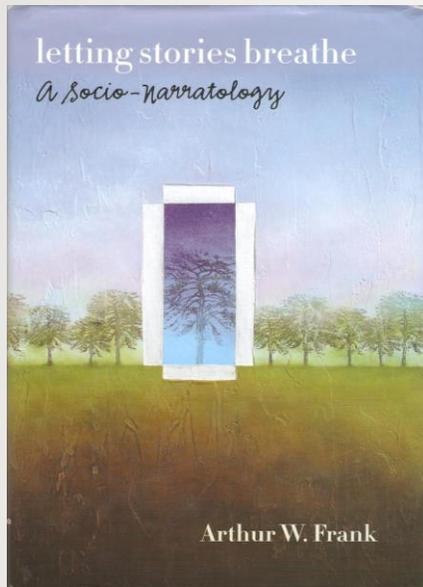
How Did We Get Here?





Who We Are

Who We Are & What We Do



“Humans live their lives getting themselves into stories. We need help reflecting on what these stories are, and what the choices among them are.”



Arthur W. Frank
Professor Emeritus,
Sociology, University
of Calgary

What We Tried & Learned

Tried	Learned
45 minutes	30 minutes
10 sessions	8 sessions (achievable, sizable)
2 inpatient groups	3 rd outpatient group
Lunch (day shift) timeframe	Lunch (day shift) timeframe
Change room and shift meeting time	Same room and time each session
1x/2 weeks	1x/2 weeks
Tough to host bed/chair side nurses	Tough to host bed/chairside nurses
Recruit/invite	Recruit/invite
Emphasized confidentiality, and...	High commitment, closed group
Prepare in advance – take turn picking reading and offering your writing	AWA style – prompt with no prep

What We Commit to One Another - Practices not Ground Rules

Every person is a
writer and has a
voice.

Confidentiality –
“closed group”

- safe environment
- for one another as well as our patients and families

High
commitment

“Practices”; not
“ground rules”

- Constructive and positive (not a “writing group”)
- What is strong; what is meaningful
- Treat all writing as fiction unless stated otherwise

Outpatient Narrative Practice Group Winter/Spring 2017

Dates	Prompt/Close Reading	#s
January 17	Orientation	8
January 31	(Needed to Cancel)	NA
February 14	Christmas Story by Galeano from Frank	9
February 28	Where I'm From by Lyon	8
March 14	Wait by Kinnell from Charon	6
April 4	Some Things by Levine from Schneider	5
April 18	We Know How this Ends; excerpt from Bruce Kramer with Kathy Wurzer	5
May 2	The Thing Is by Bass in Hering	7
May 9	The Way the Wind Is Blowing by Leff in Schneider	8

Our Prompts – An Example



See One, Do One, Teach One -
Narrative Practice Group

A nurse's
story



Let's Write – A 30 Minute Shift

Break into groups of 6 or 7 people

Practices - review

A Reading

Prompt



Epilogue – A Tincture of Time

Comments

Questions

The last
word...

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