

References for the Compassion Resilience Toolkit: 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*. Available at <https://wisewisconsin.org/blog/compassion-resilience-a-path-to-wellness/>
- Finkelstien, C. (2017). *Improving physician resiliency*. Available at <https://www.stepsforward.org/modules/improving-physician-resilience>
- 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: <https://www.seedsforchange.org.uk/facilitationmeeting>
- Webpage on leading group discussions: <https://ctb.ku.edu/en/table-of-contents/leadership/group-facilitation/group-discussions/main>

Section 1: Compassion in Action

- Brene Brown video on empathy: <https://www.youtube.com/watch?v=1Ewgu369Jw>
- Fetzer Organization Compassion Conversations Guide: http://fetzer.org/sites/default/files/images/conversation_compassion_0.pdf
- 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: <http://self-compassion.org/the-three-elements-of-self-compassion-2/>
- Gentry, JE. (2002). Compassion fatigue. *Journal of Trauma Practice*, 1(3-4), 37-61
- Greater Good Science Center article <http://ggia.berkeley.edu/practice/three-good-things>
- Conversations about compassion—a facilitator guide: http://fetzer.org/sites/default/files/images/conversation_compassion_0.pdf
- Dr. Dennis Charney, MD, 10-step “Resilience Prescription”: <https://icahn.mssm.edu/files/ISMMS/Assets/Files/Resilience-Prescription-Promotion.pdf>
- Blog providing an overview of compassion resilience in the context of those who work in animal rescue: <https://redrover.org/resource/compassion-resilience/>
- Article offering 6 techniques to harness your breath for stress relief and relaxation: <http://healthland.time.com/2012/10/08/6-breathing-exercises-to-relax-in-10-minutes-or-less/>

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

- Center for Health Care Strategies <https://www.chcs.org/project/advancing-trauma-informed-care/>

- Figley Institute. (2012). *Basics of compassion fatigue*. Available at http://www.figleyinstitute.com/documents/Workbook_AMEDD_SanAntonio_2012July20_RevAugust2013.pdf
- 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: <https://www.youtube.com/watch?v=Zsaorjlo1Yc>
- Blog post on the second victim syndrome: https://www.jointcommission.org/dataline_tjc/second_victim_syndrome_a_joint_commission_nurse_shares_her_trauma/
- A guide to cultivating compassion in your life, with 7 practices: <https://zenhabits.net/a-guide-to-cultivating-compassion-in-your-life-with-7-practices>
- Secondary Traumatic Stress Informed Organizational Assessment: <http://www.stsinformed.com>
- 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: http://www.proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf

Section 4: Systemic Drivers of Compassion Fatigue

- Mylod, D. (2017). One way to prevent physician burnout. *Harvard Business Review*. Available at <https://hbr.org/2017/10/one-way-to-prevent-physician-burnout>
- IHI Framework for Improving Joy in Work https://www.ncqualitycenter.org/wp-content/uploads/2017/12/IHIWhitePaper_FrameworkForImprovingJoyInWork.pdf
- 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: <https://www.aspire-cs.com/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: <https://nam.edu/journey-construct-encompassing-conceptual-model-factors-affecting-clinician-well-resilience/>
- Article that speaks to using the support of family to help protect against burnout in the health care field: <http://www.physicianspractice.com/worklife-balance/ask-your-family-help-burnout>

Section 5: Expectations from Self and Others

- Article on how approach a conversation with bosses whose expectations may be too lofty: <https://www.forbes.com/sites/jacquelynsmith/2013/07/10/10-tips-for-dealing-with-an-overly-demanding-boss/2/#228c48393415>.

- Caregivers' Bill of Rights from the Compassion Fatigue Awareness Project: <http://www.compassionfatigue.org/pages/TheBillOfRights.pdf>;
- Another Caregivers' Bills of Rights http://www.aplaceformom.com/blog/wp-content/uploads/2015/11/APFM_Caregiver-Bill-of-Rights.jpg
- Article on communicating employee expectations effectively: <https://www.inc.com/guides/2010/08/how-to-communicate-employee-expectations-effectively.html>
- Post on the negative consequences of “shoulding” on ourselves (and how to avoid doing so): <http://www.positivelypresent.com/2015/10/should.html>
- To think about some strategies for how to approach managing the expectations of clients, and the importance of communication, consider reading this article <https://blog.soliant.com/careers-in-healthcare/managing-patient-expectations/>

Section 6: Compassionate Boundary Setting—Personal and Professional

- Brené Brown video on boundaries and empathy <https://www.youtube.com/watch?v=tEloyiEiqdo>
- Black, J., & Enns, G. (1998). *Better boundaries: Owning and treasuring your life*. Oakland, CA: Raincoat Books
- <http://www.livestrong.com/article/14718-building-healthy-boundaries/>
- Self-Help Alliance, *Building Better Boundaries*, 2010. Retrieved at <http://cmhawwselfhelp.ca/wp-content/uploads/2016/10/WorkbookBuilding-Better-BoundariesFeb2011.pdf>
- 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. http://www.uwosh.edu/ccdet/caregiver/Documents/Keys/ProfBoundariesCaregivers_ParticipantGuide.pdf
- Post about establishing a boundary “ritual” or routine between work and home: <https://experiencelife.com/article/making-the-transition/>
- 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. https://www.ted.com/talks/kelly_mcgonigal_how_to_make_stress_your_friend
- Healthy energizer brain break activities <https://www.workplacestrategiesformentalhealth.com/newsletter/healthy-break-activities>
- Conlin, A., & Barber, L. (2017, April 03). Why and how you should take breaks at work. *Psychology Today*. Available at <https://www.psychologytoday.com/us/blog/the-wide-wide-world-psychology/201704/why-and-how-you-should-take-breaks-work>
- Insightful article that talks about the importance of and elements to a positive staff culture and what leaders can do to foster those elements: <https://hbr.org/2015/12/proof-that-positive-work-cultures-are-more-productive>

- Article on how DaVita HealthCare Partners created a community culture that dramatically enhanced the wellbeing of the organization, its staff and their clients: <http://www.clomedia.com/2016/09/30/34728/>
- AMA developed module on creating positive team culture in your practice, including 10 steps for building a stronger, healthier team culture: <https://www.stepsforward.org/modules/create-healthy-team-culture#downloadable>
- *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: <https://www.youtube.com/watch?v=vzKryaN44ss>
- A 4-minute video showing how mindfulness can be a helpful strategy for both adults and children. <https://www.youtube.com/watch?v=RVA2N6tX2cg>
- <http://www.selfcareinsocialwork.com/wp-content/uploads/2013/03/Mindful-Attention-Awareness-Scale.pdf>
- 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: <http://idealistcareers.org/how-to-say-no-at-work-without-hurting-your-career/>
- Blog post on organizing your brain, your time, your workspace, and your projects: <https://www.the1thing.com/productivity/how-to-get-organized-at-work/>
- 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: <https://www.gthankyou.com/blog/thank-you-note-thursdays-and-other-ideas-for-fun-workplace-gratitude>
- Link to resources, videos, and tools to learn more about and develop a growth mindset: <https://www.mindsetworks.com/Free-Resources/>
- A popular and reliable time management approach, “Five Simple Steps That Apply Order to Chaos”: <https://gettingthingsdone.com/five-steps/>
- AMA toolkit on using appreciative inquiry to foster positive culture, including how to incorporate it into daily work to maintain positivity in your organization: <https://www.stepsforward.org/modules/appreciative-inquiry>
- Body scan exercises: <http://elishagoldstein.com/videos/3-minute-body-scan/>; <http://elishagoldstein.com/videos/5-minute-body-scan/>; <http://elishagoldstein.com/videos/10-minute-body-scan/>
- Brief mindfulness exercises: Raisin Meditation—https://ggia.berkeley.edu/practice/raisin_meditation; Walking Meditation—

https://ggia.berkeley.edu/practice/walking_meditation#; Guided Loving-Kindness Meditation—
<http://www.happier.tv/playlist/513/5-minutes-loving-kindness-meditation/>

- Dweck, C. (2016). *Mindset*. Ballantine Books, New York, NY.

Section 9: Strategies—Spirit

- The Power of Purpose <https://www.psychologytoday.com/blog/out-the-darkness/201307/the-power-purpose>
- “Creating a Meaningful Vision Statement”: <https://www.mmsonline.com/columns/creating-a-meaningful-vision-statement>
- “5 Ways to Put Meaning Behind Your Hospital’s Mission, Vision and Values”:
<https://www.beckershospitalreview.com/hospital-management-administration/5-ways-to-put-meaning-behind-your-hospitals-mission-vision-and-values.html>
- “Developing a Vision and a Mission”:
<http://www.ascd.org/publications/books/107042/chapters/developing-a-vision-and-a-mission.aspx>
- Rogers Behavioral Health, WISE Coalition Video Library, Stories of Recovery:
<https://eliminatestigma.org/recovery-stories/>
- “An Oath for New Physicians”: <https://onbeing.org/blog/an-oath-for-new-physicians/>
- Article on the 5 elements of a powerful company mission statement:
<https://www.adherecreative.com/blog/bid/138171/5-elements-of-a-powerful-company-mission-statement>
- *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:
https://www.ted.com/talks/kelly_mcgonigal_how_to_make_stress_your_friend
- Mayo Clinic Staff. (2016). *Stress symptoms: Effects on your body and behavior*. Available at
<https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress-symptoms/art-20050987>
- Blog post on non-anxious presence and leading with clarity and calmness:
<https://purposeinleadership.com/tag/non-anxious-presence/>
- Blog post with 5 strategies to build resilience:
https://greatergood.berkeley.edu/article/item/five_science_backed_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): <https://www.gracepointwellness.org/298-emotional-resilience/article/5797-resilience-stages-of-change> -

Section 11: Strategies—Heart

- Seppala, E. (2012). *Connect to thrive*. Available at <https://www.psychologytoday.com/blog/feeling-it/201208/connect-thrive>

- Doyle, A. (2018). *Communication skills for workplace success*. Available at <https://www.thebalance.com/communication-skills-list-2063779>
- Neff, K. (n.d.). *Embracing our common humanity with self-compassion*. Available at <http://self-compassion.org/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: <https://www.americannursetoday.com/trust-in-the-workplace-build-it-break-it-mend-it/>
- A brief introduction and tips for developing better communication skills through structured dialog and communicating your trust distinctions: http://www.huffingtonpost.com/stephanie-michele/communication-skills_b_4136926.html
- Reflection questions to assess emotional health: <https://www.secured-site7.com/livingcompass/assessment/adult-assessment.html>
- Reflection questions to assess relational health: <https://www.secured-site7.com/livingcompass/assessment/adult-assessment.html>
- Blog post that offers advice for leadership to help build relationships among their staff: <https://news.relsci.com/3-ways-to-build-relationships-during-your-next-internal-team-meeting/>
- 76 ice breaker questions: <https://funattic.com/76-fun-icebreaker-questions.htm>
- Assessment on your own self-compassion: <http://self-compassion.org/test-how-self-compassionate-you-are/>
- 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.
- <https://zenhabits.net/a-guide-to-cultivating-compassion-in-your-life-with-7-practices/>

Section 12: Compassionate Engagement with Families and Other Caregivers

- Resources to health family caregivers from The Schwartz Center: <http://www.theschwartzcenter.org/partnering-with-patients/patient-family-resources/support-family-caregivers/>
- Article on supporting family caregivers through dedicated spaces and other resources, and the importance of family caregiver well-being on client well-being: <http://www.modernhealthcare.com/article/20180815/NEWS/180819957>
- 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: <http://www.ipfcc.org>
- Zaider et al. (2016) *Responding to challenging interactions with families*
- Introduction on practicing appreciative listening: <https://marionlangford.com/introducing-appreciative-listening/>
- A 3-minute mindfulness practice to ground you in the moment: <https://www.mindful.org/3-minute-mindfulness-practice-ground-moment/>
- Video on conducting a family conference: <http://vitaltalk.org/topics/conduct-a-family-conference/>