



Let's Talk About Stress & Burnout, Joy Stories, and Resiliency in Audiology

Diana C. Emanuel, Ph.D., CCC-A



Disclosures

- Financial:
 - Full-time employee, Towson University
 - Travel expenses and honorarium paid by EAA
- Non-financial:
 - I will be discussing my *Lived Experience of the Audiologist* (LEA) project.
- **IMPORTANT NOTICE:**
 - Attendees are encouraged to seek care from mental health providers if they are experiencing symptoms of anxiety, chronic/poorly managed stress, burnout, depression, feelings of self-harm or other mental health issues. Information in this presentation is not a substitute for medical advice from certified/licensed mental health care providers.

Learning Outcomes

At the conclusion of this presentation, attendees will be able to:

1. Describe the difference between stress and burnout.
2. List strategies that can be used to improve resiliency.
3. Describe how audiologist joy stories illustrate the powerful, positive impact audiologists have on patient care.

Talk Outline

Introduction:

- How did I get here?
- How are we connected?

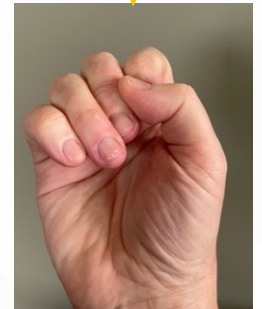
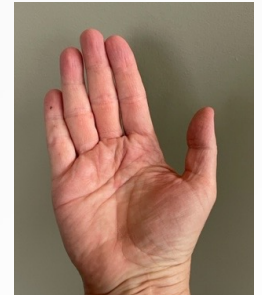
The *Lived Experience of the Audiologist* (LEA) project

Stress & burnout

Strategies for building resilience*

Introduction

- Put a Finger Down **Practice**
- Put a finger down if you:
 - are an audiologist (or an audiology student).
 - have ever supervised audiology students.
 - decided to go into audiology to help people
 - have ever had a patient (or student) who did not want to come in to see you (but someone made them come in).
 - have ever had a patient (or student) who was so happy with your care that they gave you a hug or sent you a thank you card or a present.



Resilience Strategy: Connections

- Build connections (American Psychological Association)
 - Prioritize relationships
 - Join an affinity group
- Connect with people (World Health Organization)
 - “Social buffering” reduces the release of cortisol and helps reduce the stress response
- Build community (Neely, 2022)
 - Shared emotional community
 - Real community starts in small groups
- Brännström et al. (2013)
 - *“Social support seems important for the psychosocial work environment and is considered a reward in itself.”*
- Victorian (2011)
 - *“Colleagues/work atmosphere was ranked as having the strongest positive impact on job satisfaction.”*

Diana's affinity group 😊

Now, let us get real

- Put a finger down if you:

- have ever felt devalued in your workplace by patients, colleagues, administrators, or others
- have dreaded going to work because you have a stressful day ahead

Stress (AOSQ) • have ever felt stressed out because you do not have enough time for the patients or students you serve

Burnout (MBI) • have ever felt emotionally drained because of your work

Burnout (PROQOL) • have ever felt overwhelmed because your workload seems endless

humans

Most ~~men~~ lead lives of quiet desperation



Henry David Thoreau (1817-1862)

Now, let us get real

APA (2021):

Stress in past month: 79%;

Symptoms of burnout: 60%

Dx with mental illness (lifetime) >50%;

Dx with mental illness (given year): 1 out of 5

Mental health considerations

Stress ≠ anxiety

However: *“Anxiety leads to a nearly identical set of symptoms as stress: insomnia, difficulty concentrating, fatigue, muscle tension, and irritability...Both mild stress and mild anxiety respond well to similar coping mechanisms.” (APA, 2022)*

Burnout ≠ depression

However: *“The symptoms of burnout coincide with symptoms of depression ... Work-related risk factors for burnout are predictors of depression. Individual risk factors for depression are predictors of burnout...Burnout is likely to reflect a ‘classical’ depressive process unfolding in reaction to unresolvable stress.” (Koutsimani et al., 2019)*

Resilience Strategy: Mindfulness Meditation

Mindfulness meditation is a popular meditation technique that involves two critical components.

Attention → Awareness of the present moment (breath, thoughts, feelings, body sensations)

Acceptance → Observation of feelings and sensations without reaction or judgement

Review of literature in nursing indicated MM is associated with significant decrease in stress and burnout and increase in resiliency, compassion satisfaction, self-compassion, and emotional regulation (Green & Kinchen, 2021).

Several studies have found MM reduces stress and burnout in SLPs, audiologists, and patients (e.g., Beck & Verticchio, 2014; Mohammed et al., 2018)



Simple but not easy

Jon Kabat-Zinn

My lived experience



Joy stories from audiologists

There is no greater experience than having a family feel like you're family. Which I get emotional about [speaker gets choked up] because it's a lot of work and it's exhausting, but when that family is like, "you're family." They want to invite me to their kid's birthday party.... they feel close enough to me that they can trust me. (P#26)

Joy stories from audiologists

...the person who comes in who hasn't heard well for a while and they sit down and they're all very closed into themselves. They're like a plant that hasn't had water in a long time and it's kind of shriveled and wrapped around itself... that person really doesn't make a whole lot of eye contact and they don't really try to communicate, and you put the hearing aids on their ears ... and all of a sudden, they can hear you...they sit up taller, and their eyes open up and their eyes get bright and they start talking and you can't get them to be quiet anymore. It's like the plant suddenly blooms... that incredible transformation. (P#6)

Joy stories from audiologists

I fit a baby, a very very young baby, with loaner hearing aids and this very young baby, as soon as we turned the devices on, let out this huge gut-belly laugh. In a case like that, it is hard to hold back the tears. (P#20)

Joy stories from audiologists

We went through the mapping. I turned it on for the 1st time. ...I said, why don't you say something to your wife?" And he said, "I love you. Those are the first words I want you to hear with your new implant" and, of course, everybody started crying and I started crying and we all cried ...that was one of my first activations I remember as a new audiologist. (P#35)

Joy stories from audiologists

I really enjoy working with school-aged kids ...they feel like they can confide in me, or tell me something that's not just, "My hearing aid is broken" something deeper ...like, "I'm being bullied" ... talking to them about their friends or how to navigate this particular tricky thing or, "I don't want to use my FM system because there's a boy in this class that I like," You know, things like that, that are special. (P#27)

Resilience Strategy: Joy snacking

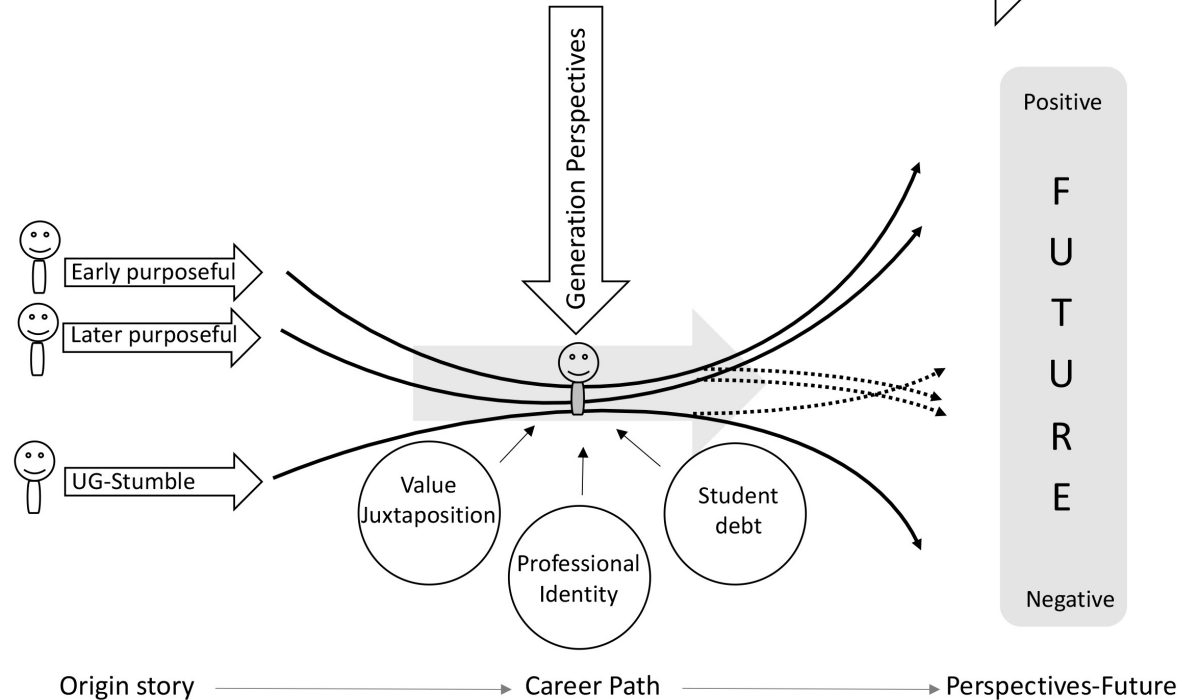
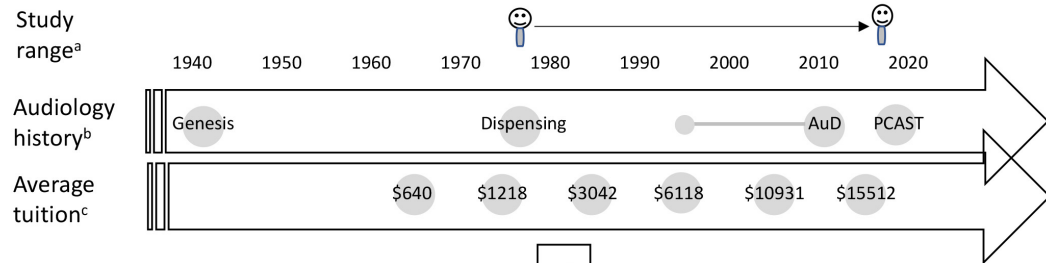
Want to feel happier? Try snacking on joy.

Richard Sima (11/17/22) The Washington Post

"Try finding and savoring little bites of joy in your day... 'It's not these big things that we sort of create in our heads, but these smaller day-to-day experiences that bring us meaning,' said Joshua Hicks, psychologist at Texas A&M University's Existential Psychology Collaboratory."

Whenever something positive happens, take 30 seconds to dwell on the positive.

Theoretical Framework (Emanuel, 2021b)



Note. Superscripts notes: ^a Study range indicates participant time of entry into the field, from most to least years of experience. ^b Within the audiology history timeline, “dispensing” is associated with 1978 Supreme Court decision that forced ASHA to allow its members to sell hearing aids. The “AuD” timeline start (small dot) indicates the date the first program started (Baylor University) and end (large dot) indicates the date the clinical doctorate was required for CCC-A certification. ^c “Average tuition” includes tuition and fees based on National Center for Education Statistics (2017) annual undergraduate tuition and fee costs reported in current (2017) dollars for 4-year institutions, averaged across public and private universities, with in-state rates used for public universities. These figures do not include room and board.

Stress (Emanuel, 2021a)

Stress & Burnout overview

Stress

"Too much"

Stress → An event (stressor)

Stress → Response

Burnout

"Too little"

An occupational phenomenon resulting from chronic, unmanaged, workplace stress (ICD-11).

Characterized by:

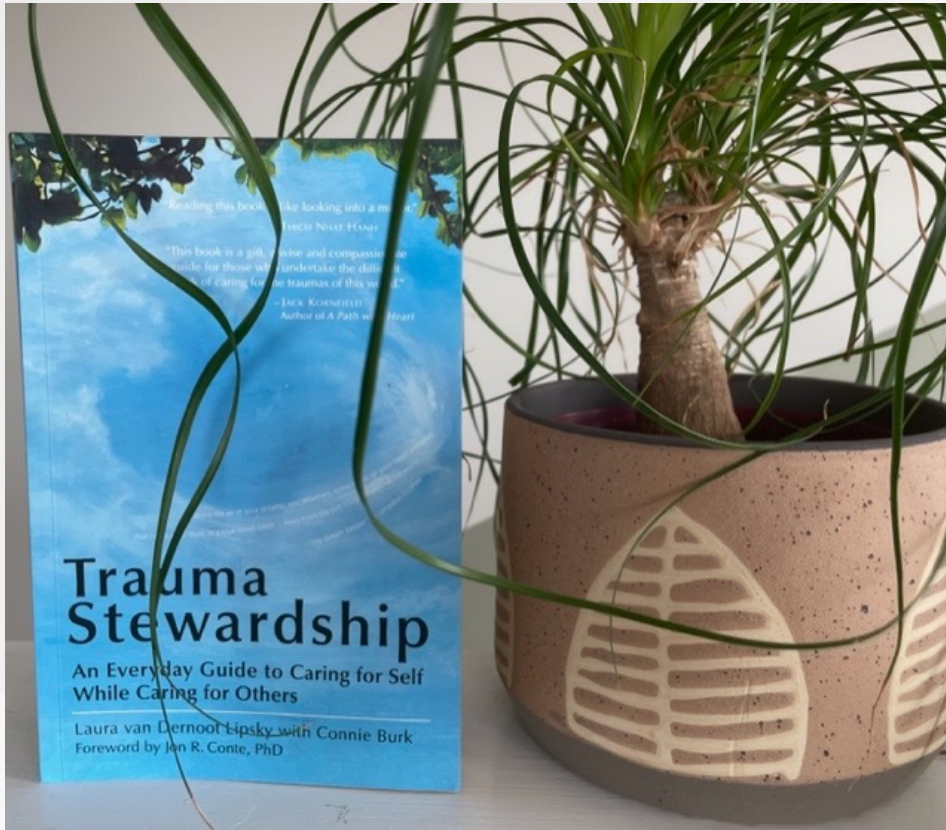
- (a) emotional exhaustion,
- (b) depersonalization, and
- (c) reduced personal accomplishment

Compassion Fatigue: Providing care for patient who experience traumatic events. Healthcare providers experience these events through patient reports, which impacts the wellbeing of the provider.

Healthcare providers who face unmanaged stress, burnout, and compassion fatigue can lose empathy for patients and begin to engage in “dehumanizing-in-self-defense” behavior, where they guard their emotions and view patients as medical cases rather than human beings.

- Most audiologists enter the profession because of a desire to help people.
- Consider your perceptions of this desire over time.

Resilience Strategy: Self-care & STS



“If we are to alleviate the suffering of others ... we must respond to even the most urgent human ... conditions in a sustainable and intentional way. By developing the deep sense of awareness needed to care for ourselves while caring for others ...we can greatly enhance our potential to work for change, ethically and with integrity, for generations to come.” (Van Dernoot Lipsky, 2009)

Intermittent stress is normal

Stressor → stress response → recovery

When we encounter a stressor, the body prepares for optimal physiological performance and then returns the body to homeostasis (Rice, 2012).

Grizzly bear → Run/Play dead → Calm down when safe
Pending deadline → Work hard → Calm down when finished

Stress is part of typical physiology

“Challenge is what life is all about. Stress is ... a necessary part of life ... The implication that stress is something to be avoided is a legacy from the clinical perspective ... However, organisms exist in continually changing environments and their very existence can be construed as an expression of that coping” (Greenberg et al., 2002).

“Everyone experiences stress to some degree. **The way you respond to stress, however, makes a big difference to your overall well-being.**” (WHO, 2021, <https://www.who.int/news-room/questions-and-answers/item/stress>)

Emanuel (2021a)

In about a quarter of the interviews, participants compared themselves to others relative to stress response.

I don't feel like, compared to some of my colleagues that I've talked with, I don't experience stress in the same way or to the same degree about the same situation. (P27)

Rumination of anger-inducing autobiographical memories maintains or augments anger (Fabiansson et al., 2012).

- ✓ Combat breathing
- ✓ Visual imagery
- ✓ Physical activity (Take a walk)
- ✓ Hum, sing
- ✓ Positive self-talk: Reflection & reframing
- ✓ Social support
- ✓ Water bottles

✓ Next on my list to try:

✓ Butterfly wings (Neely, 2022)

- ✓ Cross arms over chest, alternate movement (like flattening wings), slow/deep breathing, notice how your body feels & “breathe into” uncomfortable places.

✓ Physiological sigh breathing pattern (Balban et al., 2023)

- ✓ Double inhale followed by extended exhale. Dr. Andrew Huberman:
<https://www.youtube.com/watch?v=kSZKIupBUuc>

Is audiology a low-stress profession?



20Q: Occupational Stress and Audiologists

Diana C. Emanuel, PhD, CCC-A

April 11, 2022

[Articles](#) / [20Q with Gus Mueller](#) / 20Q: Occupational Stress and Audiologists

Q: Is audiology a low-stress profession?

A: It's complicated.

Is audiology a low-stress profession?

Least Stressful Jobs (Careercast.com)

Audiologist

(Professor)

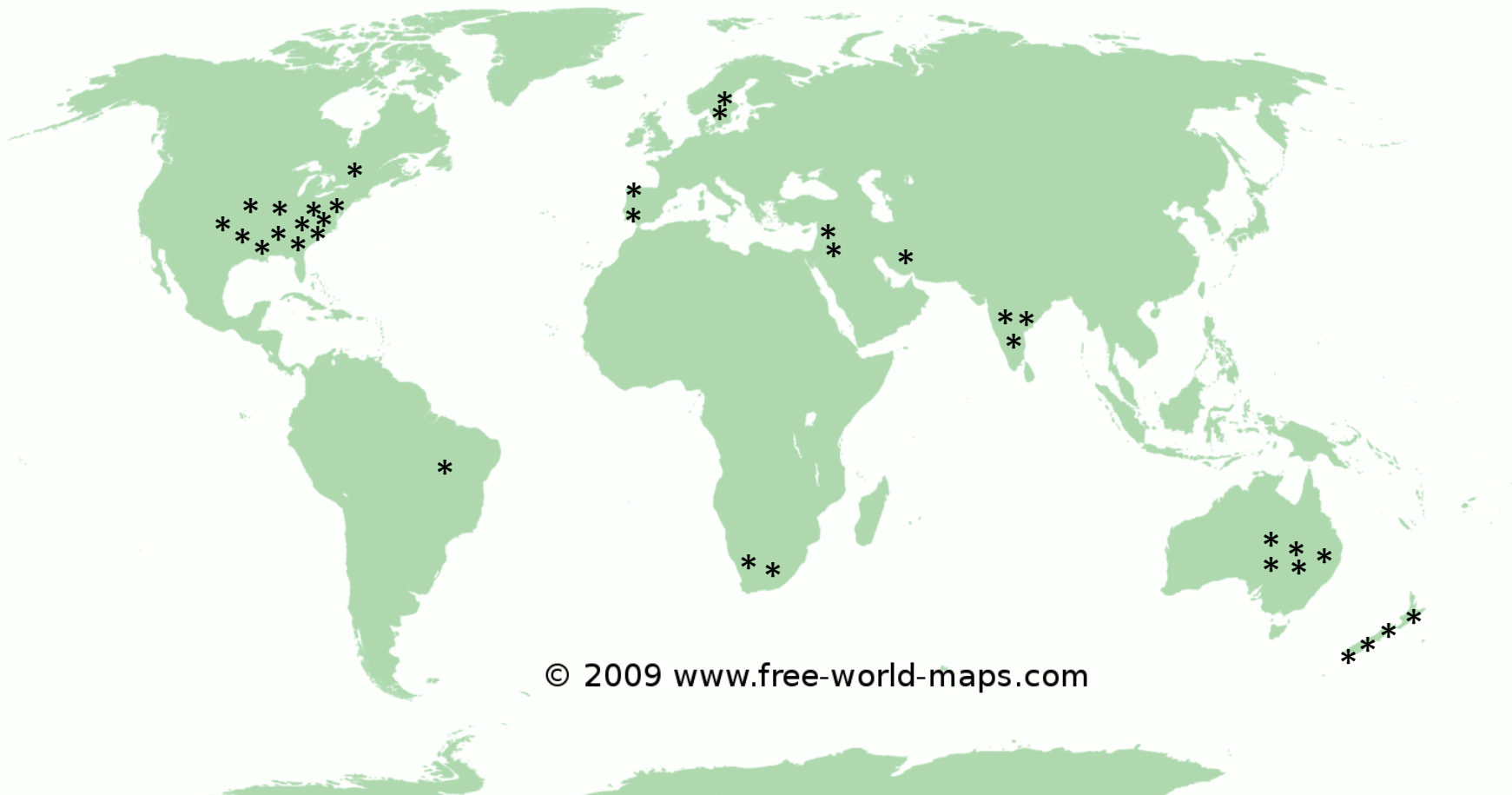
- | | | |
|--------|----|------|
| • 2011 | #1 | |
| • 2012 | #7 | |
| • 2013 | #6 | (#1) |
| • 2014 | #1 | (#4) |
| • 2015 | #2 | (#3) |
| • 2016 | #5 | (#6) |
| • 2017 | #4 | (#5) |
| • 2018 | #3 | (#4) |
| • 2019 | #4 | (#5) |

Criteria?

- ~~Travel~~
- Growth potential
- Deadlines
- ~~Working in the public eye~~
- Competitiveness
- ~~Physical demands~~
- ~~Environmental conditions~~
- ~~Hazards encountered~~
- ~~Own life at risk~~
- ~~Life of another at risk~~
- Meeting the public

Ten Categories of Psychosocial Risk to Mental Health at Work (WHO, 2022)

Risk	WHO (2022) examples	Audiology?
1. Work content	...under-use of skills... continuous exposure to people thorough work	✓
2. Workload and work pace	Work overload...high levels of time pressure, continual subjection to deadline.	✓
3. Work schedule	...inflexible work schedules	✓
4. Control	Low participation in decisions-making, lack of control over workload, pacing...	✓
5. Environment and equipment	inadequate equipment availability	✓
6. Organizational culture and function	Poor communication...organizational change, high competition for scarce resources, over-complex bureaucracies	✓
7. Interpersonal relationships at work	Social or physical isolation, poor relationships with supervisors, interpersonal conflict...	✓
8. Role in organization	...role conflict	✓
9. Career development	Career stagnation...poor pay...low social value of work	✓
10. Home-work interface	Conflicting demands of work and home	✓



Australia	Bennett et al. (2022), Giddens et al. (2022), Kemper et al. (2021), Simpson et al. (2018, 2021)
Brazil	Gonçalves et al. (2014)
Canada	Ng et al. (2019)
India	Manchaiah et al. (2015), Raj et al. (2020), Ravi et al. (2015, 2016)
Iran	Mobaraki et al. (2017)
Israel	Gold & Gold (2021)
Jordan	Marie (2018)
New Zealand	Brown/Kelly-Campbell (2022), Severn et al. (2012), Moore/Kelly-Campbell (2022), Van Wichen /Kelly-Campbell (2022)
Portugal	Ferreira & Ferreira (2015), Marques et al. (2022)
Sweden	Brännström et al. (2013, 2016)
South Africa	Swidler & Ross (1993), Budden/Rogers (IP)
USA	Blair et al., (1989), Blood et al. (2007, 2008), Emanuel (2021, 2022), Martin et al. (1997), Saccone & Steiger (2012) Wilson & Kluesing (2013), Zimmer et al. (2022), Bressett/Emanuel (IP), Machak/Emanuel (IP), Martina/Emanuel (IP)

What do the job satisfaction studies tell us?

Available data
indicate
audiologists,
overall, tend
to be satisfied
with their
jobs.

- Most educational audiologists (89%) were either moderately or very satisfied with their careers. (USA, Blair et al., 1989)
- “Audiologists are generally quite satisfied with their jobs and the tasks they perform” (p. 15). (USA, Martin et al., 1997)
- “Despite a significant increase in the educational requirements for entry into the practice of audiology, there was no change in the overall professional satisfaction for respondents...when compared to the 1997 study” (p. 144). (USA, Saccone & Steiger, 2012)
- 88% of audiologists rated job satisfaction as very satisfied or satisfied (Iran, Mobaraki et al., 2017)
- 92% of audiologists were satisfied with their jobs (22% extremely, 45% very, 25% somewhat) (US/Canada/+15, Victorian, 2011)

Emanuel (2021b)

Table 6. Participant descriptions of job satisfaction, salary, and student debt.

Cost-to-benefit considerations	Examples										
Job satisfaction (highly positive)	“I have the coolest job in the world. I like to work with people and solve questions, find solid answers...I get to work with power tools. I get to work with the latest technology. I get to travel to different seminars and meet interesting people. I get to hear people’s stories from their entire lives. I get to be creative in my marketing... I get to be creative” (P14).										
Salary description (neutral)	“Your income is going to get you in a place where you are going to make a living” (P22)										
Student debt plus job satisfaction and/or salary (negative)	<p>How would you rate your compensation? (Victorian, 2011)</p> <table border="1"> <caption>Compensation Rating Data</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>18%</td> </tr> <tr> <td>Appropriate/fair</td> <td>50%</td> </tr> <tr> <td>Slightly below fair</td> <td>27%</td> </tr> <tr> <td>Considerably below fair</td> <td>5%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	18%	Appropriate/fair	50%	Slightly below fair	27%	Considerably below fair	5%
Rating	Percentage										
Excellent	18%										
Appropriate/fair	50%										
Slightly below fair	27%										
Considerably below fair	5%										
Student debt framed as a cost of doing business (both neutral and negative perspectives)											

What do the burnout studies tell us?

Available data
indicate
audiologists
tend to have
low burnout

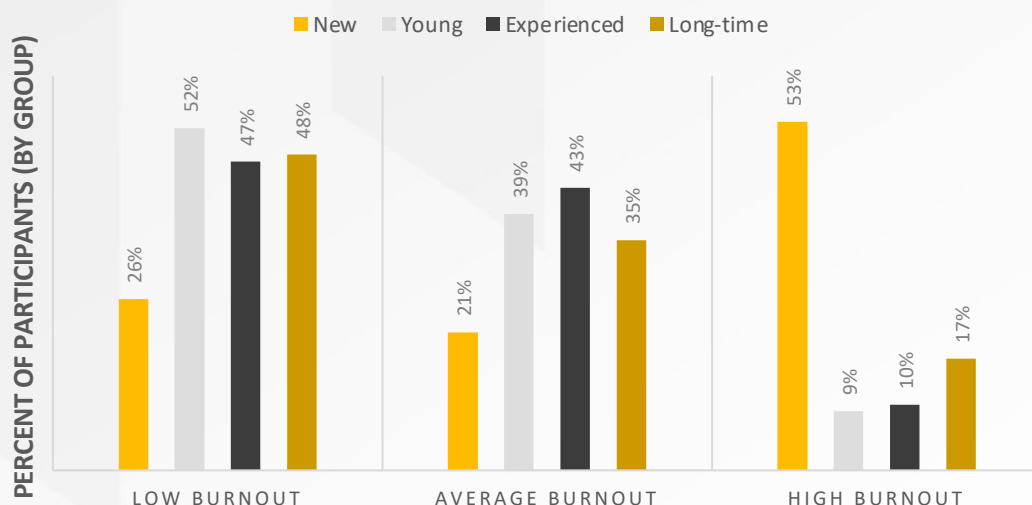
- 84% of educational audiologists rated overall job burnout in average or low burnout ranges, burnout was lower than norms for educational personnel (USA, Blood et al., 2007)
- 81% of audiologists rated overall job burnout in the average or low range. (USA, Blood et al., 2008)
- No audiologists experienced high burnout or low compassion satisfaction scores (New Zealand*, Giddens et al., 2022)
- Audiologists had low burnout rates (USA, Zimmer et al., 2022)
- Findings indicates audiologists have a low burnout level (Portugal, Ferreira & Ferreira, 2015)

At-risk demographics

Study	Age (or Experience) ?	Work setting?	Region	Notes
Brännström et al. (2016) ^S	Yes	No	--	Younger > older
Severn et al. (2012) ^{S+B}	No (stress) Yes (burnout)	Yes	--	Older > younger (burnout)
Ravi et al. (2015) ^S	Yes	Yes	--	Younger = more high rates of burnout (older mostly moderate)
Emanuel (2021a) ^S	--	No	No	
Zimmer et al. (2022) ^{S+B}	Yes	No	No	Less > more experience (burnout)
Blood et al. (2007) ^B	--	--	Yes	rural > urban/suburban
Blood et al. (2008) ^B	Yes	--	--	Less > more experience

Burnout Studies: Blood et al. (2008)

BLOOD ET AL. (2008) EMOTIONAL EXHAUSTION SCORES FROM THE MBI, BY EXPERIENCE LEVEL



- High emotional exhaustion scores:
 - 53% of new professionals
- Why?
 - Generation-based loyalty mentality?
 - “Experienced employees accepted school policies, [work] overtime and [show] a strong desire to stay within the school district.”
 - Self-culling?
 - “As Young Professionals begin to show signs of high burnout, they leave the profession... Educational audiologists who...continue to work in the schools are less likely to show signs of job dissatisfaction.”

Stressors

Emanuel (2021a)



Zimmer,
Emanuel &
Reed (2022)

- ✓ • Time (68%)
 - Workload
 - Time for optimal care
 - Paperwork/administrative tasks
- ✓ • Patients (54%)
 - Lack of trust
 - Resistance to care
 - Rude
 - Inability to help/lack of access
- ✓ • Administration (43%)
 - Lack of autonomy
 - Inequity (value compared with other HCP)
- ✓ • Financial (39%)
 - Reimbursement
 - Payroll/bills
 - Competition
- ✓ • Lack of support (32%)
 - Staffing
 - Equipment
- ✓ • Colleagues (25%)
 - Conflict
 - Fixing mistakes
 - Working alone
- ✓ • Work life balance (18%)
 - Health
 - Family



US ^{6,7}	Sweden ¹	New Zealand ^{2,5}	India ^{3,4}
Time ^{6,7}	✓ ¹ Paperwork/practice demands. “The amount of work makes it difficult to leave work-related issues while off-duty... overtime is experienced as mandatory.”	✓ ² Administration duties, paperwork, time for pts ✓ ⁵ Time demand, heavy caseloads, short appointments	✓ ⁴ 90% had M-H stress in paperwork/administration, 76% in patient contact time
Patient ^{6,7}		✓ ² Expectations to fix hearing ✓ ⁵ Accountability (tx outcomes)	
Administration ^{6,7}	✓ ¹ Accountability (Low control/high demand) Poor understanding from leadership... feel they are undervalued	✓ ⁵ Audiological management, audiologists feel undervalued by management, inappropriate questioning medical decision-making, low remuneration.	✓ ³ Interference in medical decision-making, lack of awareness, called technicians , lower pay than other HC staff. ✓ ⁴ 88% had M-H stress for professional management
Financial ^{6,7}			
Lack of support ^{6,7}	✓ ¹ Equipment & protocols	✓ ² Staff shortages ✓ ⁵ Equipment resources	
Colleagues ^{6,7}			
Work-life balance ^{6,7}	✓ ¹ Time spent at work, personal health concerns	✓ ⁵ Finding time to be healthy	✓ ⁴ 89% had M-H stress in health, 91% in mngt of social life

¹Brännström et al. (2016)

²Giddens et al. (2022)

³Manchaiah et al. (2015)

⁴Ravi et al. (2015)

⁵Severn et al. (2012)

⁶Emanuel (2021a)

⁷Zimmer et al. (2022)

But wait, there's more

- Psychosocial work environment

- 86% of audiologists in Sweden reported unfavorable working conditions (Sweden, Brännström et al., 2013).
- 72% of audiologists in India reported unfavorable working conditions (India, Manchaiah et al., 2015).

Reward \neq Effort

Brännström et al., 2013 ($n = 500$; 49% of population)



Demand-control-support survey (DCSQ)

Low demand + low control (passive work)	24%
High demand + low control (high stress work)	29%*
Low demand + high control (low stress work)	26%
High demand + high control (active work)	21%

Effort-reward imbalance (ERI)

	Favorable	Unfavorable
Public	16.2% ($n = 64$)	83.8% ($n = 331$)
Private + public	3.3% ($n = 2$)	96.7% ($n = 58$)
Private	8.9% ($n = 4$)	91.1% ($n = 41$)
Total sample	14% ($n = 70$)	86% ($n = 430$)**

*15% higher than estimates reported in the general Swedish workforce; **Previous studies of Swedish workers found unfavorable ERIs in 27-31% of workers. Poor psychosocial work environments are associated with decreased quality of patient care and increased risk of practitioner health problems.

“Resilience is the process of successfully adapting to challenging life experiences through emotional, mental, and behavioral flexibility.”

APA (www.apa.org/topics/resilience)

Resilience

- Can we change our resilience?
 - Yes
 - Resilience can be enhanced or changed over time (e.g., Southwick et al., 2014).
- What are the benefits?
 - Improved mental wellness
 - Higher resilience is associated with lower incidence of PTSD, burnout syndrome, depression, and anxiety (Abram, & Jacobowitz, 2021; Buck et al., 2019; Di Monte et al., 2020; Ferreira & Gomes, 2021; Marques, & Berry, 2021; Mealer et al., 2012; West et al., 2020).

Resilience

How do we build resilience?

Scientific literature
Recommendations (WHO, APA)
Self-help/inspirational Books
Social Media

Traditional/
mundane

quirky

Bizarre

The diagram features a horizontal yellow arrow pointing to the right. Above the arrow, four categories of resources are listed in a blue, textured, sans-serif font: 'Scientific literature', 'Recommendations (WHO, APA)', 'Self-help/inspirational Books', and 'Social Media'. Below the arrow, three descriptive terms are placed at different points along the spectrum: 'Traditional/
mundane' is positioned under the first two categories, 'quirky' is under the third, and 'Bizarre' is under the fourth. The background of the slide has a faint, light gray geometric pattern.

Books are a uniquely portable magic

Stephen King



Resilience

How do we build resilience?

- | | | |
|--|--|--|
| <input type="checkbox"/> Cognitive Behavior Therapy (CBT) | <input type="checkbox"/> Emotional Freedom Technique (EFT) AKA Tapping | <input type="checkbox"/> Cold water immersion* |
| <input type="checkbox"/> Progressive Muscle Relaxation (PMR) | <input type="checkbox"/> “Lucky Girl” | <input type="checkbox"/> Full body bounce & jiggle |
| <input type="checkbox"/> Mindfulness meditation | | |



*Traditional/
Mundane*

Quirky

Bizarre

(*may be dangerous; consult your physician first)

Building Resilience

American Psychological Association

- ✓ • Build connections
 - Prioritize relationships
 - Join an affinity group
- Foster wellness
 - Self-care
 - ✓ • Mindfulness
 - Reduce destructive coping mechanisms
- Find purpose.
- Embrace healthy thoughts.
- Seek help.

<https://www.apa.org/topics/resilience/building-your-resilience>

World Health Organization

- Healthy sleep habits
- Healthy eating habits
- Exercise
- ✓ • Connect with people
 - “Social buffering” reduces the release of cortisol and helps reduce the stress response
- Minimize news feeds
 - (Limit “doom scrolling”)

Self-care:

Embrace
healthy
thoughts

- Practice **positive self talk** every day to help reduce negative emotions and encourage positive ones.

Self-care:

Embrace
healthy
thoughts

- TikTok “Lucky Girl”

When we tell ourselves that we're lucky, the brain starts to look for examples to confirm that belief...and because our brain likes to be right, if we tell ourselves that we're lucky, that part of the brain is going to start filtering in the information that backs that up.

Dr. Susan Albers

<https://health.clevelandclinic.org/lucky-girl-syndrome/>

Self-care: Boundaries

I was not allowed to wear a white coat. I was not allowed to call myself doctor.

Participant #14

Set Boundaries, Find Peace (Tawwab, 2021)



- "The root of self-care is setting boundaries" (p. 6)
- "Burnout is a response to unhealthy boundaries" (p. 224)
 - Not knowing when or how to say no
 - Prioritizing others over yourself
 - Superhero syndrome ("I can do it all")

"Why did the narcissist cross the road?"

"Because they thought that was your boundary."

TT@virtualcouch



Self-care: Boundaries

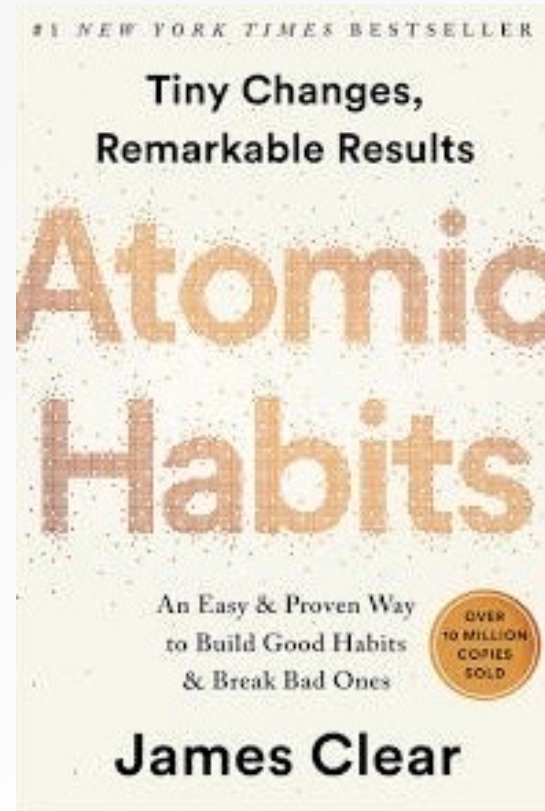
- Learn to carefully select, create, set, and maintain appropriate boundaries.
- Set yourself up for success:
 - Be clear with employer (negotiate at time of hire)
 - Be consistent in enforcing boundaries
 - Create a clear transition between work and non-work (evening, weekend, vacation*)

Healthy Sleep Habits

- ☐ Regular sleep/wake schedule
- ☐ Optimal light (wear eye cover)
- ☐ Optimal sound (wear earplugs)
- ☐ Optimal temperature
- ☐ Do not eat within 2 hours of bedtime
- ☐ Do not drink alcohol
- ☐ Limit stimulants to early morning
- ☐ Stop all electronic device exposure 2 hours prior to sleep
- ☐ Limit doom scrolling (crochet!) 😞
- ☐ Exercise for 15 minutes every day
- ☐ Higher-level strategies (talk to physician)

One last book consideration

If you have tried
and tried
to establish
healthy habits
but have failed,
consider this
book.



If time permits....

One quirky & one bizarre strategy...

“Quirky”

Emotional Freedom Technique (EFT)

- AKA Tapping
- EFT is used to manage troubling thoughts.
- It involves tapping pressure points on the face and body while acknowledging a negative emotion you are feeling followed by a positive affirmation (acceptance).
- Claims:
 - Reduce stress, anxiety, and symptoms of PTSD; reduces food cravings; increased productivity.
 - Science:
 - Clinical form associated with positive results (e.g., *Church et al., 2016; Konig et al., 2019; Stapleton et al., 2020*).
 - Informal (self-care) outcomes are unknown.

“Bizarre”

Warning -

***This may be dangerous.
Consult a physician first**

Cold water immersion*

- ❑ Cold water immersion is purported to do MANY things to enhance the body and mind, including mood improvement.
- ❑ However, there is a DANGER associated with this technique. The cold shock response (changes in breathing, heart rate, blood pressure), has resulted in sudden death among seemingly healthy people as a result of cardiac arrhythmia. (Kelly & Bird, 2021)
- ❑ Ice therapy is a newer method, in which only the face is immersed in ice water. (Scientific studies lacking)

In summary

- Overall, audiologists tend to have high job satisfaction and low burnout, and the pervasiveness of joy stories indicate we can survive and thrive in this career choice despite current challenges faced by healthcare providers.
- As audiologists, we need to be mindful of psychosocial work environment and moral climate and take steps to advocate for a healthy workplace.
- As a profession, we need to be especially mindful of the well-being of new audiologists.
- Using resilience strategies can improve our personal responses to stress and decrease the risk of burnout. To work, they must be used consistently.

Questions?



demanuel@towson.edu

References

- American Psychological Association (2022). What's the difference between stress and anxiety? Retrieved June 12, 2023 from www.apa.org/topics/stress/anxiety-difference
- Balban, M. Y., Neri, E., Kogon, M. M., Weed, L., Nouriani, B., Jo, B., Holl, G., Zeitzer, J. M., Spiegel, D., & Huberman, A. D. (2023). Brief structured respiration practices enhance mood and reduce physiological arousal. *Cell Reports. Medicine*, 4(1), <http://doi.org/10.1016/j.xcrm.2022.100895>
- Bech, A. R., & Verticchio, H. (2014). Counseling and mindfulness practice with graduate students in communication sciences and disorders. *Contemporary Issues in Communication Sciences and Disorders*, 41, 133-148.
- Bennett, R. J., Manchaiah, V., Eikelboom, R. H., Badcock, J. C., & Swanapoel, D. W. (2022). International survey of audiologists during the COVID-19 pandemic: Effects on mental well-being of audiologists. *International Journal of Audiology*, 61(4), 273-282. <https://doi.org/10.1080/14992027.2021.1944675>
- Blair, J., Wilson-Vlotman, A., & von Almen, P. (1989). Educational audiologist: Practices, problems, directions and recommendations. *Educational Audiology Monograph*, 1, 1-14.
- Blood, I. M., Cohen, L., & Blood, G. W. (2007). Job burnout, geographic location, and social interaction among educational audiologists. *Perceptual and Motor Skills*, 105(3_Suppl), 1203–208. <https://doi.org/10.2466/pms.105.4.1203-1208>
- Blood, I. M., Cohen, L., & Blood, G. W. (2008). Job burnout in educational audiologists: The value of work experience. *Journal of Educational Audiology*, 14, 7–13. <http://www.edaud.org/journal/2007-2008/1-article-07-08.pdf>
- Brännström, K. J., Båsjö, S., Larsson, J., Lood, S., Lundå, S., Notsten, M., & Taheri, S. T. (2013). Psychosocial work environment among Swedish audiologists. *International Journal of Audiology*, 52(3), 151–161. <https://doi.org/10.3109/14992027.2012.743045>
- Brännström, K. J., Holm, L., Larsson, J., Lood, S., Notsten, M., & Turunen-Taheri, S. (2016). Occupational stress among Swedish audiologists in clinical practice: Reasons for being stressed. *International Journal of Audiology*, 55(8), 447–453. <https://doi.org/10.3109/14992027.2016.1172119>
- Brown, J. (2022). Resilience, compassion satisfaction, occupational stress, and burnout in student audiologists. Master's thesis, University of Canterbury, Christ Church New Zealand. Retrieved February 27, 2023 from <https://ir.canterbury.ac.nz/handle/10092/103710>
- Church, D., Sparks, T., & Clond, M. (2016). EFT (Emotional Freedom Techniques) and Resiliency in Veterans at Risk for PTSD: A randomized controlled trial. Explore (NY) Clinical trial. <http://10.1016/j.explore.2016.06.012>.
- Emanuel, D. C. (2021a). Occupational stress in US audiologists. *American Journal of Audiology*, 30, 1010-1022. https://doi.org/10.1044/2021_AJA-20-00211
- Emanuel, D. C. (2021b). The Lived Experience of the Audiologist: Connections Between Past, Present, and Future. *American Journal of Audiology*, 30, 994-1009. https://doi.org/10.1044/2021_AJA-20-00185
- Emanuel, D. C. (2022a, July). What lived experience stories tell us about audiology's evolution and future changes. *The Hearing Journal*, 74(7), 24-25. <http://10.1097/01.HJ.0000843260.71468.5f>
- Emanuel, D. C. (2022b, April 11). 20Q: Occupational stress and audiologists. Audiology Online. <https://www.audiologyonline.com/articles/20q-occupational-stress-and-audiologists-28159>
- Fabiansson, E. C., Denson, T. F., Moulds, M. L., Grisham, J. R., & Schira, M. M. (2012). Don't look back in anger: Neural correlates of reappraisal, analytical rumination, and angry rumination during recall of an anger-inducing autobiographical memory. *NeuroImage*, 59(3), 2974-2981. <http://doi.org/10.1016/j.neuroimage.2011.09.078>
- Ferreira, A. L., & Ferreira, P. L. (2015). 'Burnout' in Portuguese audiologists. *The Journal of Health Science*, 5(4), 61.
- Giddens, K. S. M., Kelly-Campbell, R. J., & Naswall, K. (2022). Compassion satisfaction, occupational stress, burnout syndrome, and resilience among experienced audiologists. *American Journal of Audiology*, 31, 1078-1087, https://doi.org/10.1044/2022_AJA-21-00265.
- Godoy, L. D., Rossignoli, M. T., Delfino-Pereira, P., Garcia-Cairasco, N., & de Lima Umeoka, E. H. (2018). A comprehensive overview on stress neurobiology: Basic concepts and clinical implications. *Frontiers in Behavioral Neuroscience*, 12. <https://doi.org/10.3389/fnbeh.2018.00127>. Retrieved 12/30/2023 from <https://www.frontiersin.org/articles/10.3389/fnbeh.2018.00127/full>
- Gold, R., & Gold, A. (2021). The experience of speech-language therapists and audiologists delivering bad news: A qualitative analysis. *International Journal of Language & communication Disorders*, 56(2), 402-414. <https://doi.org/10.1111/1460-6984.12612>

References

- Gonçalves, M. T., Fernandes, B. L., Santos, J. N., de Moraes Silveira Di Ninno, C. Q., & de Oliveira e Britto, D. B. (2014). Work, continuing education and income professional audiologist active in audiology. *Rev. CEFAC*, 16(6), 1775-1782. (SLPs who do audiology work)
- Green, A. A., & Kinchen, E. V. (2021). The effects of mindfulness meditation on stress and burnout in nurses. *Journal of Holistic Nursing*, 39(4). <http://doi.org/10.1177/08980101211015818>
- Greenberg, N., Carr, J.A., & Summers, C. H. (2002). Causes and consequences of stress. *Integrative and Comparative Biology*, 42(3), 508-516. <https://doi.org/10.1093/icb/42.3.508>.
- Holtz, H., Heinze, K., & Rushton, C. (2018) Interprofessionals' definitions of moral resilience. *Journal of Clinical Nursing*, 27(3-4), e488-3494. <http://doi.org/10.1111/jocn.13989>
- Kabat-Zinn, J. (2005). *Wherever You Go There You are* (10th ed.). Hyperion.
- Kelly, J. S., & Bird, E. (2021). Improved mood following a single immersion in cold water. *Lifestyle Medicine*, 3(1), e53. <http://doi.org/10.1002/lim2.53>
- Kemper, E., Willis, K., & Simpson, A. (2021). 'When you are on your own, everything is your responsibility': Experiences of audiologists and audiometrists working in rural Australia. *The Australian Journal of Public Health*, 29, 382-390. <http://doi.org/10.1111/air.12711>
- Konig, N., Steber, S., Seebacher, J., von Prittwitz, Q., Bliem, H. R., & Rossi, S. (2019). How therapeutic tapping can alter neural correlates of emotional prosody processing in anxiety. *Brain Science*, 9(8), 206. <https://doi.org/10.3390/brainsci9080206> <https://doi.org/10.3390/brainsci9080206>
- Koutsimani, P., Montgomery, A., & Georganta, K. (2019). The relationship between burnout, depression, and anxiety: A systematic review and meta-analysis. *Frontiers in Psychology*, 13, <https://doi.org/10.3389/fpsyg.2019.00284>
- Lipsky, L. v D., & Burk, C. (2006). *Trauma Stewardship*. Berrett-Koehler Publishers, Inc,
- Manchiaiah, V., Easwar, V., Boothalingam, S., Chundu, S., & Krishna, R. (2015). Psychological work environment and professional satisfaction among Indian audiologists. *International Journal of Speech & Language Pathology and Audiology*, 3(1), 20-27.
- Marie, B. S. (2018). Job satisfaction among Jordanian speech language pathologists and audiologists. *Al-Balqa Journal for Research and Studies*, 21(1), 89-101.
- Marques, T., Silvestre, M., Santa Rosa, B., & Miguéis, A. (2022). Audiologist's Perspective in Auditory Rehabilitation: Implications for Ethical Conduct and Decision-Making in Portugal. *Audiology Research*, 12, 171-181. <https://doi.org/10.3390/audiolres12020020>
- Martin, F. N., Champlin, C. A., & Streetman, P. S. (1997). Audiologists' professional satisfaction. *Journal of the American Academy of Audiology*, 8(1), 11-17.
- Mbhele, S., & Makhoba, M. (2022). Audiologists' phenomenographic experiences of professional development during community service in KwaZulu-Natal, South Africa. *South African Journal of Communication Disorders*, 69(1). Retrieved February 27, 2023 from <https://journals.co.za/doi/full/10.4102/sajcd.v69i1.844>
- Mobaraki, H., Meymandi, R. G., Kamali, M., & Pourbakht, A. (2017). The relationship between quality of work life and job satisfaction among audiologists in Iran. *Auditory Vestibular Research*, 26(4), 215-222.
- Mohammed, W. A., Pappous, A. S., Muthumayandi, K., & Sharma, D. (2018). The effect of mindfulness meditation on therapists' body-awareness and burnout in different forms of practice. *European Journal of Physiotherapy*, 20(4), 213-224. <https://doi.org/10.1080/21679169.2018.1452980>.
- Moore, G. (2022, February 27). Occupational stress, resilience, compassion satisfaction and burnout in recently qualified audiologists. Master's thesis from the University of Canterbury, Christchurch, New Zealand. Retrieved February 27, 2023 from https://ir.canterbury.ac.nz/bitstream/handle/10092/103581/Moore%2c%20Georgia_MAud%20Thesis.pdf?sequence=1&isAllowed=y
- Neely, K. (2022, November). *Why am I struggling so much? The multifaceted issue of burnout and surprising strategies for resilience*. Presentation at the American Speech-Language-Hearing Association Convention, New Orleans, LA.
- Ng, S. L., Crukley, J., Kangasjarvi, E., Poost-Foroosh, L., Aiken, S., & Phelan, S. K. (2019). Clinician, student and faculty perspectives on the audiology-industry interface: Implications for ethics education. *International Journal of Audiology*, 58(9), 576-586. <https://doi.org/10.1080/14992027.2019.1602737>
- Rai, M., Nayaka, H., & Sampath Kumar, L. (2020). Happiness index among audiologists and speech-language pathologists of India. *Language in India*, 20(1), 138-151.
- Ramirez, S. (2022, April). Managing student loans to avoid burnout. *The Hearing Journal*, 19, 24.

References

- Ravi, R., Gunjawate, D., & Ayas, M. (2015). Audiology occupational stress experienced by audiologists practicing in India. *International Journal of Audiology*, 54(2), 131–135. <https://doi.org/10.3109/14992027.2014.975371>
- Ravi, R., Yerraguntla, K., Gunjawate, D. R., Guddattu, V., & Bellur, R. (2016). Professional quality of life in audiologists and speech language pathologists working in India. *Journal of Workplace Behavioral Health*, 31(3), 162–172. <https://doi.org/10.1080/15555240.2016.1192475> (SLP and AUD data merged)
- Ries, E. (2019, February). Beating Burnout. Ptin Motionmag.org.
- Saccone, P., & Steiger, J. (2012). Audiologists' professional satisfaction. *American Journal of Audiology*, 21(2), 140–148. [https://doi.org/10.1044/1059-0889\(2012/12-0005\)](https://doi.org/10.1044/1059-0889(2012/12-0005))
- Rushton, C. H. (2016a, October 11). Building moral resilience to neutralize moral distress. *American Nurse*, Retrieved February 27, 2023 from <https://www.myamericannurse.com/building-moral-resilience-neutralize-moral-distress/>
- Rushton, C. H. (2016b). Moral resilience: A capacity for navigating moral distress in critical care. *AACN Advanced Critical Care*, 27(1), 111-119. <https://doi.org/10.4037/aacnacc2016275>
- Sarkic, B., Simpson, A., & Heine, C. (2022). The cost of privatization to the profession: Media representation of audiology in Australia. *Health Promotion Journal Australia*, 1-9. <http://doi.org/10.1002/ppja.653>
- Schonfeld, I. S., Bianchi, R., & Palazzi, S. (2018). What is the difference between depression and burnout? An ongoing debate. *Rivista di Psichiatria*, 53(4), 218-219. <http://doi.org/10.1708/29699>
- Severn, M. S., Searchfield, G. D., & Huggard, P. (2012). Occupational stress amongst audiologists: Compassion satisfaction, compassion fatigue, and burnout. *International Journal of Audiology*, 51(1), 3–9. <https://doi.org/10.3109/14992027.2011.602366>
- Simpson, A., Phillips, K., Wong, D., Clarke, S., & Thornton, M. (2018). Factors influencing audiologists' perception of moral climate in the workplace. *International Journal of Audiology*, 57(5), 385–394. <https://doi.org/10.1080/14992027.2018.1426892>
- Simpson, A., Short, A. M., Malicka, A. N., & Clarke-Errey, S. (2021). Moral distress and occupational wellbeing in audiologists: An Australian case study. *Clinical Ethics*, 16(2), 105-113. <http://doi.org/10.1177/1477750920946591>
- Stapleton, P., Crighton, G., Sabot, D. & O'Neill, H. M. (2020). Reexamining the effect of emotional freedom techniques on stress biochemistry: A randomized controlled trial. *Psychological Trauma*, 12(8), 869-877. <http://doi.org/10.1037/tra0000563>
- Swidler, M., & Ross, E. (1993). Burnout: A smouldering problem amongst South African speech-language pathologists and audiologists. *The South African Journal of Communication Disorders*, 40(1), 71–84. (SLP and audiology data merged)
- Van Wichen, R. (2022). Occupational stress, quality of life, and resilience in paediatric audiologists: A cross-sectional study. Master's thesis. University of Canterbury. Christchurch, New Zealand.
- Victorian, B. (2011, May). Survey says: Hearing healthcare professionals are satisfied in their careers. *The Hearing Journal*, 64(5), 29-34.
- Wilson, M., & Kluesing, M. (2013). Tracing the path to a career in audiology, Part 2: Job satisfaction. *Audiology Today*, 25, 51–53.
- World Health Organization (2021, October 12). *Stress*. Retrieved January 16, 2023, from <https://www.who.int/news-room/questions-and-answers/item/stress>
- World Health Organization (2022, September 28). Guidelines on Mental Health at Work. <https://www.who.int/publications/i/item/9789240053052>
- Zimmer, M., Emanuel, D. C., & Reed, N. (2022). Burnout in U.S. Audiologists. *Journal of the American Academy of Audiology*, 33, 36-44. <https://doi.org/10.1055/s-0041-1735253>

Additional information

(Not covered in the talk)

How to improve psychological work environment

Manchaiah et al. (2015)

In India, the audiology profession began in the mid-1960s. Although they are 20 years behind the US, we share a similar trajectory and some current issues. Their suggestions:

- Increase awareness among public and professionals
- Strict guidelines so unqualified people cannot practice audiology
- Create more government jobs
- Government should propose pay structure and increase pay scale
- Define clear professional boundaries.
- Work with other professionals not under them.
- Audiology departments to be headed by audiologists.
- Develop integrity and unity among audiologists.

How to improve psychological work environment

- Support and training for how to deliver bad news (Israel, Gold & Gold, 2021)
- From the physical therapy literature (Ries, 2019)
 - To address unrealistic expectations, have frank discussions with administration on documentation requirements, streamlining procedures, creating templates, delegation to support personnel.
 - To prepare future clinicians to be resilient, have university programs create a wellness toolkit.
 - To assist students with student loan debt, have national associates create an extensive resources page, including information about financial planning, centralized scholarship information, grants, loan refinancing information, employer assistance programs, and loan forgiveness programs.
 - To address feeling undervalued, find employers with shared values and an emphasis on collegiality, hire assistants to perform support functions, help students develop self-advocacy skills.
 - To address "feeling stuck" – consider parallel moves within or outside current employment; leverage degree into a new specialty area or a related area.

How to improve psychological work environment

Blood et al. (2008)

- College programs should include content on strategies to address work-related stress, team-building, strategies to stay current with little time, creating mentor relationships, and work-family balance
- Employers should provide workshops on time management, coping with workload, and stress-reduction strategies.

But wait, there's more

- Moral distress

Moral distress

Moral distress ensues when clinicians recognize ethical conflicts and their responsibility to respond to them but are unable to translate their moral choices into ethically grounded action that preserves integrity.

Rushton (2016)

Moral distress

Why does this happen?

Organizational barriers, administrative pressure, and other restrictions prohibit clinicians from following what they perceive as the moral or right way to act.

Moral climate in audiology

- Portugal, Marques et al. (2022)
 - Almost all participants indicated they received financial incentives & 27% admitted to unethical conduct.
- Australia, Simpson et al. (2018, 2021)
 - Ethical environment poorer for audiologists in adult rehabilitation.
 - Cause? Pressure from employers to meet sales targets.

Moral climate in audiology

- How do audiologists react to moral distress?
 - Ng et al. (2019; Canada*)
 - Simpson et al. (2018; Australia)
- Deny tension exist
- Work with some level of ethical tension
- Quit

Moral Resilience

“Moral resilience involves not only building and fostering the individual's capacity to navigate moral adversity but also developing systems that support a culture of ethical practice for healthcare providers.” Holtz et al. (2018).

Moral resilience (Rushton, 2016a,b)

Moral resilience can be supported by:

Know who you are and what you stand for in life (i.e., foster self-awareness)

Develop ethical competence; participate in transformational learning

Cultivate self-regulatory capacities

Speak up with clarity and confidence

Be responsive and flexible in complex ethical situations

Be resolute and courageous in one's moral action despite resistance or obstacles

Engage with others

Contribute to a culture of ethical practice

Find meaning amid despair (situations that cause dissonance with one's moral sensitivity)