

Caring for The Caregiver:

Stress, Burnout, Emotional Health and Wellbeing

Geisinger

Objectives

- Define burnout and dissect its roots
- Explore challenges related to well-being
- Examine potential consequences of unaddressed burnout or poor well-being
- Redefine self-health through wholehearted living
- Discuss interventions and resources available



Poll



How to Join

1. Join by Web: Pollev.com/brittanydrumm630
2. Join by Text: Send the message **brittanydrumm630** to **37607**
3. Join by QR:



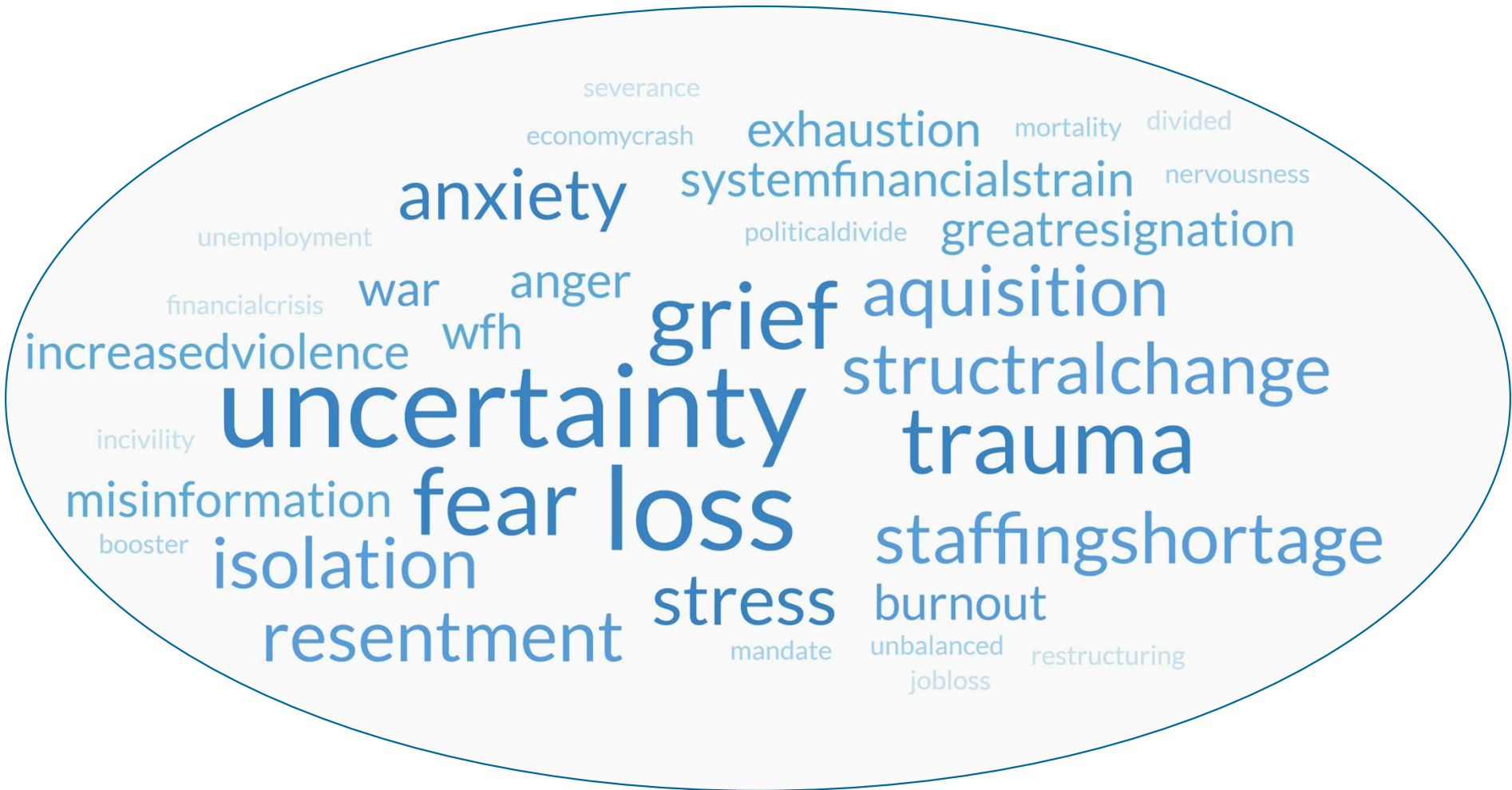
always select "skip for now" when prompted for sign in or username – **this session is anonymous**

**Why do we still feel
so out of control?**

Slide 4

AS0 talk about the impact of covid on healthcare-audience specific
Andreacci, Stephanie L., 2025-11-14T14:56:37.431

Emotional Landscape



Slide 5

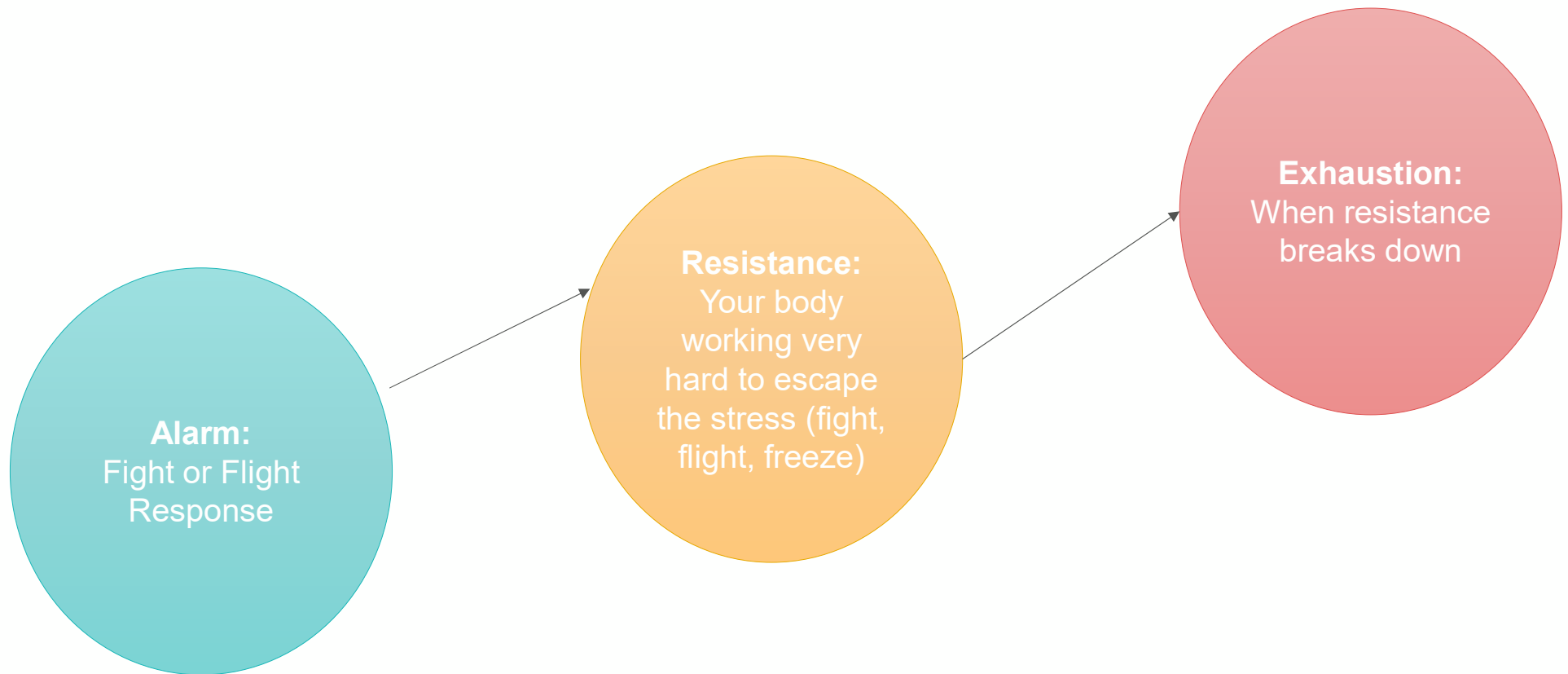
AS0 talk about these emotions still showing up-this is what HC workers are feeling. The bigger/bolder the word, the more often we hear it. If you have or are experiencing any of these things, you are not alone

Andreacci, Stephanie L., 2025-11-14T14:59:09.917

AS1 talk about big picture impact on Healthcare-calling out specifics

Andreacci, Stephanie L., 2025-11-14T15:02:58.278

The stress response drawn out





Emily Nagoski & Amelia Nagoski

#CULTUREOFBELIEF

EFFECTS OF **STRESS** ON THE BODY



Lack of concentration and energy, headaches, dizziness, panic, depression and anger.



Increased heart rate and blood pressure leading to increased risk of high cholesterol and heart attack.



Upset stomach, acid reflux, pain ulcers and change in appetite leading to weight gain.



Suppressed immune system leading to illness and high levels of inflammation.

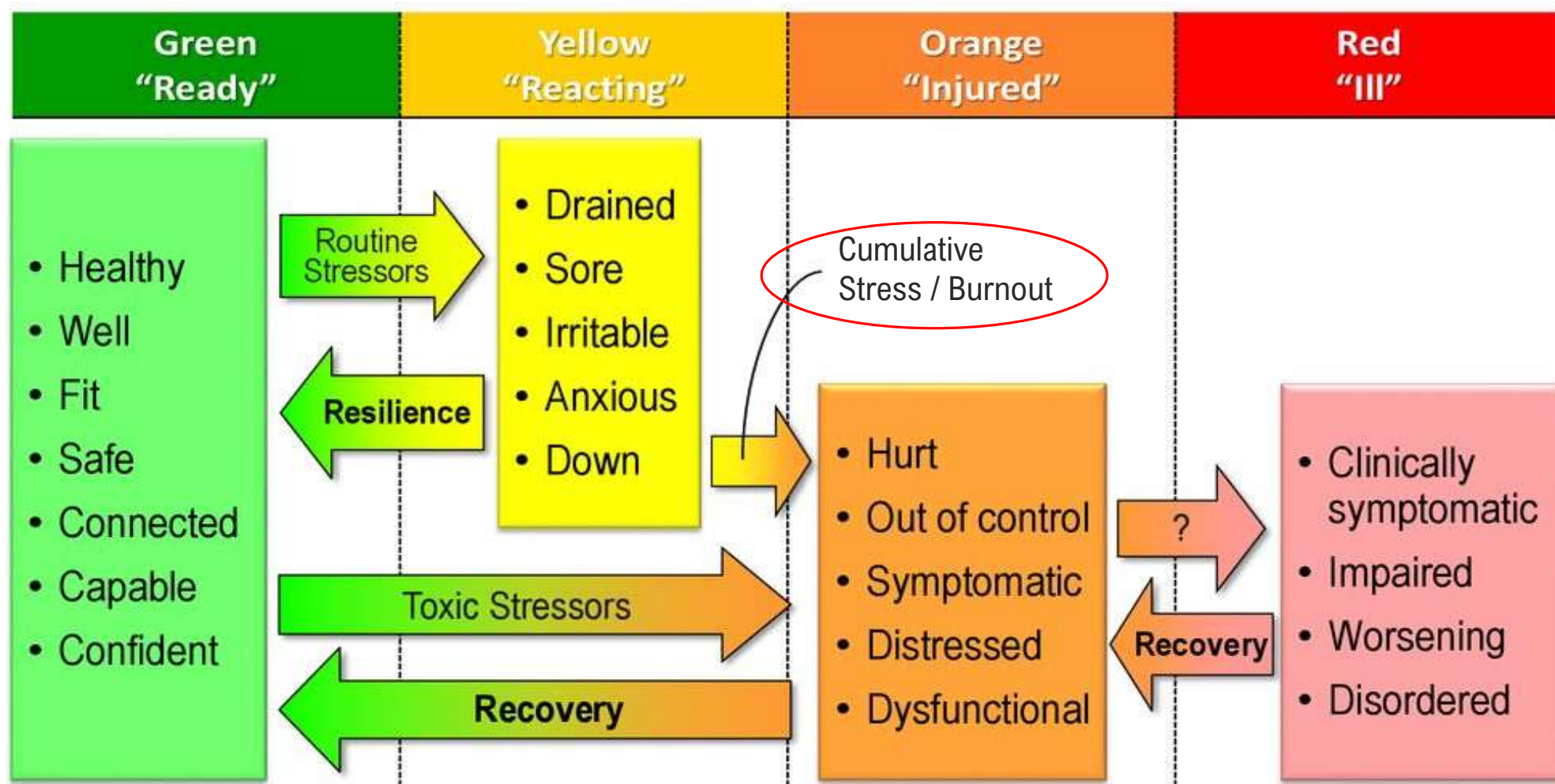


Joint pain and lowered bone density, muscle tension, tightness, and protein breakdown.



Decreased hormone production leading to reduced fertility and sex drive.

Stress Continuum Transitions



Slide 9

ASO

give background on this-used in military/first responders. use it as a way to see where they fit. Give examples of going from green to yellow, yellow to orange-but many of us are living in yellow.

Andreacci, Stephanie L., 2025-11-14T15:13:55.857



Poll:

Thinking about your own body, how does stress show up for you?

Slide 10

AS0

use this poll or use a writing intention. something negative that is impacting them; flip side something positive
(have them write this at the end)

Andreacci, Stephanie L., 2025-11-14T15:22:12.057

Let's be clear about burnout

Definition: The chronic condition of perceived demands outweighing perceived resources.

It has 3 key dimensions:

Overwhelming
emotional and physical
exhaustion

Feelings of cynicism
and detachment from
the job

Sense of ineffectiveness
and lack of
accomplishment

Slide 11

AS0 *ask who has heard of the word burnout? add being burnout from life too.
Andreacci, Stephanie L., 2025-11-14T15:29:50.524

AS1 50% physicians, more than 40% nurses report sx's of burnout-
Andreacci, Stephanie L., 2025-11-14T15:31:25.149

Poll:

How often do you feel burned out from your work?

☐	_____
☐	_____
☐	_____
☐	_____

“People get burned out
because they are doing things
that are hard and important.”

- Debbie Sorensen, PhD
Psychologists Off the Clock Podcast

Slide 13

AS0

use quote until we can find something we like better

Andreacci, Stephanie L., 2025-11-14T15:37:06.819

Poll:

What is hard about the
work you do?

☐	_____
☐	_____
☐	_____
☐	_____

Poll:

Why is your work important to you?



A poll form icon consisting of a rectangular box with a dark border. Inside the box, there are four rows, each containing a small square checkbox followed by a horizontal line for text input.

A large teal arrow pointing to the right, serving as a background for the title text.

The Importance and Impact of Purpose



Definition:

an abiding intention to achieve a long-term goal that is both personally meaningful and makes a positive mark on the world.

Connecting to Purpose

Multiple studies show that those with a clear sense of purpose:

stay healthier

live longer

report fewer instances of mental health concerns

respond better to moments of perceived stress

experience higher levels satisfaction and joy

What do you deeply care about?

What matters most to you?

What to you contribute uniquely to the world?

Poll:

What brings you a sense of purpose?

☐	_____
☐	_____
☐	_____
☐	_____

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Well-Being Strategies

Well-Being Strategies

Some tactical, practical concepts to lean on when you don't know how to move forward



Assess Your
Wellbeing



Practice
Wholeheartedness



Embrace
Self-Compassion



Hack Your
Brain Chemistry



Shift Your Mindset



Build Your
Distress Go-Kits

The Domains of Well-Being

A personal assessment framework



Slide 21

AS0

put a stick figure in center with spokes to the 6 circles

Andreacci, Stephanie L., 2025-11-14T15:48:27.053



Living Wholeheartedly

Definition: engaging in our lives from a place of worthiness; cultivating courage, compassion, and connection to the self; understanding that you are enough.

This approach emphasizes embracing imperfections, practicing vulnerability, and letting go of fear and shame. Wholehearted living is rooted in three core elements:

- **Courage** – to be imperfect and show up authentically.
- **Compassion** – to be kind to ourselves and others.
- **Connection** – built through authenticity and vulnerability

Slide 22

AS0

wholehearted living comes from Brene.
Andreacci, Stephanie L., 2025-11-14T15:53:43.240

10 Guideposts for Wholehearted Living

FROM BRENÉ BROWN'S "THE GIFTS OF IMPERFECTION"

Letting go of...

WHAT PEOPLE THINK

PERFECTIONISM

NUMBING AND POWERLESSNESS

SCARCITY AND FEAR OF THE DARK

NEED FOR CERTAINTY

COMPARISON

EXHAUSTION AS A STATUS SYMBOL
AND PRODUCTIVITY AS SELF-WORTH

ANXIETY AS A LIFESTYLE

SELF-DOUBT & "SUPPOSED TO"

COOL AND "ALWAYS IN CONTROL"

Cultivating...

AUTHENTICITY

SELF-COMPASSION

A RESILIENT SPIRIT

GRATITUDE & JOY

INTUITION & TRUSTING FAITH

CREATIVITY

REST & PLAY

CALM & STILLNESS

MEANINGFUL WORK

LAUGHTER, SONG & DANCE

“Do unto others as you would
have others do unto you.

Do NOT do unto others as you
would do unto yourself,
or you’ll have no friends.”

- Kristen Neff, PhD

Three Dimensions of Self Compassion



Mindfulness

Be present with and aware of the thoughts and sensations of the moment you're in



Common Humanity

Recognize that *everyone* makes mistakes and feels pain sometimes



Self-Kindness

Practice giving yourself the same grace and respect you'd give a friend

Practicing Self-Compassion



Mindfulness

Sounds Like:

“This is hard right now.”

“I’m feeling tense and
anxious.”

“I’m emotionally
depleted.”



Common Humanity

Sounds Like:

“I am not alone; others
are facing similar
challenges.”

“We all face trials, and
I’m not the first or last
person to face this one.”



Self-Kindness

Sounds Like:

“How can I be forgiving
and kind to myself as I
face this challenge?”

“What would I say to a
colleague feeling this
way?”

Poll:

What would your inner self-compassionate voice say to you right now?

What do you need to hear?

☐	_____
☐	_____
☐	_____
☐	_____

The Chemical Makeup of Flourishing

Serotonin

The Happy Hormone

- Listening to Music
- Meditating
- Walk in Nature
- Writing or Journaling
- Sun Exposure



Dopamine

The Reward Chemical

- Self-Care
- Completing Tasks
- Eating Good Food
- Celebrating Wins
- Getting Enough Sleep



Oxytocin

The Love Drug

- Hugging a Loved One
- Kissing
- Deep Conversations
- Playing with Animals
- Giving Compliments



Endorphin

The Stress and Pain Reliever

- Laughing
- Exercise
- Chocolate
- Spicy Food
- Physical Touch



Mindset Shifts

What's the story your brain is telling you?

**Everything is
falling apart**

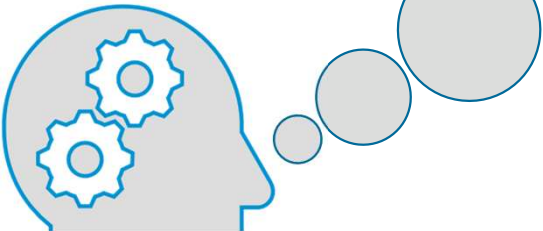
I don't have time

**I'm not good
enough**

**No one will
cover for me**

**Nothing will ever
get better**

**I am not
allowed to
take a break**



Slide 29

AS0

explain from a CBT perspective. Incorporate gratitude mindset

Andreacci, Stephanie L., 2025-11-20T14:30:28.974

Mindset Shifts

How do you change the story?

Everything is falling apart

Is it REALLY everything?

No one will cover for me

Have you asked?

I don't have time

Not even 90 seconds?

Nothing will ever get better

I'm learning to handle things one step at a time

I'm not good enough

Says who?

I am not allowed to take a break

Why not?



Mindset Shifts

Start telling it this instead:

That was stressful, I'll step away for a moment

My buddy will cover for me since I covered for him yesterday

If I don't take time now, I'll remain stressed (and I don't have time for that)

Maybe I'll try that breathing exercise or look out the window

A few minutes to have a snack/refuel will do the trick

Avoid the "breaking point" by taking a break

Slide 31

AS0

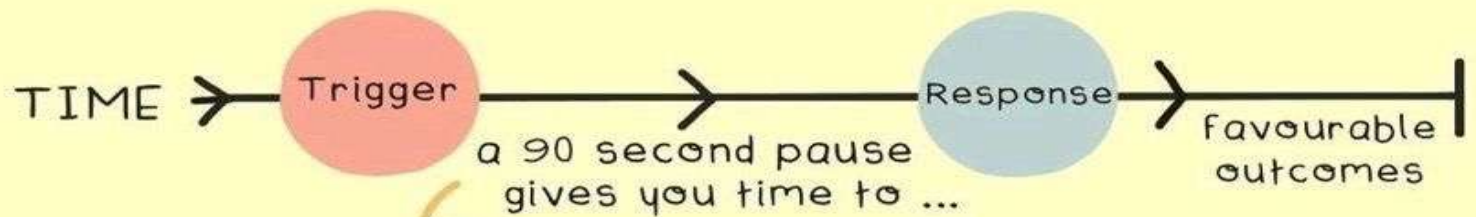
choose slide 29 or 30

Andreacci, Stephanie L., 2025-11-20T15:04:22.285

A 90 second pause is the difference between a reaction and a response



@doodledwellness



take a deep breath

resist the urge to act impulsively

name how you feel

put your ego aside

think through consequences

Building Your Distress Go-Kit

What do you do to take care of yourself?



Your Coping Strategies

Consider strategies that you have used to cope effectively in the past. What can you do deliberately to manage stress? What new thing are you willing to try? (relaxation, mindfulness, self-talk, self-compassion, etc.)



Your Soothing Strategies

Consider strategies you use to manage your emotions and to calm yourself in the moment. How do you recover from an anger storm, fear, or anxiety? How do you calm yourself before sleep?



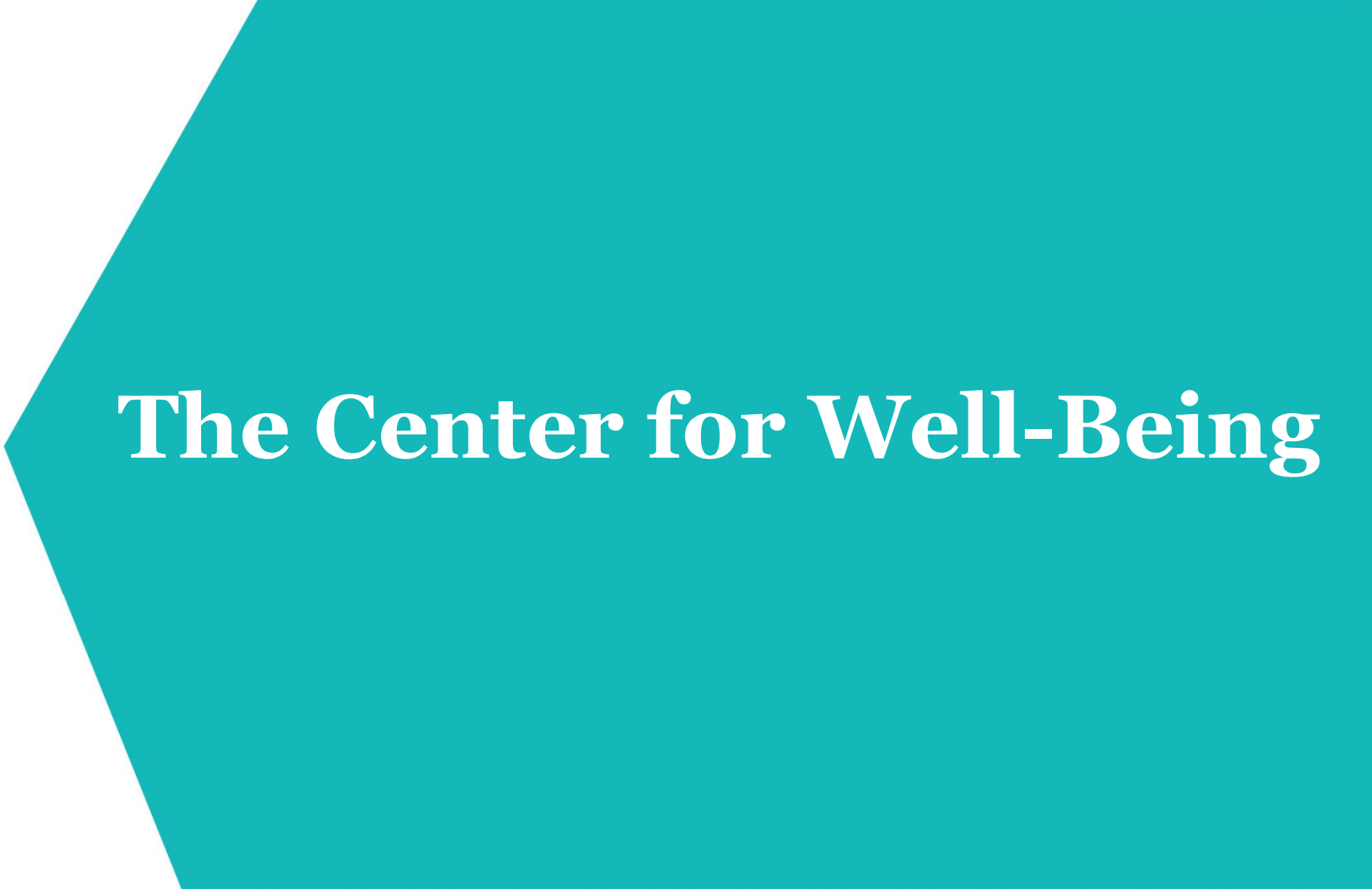
Awareness of your “stress scale”

If a “one is no stress at all, and a 10 is the worst stress you have ever felt” monitor yourself throughout the day. Where are you on the stress scale? Catch yourself in the mid-range and use calming and coping strategies deliberately.



Your psychological emergency contact list

Create a list of people who you can call on for emotional support. Ideally this should not be just the one person you use for your usual emergency contact. Expand your list to include colleagues, friends, and family members.

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The Center for Well-Being

The Center for Well-being



Our Mission

Leading systemic change to foster a culture that supports team and individual flourishing, both personally and professionally



Our Vision

Caring for our people like we care for our patients – to make better health easy.



Center Workstreams



Individual Support

- Individual Consultations
- M-PATH Peer Support Network
- Well-Being Navigators
- EAP Virtual Support Platform
- Paws to Reflect
- Litigation Support
- ALIGN Physician Coaching



Team Support

- Well-Being Workshops
- Personnel Crisis Response
- Team Peer Support Trainings
- Frank Conversations
- QPR



Systems Change

- Joy In Medicine Recognition
- Respite Rooms Transformation
- EHR Inbox Transformation
- Stigma Reduction / Awareness Campaigns

The Center for Well-being

A place for the support and guidance you need, when you need it.

Why The Center for Well-being (previously The Center for Professionalism and Well-being)?

Since 2022, Chief Wellness Officer, Dr. Parisi, and team have gained a systematic understanding of what well-being looks like at Geisinger and in what direction it needs to go by gathering feedback from employees. The Center for Well-being aims to create a culture of well-being at work by supporting the whole person, not just the one who shows up for their shift.

[Meet the team](#)

Frequently Used Links



Book a 1:1 Confidential Discussion



Request a Well-being Workshop



E-Mail The Center

Upcoming Well-being Events

[See all](#)

+ Add event



QPR Training
Fri, Nov 14, 1:00 PM



QPR Training
Thu, Nov 20, 12:00 PM



QPR Training
Wed, Dec 3, 2:00 PM



QPR Training
Wed, Dec 10, 10:00 AM



QPR Training
Mon, Dec 15, 10:00 AM



Virtual M-PATH Training
Wed, Dec 17, 2:00 PM



Virtual M-PATH Training
Wed, Jan 14, 9:30 AM



[The Center for Well-being](#)

Meet the Well-being Team



Tricia Richards-Service, PhD
Program Director



Halle Ellison, MD
Director, Physician & APP
Well-being



Stephanie Andreacci, LCSW
Peer Support Program Mgr.



Erika Marvin, LSW
Licensed Social Worker



Autumn Bayoumi, LSW
Licensed Social Worker



Kati Mahlmann, LCSW
Licensed Clinical Social
Worker



Casey Marfitt
Program Lead



Chris Oberdorf
Associate Executive Assistant



Dawn Snyder
Well-being Navigator



Kim Mackes
Well-being Navigator



Megan Bell
Well-being Navigator



Natalie Fultz
Well-being Navigator



Andrea Putnam
Well-being Navigator



Ways to Get Connected to The Center

(conversations are confidential)

Email
[TheCenter
@geisinger.edu](mailto:TheCenter@geisinger.edu)

TigerConnect
MPATH
Peer Support

Voicemail
(570)
271-5292

Find Your
[Local
Peer
Supporter](#)



Well-being Resources at Geisinger

Center for Well-being Individual Confidential Consultations

If you are seeking support but don't know exactly what support you need, The Center for Well-being will direct you to the right level of support. All discussions are confidential and off record.

Booking link: [1:1 Consultations](#)

Email: thecenter@geisinger.edu

M-PATH Peer Support

M-PATH (Meeting Peers at the Heart) provides confidential, peer-based emotional support for employees experiencing stress, difficult events, or personal challenges. Our trained peer supporters are compassionate listeners who understand what it's like to navigate the demands of work and life.

Online: [M-PATH Peer Support](#)

Employee Assistance Program

Offered through Employee Benefits, Guidance Resources offers services to support your well-being, including 6 free mental health visits, referrals for child/elder care, financial counseling, legal consultation, relationship resources and digital self-help tools.

Phone: (888) 327-4623 (Available 24/7)

Online: [Guidance Resources](#) Web ID: **GHSEAP**

Spiritual Care

Professional chaplains are available at most campuses 24/7. Chaplains are available to support staff with spiritual issues in their life and emotional support around difficult clinical cases or work-related situations. Chaplains are available for 1:1 consultations or for formal debriefings with a whole team when a critical incident occurs. To speak with a chaplain, use secure chat.

GHP Health Coaching

Health coaches empower you to take ownership of your health through personalized action planning and self-monitoring. Using tailored, evidence-based strategies, coaches help you build awareness, address barriers, and strengthen motivation to keep you engaged during your health journey.

Contact email: wellness@geisinger.edu

Contact phone: 866-415-7138

MyHealth Rewards

This program encourages health awareness and positive lifestyle choices through activities that support long-term well-being. Access no-cost health screenings, plus tools and resources, to help you on your wellness journey.

Website: [MyHealth Rewards](#)

Contact email: wellness@geisinger.edu

GHP Virtual Wellness Events

Join GHP Health & Wellness for a variety of virtual wellness offerings, including educational presentations, expert-led webinars, wellness challenges, and Mindful Monday sessions designed to support your overall well-being. Learn more and sign up at go.geisinger.org/wellnesscalendar

Mindful Mondays website: [Mindful Mondays](#)

Contact email: wellness@geisinger.edu

GHP Wellness Portal

Access personalized resources, programs, and tools that help support your physical and mental well-being in one place. Set goals, track your progress, and stay motivated as you work to build healthier habits daily.

Website: [Wellness Portal](#)

Contact email: wellness@geisinger.edu

Contact Us 570-271-5292 go.geisinger.org/thecenter thecenter@geisinger.edu

Poll:

What resonated with you today?
What can you commit to trying?

☐	_____
☐	_____
☐	_____
☐	_____

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Questions?

MyHealth Rewards Healthy Activity Credit Request



Presentation Feedback:

