

HIMSS NCA Chapter Webinar Series



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NATIONAL CAPITAL AREA Chapter
A Federally Focused Chapter

The High Stakes of Burnout

May 28, 2020



2020-2021 HIMSS NCA President's Remarks



COVID19 has seriously affected our ability to deliver important content to our members. Our tremendous thanks go out to our Technology Partner G2Xchange for making this webinar happen!



**2020-2021 Chapter
President**
Darryl W. Roberts

We need Volunteers

Our Chapter's Success depends on YOU!

News and Announcements

- Join us in our upcoming Summer webinars to be announced soon!
- Please help us plan topics important to you by sending suggestions to our Programs Committee at nca.programs@himsschapter.org

2020-2021 Board Elections completed successfully.

Thank you all for participating.



Meet The HIMSS NCA Board, 2020-2021

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HIMSS NCA May Webinar

Healthcare, Cybersecurity, and Emergency Management are a few of many fields where practitioners are under stress all day, every day. The long hours and emotional pressure of incidents affect leaders' mental, emotional, and physical health. Today, leaders are navigating unprecedented challenges and uncharted territories. Being connected 24x7 causes stress, burnout, and distress that not only impacts the health and wellness of our leaders, but also affects business decisions they make at their organizations.

In this webinar, Jothi Dugar will discuss burnout and its affect on leaders. More importantly, she will discuss how to avoid it or at least mitigate the damage it causes.

Moderator

- **Laura Bennett, HIMSS NCA 2019-2020 Programs Chair**

Speaker

- **Jothi Dugar, CICISO, CISSP, HCISPP**
Chief Information Security Officer, and Wellness Practitioner
National Institutes of Health (NIH) Center for Information Technology (CIT),
Office of the Director





The High Stakes of Burnout

Looking at Life using a holistic approach

Jothi Dugar

*CISO, Holistic Wellness Practitioner, Author,
Dance Director, Mentor/Coach, Rapper*

A Short Little Story

Once Upon a time...



The Modern Leader's Life

Leadership



Strategic Thinking



Risk Management



Communications



Relationship Mgmt



Security Expertise



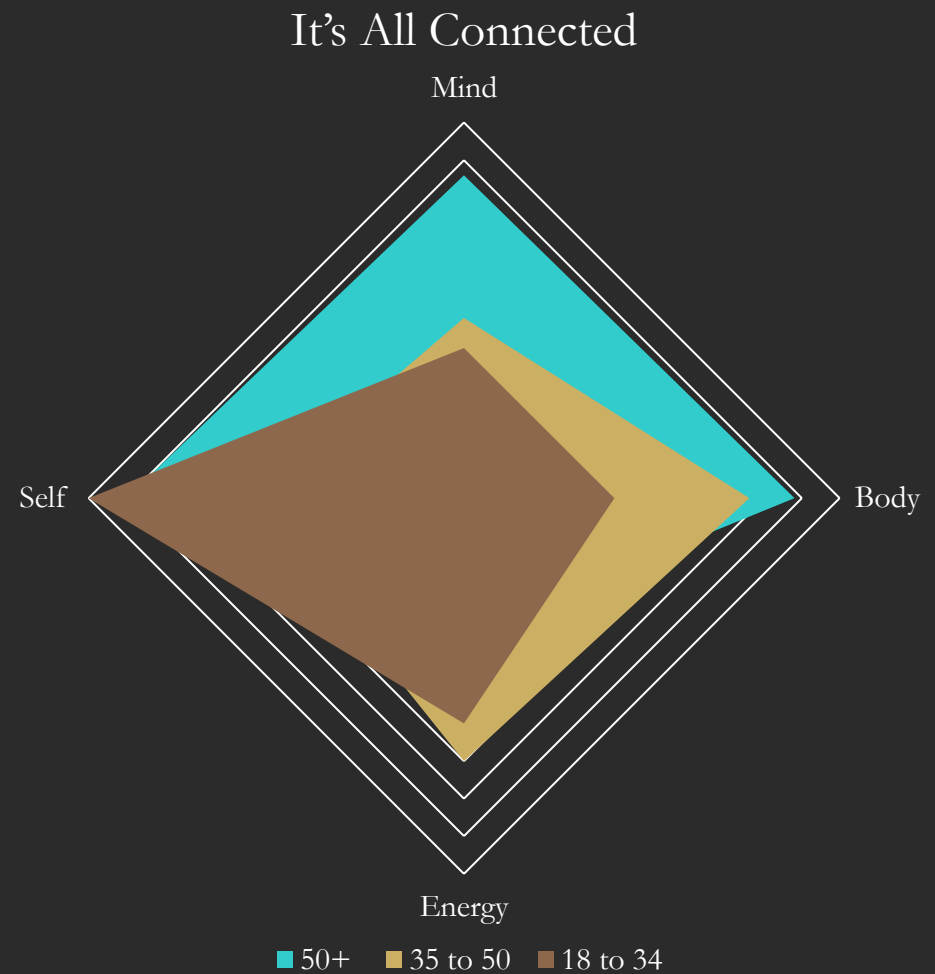
Technical Knowledge



Business Knowledge



Understanding ourselves from within



CRISIS MODE

Step 1 - Alarm

Involves physiological reactions — hormonal, neurological, cardiovascular, etc. — and psychological reactions, as we move into a fight, flight, or freeze response for survival.

Step 2 - Resistance

Physiological and psychological attempt to adapt to and overcome the effects of the stressor. This is all well and good if the stressor resolves — if not, the stress hormone cortisol will continue to be produced, resulting in poor sleep, increased illness, anxiety, weight gain, and poor cognitive functioning.

Step 3 - Exhaustion

May follow when a stressor becomes chronic either from ongoing exposure or ineffectual and repeated attempts to deal with it. We become overwhelmed.

* Per Hans Selye's General Adaptation Syndrome (GAS) process

Stress vs Distress

Stress

“Stress denotes a real or perceived perturbation to an organism’s physiological homeostasis or psychological well-being.” The body then responds through a myriad of behaviors to get things back to normal (e.g. getting angry, trying to control things, avoid situations, shutting down, overactivation, self-soothe, taking breaks, etc). ***Stress can be positive (eustress) AND negative.***

* *National Research Council (2008). Recognition and alleviation of distress in laboratory animals. National Academies Press.*

Distress

“Most definitions characterize distress as an aversive, negative state in which coping and adaptation processes fail to return an organism to physiological and/or psychological homeostasis.” Progression into the maladaptive state may be due to a severe or prolonged stressor or multiple cumulative stressful insults with deleterious effects on the animal’s welfare.”

* *Carstens and Moberg 2000; Moberg 1987; NRC 1992*

Common Stressors that cause Distress

- Connected to work 24x7 – never ending
- Work more than 40hrs a week
- Cyber incidents, tech outages, breaches, lack of resources, funding, priority, managing up-down-all around
- Mistakes can be costly and impact an organization and its people significantly
- All eyes on you – high pressure, high visibility
- Home/Family Pressure
- Financial stability
- Limited Social connections
- No time to prioritize Fitness, Health, & Wellness
- Always wired – on the go, go, go
- No downtime
- Feeling the need to stay connected even while on “vacation”

So how do YOU react when your good friend Stress shows up in your life?

New Definition of Stress:

The thought that you had it all under control is being tested and you are reaching for a solution in the moment.

- Jothi Dugar



Symptoms of Burnout from too much problem solving

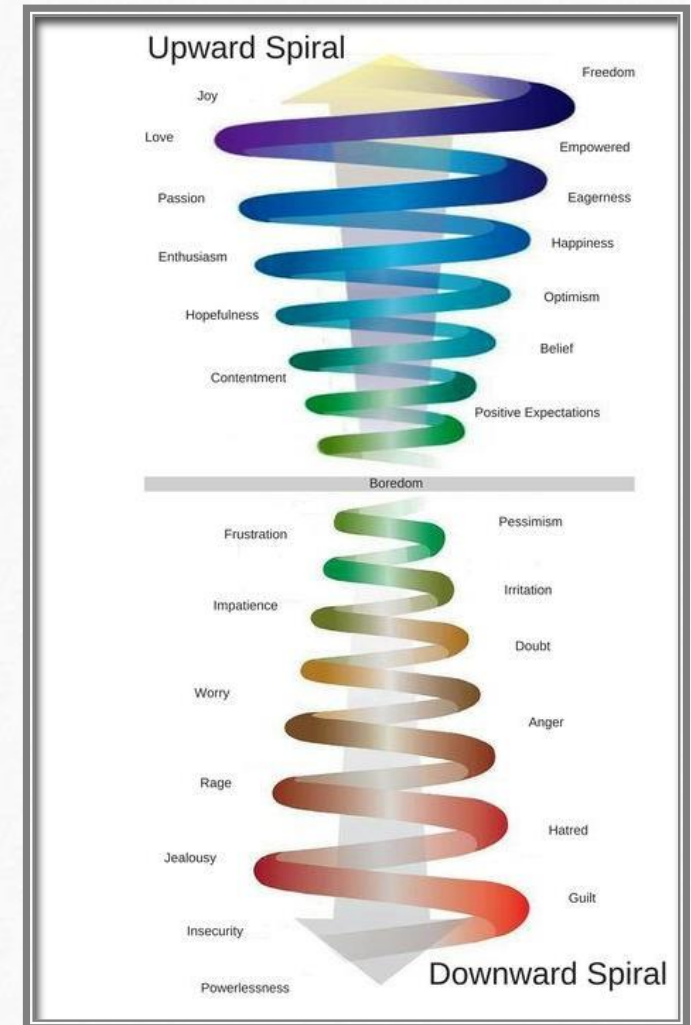
- Emotional exhaustion
- Depersonalization
- Sense of low self esteem
- Disenchanted/cynical
- Difficulty sleeping and waking up
- Low energy
- Can't focus
- Low appetite or opposite (binge emotional eating)
- Lose ability to adapt psychologically, socially, biologically, and environmentally
- Start downward spiral leading to substance/alcohol/other addictive habits
- Physical health complications

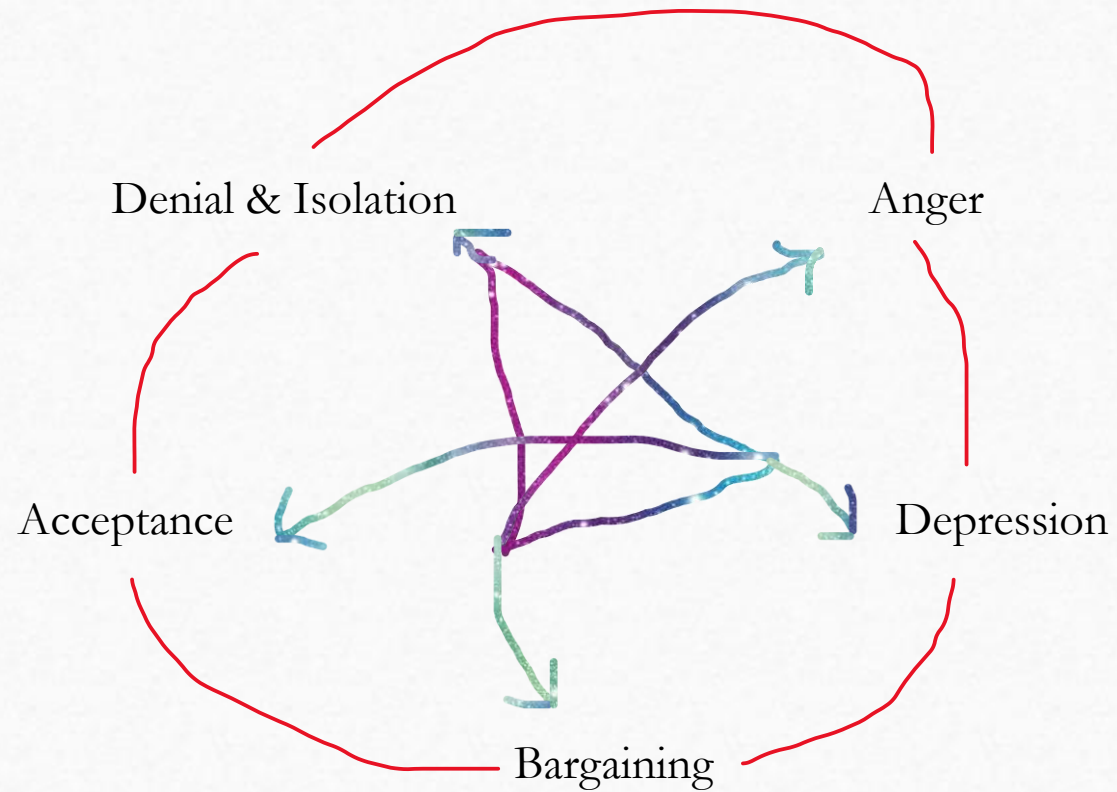
Managing Expectations

Expectation on yourself and others play a huge role in leading to anxiety, stress, and distress if they are not managed adequately

– Jothi Dugar

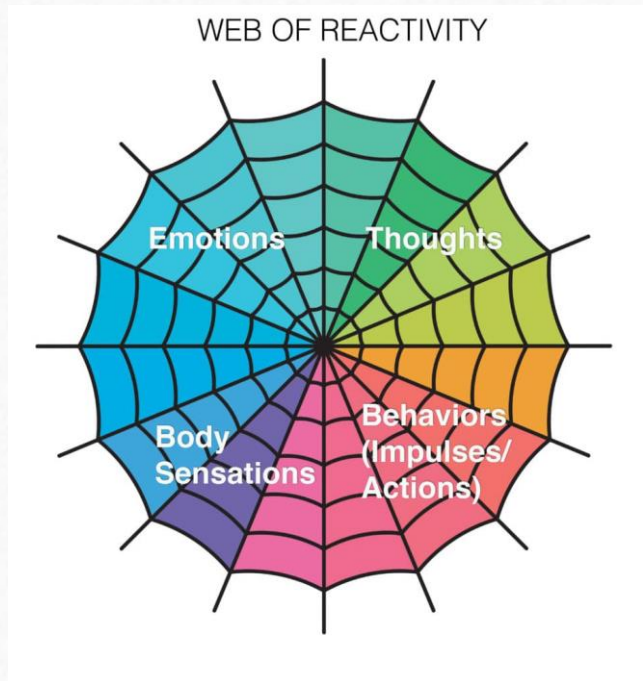
- Disappointments
- Frustrations
- Self Worth
- Sadness
- Anger
- Grief





Sometimes You Just Have to Give Yourself Time to Process Grief

So what can we do about Mental, Emotional, and Physical Health?



* Created by Mary Elliott and Evan Collins

Helpful vs Unhelpful Thoughts

Helpful

- Recognize negative thoughts, acknowledge, forgive the thoughts, then release
- Start small then move up the Emotional Guidance scale (baby steps)
- Change Your Perspective – what if you are wrong in your original negative assumption
- Positive Expectations lead to positive outcomes
- Only positive experiences and learning experiences
- The present moment is the only moment that is guaranteed

Unhelpful

- All or Nothing Thinking
- Catastrophizing
- Mind Reading
- Fortune Telling
- Fact vs Story
- Discounting the Positive (Humans naturally have negative biases stemming from evolution)
- Over Generalization

Easy Life Hacks

- **Set Boundaries** – thoughtful and intention ways of setting limits with others (and ourselves) with the aim of preserving and enhancing our mental health
- **Control** – Look realistically on what you CAN control, what you CANNOT control, and what you WISH TO CONTROL
- **Fear** – Need for control/Stress/Anger start with fear; look deep on what you are really scared about and map out a “Parachute plan” – start with asking yourself “So what if this happens, then what?” Repeat until you get to the root – then solve it
- **Reasonable Expectations** – on yourself and others; having no expectations on things you CANNOT control
- **Quick “Vacations” Every Day** – Schedule on your calendar 5 mins every two hours through out the day to breathe, meditate, think of positive things/places/experiences, physically move, do things you’re passionate about
- **Grateful Time** – Being grateful is the only emotion that will raise your energetic vibration the quickest; find simple things to be grateful for (first thing when you wake up, through out the day, before you sleep)

5 Simple Wellness Hacks to Manage Your Stress in Crisis Mode



1. **Fact vs Story**
2. **Shake It Off**
3. **Every Breath Counts**
4. **Tap It Out**
5. **Peace Begins With Me**

Fact vs Story

“The truth is only the truth in the moment” – Stacy Martino

- What are the actual facts? Lay them out.
- What is the story you are telling to yourself or others?
- Change your stress script – choose a more empowering story (yes you can do this!)
- Gather pure facts, raw data – not assumptions or other people’s stories
- Just a temporary state – it’s only the truth in the moment, not forever

Shake It Off

- Short physical intervals through out the day – even every hour is **NEEDED**
- Shaking is a natural response to extreme stress; helps regulate your fight or flight response
- Find a quiet place if you can and do a couple stretches first to ease your body into it
- Start shaking your hands, then arms, then shoulders, then hips, then legs, and last your head – just let go until you feel loose (if you can, put on some upbeat music)

Every Breath Counts

Three Breathing Hacks for Stress

1. Find a quiet place (office/bathroom/outside/car) and sit or stand; take a long belly breath in for 4 counts; hold for 4 counts; exhale long and deep for 4 counts – Repeat for 2-5mins
2. Voo Chanting – Repeat #1 but while exhaling, chant a long Vooo sound and feel it originate from your belly; brings instant peace of mind within minutes
3. Alternate nostril breathing – hold right nostril closed with thumb as you breathe in through left; then let go of right nostril and close left with pointer finger as you breathe in through right; Take long deep breaths and repeat for 2-5mins

Tap It Out – EFT Tapping Technique

1. Take 3 deep breaths and let them out slowly
2. Rate how you are feeling right now on a scale from 1-10 (10 being the worst)
3. Start gently tapping on the Karate Chop point (edge of the hand down the middle – and inch or two below the pinky) with two fingers of the other hand
4. Say these affirmations (out loud or quietly) as you are tapping:
 - Even though my mind is buzzing with the number of things I have to do right now, I want to find clarity and calm bit by bit
 - Even though this mental pressure to solve the problem is stressing me out, I'm open to allowing myself to slow down so I can think more clearly
 - Even though I feel so overwhelmed right now, I know I am doing my best and I can do so much more when I am relaxed
5. Take a deep breath and let it out; Rate yourself again; Repeat 2 or 3x and rate again

Peace Begins With Me

1. Wherever you are, gently touch your index finger to your thumb, then let go and touch your middle finger to your thumb, let go and touch your ring finger to your thumb, let go, then your pinky to your thumb, and let go
2. As you do this, say to yourself or out loud, “Peace begins with me”.
3. “Peace” starts with your index finger, “begins” is your middle, “with” is your ring finger, and “me” is your pinky
4. You can do this on both hands simultaneously or just one hand
5. Repeat for at least a minute until you feel a sense of peace in your mind which is a great starting place for big decisions

Importance of Wellness In Your Life, Cyber, and Organizations

- Cyber is one of the few jobs where people are actively trying to ruin your day, all day, every day
- Prioritizing your wellness practices is key to your success and the organization's success
- People First Mentality - There must be holistic employee health & wellness programs at organizations that staff are encouraged to participate in
- CISO Tip – Less is More; Think Response vs React; Start a Journaling practice (write the good and the bad – just let it flow; transfer your energy onto paper)

The Chaos Busters – Nipping Burnout in The Bud 6 Step Road to Recovery Online Course

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More Information: www.jothidugar.com/speaker-feedback

