

Secondary Trauma and Burnout in Military Behavioral Health Providers

Charles C. Benight

Secondary Trauma and Burnout in Military Behavioral Health Providers

Beyond the Battlefield

palgrave
macmillan

Charles C. Benight
University Of Colorado - Colorado Spring
Colorado Springs, Colorado, USA

ISBN 978-1-349-95102-4 ISBN 978-1-349-95103-1 (eBook)
DOI 10.1057/978-1-349-95103-1

Library of Congress Control Number: 2016962100

© The Editor(s) (if applicable) and The Author(s) 2016

This work is subject to copyright. All rights are solely and exclusively licensed by the Publisher, whether the whole or part of the material is concerned, specifically the rights of translation, reprinting, reuse of illustrations, recitation, broadcasting, reproduction on microfilms or in any other physical way, and transmission or information storage and retrieval, electronic adaptation, computer software, or by similar or dissimilar methodology now known or hereafter developed.

The use of general descriptive names, registered names, trademarks, service marks, etc. in this publication does not imply, even in the absence of a specific statement, that such names are exempt from the relevant protective laws and regulations and therefore free for general use. The publisher, the authors and the editors are safe to assume that the advice and information in this book are believed to be true and accurate at the date of publication. Neither the publisher nor the authors or the editors give a warranty, express or implied, with respect to the material contained herein or for any errors or omissions that may have been made.

Cover illustration: © Kuligssen / Alamy Stock Photo

Printed on acid-free paper

This Palgrave Macmillan imprint is published by Springer Nature
The registered company is Nature America Inc.
The registered company address is: 1 New York Plaza, New York, NY 10004, U.S.A.

This book is dedicated to the thousands of mental and behavioral health providers who work each and every day to help heal the wounds of war

ACKNOWLEDGEMENTS

I would like to express my gratitude to many people who contributed to the completion of this book. First, I would like to thank my wife Carol who has always supported my efforts to make a difference, albeit small, in this world. Second, the contributors to this book, Dr. Judith Bock, Dr. Kotaro Shoji, Dr. Shaun Stearns, and Ms. Carolyn Yeager, were all instrumental from the beginning to the end of this book process; it would not have happened without them. Third, Ms. Pamela Weisman and Ms. Andrea Yetzer were extremely helpful in editing this book and getting it into shape for the final submission. Clinical graduate students Ms. Emily Luther, Ms. Gina Boesdorfer, Ms. Crystal Nichols, Ms. Erin Melville, and Ms. Alli Douglas were extremely helpful during the SupportNet project including writing summaries of articles for the resource room and recruiting participants. I also want to thank Alan Peterson, Ph.D., Bret Moore, Psy.D., Col Bruce E. Crow, and Col Jay E. Earles who were extremely helpful in helping us to reach our participants for our studies. Lastly, I would like to thank the entire SupportNet team who worked so hard to make the project successful. This includes the main contributors listed above and in alphabetical order Dr. Valerie Anderson, Dr. Roman Cieslak, Ms. Lisa Decker, Dr. Robert Durham, Dr. Fred Gibson, Dr. Al Glock, and Ms. Debbie Sagen. This work was funded through a grant from the Telemedicine and Advanced Technology Research Center # W81XWH-11-2-0153.

CONTENTS

1	Introduction	1
	<i>Charles C. Benight</i>	
2	Provider Load	11
	<i>Kotaro Shoji, Charles C. Benight, and Shaun Stearns</i>	
3	The SupportNet Website: A Social Media Self-Care System	41
	<i>Carolyn Yeager, Judith Bock, and Charles C. Benight</i>	
4	SupportNet Coaching	67
	<i>Judith Bock and Charles C. Benight</i>	
5	Organizational Factors in Burnout and Secondary Traumatic Stress	85
	<i>Shaun Stearns and Charles C. Benight</i>	
6	SupportNet: A Randomized Controlled Trial for Military Behavioral Health Burnout	115
	<i>Kotaro Shoji, Charles C. Benight, and Shaun Stearns</i>	
7	Lessons Learned and Next Steps	147
	<i>Charles C. Benight</i>	

Appendix	171
About the Author	197
Contributor Notes	199
Index	201

LIST OF FIGURES

Fig. 1.1	Social cognitive job-demands resource model	5
Fig. 2.1	Social cognitive job-demands resource model	13
Fig. 2.2	The mediation effect of self-efficacy change and social support change in the relationship between exhaustion and disengagement (depersonalization)	29
Fig. 3.1	Triadic reciprocal determinism of social cognitive theory	42
Fig. 3.2	SupportNet technology architecture	46
Fig. 3.3	Agile lifecycle used by the SupportNet development team	48
Fig. 3.4	SupportNet home page	49
Fig. 3.5	SupportNet assessment dashboard	52
Fig. 3.6	SupportNet self-assessment history and recommendations for burnout self-efficacy	53
Fig. 3.7	SupportNet life balance wheel	54
Fig. 3.8	SupportNet <i>goal setting</i> module illustrating the creation of goals and social support	55
Fig. 3.9	SupportNet <i>resource room</i> article summary and discussion	57
Fig. 3.10	SupportNet Take 5	57
Fig. 4.1	SupportNet hybrid web and coaching support system	68
Fig. 5.1	Example of a vertical, mechanistic bureaucracy	87
Fig. 5.2	Example of a flat, organic organization	89
Fig. 6.1	SupportNet landing page	118
Fig. 6.2	CONSORT chart for the SupportNet RCT	121
Fig. 6.3	Interaction effects on exhaustion in ANOVAS comparing coached/delayed and web-only groups in the intent-to-treat analysis	128

Fig. 6.4	Interaction effects on overall job burnout in ANOVAs comparing coached, delayed (control), and web-only groups in the intent-to-treat analysis	130
Fig. 6.5	Interaction effects on overall job burnout and exhaustion in ANOVAs comparing coached/delayed and web-only groups in the completer analysis	131
Fig. 6.6	Interaction effects on overall job burnout, exhaustion, and depersonalization in ANOVAs comparing coached, delayed (control), and web-only groups in the completer analysis	134

LIST OF TABLES

Table 2.1	Demographic and work characteristics of the behavioral health providers participating in the SupportNet study	16
Table 2.2	Comparing intensity of intrusion, avoidance, arousal, and total score of Secondary Traumatic Stress Scale in the SupportNet study with results obtained in other studies	19
Table 2.3	Comparison of SupportNet job burnout results and results obtained from other studies	22
Table 2.4	Averages for STS, job burnout, and other related factors for on-post and off-post providers	25
Table 3.1	User profile information	51
Table 3.2	Means and standard deviations for engagement	59
Table 4.1	Coaching process	73
Table 4.2	Descriptive statistics	80
Table 6.1	Summary of a staggered intragroup control design	120
Table 6.2	Demographic information for participants at pre-test for intent-to-treat analysis	122
Table 6.3	Results of the interaction effect in mixed ANOVAs on job burnout for intent-to-treat analysis ($N = 64$)	127
Table 6.4	Means, standard deviations, sample sizes, and effect sizes for each group in the intent-to-treat analysis	129
Table 6.5	Means, standard deviations, sample sizes, and effect sizes for each group in the completers analysis	132
Table 6.6	Results of the interaction effect in mixed ANOVAs on job burnout for completer analysis	133