



Title	Developing the emotional competence for hospice care worker
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Citation	第九届全国癌症康复与姑息医学大会, 中国, 南京, 2013年11月1-3日.
Issued Date	2013
URL	http://hdl.handle.net/10722/201803
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第九屆全國癌癥康復與姑息醫學大會 (專題報告9: 姑息醫學中的社會工作服務)

從心開始:

提升
姑息照顧治療團
隊的心靈功效

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作為醫護人員，

我們希望…

根治疾病

助人康復

助人復元





然而，安寧照顧的對象是…

✿ 有不治之癥、不能復元





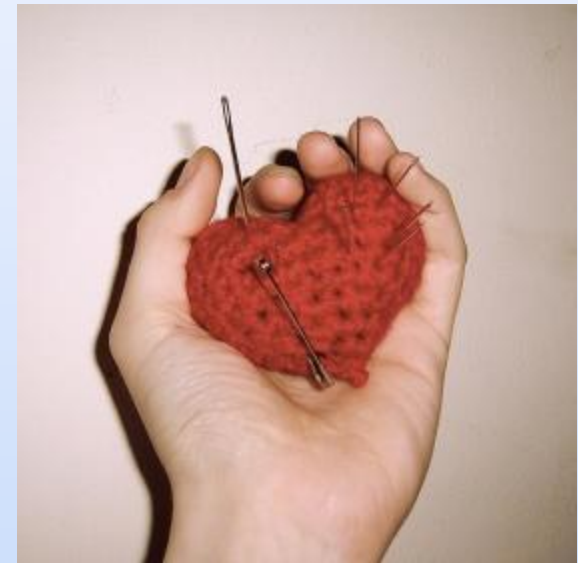
作為安寧照顧工作者，
我們需要怎樣
裝備自己？

難道真的要
「周身刀、張張利」？

常常聽到的故事 ...

「我不會選擇安寧照顧的工作，每每看到垂死的病人，我心裡總是不舒服...」

Clinicians' report
discomfort in working
with death and dying
(Kirchberg & Neimeyer, 1991)



常常聽到的故事...

「我不知為何，當聽到死亡二字，我便感到渾身不舒服；這可能與我成長相關吧，因我家庭不容許我們談論死亡...」

Death Anxiety and death attitudes affect the distress level and empathetic understanding (Servaty, Krejci, & Hayslip, 1996; Kirchberg, Neimeyer, & James, 1998)



常常聽到的故事 ...

「我不知為何，面對末期病人或喪親家屬，我總是感到疲倦不堪、煩悶及討避。我是否有點涼薄呢？」

Burnout (Ben-Zur & Michael, 2007),

Compassionate Fatigue
(Figley, 2002; Strom-Gottfried & Mowbray, 2006)



常常聽到的故事 ...

「他的故事整天在我腦海中徘徊，即使下班后回家也是一樣。我在想：『如果我跟他有病，我將會如何反應呢？』、『作為專業人士，我又能做甚麼呢？』」

Vicarious traumatization
(McCann & Pearlman, 1990) and
Professional grieving
(Papadatou, 2000) are derivatives
of work-related stress in
helping professionals.



但在安寧照顧工作上

「我不知道是甚麼力量改變了我，可能是你真摯的關懷、耐心的陪伴及溫暖的笑容吧！」

The Therapist's **Use of Self**
(Rowan & Jacobs, 2002)

Therapist as a **moderator**
and **mediator** in
therapeutic changes
(Sexton, 2007)



我們需要甚麼功效(Competence)?



我們相信

✿ 心靈功效是最重要的





Empowerment
Network of
Aadjustment to
Bereavement and
Loss in
End-of-life



香港賽馬會慈善信託基金 資助



香港大學行為健康教研中心
執行





去者善終

留者善別

能者善生



美善生命計劃

『善生探索』 工作坊

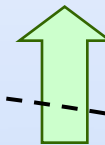
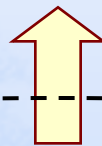
3-day Training
on
Anticipatory
Grief

『善別嚮導』 基本培訓班

4-day Training
on
Bereavement
Counseling

『善別嚮導』 進級培訓班

8-day Training
on
Complicated
Grief



『善生探索』工作坊

3-Day Experiential Life Rejuvenating Workshops

理論架構

死亡恐懼
為首要障
礙...





死亡恐懼 Death Anxiety

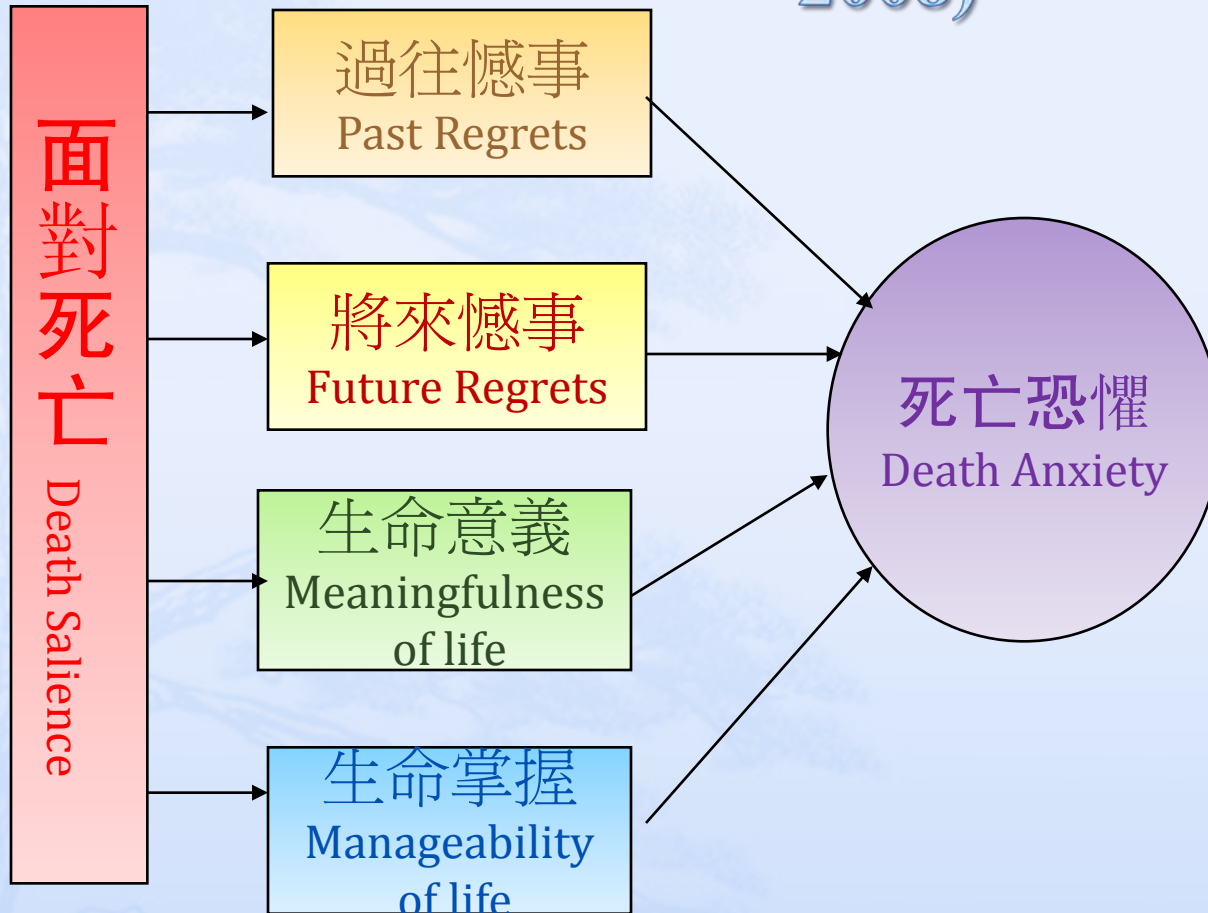
“泛指對死亡的負面態度，當中包括恐懼、不自在、緊張及負面情緒反應。亦包含一種莫明的恐慌...

... a cluster of death attitudes characterized by fear, threat, unease, discomfort and similar negative emotional reactions, as well as anxiety in the psychodynamic sense as a kind of diffuse fear that has no clear object.”

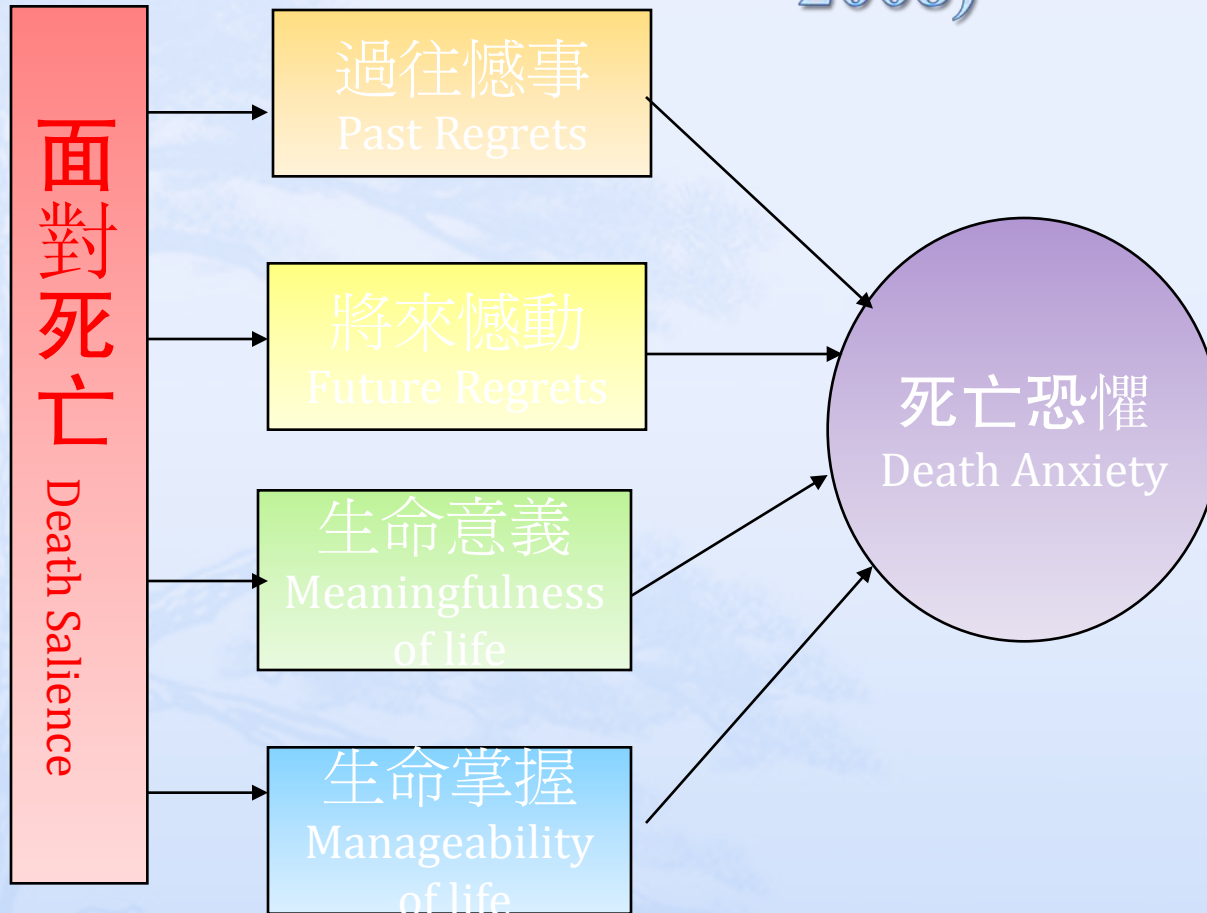
(Neimeyer, Moser, & Wittkowski, 2003).



Tomer-Eliason Model (1996, 2000, 2005, & 2008)



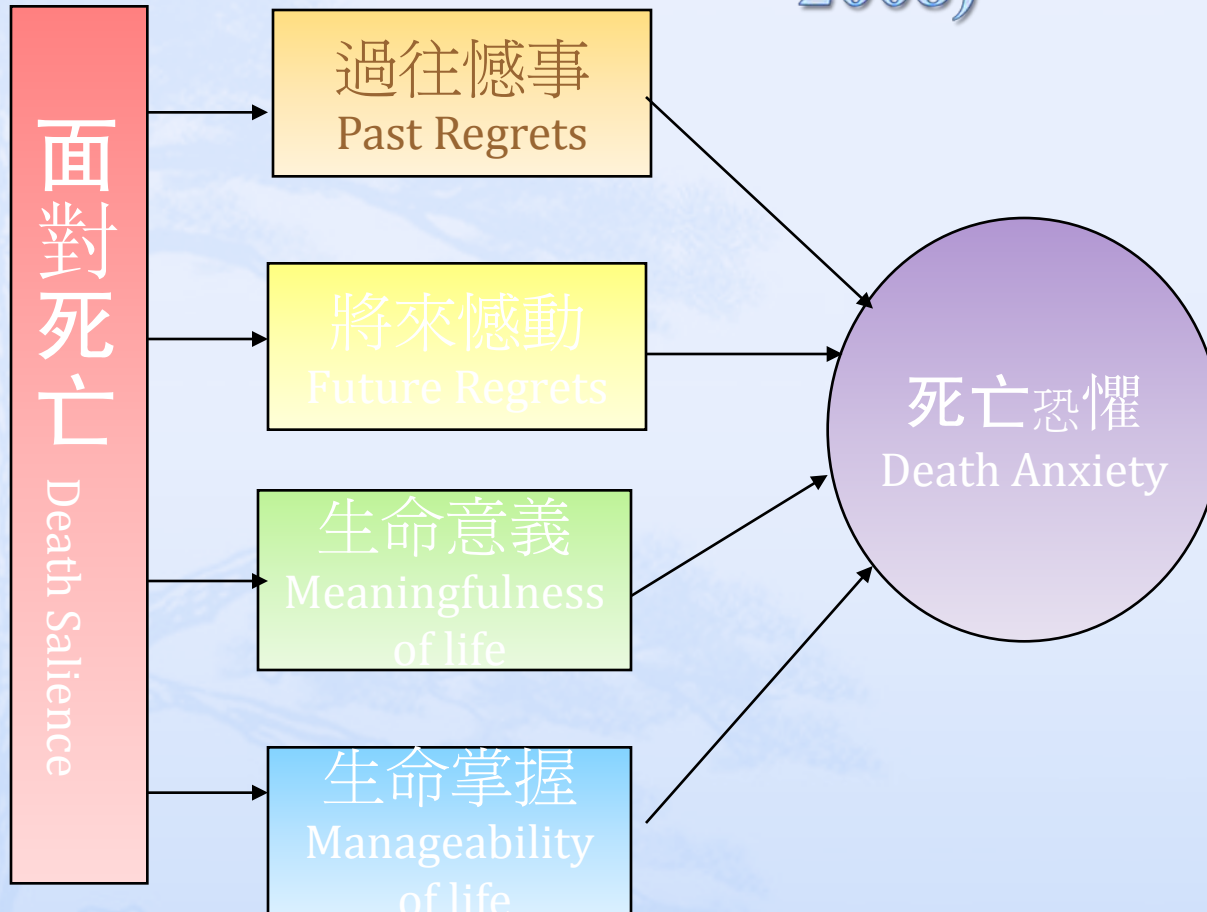
Tomer-Eliason Model (1996, 2000, 2005, & 2008)



**Death
Salience**

**Extent to which
individuals
contemplate
their own
mortality and
death**

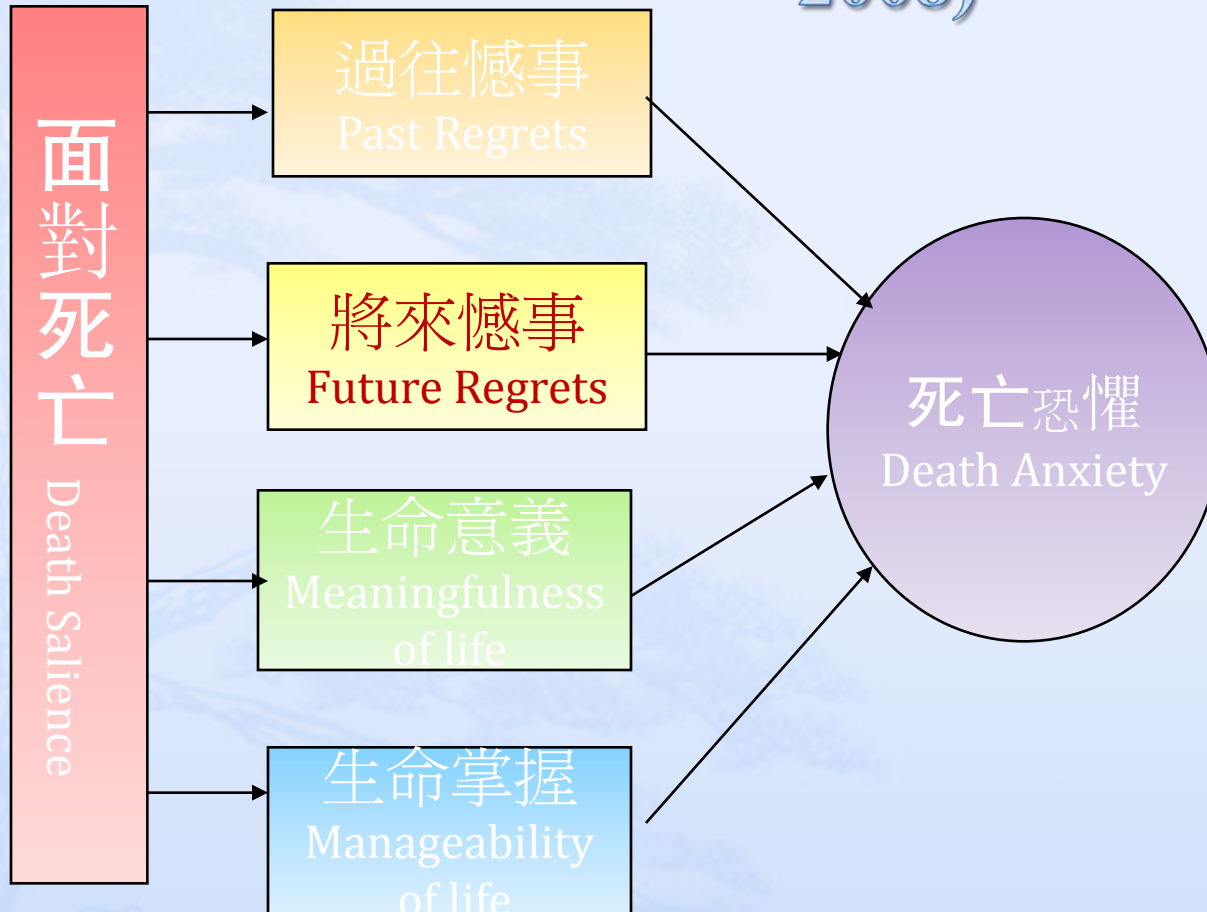
Tomer-Eliason Model (1996, 2000, 2005, & 2008)



Past Regrets

perceived unfulfilled accomplishments of life goals caused by omission of something that should have been done, or commission of something that should have been avoided.

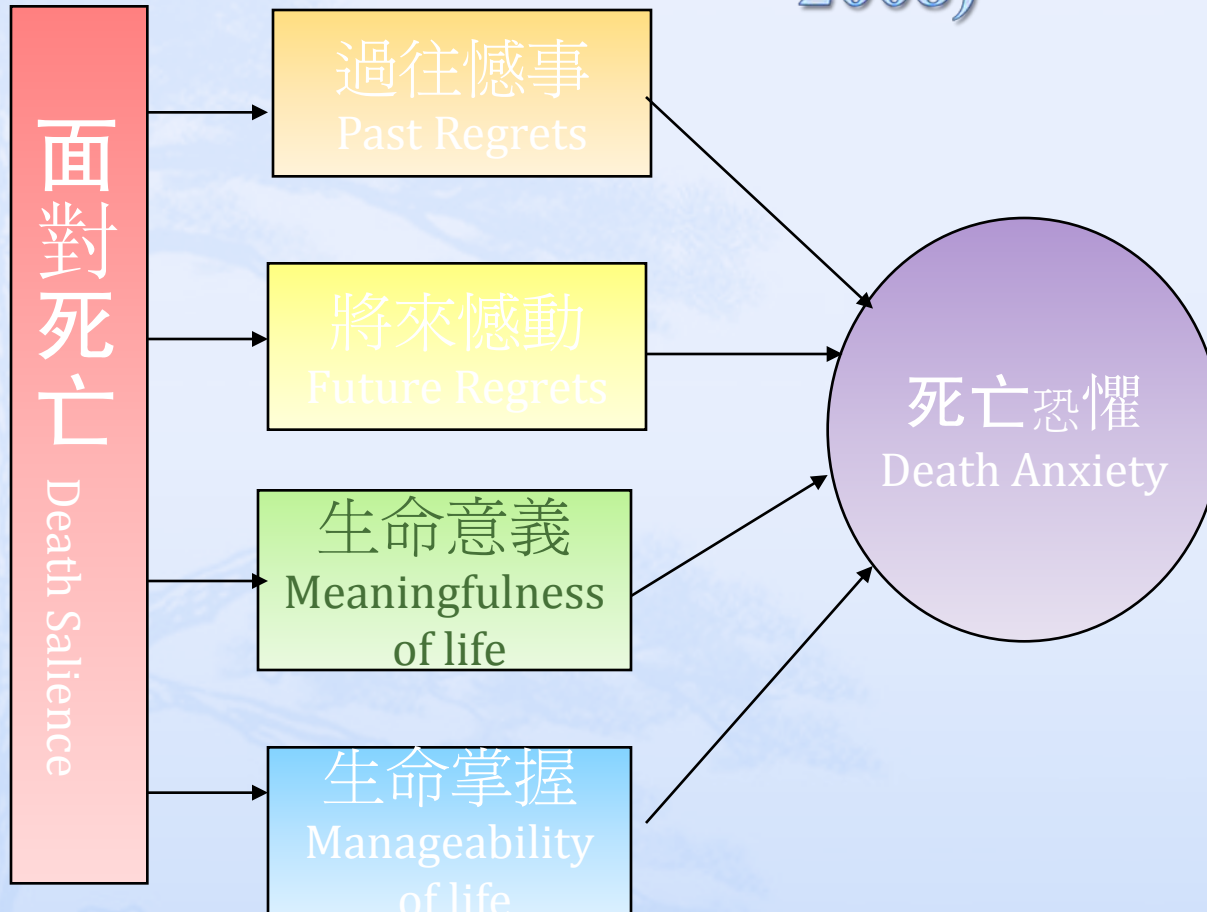
Tomer-Eliason Model (1996, 2000, 2005, & 2008)



Future Regrets

the perception of the negation of life goals that is caused by the realization of mortality in the future

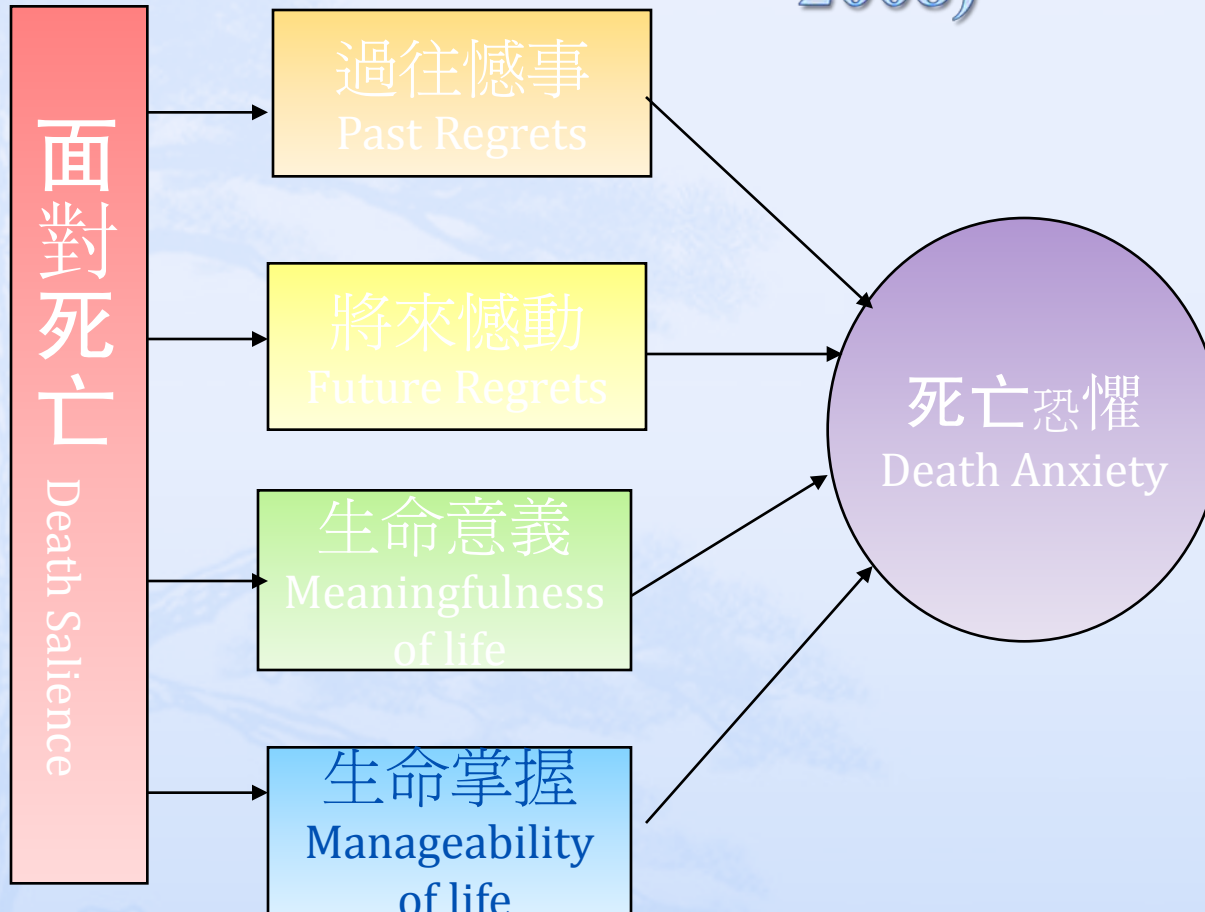
Tomer-Eliason Model (1996, 2000, 2005, & 2008)



**Meaningfulness
of Life**

**Extent to which the
life is worth living**

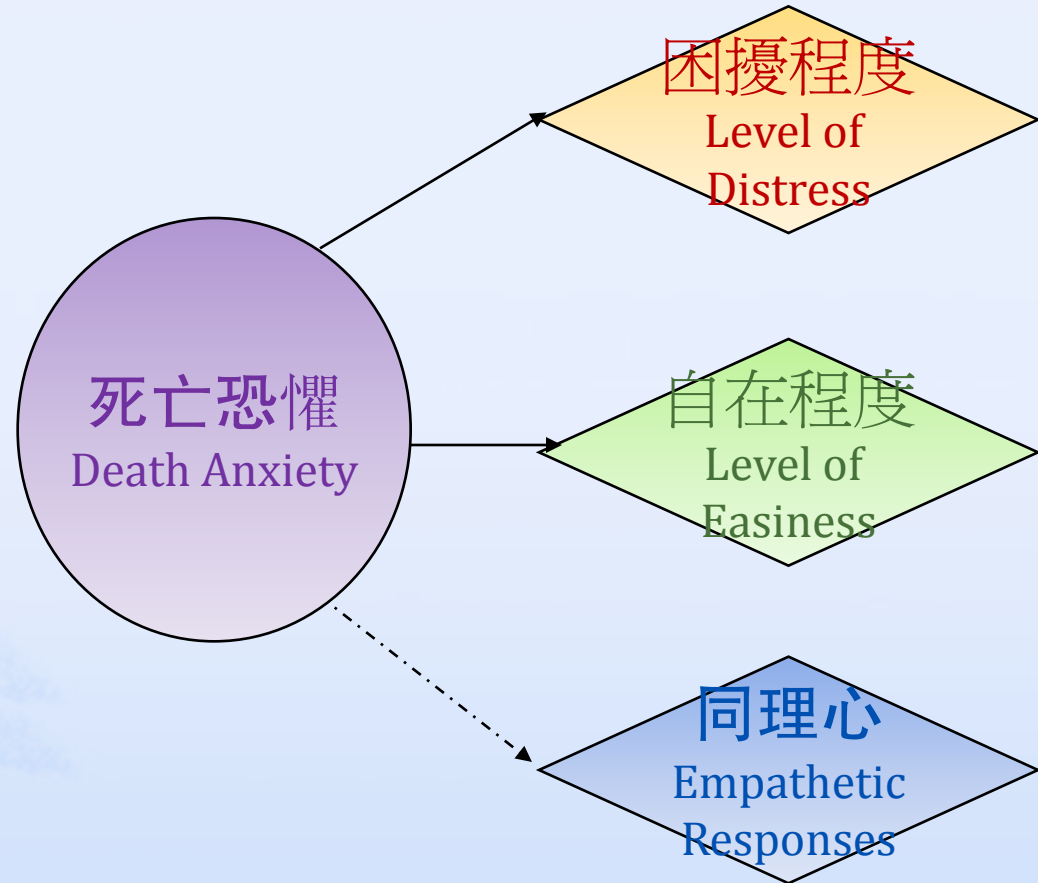
Tomer-Eliason Model (1996, 2000, 2005, & 2008)



**Manageability
of Life**

**perception of adequacy
of resources in meeting
life challenges**

Kirchberg, Neimeyer and James' Model



綜合模式 Integrative Model



提升心靈功效

Emotional Competence

透過調適

- 面對死亡 Death Salience
- 過往憾事 Past Regrets
- 將來憾事 Future Regrets
- 生命意義 Manageability of Life
- 生命掌握 Meaningfulness of Life

從而

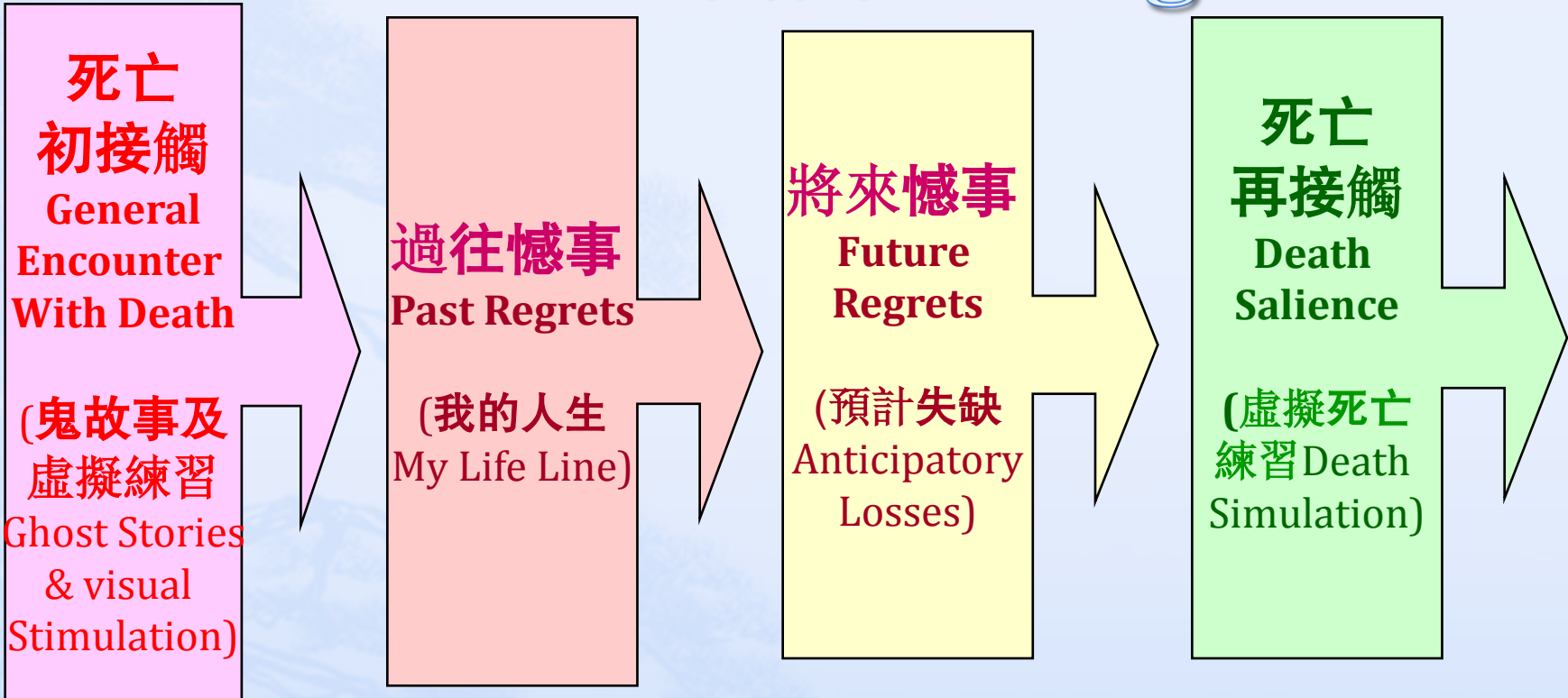
減低死亡恐懼 Death Anxiety

繼而

增強工作自在度及信心度 Level of Comfort & Competence



設計 Design



生命意義 及 生命掌握 Meaningfulness and Manageability of Life

(提供空間反思及分享 Provision of Space, Journal writing, and Sharing)

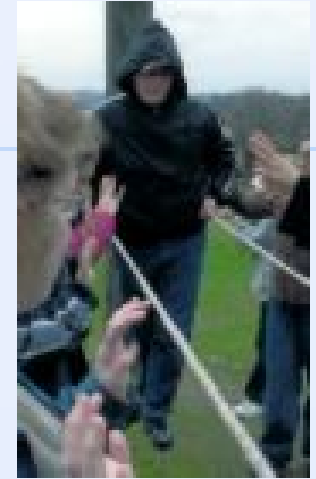
活動簡介

✿ 死亡初接觸

- [Death Image Reflection.ppt](#)

活動簡介

- ✿ 過往憾事
 - 我的人生 (My Life Line)
 - 參考Adventure Based Counseling 的模式



活動簡介

✿ 預計失缺

- 五個摯愛的人、五種最重視的才能、五件重要物件及五個重視的角色
- 四個宿命:命運、疾病、天災及橫禍



活動簡介

✿ 死亡再接觸

- 虛擬死亡練習
- 墓誌銘及墓碑設計
- 留給摯愛的說話



活動簡介

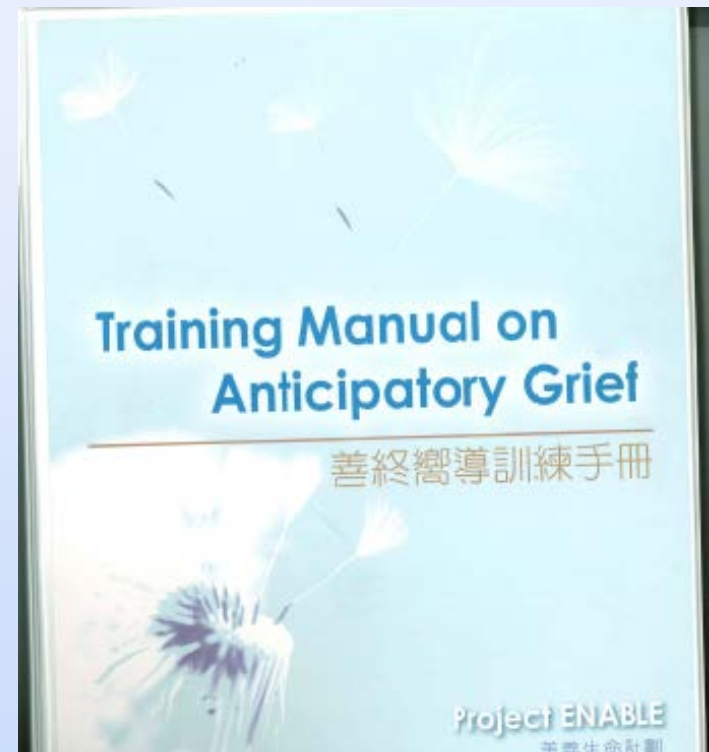
- ✿ 死亡再接觸
 - 虛擬死亡練習



簡報

Brief Report

- ✿ 10 個 (3天宿營及3天培訓)的小組
- ✿ 由2007 年8月至2009年1月





簡報 Brief Report

✿ 358 參加者

✿ 性別 Gender:

✿ 女性female (86.1%)

✿ 年齡Age:

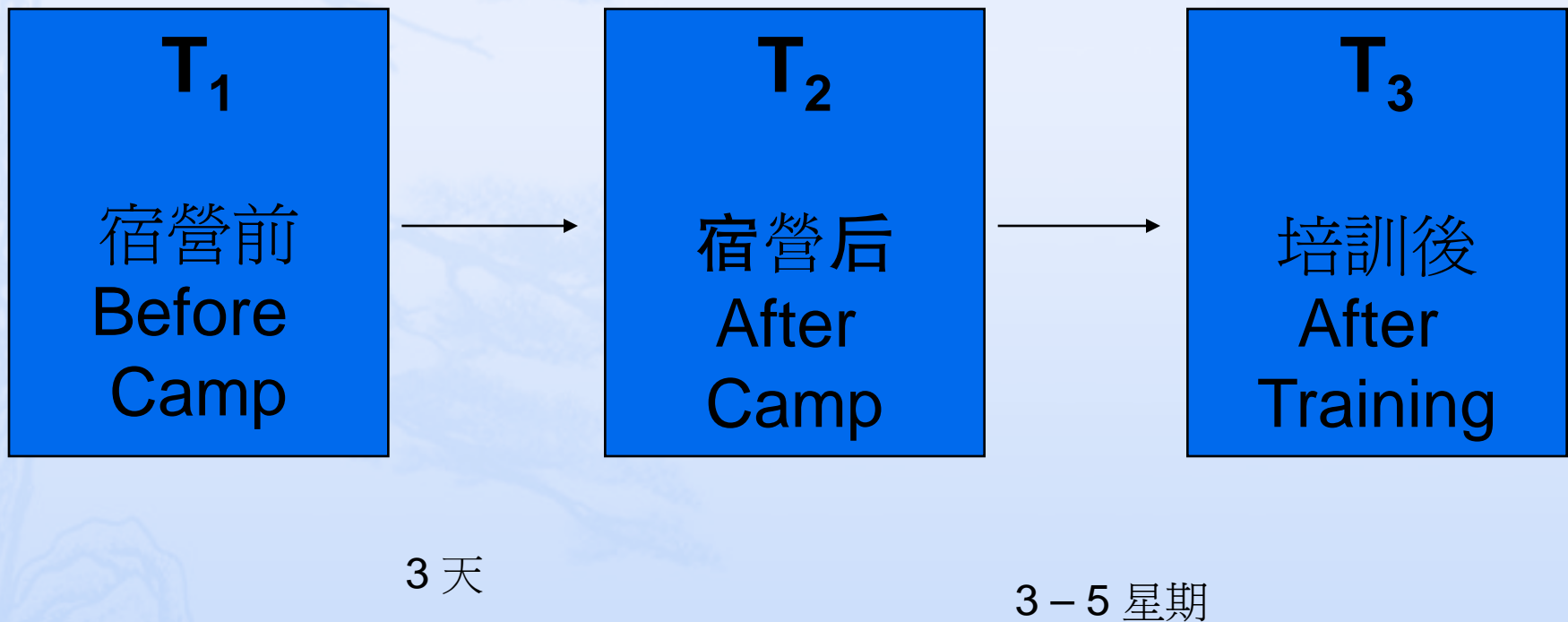
✿ 平均mean= 37.76歲, sd=9.16

✿ 由from 21 – 68歲



評估 Evaluation

- * 單組事前事后評估 One group pre-test post-test design
- * 評估時間 Timing of Assessments:





評估 Evaluation

✿ 評估工具 Tools of Assessment

✿ 過往憾事 Past Regret:

- ✿ **Past-Regret Questionnaire (Tomer & Eliason, 2005)**

✿ 將來憾事 Future Regrets:

- ✿ **Goal & Mode Values Inventories (Braithwaite & Law, 1985)**

✿ 生命意義及生命掌握 Meaningfulness of Life and Manageability of Life

- ✿ **Sense of Coherence (SOC Scale) (Antonovsky, 1993)**





評估 Evaluation

✿ 評估工具 Tools of Assessment

✿ 死亡恐懼 Death Anxiety:

- ✿ **Multidimensional Fear of Death Scale MFODS (Hoelter, 1979)**

- ✿ **Death Acceptance Profile (Wong, et al., 1996)**

✿ 服務喪親及末期病者的困擾程度及自在程度 Competence in working with dying and bereaved

- ✿ **4 self-invented questions**



結果(一): 自在度及信心度

Table 1 *T*-values of comparing means of comfort and competent scores over different time slots ($n = 330$)

	<i>T</i> -value ($T_1 - T_2$)	<i>T</i> -value ($T_2 - T_3$)	<i>T</i> -value ($T_1 - T_3$)
Comfort (Dying)	8.99**	6.00**	13.35**
Comfort (Bereaved)	8.48**	6.65**	12.94**
Competence (Dying)	8.47**	9.20**	15.68**
Competence (Bereaved)	7.35**	8.87**	14.79**

* $p < 0.05$; ** $p < 0.01$; *T*-value is used to examine the differences between different time points. The higher the value, the larger the difference.

結果(一): 自在度及信心度

Table 2 *d*-values of comparing means of comfort and competent scores over different time slots ($N = 330$)

	<i>d</i> -value ($T_1 - T_2$)	<i>d</i> -value ($T_2 - T_3$)	<i>d</i> -value ($T_1 - T_3$)
Comfort (Dying)	0.55	0.31	0.94
Comfort (Bereaved)	0.51	0.30	0.90
Competence (Dying)	0.51	0.52	1.16
Competence (Bereaved)	0.49	0.50	1.14

Cohen *d* is used to measure the effect size of the change. 0.2 is considered a small effect size, while 0.5 and 0.8 are considered medium and large effect sizes, respectively.

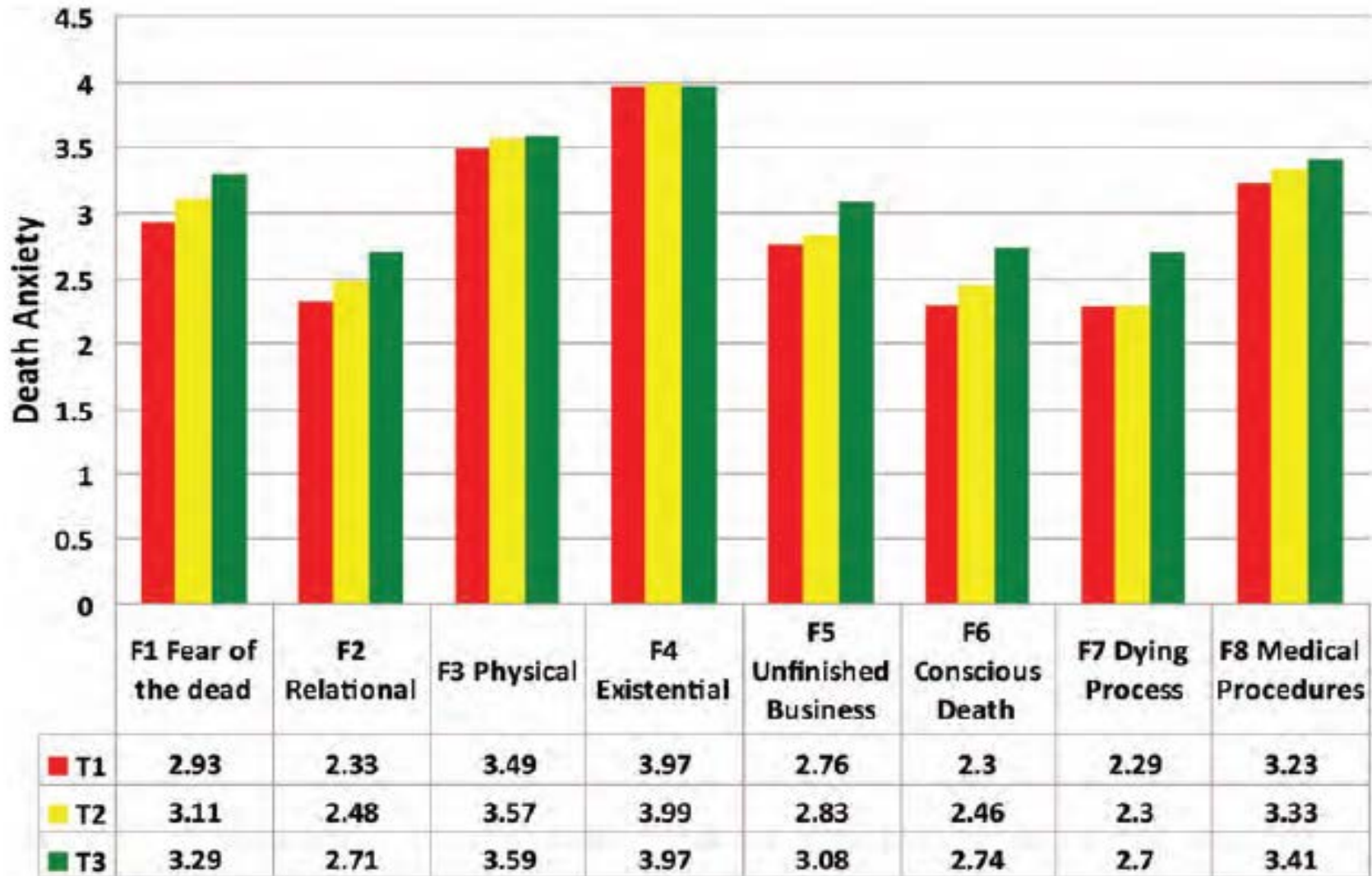


討論(一): 服務自在與信心度

- ✿ 在臨終身關懷及善別輔導的自在度與信心度均有顯著的改變
- ✿ 高效度 effect size (Cohen's d)
- ✿ 短時間改變
- ✿ 即使在 t_1 至 t_2 之間沒有課堂，但參加者仍能有能力感的改變



結果(二): 死亡恐懼



Key: the higher the value, the lower the death anxiety

討論(二): 死亡恐懼

- ✿ 除了因子四「存在問題」(Existential Concerns)外，其他死亡因子的改變均達顯著程度
- ✿ 死亡恐懼是可以改變的



結果(二): 死亡恐懼

	T-value (T ₁ – T ₂)	T-value (T ₂ – T ₃)	T-value (T ₁ – T ₃)
Factor 1 (Fear of the Dead)	5.99**	5.35**	11.69**
Factor 2 (Relational Concern)	4.83*	6.64**	10.96**
Factor 3 (Physical Concern)			2.87**
Factor 4 (Existential Concern)			
Factor 5 (Unfinished Business)		5.13**	7.34**
Factor 6 (Fear of Conscious Death Moment)	2.71**	4.59**	7.60**
Factor 7 (Fear of the Dying Process)		8.88**	9.98**
Factor 8 (Fear of the Medical Procedures)	3.19**		4.40**

* $p < 0.05$; ** $p < 0.01$.

結果(三): 過往憾事、未來憾事及生命意義

Table 4 Matched pair t-test of regrets and meaningfulness of life ($N = 334$ and $n = 77$)

	$(N = 334)$			$(n = 77)$			T -value ($T_1 - T_3$)
	T_1 mean	T_2 mean	T -value ($T_1 - T_2$)	T_1 mean	T_2 mean	T_3 mean	
Past-related regrets ¹	2.15	2.20	3.14**	2.14	2.16	2.10	
Future-related regrets ² (cultivating relationships)	4.91	4.83		4.73	4.77	4.81	
Future-related regrets ² (pursuing knowledge)	4.92	4.85		4.68	4.67	4.53	
Future-related regrets ² (new experiences)	4.14	3.99	-2.42*	4.03	3.98	3.86	
Meaningfulness of life	2.69	2.62		2.79	2.74	2.47	-3.85**

¹ The higher the value, the higher the regret.

² The higher the value, the higher the regret.

³ The lower the value, the higher the meaningfulness.

討論(三): 憾事

- ✿ 雖然過往憾事上有輕微顯著改變，但在將來憾事及整體上改變不大
 - ✿ 改變憾事需時?
 - ✿ 遺憾與死亡恐懼的相關性在華人上不太強嗎?



結果(四)：相關性

Table 6 Correlations between regrets, meaningfulness and death anxiety ($N = 385$)

	Past regret	Future regret (relationship)	Future regret (knowledge)	Future regret (new experience)	Meaningfulness of life
1 Death Anxiety F1 (Fear of the Dead)	0.196**			-0.197**	-0.137**
2 Death Anxiety F2 (Relational Concern)	-0.233**	-0.263**	-0.211**	-0.321**	-0.123*
3 Death Anxiety F3 (Physical Concern)	-0.188**			-0.164**	-0.198**
4 Death Anxiety F4 (Existential Concern)	-0.397**	-0.112*		-0.190**	-0.160**
5 Death Anxiety F5 (Unfinished Business)	-0.305**	-0.148**		-0.273**	
6 Death Anxiety F6 (Fear of Conscious Death Moment)	-0.114*	-0.213**	-0.154**	-0.167**	
7 Death Anxiety F7 (Fear of the Dying Process)	-0.214**	-0.126*		-0.197**	
8 Death Anxiety F8 (Fear of the Medical Procedures)	-0.194**				

撮要

✿ 這培訓能夠

- ✿ 顯著地改善參加者在臨終關懷及善別輔導上的自在感與信心度
- ✿ 顯著地減低參加者死亡恐懼內未圓心事、死亡一刻及死亡過程的範疇及提升逃避性死亡接納及中立性死亡接納
- ✿ 顯著地改善參加者的生命觀感(生命意義及生命自在感)



討論(五)

- ✿ 華人死亡恐懼與服務自在度及信心度的關係仍有待發現→其他因祇子? 量化探索研究Qualitative exploratory study?
- ✿ 長期果效的探索? T₄ 評估?
- ✿ 評估工具? 跨文化之應用? 自我評估或督導/案主評估?





實証為本的介入法 Evidence-based practice

▶ 實証為本的培訓 Evidence-based training

路仍是漫長...

氧氣罩的反思： 照顧者的自我照顧



願大家以明亮通透的心
去照顧喪親及病者



謝謝！ chowamy@hku.hk

British Journal of Social Work (2013) **43**, 373–393
doi:10.1093/bjsw/bct030
Advance Access publication February 20, 2013

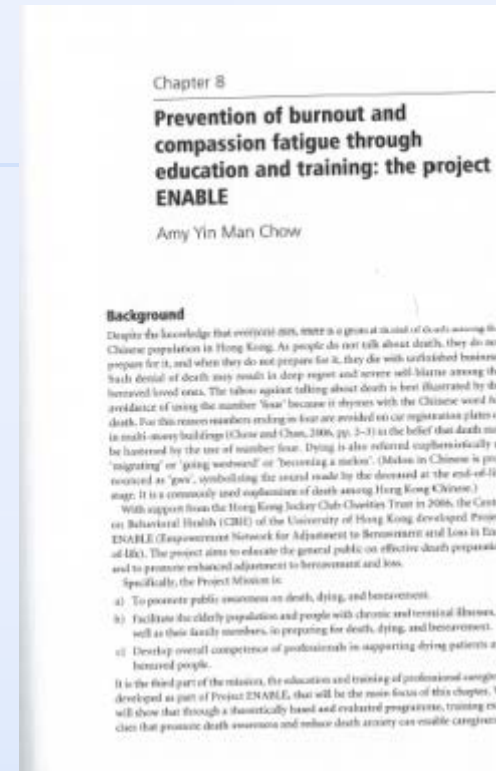
Developing Emotional Competence of Social Workers of End-of-Life and Bereavement Care

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Amy Chow is a registered social worker with the specialisation in bereavement counselling. She was the former Centre Director and founder of the Jessie and Thomas Tam Centre, the first community-based bereavement counselling centre in Hong Kong. She was certified in Thanatology awarded by the Association of Death Education and Counseling and was awarded as the first Fellow in Thanatology in Asia.

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Chow, A. Y. M. (2013) Developing Emotional Competence of Social Workers of End-of-Life and Bereavement Care. *British Journal of Social Work*. 43(2), 373-393. doi: 10.1093/bjsw/bct030



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