



HEALTHCARE CONSULTANTS ASIA

Healthy Wealthy

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ABOUT HCASB

Healthcare Consultants Asia (HCASB) is a trusted subsidiary of Mudah Healthcare. As experts in third-party medical reporting, HCASB specializes in providing detailed and comprehensive medical assessments that help streamline processes and ensure clarity in claims management.

With a panel of over 90 specialist doctors, HCASB is dedicated to delivering accurate and high-quality reports, offering valuable insights and supporting informed decision-making for our clients. Our reports foster fair, transparent resolutions, reinforcing the integrity and efficiency of the claims process.

HCASB is looking forward to continuing our commitment to excellence in medical reporting, making a meaningful impact on the success of our partners in the industry.



SELAMAT HARI RAYA *AIDILFITRI*

As we celebrate this joyous occasion, we, the leadership team at HCASB, would like to extend our heartfelt gratitude and warmest wishes to our employees, partners, and clients.

Hari Raya is a time of renewal, reflection, and togetherness, reminding us of the strength of unity and the importance of gratitude in both our personal and professional lives. It is a moment to cherish the bonds we share and to look ahead with hope, purpose, and determination.

May this festive season bring blessings, happiness, and success to you and your loved ones. As we step forward together, let us continue to strive for excellence, innovation, and meaningful impact in all that we do.

*Selamat Hari Raya Aidilfitri
Maaf Zahir dan Batin.*

Warmest Regards,

***Dato' Dr. Kantha Rasalingam / Dr. Thiruchelvan Balakrishnan / Datin Chrishini Richards
CEO / COO / CFO***





Selamat Hari Raya
Aidilfitri



Dr. Dandaithapani Thyagarajan

Senior Psychiatrist

Dr. Dandaithapani Thyagarajan is a Senior Psychiatrist (Grade UD56) with the Ministry of Health, Malaysia, and a recognized expert in aviation, offshore, and occupational psychiatry. He serves as a Designated Aviation Medical Examiner (DME) for CAAM and is the Co-Founder of Mind Asia Consultancy PLT. In addition to his clinical expertise, he is the Vice President of the Academy of Organizational and Occupational Psychiatry.

Dr. Dandaithapani's contributions to psychiatry are extensive, including stress management and psychological first aid (PFA). His achievements have earned him a place in the Malaysian Book of Records as the first to be certified by the American Institute of Health Care Professionals as a Certified Stress Management Consultant. He has also received the Anugerah Perkhidmatan Cemerlang from the Ministry of Health in both 2008 and 2015.

With a passion for education and training, Dr. Dandaithapani lectures part-time at AIMST University and frequently conducts workshops for occupational health doctors, safety officers, and HR managers on workplace mental health. His dedication to training extends to teaching house officers, medical officers, and students in various clinical settings. He is also actively involved in research and has contributed to numerous studies in the field of mental health. This diverse experience in clinical practice, academia, and training makes Dr. Dandaithapani a leading figure in the field of psychiatry in Malaysia.



BURNOUT AT WORKPLACE

*By Dr. Dandaithapani Thyagarajan
Senior Psychiatrist*

THE STRESS RESPONSE

Many of us, at one point, have imagined a life without stress. A life where we are in full control of and are free to do whatever we want at any time. But how many of us have actually achieved this and managed to sustain it?

Stress is our body's normal reaction towards a challenge or a demanding situation which requires an adjustment or a response. Any situation that provokes our body to react is known as a stressor and our body's response towards it is known as stress response, called the fight or flight response.

When our mind perceives a situation as a stressor, through a complex neuronal and endocrinal mechanism, the stress hormones (cortisol, adrenaline and norepinephrine) gets released from the adrenal glands which prompts the body to fight the situation or escape from it. Heart rate and blood pressure increases. Our muscles gets tensed. The digestive system gets suppressed and the function of the immune system gets altered. Sugar (glucose) level in the blood stream increases to provide 'fuel' for the body. Our mental function gets altered. We become more focused and vigilant, feel more anxious, and angry.

Stress in short bursts, can be positive as it keeps you motivated, alert and ready to avoid danger. However, prolonged exposure to stress without relief can be detrimental to health.

While we are able to identify and learn to cope with major stressors such as a loss of a loved one or property, often, prolonged ongoing work-related stressors such as a demanding job expectations, long working hours, poor working environment, lack of control over work or monotonous work may result in stress which goes unnoticed. At initial stage, we may feel that we are able to cope with it. However as the stressors continues, we will start developing signs to show that the body's coping has reached its limits. When this happens, it is called burnout. Burnout is a state of physical, mental and often emotional exhaustion caused by prolonged and repeated exposure to work stress. According to the World Health Organization (WHO), burnout is a syndrome resulting from chronic workplace stress that has not been successfully managed. Burnout happens gradually and if ignored, there is a high risk of developing physical illnesses such as migraine, diabetes, hypertension, gastritis or mental illness such as dysthymia, depression or anxiety disorders. In addition, any pre-existing illness may worsen.



SIGNS OF BURNOUT

- ① *Feeling tired and drained*
- ② *Loss of motivation*
- ③ *Emergence of acne*
- ④ *Generalized body aches, headaches and joint pains*
- ⑤ *Feeling lonely and helpless.*
- ⑥ *Lack of selfcare or self-grooming becomes more burdensome now.*
- ⑦ *Procrastinating and taking longer to finish a task.*
- ⑧ *Taking out frustration towards others.*
- ⑨ *Isolating yourself and prefer to work alone.*
- ⑩ *Frequently falling sick.*
- ⑪ *Frequent leaves and decrease in work performance.*
- ⑫ *Changes in eating habits; reduced appetite and unable to enjoy your favorite food. Some people may have increase in appetite and they tend to overeat.*

W.W.W: ***“What went well?”***

Any situation can trigger a stress response only when we perceive it as a stressor. To prevent it from triggering, changing our mindset to look at things more positively is vital. But how do we think positively especially in a stressful situation? When something doesn't go the way we wanted it to be, we always try to analyze the situation by asking “what went wrong”. And then we try to give reasons for the things which didn't go well. In that process, we might blame others and negative emotions sets in. Instead of analyzing what went wrong, when we are facing a bad situation, ask ourselves “what went well”. Try to identify something positive in the situation, For example, if your boss scolds you, instead of cursing him behind his back which will increase the stress hormone in you (not your boss), try to identify something which you can improve. Probably if your boss did not scold you at that time, you wouldn't have realized there is something in you that you can improve. This will not only reduce your stress level, but also helps you to develop yourself. So the next time when you are facing a stressful situation, instead looking for what went wrong, look for what went well and built positive thoughts and emotions on it.

DEALING WITH BURNOUT

RELAXATION

Calming the nervous system through breathing

As mentioned earlier, a perceived stressful situation triggers a complex neuronal mechanism which results in a stress response. One simple and effective way to reduce the impact of the stress response is by calming the nervous system. This can be achieved by practicing breathing exercise. There are certain steps to be followed to achieve optimal results.

STEP 1

Simply breath in and out normally, without controlling your breath. While doing this, keep your focus on your breath. Feel the air moving in through your nostrils into your lungs and then moving out. Feel the expansion and contraction of your chest. Do this for about 3 to 5 minutes or about 10 cycles of breaths.

STEP 2

Breath in for 4 seconds, hold your breath for 4 seconds and exhale for 6 seconds. The count is 4-4-6.

While you breath in, let your belly expand out. And when breathing out, pull in your belly. This is contrary to normal breathing where the belly gets pulled in when we breathing in and expands when we exhale. This method is called the diaphragmatic breathing.

Practice this steps at least 10 minutes twice daily. This exercise should be done irrespective of whether you are undergoing stress or not. When this is done continuously, the body will be in a constantly relaxed state and will respond better to any stress, thus reducing the harmful effects of the stress response.

Breathing exercise has also been scientifically proven to improve clarity of the mind and ability to concentrate.

OXYTOCIN

Protecting the body through social connection

An interesting thing about our body is that it has a built in mechanism to protect it from the adverse effect of the stress response. It is called the tend and befriend response.

Along with the stress response, this response gets triggered when we face a stressor and the hormone which is responsible for this is the oxytocin, which is released from the posterior pituitary of the brain. Not only it makes us feel more relaxed when faced with stress, but studies have shown that oxytocin protects our heart and normalizes our blood pressure. Thus it mitigates the adverse effect of the stress response.

Increasing social connection is proven to increase oxytocin in our body. When we are facing a stressful situation, fall back to people around us. Show them care and love. When you wake up in the morning, think about the people around you; you family, your friends or your neighbors. Pray for them to be healthy and happy. When you go to office, meet at least 5 people and say some positive words to them.

Not only people around you, but showing gratitude and love to the plants, animals and things around can also increase oxytocin levels. The next time if you see an beautiful flower blooming in your courtyard,tell the flower how beautiful it is.

As how we do physical exercise regularly to prevent a heart attack, exercising our mind by practicing these techniques regularly irrespective of whether we are in a stressful situation or not, is vital as we do not know when a stressor will strike us.

***BURNOUT IS
PREVENTABLE.***



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