



# In Good Hands

**CENTER FOR STRESS-RELATED DISORDERS**  
INPATIENT THERAPY PROGRAM FOR  
ENGLISH-SPEAKING PATIENTS

**sanatoriumKILCHBERG**

PRIVATKLINIK FÜR PSYCHIATRIE |  
PSYCHOTHERAPIE | PSYCHOSOMATIK

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*Responsible for the therapy concept: Christian Seeher, René Bridler, Katja Cattapan, Tobias Ballweg*

## Foreword

### Personalized and Professional

Providing personalized care in a welcoming environment and offering a customized array of therapies tailored to your unique needs are the cornerstone of our treatment concept. Sanatorium Kilchberg offers an extensive array of therapies designed by an experienced team to address stress-related disorders comprehensively. As more and more people are finding it difficult to maintain a balance between professional demands and their individual resources, and burnout has become a common phenomenon in our working world, we have developed a specific treatment program for those affected.

In 2013, we opened the center for stress-related disorders. The treatment is based on the SymBalance therapy concept, which was developed by a team of experts at Sanatorium Kilchberg and successfully evaluated in a scientific study. There is no doubt that recreational activities are important for regeneration. However, they are not enough to regain mental and physical stability in the case of stress-related disorders. Our therapy program includes changes in thinking, feeling and acting through therapeutic conversations, the

activation of mental and physical resources as well as work-related measures through professional coaching. The SymBalance therapy concept has been established as an inpatient treatment program for over ten years. It is now being expanded to include a program in English. In doing so, the clinic is not only responding to a growing need, but also to its own historical guiding principle: Swiss sanatoriums have been culturally open and transnationally oriented since their inception.

We look forward to deepening the first impression that this brochure gives you in a personal conversation.

Sincerely

**Dr. med. René Bridler M.H.A.**  
Medical Director

**Prof. Dr. med. Katja Cattapan**  
Deputy Medical Director

# Stress and Burnout

In addition to somatic stress-related disorders, burnout is an increasingly common phenomenon in our society, which in advanced stages leads to exhaustion, anxiety disorders and psychosomatic disorders.

Burnout is not a condition, but a process that is accompanied by increasing exhaustion and decreasing physical and mental performance. The process is triggered by chronic stress factors that those affected feel they can no longer cope with. The stress factors are usually to be found in the professional environment but can also be caused by excessive demands in a social or family context.

The full picture of burnout comprises five symptom areas with individually varying degrees of severity:

- 1) **Motivational symptoms**  
Exhaustion, loss of motivation, lack of drive, reduced personal initiative and resignation
- 2) **Performance-related symptoms**  
Concentration and memory disorders, reduced decision-making ability, combined with self-doubt, reduced productivity, creativity and flexibility, reduced ability to perform complex tasks, increased inaccuracy and disorganization
- 3) **Emotional symptoms**  
Depression or mood swings, feeling of inner emptiness, anxiety, nervousness, irritability to cynicism, increased aggressiveness
- 4) **Symptoms on the behavioral level**  
Decreased or increased activity, impulsivity or increased procrastination, increased risk-taking behavior, increased consumption of addictive substances, social withdrawal, neglect of leisure activities

## 5) Physical symptoms and accompanying symptoms

Chronic overload reactions with sleep disturbances and daytime tiredness as well as headaches and back pain, dizziness and gastrointestinal complaints, cardiovascular diseases, lipometabolic disorders and stomach ulcers

The preventive and therapeutic strategies for dealing with stress-related disorders include the following, depending on their severity:

- 1) **Early detection of increased stress vulnerability**
- 2) **Preventive measures and coaching**
- 3) **Outpatient psychotherapy**
- 4) **Inpatient treatment**

In cases of severe burnout characterized by significant psychological or psychosomatic symptoms, it is recommended to consider an inpatient treatment program tailored to the individual's needs. This program should include psychotherapy sessions along with opportunities for recreational activities. Depending on the severity of the symptoms, medication and biological therapies may also be incorporated to support the treatment process.

## BURNOUT AS A PROCESS

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Burnout is a gradual process that is usually preceded by a pronounced professional commitment.

The **I-S-A-R** model shows a typical four-stage phase progression and lists the symptoms most frequently described in the research literature. Atypical progressions are also possible – especially in people who also experience themselves as overwhelmed beyond the performance context.

### 1) **I = Idealism**

Intense drive for performance, setting high standards for oneself, a desire to prove oneself to oneself and others

### 2) **S = Skepticism/Uncertainty**

Growing doubts about oneself due to overexertion, lack of rest, neglect of personal needs and social contacts

### 3) **A = Apathy/Persistent Frustration**

Increasingly mechanical behaviour, loss of contact with oneself, increased insecurity and anxiety, feeling of worthlessness

### 4) **R = Resignation**

Persistent exhaustion, depressive symptoms, risk of mental and physical breakdown, suicidal thoughts

# The SymBalance Therapy Concept

Burnout is caused by a long-term imbalance between personal resources and external performance requirements. Treatment requires the most precise possible clarification of the causes of the imbalance and therapeutic measures tailored to them. Tobias Ballweg, Christian Seeher and Katja Cattapan have developed the SymBalance therapy concept, which is specially designed for the treatment of stress-related disorders.

Unlike conventional approaches, SymBalance distinguishes three basic dimensions of imbalance:

- The objective dimension
- The subjective dimension
- The existential dimension

Depending on the individual characteristics, a focus can be identified on one of the three dimensions, which must be considered in therapy planning.

The **objective** dimension focuses on the imbalance between available resources and actual requirements.

On a **subjective** level, however, the individual's personal assessment of imbalance is crucial, as it may significantly differ from objective conditions. Very often, burnout does not result from a person's actual skills deficits, but from a lack of confidence in their own abilities and an overestimation of performance expectations.

The **existential** dimension describes the extent to which the imbalance is considered relevant to one's own identity. Particularly in the advanced stages of burnout, the difference experienced between resources and demands becomes a central aspect of one's own self-image. Non-performance-related areas of life increasingly fade into the background and thus lose their regenerative effect as compensation and recovery. The combination of these domains results in a three-dimensional model of stress-related disorders, on which the SymBalance therapy concept is based.

## SYMBALANCE: AN INTEGRATIVE THERAPY CONCEPT

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The overarching therapeutic goal is to restore balance in all three dimensions (objective, subjective, existential). Depending on the dimension, there are different sub-goals and therapeutic measures.

An integrative therapy approach prioritizes the unique characteristics of the impairments. This necessitates the most accurate diagnosis possible, utilizing the three-dimension model. This facilitates a comprehensive, cause-sensitive, multi-dimensional understanding of the specific issue:

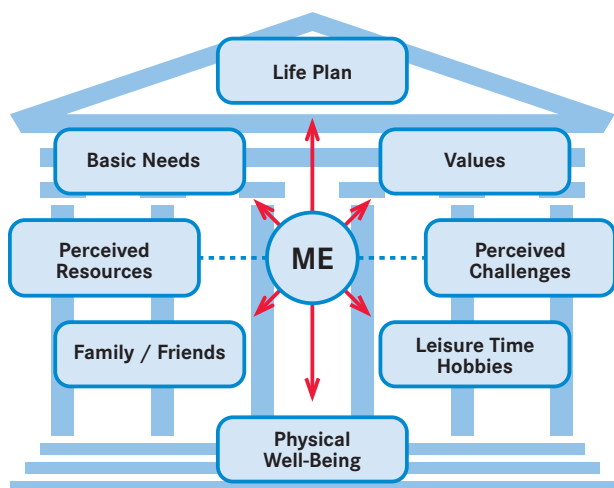
- 1) A differentiated clarification of the individual clinical picture
- 2) A personal understanding of the disorder and an increase in self-motivation
- 3) A tailored selection and coordination of therapeutic interventions specific to the disorder
- 4) Specific goal-setting and review of goal attainment at the end of the therapy
- 5) Gradual workplace reintegration

The therapy, which is designed to last six weeks, consists of a combination of medical-psychological and specialist therapy.

## PUBLICATION AND EVALUATION

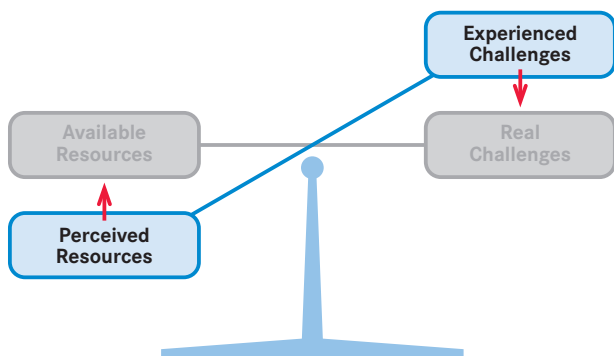
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The SymBalance therapy concept was published in 2013 in the journal *Swiss Archives of Neurology and Psychiatry* and scientifically evaluated as part of a study.



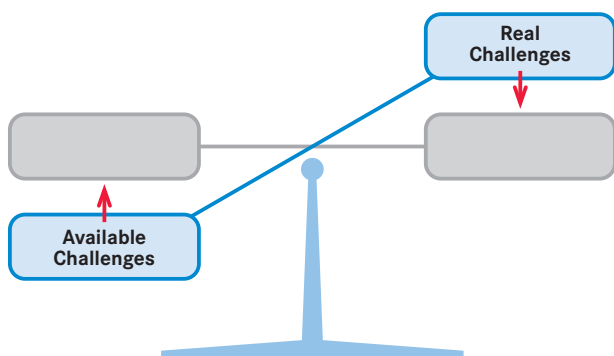
### 3) EXISTENTIAL DIMENSION

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### 2) SUBJECTIVE DIMENSION

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### 1) OBJECTIVE DIMENSION

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Burnout results from an imbalance between resources and performance requirements in three dimensions (objective, subjective, existential). The **SymBalance** therapy concept aims to comprehensively restore balance and also supports the reintegration of non-performance-related areas of life into personal identity on the existential dimension.

# The Treatment of Burnout in the Context of Neuropsychotherapy

In addition to performance stress, more recent burnout research is increasingly taking into account stress factors that are located outside of the performance context. These contribute significantly to the imbalance between resources and demands. In addition, internal aspects of stress are increasingly considered relevant alongside external aspects. With this broader perspective, burnout research is moving closer to Klaus Grawe's concept of neuropsychotherapy (2006).

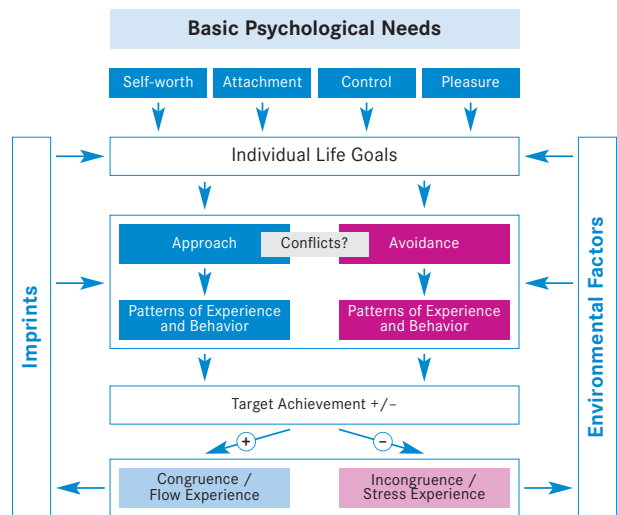
Grawe assumes that the experience of stress results primarily from the fact that the four basic psychological needs of humans (self-worth, attachment, control, pleasure) cannot be adequately satisfied, resulting in a so-called incongruence. In addition to environmental factors, the main reasons for this are unfavorable patterns of experience and behavior that result from biographical imprints.

Under external stress, previous imprints foster the adoption of a defensive and protective stance, leading individuals to pursue the satisfaction of their basic psychological needs through avoidance rather than approach. For example, instead of the positive pursuit of success and recognition, the negative goal of avoiding failure and criticism increasingly comes to the fore. This avoidance attitude leads to an increasing experience of inner stress, as avoidance is generally associated with a higher expenditure of resources and can only succeed in the short term at best. In addition, inner conflicts arise because avoidance also jeopardizes the achievement of existing positive goals. For instance, the avoidance of failure and criticism may result in the individual becoming unable to acknowledge weaknesses or mistakes and therefore being reticent in intimate relationships. While this behavior may stabilize their sense of self-worth, it impedes their ability to fulfill their need for attachment, hindering the pursuit of positive goals such as trust and openness.

There is now clear evidence that the lack of satisfaction of basic psychological needs can be regarded as the central factor in the development and maintenance of stress-related disorders.

Against this background, the following aspects are relevant for the treatment of stress-related disorders:

- The primary objective of therapy should be to enhance the fulfillment of all four fundamental psychological needs.
- Achieving this goal involves not only addressing external stressors but also delving into internal stress factors. This encompasses patterns of experience and behavior influenced by personal history, as well as avoidance goals and inner conflicts, which Grawe categorizes as conflict patterns.
- By adopting a therapeutic framework that considers motivational, cognitive, and emotional dimensions, a comprehensive understanding of psychological dynamics is attained. This understanding enables corrective experiences and the development of adaptive behaviors.



The four basic psychological needs; internal and external aspects of stress



# Medical-Psychological Therapy Offer

Burnout is a stress-related process which, in its advanced stages, leads to mental disorders that require treatment. Before starting treatment, a medical-psychological diagnosis is required to assess the individual symptoms and their degree of severity. In addition, therapy planning requires an assessment of the burnout-specific background with an identification of the relevant stress factors and a localization on the three dimensions (objective, subjective, existential).

The therapy program is tailored to address the individual's specific symptoms and circumstances. Regular one-on-one psychological therapy sessions are conducted to discuss the individual's personal situation. Various therapeutic approaches are integrated into the program, including elements of cognitive-behavioral therapy, mindfulness (such as mindfulness-based stress reduction), and emotion-focused methods. The therapy program draws from the extended therapeutic concept developed by Klaus Grawe. In a group setting, programs are offered to enhance stress management skills and emotional competence. Interactional group therapy (IGT) is utilized to identify and modify patterns of experience and behavior shaped by personal history. Furthermore, an in-house specialized online therapy treatment plan, available in English, focuses on sleep improvement and recovery.

Together with the patients, we customize a treatment plan to suit their individual needs. Our internal medicine team oversees physical health management and assessment. We enhance physical recovery through a balanced nutritional program, offering optional nutritional counseling. When required, we provide careful, personalized pharmacotherapy. As a certified clinic for drug safety (AMSP), our goal is to administer treatments with minimal side effects. Additionally, we offer chronotherapeutic interventions like light and wakefulness therapy as add-on antidepressive treatment and to promote a stable, healthy biological rhythm.

Other important elements for a relaxing retreat from the hectic pace of everyday life are the idyllic location, the spacious park and the peaceful surroundings of the clinic high above Lake Zurich with views onto the Glarner Alps. Nevertheless, there is no need to miss out on urban cultural and leisure activities: Zurich city center can be reached quickly and easily by bus, train or car in 15 minutes.

## Psychological Group Therapies in the Symbalance Therapy Concept:

- **Training of Emotional Competence**  
The training of emotional competence (TEK) aims to develop improved perception and understanding of one's own feelings and the promotion of acceptance, self-confidence and self-support in stressful situations.
- **Stress Management**  
In stress management skills training, the basics of stress management are taught and the various levels of stress reaction as well as the factors that trigger and maintain stress are addressed. According to the Symbalance concept, skills for dealing with stress are taught on an objective level and the development of stress-reducing resources is promoted on a subjective level.
- **Interactional Group Therapy**  
In interactional group therapy (IGT), behavioral patterns in dealing with others inside and outside the group are examined to see whether they lead to an increased experience of stress in order to be able to make targeted changes based on this.

## SOCIAL COUNSELING

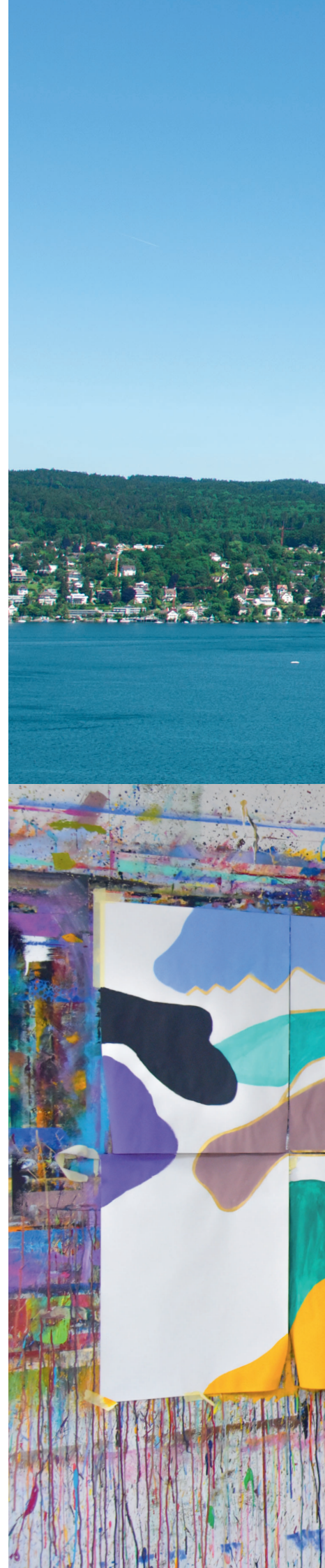
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Since burnout development often stems from workplace stress or challenges, it is crucial to tackle work-related issues during periods of professional absence. Patients have access to social counseling specifically geared towards addressing work-related concerns and interventions. The overall conditions of their work environment are systematically assessed, and from this evaluation, goals are established and action plans devised. Personal and environmental resources are also identified and activated. If desired, specific network partners can be involved during the coaching process. All work-related methods and tools are employed with the aim of facilitating a successful continuation of the patient's professional career.

## OUTPATIENT OFFER

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In addition to inpatient treatment, Sanatorium Kilchberg offers an outpatient treatment program for stress-related disorders. This includes a comprehensive diagnostic evaluation of symptoms, along with personalized medical and psychotherapeutic interventions based on the Symbalance therapy concept. Outpatient treatment, which is also offered in English, takes place at our Zentrum für Psychosomatik in Zurich City.



*View from Sanatorium Kilchberg  
onto the Lake of Zurich*



*Art studio*

## Inpatient Offer

Our inpatient facilities feature modern single rooms with separate WC/shower, entertainment devices, WLAN access, a safe, and a minibar. Our gastronomic offerings are individually crafted to harmonize enjoyment with nutritional principles, offering a balanced selection. Patients enjoy breakfast, lunch, and dinner served buffet-style, with additional options available à la carte. We also provide snacks and a wide variety of non-alcoholic beverages. Fresh fruit, mineral water, tea, and coffee are available daily to complement the dining experience.

### The range of therapies offered in the program in English includes:

- Medical treatment by the head physician
- Intensive individual psychotherapy three times a week
- Social counseling
- Group programs focusing on stress management, emotional competence, mindfulness (MBSR), sleep improvement, relaxation training, and interactional group therapy (IGT) are available
- A specialized therapeutic program conducted in a group setting encompasses physical exercise therapy, yoga, nordic walking, Qi-Gong, progressive muscle relaxation, acupuncture, art therapy, and music therapy. This diverse range of treatments aims to effectively address individual needs.
- In addition to the specialist group therapy program, the following treatments are also available in a single setting:
  - Medical massage
  - Biofeedback

Alongside the clinic's own therapy program, there is the option of free, professionally supervised training at a premium fitness facility and access to an indoor pool.

The program in English is accessible to patients with private and semi-private insurance, as well as to those with general insurance who opt to pay an additional daily fee.





*Example of a single room*



*Recreation room*

# Portraits of the Leadership Team

## PROF. DR. MED. KATJA CATTAPAN

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Specialist in Psychiatry and Psychotherapy  
Deputy Medical Director  
Chief Physician of the Private/Special Inpatient and Outpatient Treatment

Katja Cattapan's clinical focus is the treatment of depressive disorders. She advocates for burnout to be recognized as a stress disorder and believes it is necessary for burnout therapies to be scientifically based and continuously evaluated, taking into account aspects of psychotherapy, neurobiology and organizational psychology.



## CHRISTIAN SEEHER

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Specialist in Neurology, Psychiatry and Psychotherapy  
Deputy Chief Physician of the Private/Special Inpatient and  
Outpatient Treatment  
Head of Center for Stress-Related Disorders

Christian Seeher has extensive knowledge in the fields of psychiatry, psychotherapy and neurology and specializes in stress-related and affective disorders. He personally looks after the patients on the Belvedere private ward.



## TOBIAS BALLWEG

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Senior Psychologist (Dipl.-Psych.), Philosopher (M.A.)  
Deputy Leader of the Private/Special Inpatient and Outpatient Treatment  
Head of Center for Stress-Related Disorders

Tobias Ballweg played a key role in the development of the SymBalance therapy concept. He is particularly interested in the connections between existential questions and personal life situations. He also has a philosophical focus in the context of psychotherapy.



## DR. MED. ANDREA CANTISANI

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Specialist in Psychiatry and Psychotherapy  
Senior Physician

Andrea Cantisani oversees the medical treatment of the patients participating in the program, focusing on biological and interventional therapy methods alongside psycho- and pharmacotherapy. These methods encompass light and wakefulness therapy, transcranial magnetic stimulation (rTMS), botox, and ketamine, all while emphasizing the significance of thoroughly integrating external and internal stressors into the assessment and management of all mental disorders.



## IMER PNISHI

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Senior Psychologist (MSc)

Imer Pnishi is responsible for the implementation of the program in English. In addition to schema therapy, he also has a keen interest in cultural influences. To facilitate personalized psychotherapy, he emphasizes the importance of considering individuals' cultural backgrounds when understanding their experiences and behavior.



# Registration and Admission

## In Good Hands

Registration for the program in English can be made by patients themselves, by family members or by the treating medical or therapeutic specialist.

After you have registered by telephone or in writing, we will arrange a preliminary appointment with you to plan the next steps and, if necessary, initiate an inpatient admission.

## REGISTRATIONS

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Please contact the reception (triage) of the sanatorium.

Monday to Friday                      8.00 AM to 5.00 PM  
Phone +41 44 716 42 75  
Aufnahme@sanatorium-kilchberg.ch

## EMERGENCY MEDICAL SERVICE

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In urgent cases, you can also contact the medical emergency service outside office hours.

Phone +41 44 716 42 42 (via head office)







*View from the Park of Sanatorium Kilchberg  
onto the Glarner Alps*

# Addresses

## **We are here for you**

### **Sanatorium Kilchberg**

Privatklinik für Psychiatrie, Psychotherapie und  
Psychosomatik

Empfang Haus B

Alte Landstrasse 70

8802 Kilchberg

Phone +41 44 716 42 42

[empfang@sanatorium-kilchberg.ch](mailto:empfang@sanatorium-kilchberg.ch)

### **Admission/Triage**

Phone +41 44 716 42 75

[aufnahme@sanatorium-kilchberg.ch](mailto:aufnahme@sanatorium-kilchberg.ch)

### **Zentrum für Psychosomatik Zürich City**

Selnastrasse 6

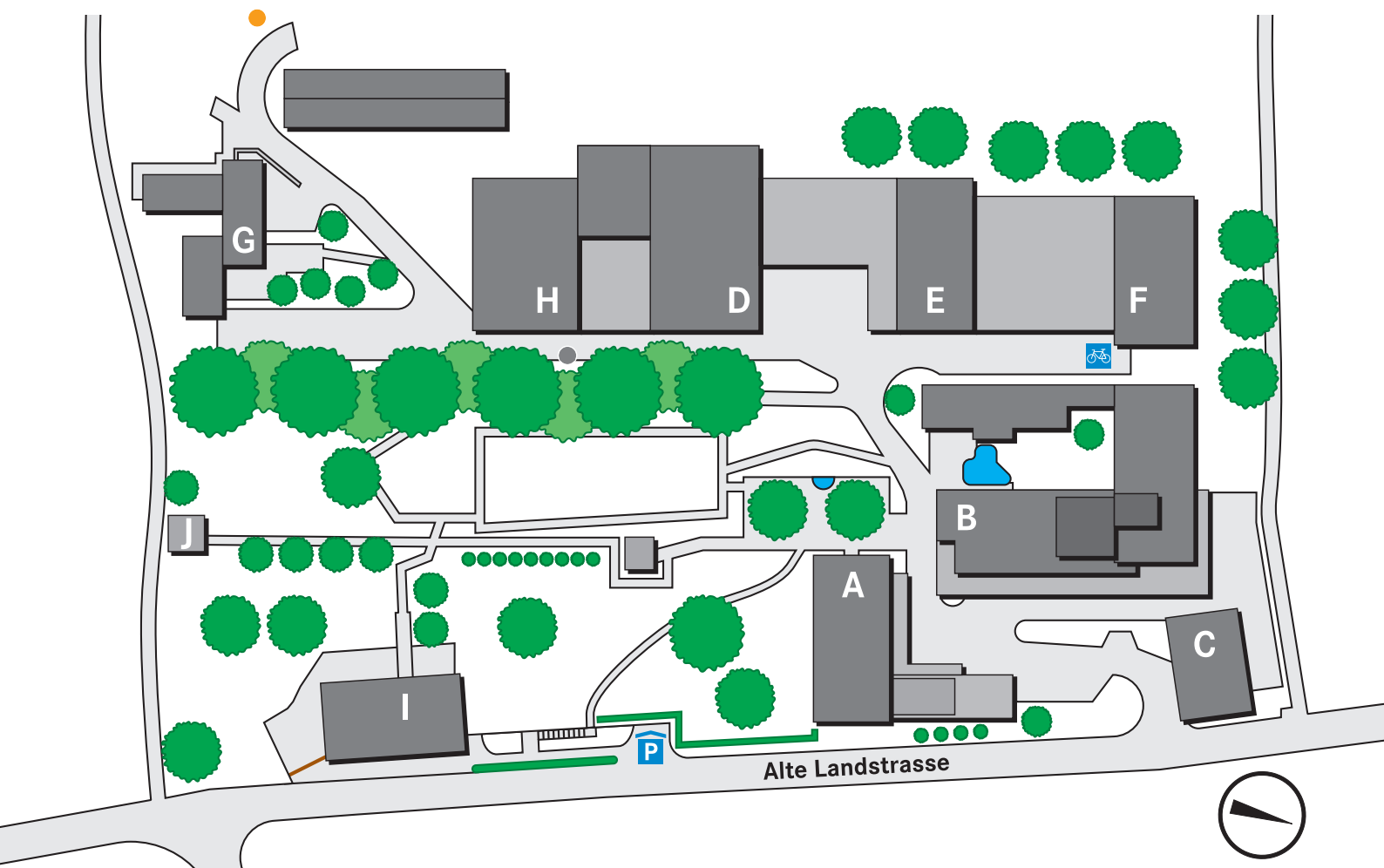
8001 Zurich

Phone +41 44 716 38 38

[zentrum@sanatorium-kilchberg.ch](mailto:zentrum@sanatorium-kilchberg.ch)

# Site Plan

Sanatorium Kilchberg is situated in a beautiful panoramic location in the middle of a well-kept park with a fantastic view of Lake Zurich.



A Restaurant,  
Ward A3, Ward A2

B Reception, Administration,  
Laboratory, Pharmacy, Therapies,  
**Ward B2**, Ward B3, Ward Belvedere

C Ambulantes Zentrum, Internal Medicine

D Wards D

E Ward E and E-Hall

F Ward F and Nursing Education

G Therapies, Social Counseling, Gardening

H Therapy Center, Gym

I Offices and Pastoral Care

J Room of Silence

● Start «SaniFIT» Trail

● Start «Grips» Trail

## HOW TO REACH US

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|-----------------|---|
| <b>Bus</b>      | From Zurich main station take tram no. 11 to Bürkliplatz, from Bürkliplatz bus no. 161 to Kilchberg (Sanatorium Kilchberg stop) |
| <b>Train</b>    | S8 and S24 from Zurich main station to Kilchberg station  |
| <b>Footpath</b> | From Kilchberg station to Sanatorium: approx. 8 minutes   |
| <b>Parking</b>  | Limited parking available in the clinic parking garage, preferably use public transportation                                    |