


Calming the "I" of the Storm



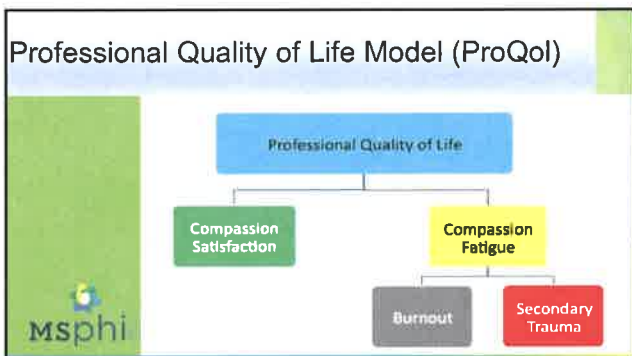
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What do these represent on the job?


- Lucy
- Ethel
- Candy
- Conveyor Belt
- Hats

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Compassion Fatigue Quote

-All of us who attempt to heal the wounds of others will ourselves be wounded; it is, after all, inherent in the relationship."




Charles Fejely, Ph.D.




Compassion Fatigue Quote

"The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet."




(Rachel Remem, 1996)



What is Compassion Satisfaction?

- The positive aspects of helping
 - Pleasure and satisfaction derived from working in helping, care giving systems
 - How one feels at the end of the day
 - How aware you are that you made a difference
 - Inversely related to compassion fatigue




What is Compassion Fatigue?

The negative effects of helping


A state of tension and preoccupation with the individual or cumulative trauma of clients as manifested in one or more ways:

- re-experiencing the traumatic events
- avoidance/numbing of reminders of the traumatic event
- persistent arousal
- combined with the added effects of cumulative stress (burnout)




What is Burnout?

- Worn out
- Unreasonable work expectations
- Systems, processes, organizations
- Lack of Self Care
- Poor boundary setting




"It's the sprinkler system, str... employee burnout keeps wetting it off."



What is Secondary Trauma?

- Work-related secondary exposure to extremely or traumatically stressful events
- Individual has reaction whether physically, spiritually, mentally and emotionally to a trauma event that happened to another person.




Case Studies

Madison	Compassion Fatigue
Jaleesa	Burn Out
Cortez	Compassion Satisfaction
Jack	Secondary Traumatic Stress




Compassion Fatigue— 3 Areas in Signs and Symptoms

- Arousal
- Avoidance
- Intrusive



Arousal symptoms

- increased anxiety, impulsivity/reactivity
- increased frustration/anger
- sleep disturbance
- difficulty concentrating



Avoidance symptoms

- loss of enjoyment in activities/cessation of self care activities
- loss of hope/sense of dread working with certain clients
- loss of sense of competence/potency
- secretive self-medication/addiction



Intrusive symptoms

- thoughts/images associated with client's trauma
- obsessive/compulsive desire to help certain clients
- inability to let go of work-related matters
- thoughts/feelings inadequacy as a caregiver



What characteristics do you think would put a person at risk?



Personal Risk Factors

- Unresolved personal trauma and loss
- Current life stressors
- Low levels of social support
- Low sense of control over life
- Lack of meaningful personal relationships
- Personality-based coping style



Work-related Risk Factors

- Empathy
- Insufficient training of experience
- High frequency of exposure to traumatic material
- Caring for the most vulnerable in society
- Insufficient recovery time
- Poor or no supervision
- Isolation and systemic fragmentation
- Lack of systemic resources



Compassion Fatigue Trajectory

- **Zealot phase**
 - Keen, committed, enthusiastic, extra hours
- **Irritability phase**
 - Cut corners, avoid pt contact, mocking, daydream
- **Withdrawal phase**
 - Exhausted, clients become irritants, neglect (family, coworkers, clients, ourselves)
- **Zombie Phase**
 - Automatic pilot, disdain for clients, no compassion, no patience
- **Pathology and Victimization vs. Renewal and Maturation**
 - Overwhelmed, ill, leaving profession vs. transformation/resilience



Even Mother Teresa Understood Compassion Fatigue

- Recognized the effects
- Wrote in her plan to her superiors that it was MANDATORY for her nuns to take an entire year off from their duties every 4-5 years to allow them to heal from the effects of their care-giving work.



Put the oxygen mask on yourself before putting it on others...




Self-Care Strategies

- exercising
- allowing for self-reflection
- getting therapy
- Visiting with family and friends
- meditation
- taking time off
- eating right
- journaling
- mindfulness




More Self-Care Strategies

- Maintain personal/professional life balance
- Delegate – learn to say no; learn to ask for help at home and at work
- Have a transition ritual between work and home
- Get good, regular supervision or consultation
- Work at the level of your competence; attend workshops and professional training regularly
- Consider working part-time! What is your ideal schedule?





Action plan: MY self-care ideas




Provider Resilience Phone App

<https://itunes.apple.com/us/app/provider-resilience/id1200002923?mt=8>




Professional Quality of Life Scale (ProQol)

- Most commonly used measure of negative and positive affects of helping others who experience suffering and trauma
 - Measure of compassion satisfaction and fatigue
- Free tool
- 30-item self-report
- Used for over 15 years
- Available in multiple languages
- Available at: http://www.proqol.org/ProQol_Test.html



Self-Help Strategies to Avoid

- Blame others
- Ignore the problem
- Make big decisions
- Complain to coworkers
- Work harder and longer
- Self-medicate
- Neglect your needs, interests and desires
- Reduce leisure activities
- Unrealistic expectations
- Look for easy answers





Compassion Fatigue Coach



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