Compassion Fatigue & Compassion Satisfaction

Presented by The OSU Employee Assistance Program
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Goals

• STRESS!
• Learn concepts: Burn Out, Secondary Trauma, Compassion Fatigue, and Compassion Satisfaction
• Signs and symptoms
• Coping and Prevention
Stress...so what’s the big deal?!  

- Stress is a part of everyone’s life  
- Most of us usually go through it  
- Too much or too long, bad things happen
Types of Stress

Stress is a response to any change or impending change…

• Positive Stress/Eustress
• Chronic Stress
• Distress
How do you know you are stressed?

- Emotional feelings
  - Anger, irritable or frustrated
  - Overwhelmed, nervous, anxious
  - Can’t concentrate, memory problems
- Physical evidence
  - Elevated BP
  - Sick a lot; body aches & pain
- Social issues
  - Trouble relating at work or home
  - Can’t overcome difficulties at work or home
Effects of Chronic Stress

- Lowered immune function
- Anxiety and depression
- Changes in sleep patterns
- Poor decision making
- Short-term Memory problems

May lead to

Burnout & Compassion Fatigue
Burnout

A state of mental, physical, emotional and spiritual exhaustion resulting from long term involvement in emotionally demanding situations.

adapted from Ayala Pines & Elliott Aronson
Signs of burn out...

Ask yourself:

• Cynical or critical at work?
• Irritability or impatient with co-workers, etc.?
• Decrease in energy?
• Difficulty with focus and concentration?
• Feeling disillusioned about your job?
• Abusing use of food, drugs, or alcohol?
• Changes in sleep?
• Unexplained headaches, stomach or bowel problems, etc.
Secondary Traumatic Stress (STS)

The *indirect* trauma that can occur when we are exposed to difficult or disturbing images and stories second-hand

Signs of secondary traumatic stress…

• Hypervigilance
• Inability to embrace complexity
• Inability to listen (avoidance of clients, customers, patients)
• Anger and cynicism
• Sleeplessness
• Fear
• Chronic exhaustion; physical ailments
Compassion Fatigue

“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”.

-Dr. Rachel Remen
Signs of compassion fatigue…

- Emotional, mental, and physical exhaustion
- Reduced sense of personal accomplishment or meaning in work
- Decreased interactions with others (isolation and loss of morale)
- Depersonalization (symptoms disconnected from real causes)
- Loss of self-worth
- Self-identity and worldview is impacted
- More prone to Depression or PTSD
Is it Burnout, STS…?

Self Assessment

ProQOL: Professional Quality of Life Scale

Measures:
• Compassion Satisfaction
• Burnout
• Secondary Traumatic Stress

https://proqol.org/uploads/ProQOL_5_English_Self-Score.pdf
Compassion Satisfaction

Is the pleasure you derive from being able to do your work. (Meaning & Fulfillment)

- Perhaps you find pleasure to help others through what you do at work.
- You may feel positively about your colleagues.
- Your ability to contribute to the work setting or even the greater good of society through your work with people who need care.
Tips to increase Compassion Satisfaction…

1. Get Educated
2. Practice Self-Care
3. Set Emotional Boundaries
4. Engage in Outside Hobbies
5. Cultivate Healthy Friendships outside of work
6. Keep a Journal
7. Boost your Resiliency
8. Use Healthy Coping Skills
9. Identify Workplace Strategies***
10. Seek therapy/EAP

From: https://www.goodtherapy.org/for-professionals/business-management/human-resources/article/cost-of-caring-10-ways-to-prevent-compassion-fatigue
Additional Self Care & Coping Strategies

• Basic Necessities: Sleep, Nutrition, Exercise
• Plan some time off...rest/recharge
• Stay positive/accurate (daily affirmations)
• Manage boundaries (start/end time @ work)
• Do more of what you enjoy...SMILE, LAUGH!
• Spend time with those you most enjoy
• Learn how to say NO!
• Plan events/travel to look forward to
Self-Reflection

- Ask yourself, where are you...eustress, stressed, burned out, or compassion fatigue?
- How could you work on developing more Compassion Satisfaction?
- Plan one self-care activity for yourself today!!!
Meet Tess!

*Tess* is a mental health chatbot and available to provide emotional support, evidence-based education and delivers coping skills and strategies via text. Tess is available for employees and their families. Start a conversation by texting “Hi” to (415) 360-0023 – use the code “buckeyes” when prompted to begin talking with Tess.

To schedule an appointment with an EAP Counselor:

Request a counselor online (password: Buckeyes)

Email: EAP@osumc.edu

Phone: (800)-678-6265

These sessions are conveniently scheduled online therapy sessions, confidential and at no cost to you!
#BuckeyeBreak with OSU EAP

#BuckeyeBreak is a 30 minute virtual hang out with real-talk from you, your peers, and members of the EAP team. We’ll chat about what is helping you get through these days. Get real suggestions on how to deal with all that’s going on in a fun & productive environment.

Fridays @3pm
Register on Link to HEALTH
Mental Health Awareness

The OSU EAP offers a Mental Health Awareness training program to:

- Improve understanding about mental health
- Identify signs and symptoms of depression, anxiety, and substance abuse
- Learn warning signs of suicide
- How to support coworkers who may be experiencing mental health difficulties
- Learn about treatment and resources

To schedule a training and/or get more information, email EAP at: eap@osumc.edu
Resources & Citations:


https://www.healthline.com/health/eustress

https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/burnout/art-20046642

https://humanstress.ca/stress/what-is-stress/history-of-stress/


https://resiliencei.com/2017/08/benefits-learning-resilience/
Resources & Citations:


Self Assessment: ProQOL

https://proqol.org/Home_Page.php