



July's Care Management Monthly Webinar

Wednesday, July 19, 2023

CountyCare

A MEDICAID HEALTH PLAN

*Put on, your
Oxygen Mask first!*

Compassion Fatigue

for the Healthcare Providers





Aishling Dalton Kelly

CEO, Aishling Care Academy
Certified Nursing Assistant and Training School
CECM , CDP , CADDCT, CFRDT, CMDCPT

The Wise Owl | Observant Advocate



To obtain continuing education credit for this program, you must:



Sign-in on the
official sign-in
sheet



Provide your license
information
(Type and License
Number)



Return a completed
evaluation form at the
close of the event

How to find your License Number

1.
Go to
idfpr.illinois.gov/DPR.asp

2.
Navigate to
the 4th tab,
click on
Professional
Regulation

3. Go to
License
Look-up

4. Enter your
details: First
Name, Last
Name, and State
then click Search

Disclosures/Disclaimers

- There are no potential conflicts of interest contained in the information provided in this presentation.
- All material is the opinion of the presenters or cited to source and/or authority.
- Any products referred to during this presentation are for the sole purpose of example and should not be taken as product recommendation or endorsement.



Objectives

- Define “compassion fatigue”
- Identify causes, symptoms and risk factors for caregiver “burnout”
- Understand strategies to reduce stress

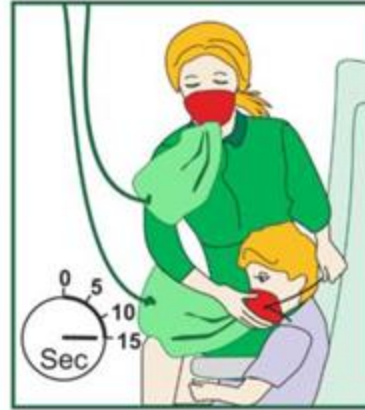
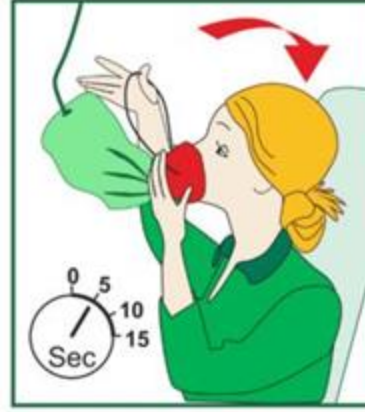
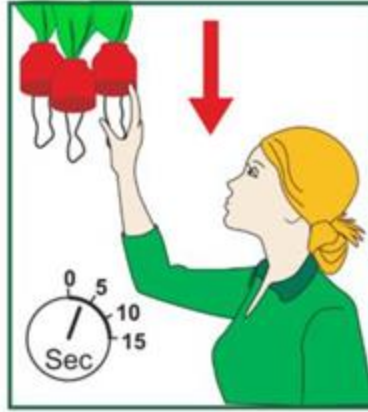


Introduction

“In the unlikely event of a loss of cabin pressure we ask you to please pull on your oxygen mask releasing the flow of oxygen and place the mask directly over your mouth and nose securing the strap around your head.

You must secure your own mask first before assisting anyone else”

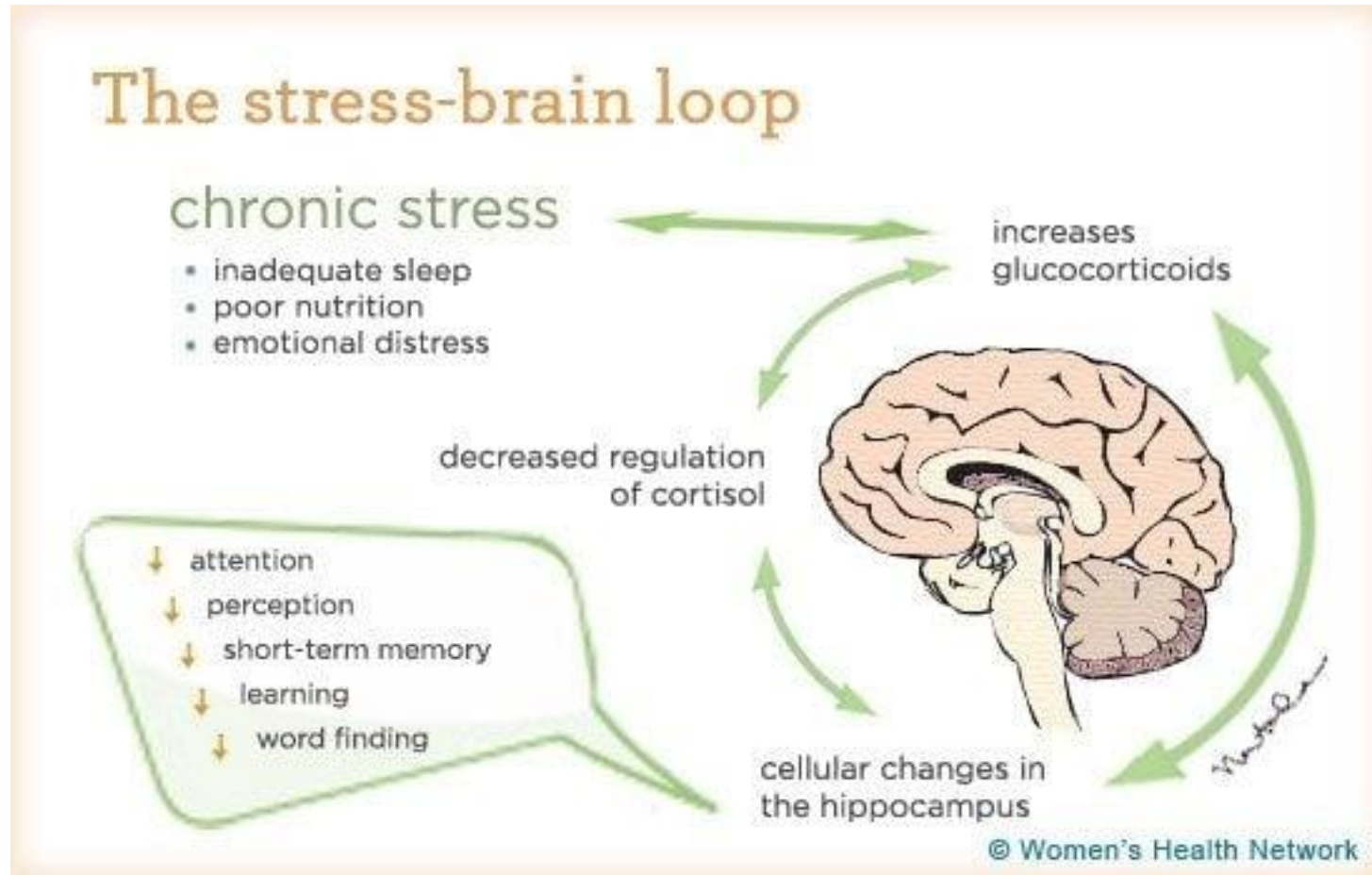




THE OXYGEN MASK PRINCIPLE

**YOU MUST TAKE
CARE OF YOURSELF
BEFORE YOU CAN DO
ANYTHING FOR
ANYONE ELSE.**

The Impact of Stress





Healthy Brain



Brain with Alzheimer's



- Learn how to switch on and off
 - Resilient workers know how to turn their feelings off when they go on duty
 - Coping strategy/maximum protection
 - Deep breathing when facing a difficult challenge



Caregivers are at risk for:

- Denial
- Anger
- Giving up
- Worry
- Sadness
- Exhaustion
- Sleeplessness
- Frustration
- Overload
- Failing Health



Compassion Fatigue defined

- Stress - The nonspecific response of people to any demand.
- Suffering - State of severe distress associated with events that threaten the person's status quo.
- Compassion - Deep awareness of the suffering of another coupled with the wish to relieve it.



- Compassion Fatigue - State of tension and preoccupation with the individual or combined stress/trauma. Natural consequence of caring for and helping traumatized or suffering people.
- Burnout - A type of psychological stress and is characterized by exhaustion, lack of enthusiasm and motivation, feelings of ineffectiveness, and also may have the dimension of frustration or cynicism, and as a result reduced efficiency.



Difference Between Compassion Fatigue & Burnout

Burnout

- Work setting focused
- Develops slowly
- Person becomes dispassionate
- Goals are not achieved
- Disconnects/ withdraws



Compassion Fatigue

- Relationship focused (patient/family)
- Occurs suddenly in response to distressing experience
- Emotional distress
- Tend to stay “engaged” with patient/family
- Continues to try to give more
- Imbalance between empathy and objectivity



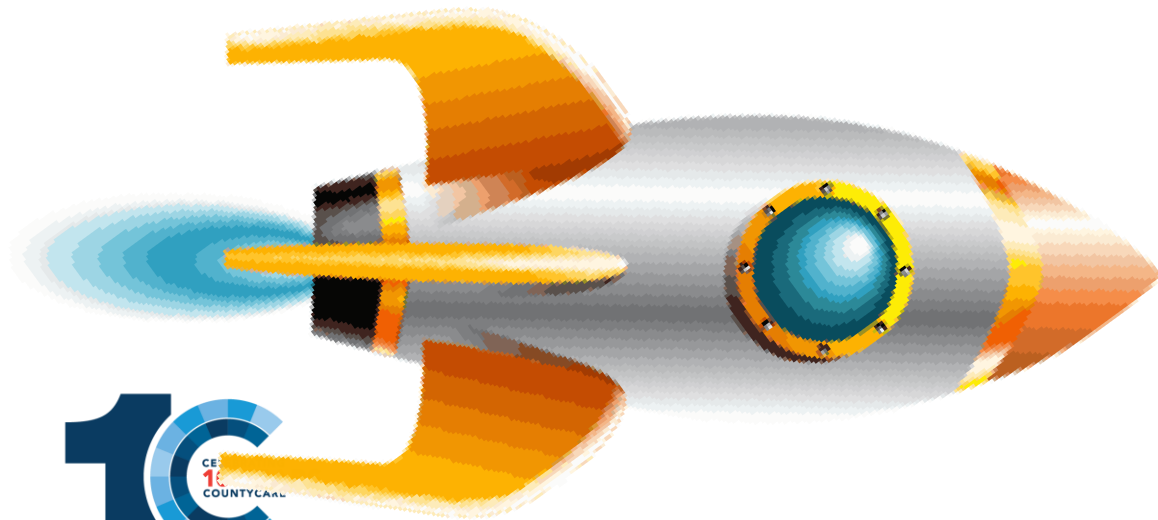
Caring too much can hurt



When caregivers focus on others without practicing self-care, destructive behaviors can surface.

A long list of symptoms associated with the secondary traumatic stress disorder now labeled:

Compassion Fatigue



Risk Factors for Compassion Fatigue

- Higher incidence in 8-hour shift work vs 12-hour shift work
- Nurses with more education and higher levels of certification run greater risk of Compassion Fatigue

BSN, CASE MANAGERS, CNS, MSN, DNSc, etc.



- Nurses who work in areas where patients may not return to their previous level of wellness (i.e.: oncology, trauma) are at higher risk.



- Areas where a longer-term relationship (dialysis, home care) are higher risk.



- Nurses who are “double-duty” caregiving: working as a professional caregiver & caregiving for family elders.



Signs & Symptoms

PHYSICAL

- Headaches
- Digestive problems (constipation, diarrhea)
- Cardiac issues (chest pain palpitations)
- Fatigue/ sleep problems
- Loss of strength
- Accident prone

WORK RELATED

- Increased absenteeism
- Expressing a desire to quit
- Tardiness
- Avoiding intense patient situations
- Decline in performance; errors, documentation issues

PSYCHOSOCIAL

- Apathy/sadness
- Anger/Irritability
- Depression/anxiety
- Mood swings
- Difficulty focusing/concentrating
- Feeling isolated



Physical

- Headaches



- Digestive problems



- Cardiac issues (chest pain palpitations)



- Fatigue/ sleep problems



- Loss of strength



- Accident prone



Psychosocial

- Apathy/sadness



- Anger/Irritability



- Depression/anxiety



- Mood swings



- Difficulty focusing/concentrating



- Feeling isolated



Work related

- Increased absenteeism



- Expressing a desire to quit



- Tardiness



- Avoiding intense patient situations



- Decline in performance; errors, documentation issues



**DO YOU SEE YOURSELF IN SOME
OF THE FOLLOWING WORDS?**



B	J	R	S	T	I	R	E	D	I
S	U	S	S	A	D	N	E	S	S
U	I	R	B	Q	G	H	L	W	O
F	T	A	N	G	R	Y	S	C	L
F	A	Q	W	O	Y	S	C	O	A
E	H	E	A	F	U	H	S	M	T
R	G	A	Q	O	O	T	K	E	E
I	F	A	T	I	G	U	E	O	D
N	A	S	T	R	E	S	S	E	D
G	A	N	X	I	E	N	T	Y	E

P	J	R	S	T	V	U	D	O	E
E	W	S	U	C	C	E	S	S	F
A	I	A	B	Y	G	H	P	W	F
C	T	V	P	A	L	I	O	C	I
E	A	P	G	A	O	Y	S	O	C
G	A	N	A	F	V	H	I	M	I
H	E	A	Q	O	E	G	T	F	E
K	I	N	D	C	D	S	I	O	N
C	A	N	I	U	Q	X	V	R	T
S	A	T	I	S	F	I	E	D	E

Communication is the key to success or failure of everything in life



Communication Quiz

- What percentage out of a 100 do your words carry?

7%

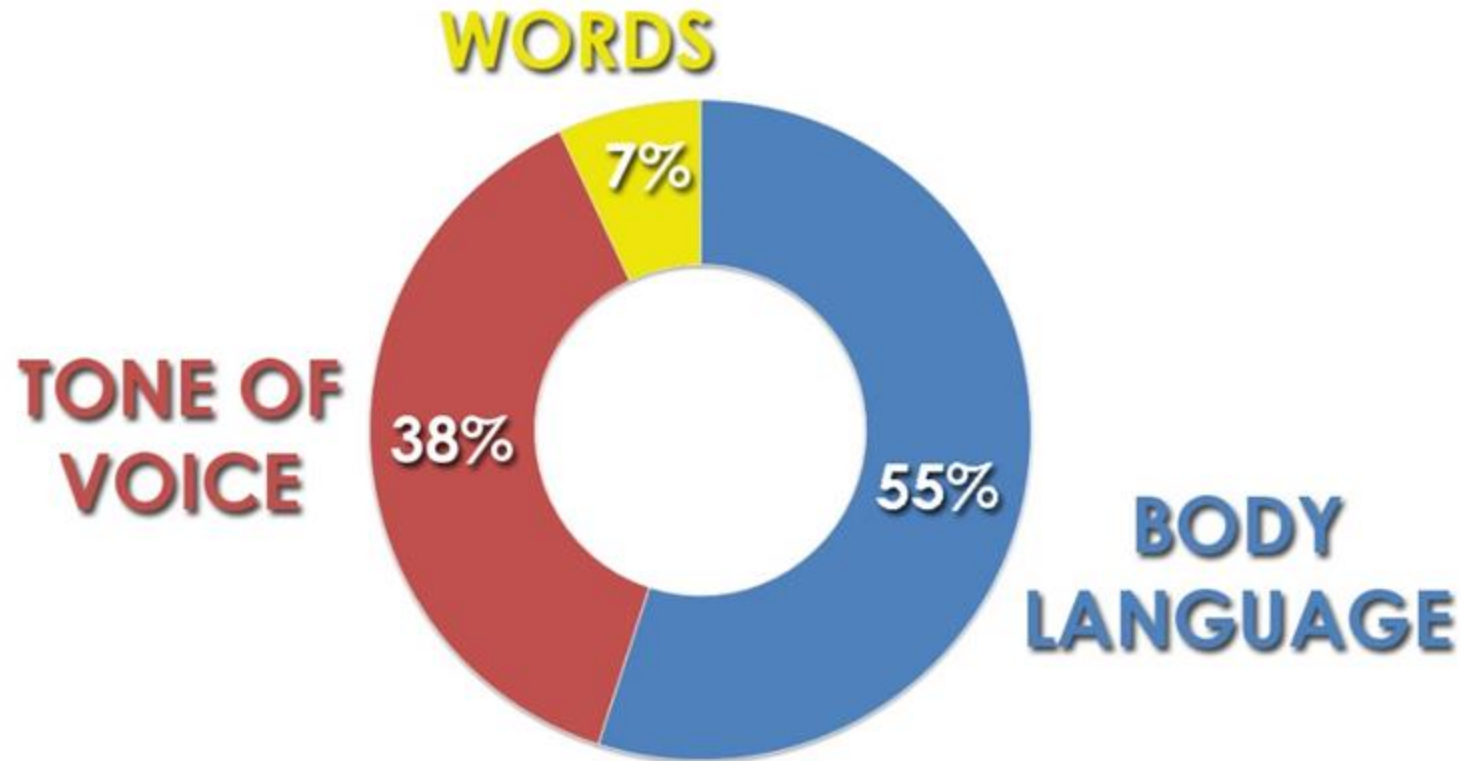
- What does your body language carry?

55%

- What percentage makes up your tone of voice?

38%

What Makes Up What We Hear



QUIZ 1: Listening Test

As a listener, how frequently do you engage in the following behaviors?

- Pretending to pay attention when you're really not interested.
- Passivity. You don't ask questions or ask for clarification when you don't understand something.
- You listen to the speaker's words but pay no attention to their feelings.
- You allow yourself to be easily distracted.
- You ignore facial expressions body language.



Listening Test

As a listener, how frequently do you engage in the following behaviors?

- Disregard conversation that is complex or contrary to your opinion.
- You daydream while someone is talking to you.
- You lack patience and are restless.
- You interrupt/try to dominate a conversation

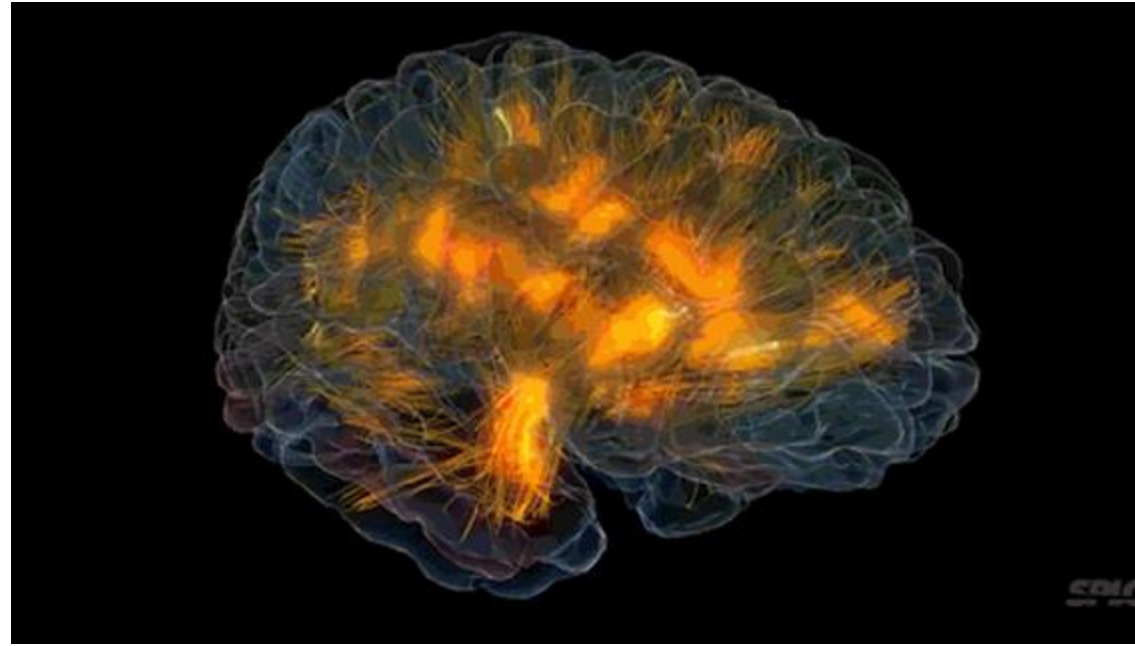


NEGLECT

Would you neglect others?

So therefore, why neglect yourself?

Lack of assistance and neglect can lead to malnutrition and dehydration amongst many other issues .



**What happens when you use
your brain a lot?**



Because multitasking “has been found to increase the production of the **stress hormone cortisol** as well as the fight-or-flight **hormone adrenaline**,” the human brain is simultaneously overloaded and overstimulated. In addition to the neurological consequences of overload, the psychological effects are just as severe.



What causes brain fog?

Brain fog is characterized by confusion, forgetfulness, and a lack of focus and mental clarity. This can be caused by overworking, lack of sleep, stress, and spending too much time on the computer.



Self Assessment Tool

When you take care of people you have direct contact with their lives. As you may have found, your compassion for those you take care of can affect you in positive and negative ways.

- On the next few slides are some questions about your experiences, both positive and negative, as a *Healthcare Provider*
- Consider each of the following questions about you and your current work situation.
- Select the number that honestly reflects how frequently you experienced these things in the *last 30 days*.



QUIZ 2: COMPASSION SATISFACTION AND COMPASSION FATIGUE

(PROQOL) VERSION 5 (2009)

ANSWER: YES/NO

1. I am happy.
2. I am preoccupied with more than one person I take care of .
3. I get satisfaction from being able to take care of people.
4. I feel connected to others.
5. I jump or am startled by unexpected sounds.



ANSWER: YES/NO

6. I feel invigorated after working with those I take care of .
7. I find it difficult to separate my personal life from my life as a *[Healthcare Provider]*.
8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I take care of .
9. I think that I might have been affected by the traumatic stress of those I take care of .
10. I feel trapped by my job as a *[Healthcare Provider]*.



ANSWER: YES/NO

- 11. Because of my *[helping]*, I have felt "on edge" about various things.
- 12. I like my work as a *[Healthcare Provider]*.
- 13. I feel depressed because of the traumatic experiences of the people I take care of.
- 14. I feel as though I am experiencing the trauma of someone I have *[helped]*.
- 15. I have beliefs that sustain me.



ANSWER: YES/NO

16. I am pleased with how I am able to keep up with caring techniques and protocols.

17. I am the person I always wanted to be.

18. My work makes me feel satisfied.

19. I feel worn out because of my work as a *[Healthcare Provider]*.

20. I have happy thoughts and feelings about those I take care of and how I could help them.



ANSWER: YES/NO

21. I feel overwhelmed because my case [work] load seems endless.

22. I believe I can make a difference through my work.

23. I avoid certain activities or situations because they remind me of frightening experiences of the people, I take care of .

24. I am proud of what I can do to care for patients.

25. As a result of my work, I have intrusive, frightening thoughts.



ANSWER: YES/NO

26. I feel "bogged down" by the system.

27. I have thoughts that I am a "success" as a *[Healthcare Provider]*.

28. I can't recall important parts of my work with trauma victims.

29. I am a very caring person.

30. I am happy that I chose to do this work.



Scoring

Complex scoring system

- Compassion Satisfaction
- Burnout
- Secondary Traumatic Stress



See scoring grid on handout to determine your personal scores.

Compassion Satisfaction

- Compassion satisfaction is about the pleasure you derive from being able to do your work well.
- For example, you may feel like it is a pleasure to help others through your work. You may feel positively about your colleagues or your ability to contribute to the work setting or even the greater good of society. Higher scores on this scale represent a greater satisfaction related to your ability to be an effective caregiver in your job.



Compassion Satisfaction

- The average score is 50 (SD 10; alpha scale reliability .88). About 25% of people score higher than 57 and about 25% of people score below 43. If you are in the higher range, you probably derive a good deal of professional satisfaction from your position.
- If your scores are below 40, you may either find problems with your job, or there may be some other reason—for example, you might derive your satisfaction from activities other than your job.

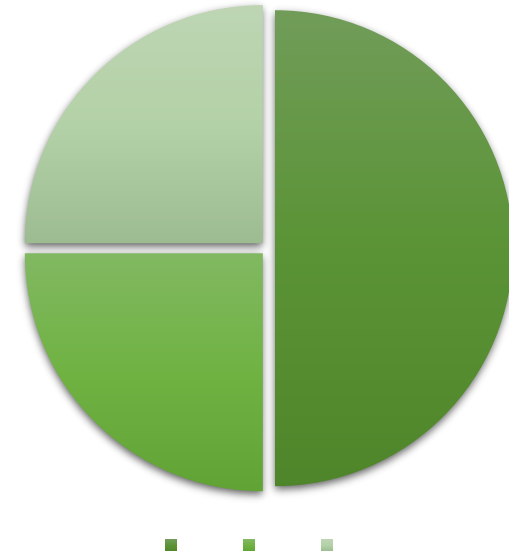
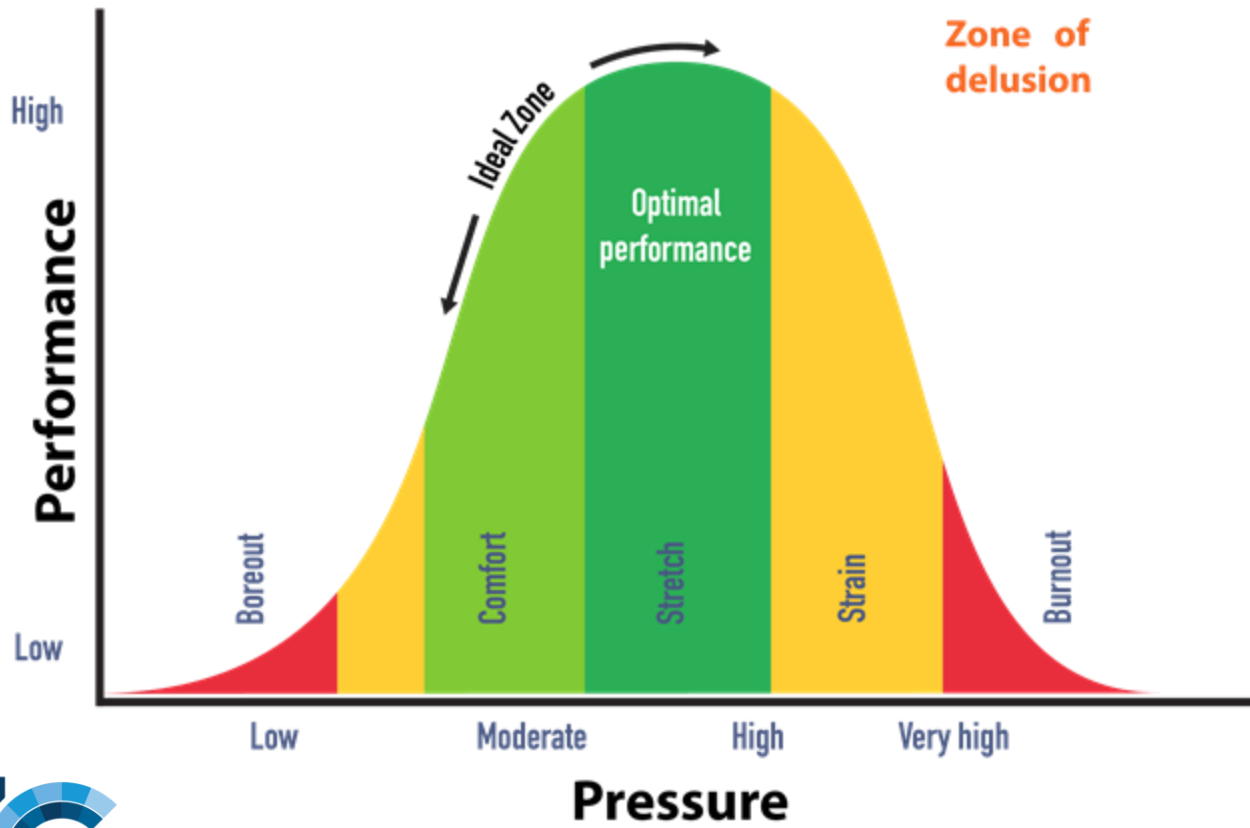


Burnout

- Most people have an intuitive idea of what burnout is. From the research perspective, burnout is one of the elements of Compassion Fatigue (CF). It is associated with feelings of hopelessness and difficulties in dealing with work or in doing your job effectively.
- These negative feelings usually have a gradual onset. They can reflect the feeling that your efforts make no difference, or they can be associated with a very high workload or a non-supportive work environment. Higher scores on this scale mean that you are at higher risk for burnout.



Burnout Scale

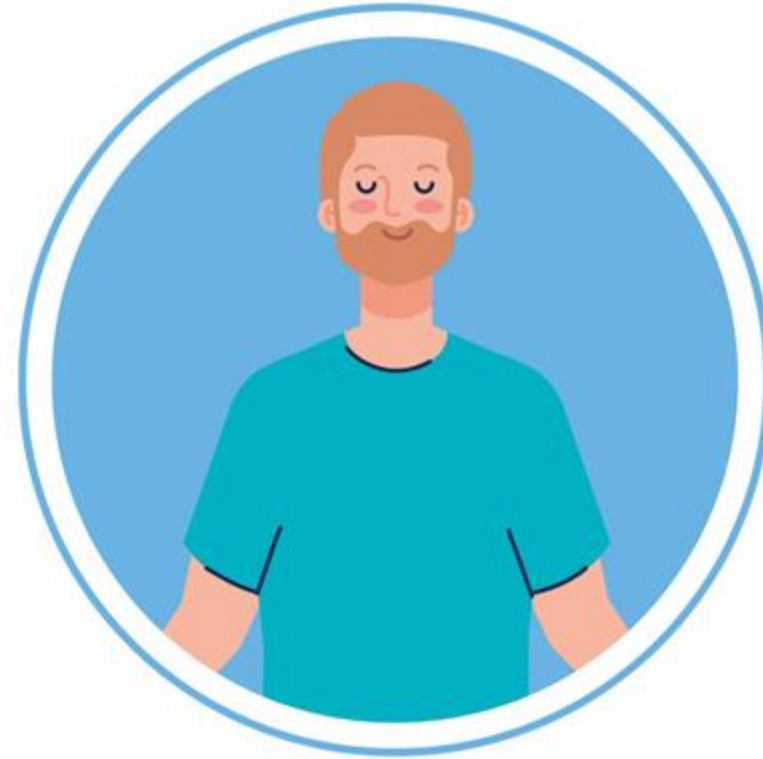


Secondary Traumatic Stress

- The second component of Compassion Fatigue (CF) is secondary traumatic stress (STS). It is about your work related, secondary exposure to extremely or traumatically stressful events.
- Developing problems due to exposure to other's trauma is somewhat rare but does happen to many people who care for those who have experienced extremely or traumatically stressful events.



Close your Eyes and Listen



Case Study

- Jennifer is a 45-year-old RN in the telemetry unit at a large urban hospital.
 - RN for 20 years, last 5 on this unit
- Currently caring for Mr. Andrews, 88-year-old widower, transferred from ICU to telemetry with AMI (Acute Myocardial Infarction/Heart Attack)
 - He has a history of diabetes and a recent diagnosis of stage IV lung cancer
 - Refusing treatment for cancer



- Son and daughter disagree and want him to pursue aggressive treatment. They argue loudly at every visit, even when others are in the room
- Psychiatric consult has been completed and Pastoral Care has met with patient & family
- Jennifer supports Mr. Andrews' decision and resents his family's interference
- This is the 4th time in the past month that Jennifer has been caring for a patient with emotional family issues.



- On her way to work, Jennifer found herself dreading her shift
- Realizes that for the last few weeks, she has been more tired than usual, has had a persistent headache and has been irritable with friends and family



- She has not spent much time with friends recently, claiming to be too tired and has stopped going to the gym
- When she arrives at work, she discovers that she has been assigned to Mr. Andrews (continuity of care) and begins to cry.



Questions to Ponder

- What's going on with Jennifer?
- Can you identify risk factors, signs and symptoms?
- What would you do in this case?
 - As the RN
 - As her boss





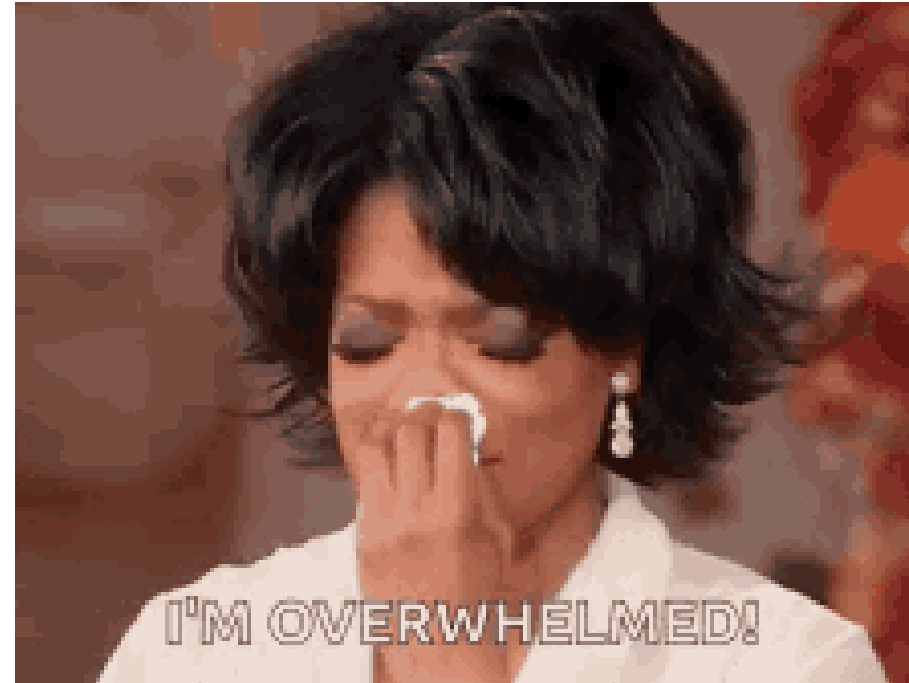
The Path to Wellness



- Once you realize that you are a candidate for compassion fatigue, or are already suffering its effects, exploring this new awareness can lead to insights concerning past traumas, pain, and defeating behaviors.

The Path to Wellness

- A common and understandable coping mechanism in care giving is to simply stuff the overwhelming emotions that surface repeatedly in your work.
 - How else can you keep going? Eventually, those emotions refuse to be ignored. All too often, psychological and physical crisis occurs.



The Path to Wellness

- With support, insightful information, and authentic self-care, you can begin to understand the complexity of the emotions you've been juggling and, most likely, suppressing.
 - Most people never take the time to understand how caregiving affects them emotionally.
 - Give yourself credit for moving forward and affecting change. Your hard work will pay off.





Communication is the key to success or failure of everything in life





Authentic and Sustainable Self Care Begins With You

- Be kind to yourself.
- Enhance your awareness with education.
- Accept where you are on your path at all times.
- Understand that those close to you may not be there when you need them most.



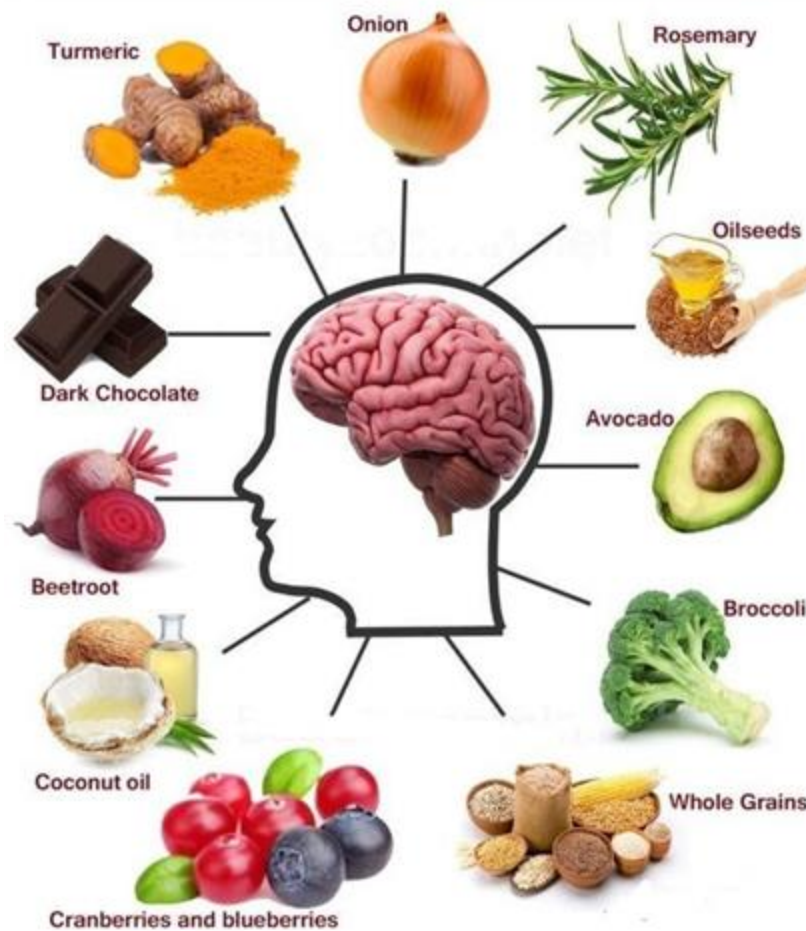
- Exchange information and feelings with people who can validate you.
- Clarify your personal boundaries. What works for you; what doesn't.
- Express your needs verbally.
- Take positive action to change your environment.





How can we maximize
unlock our brain's capacity?

11 Foods to Improve Brain Function



Caring for Yourself in the Face of Difficult Work

1. Get enough sleep
2. Get enough to eat
3. Do some light exercise
4. Vary the work you do
5. Do something pleasurable



6. Focus on what you did well
7. Learn from your mistakes
8. Share a private joke
9. Pray, meditate or relax
10. Support a colleague



Conclusion

It is important to understand what compassion fatigue is and to be aware of the risk factors

Self awareness and honest self inventory/checks should be part of every healthcare providers toolbox

Understand and implement self care activities to decrease risk





SELF AWARENESS

Are you checking in
with yourself?



DO I NEED HELP?



HOW DO I GET THAT HELP?



1. Am I completely being honest with myself?
2. Am I communicating my needs clearly?
3. Am I Heard?
4. Am I advocating myself?
5. Am I practicing self care?



How does the world see you?
How do you stand out & Stand
Up ?



**"A problem
shared is a
problem
halved"**

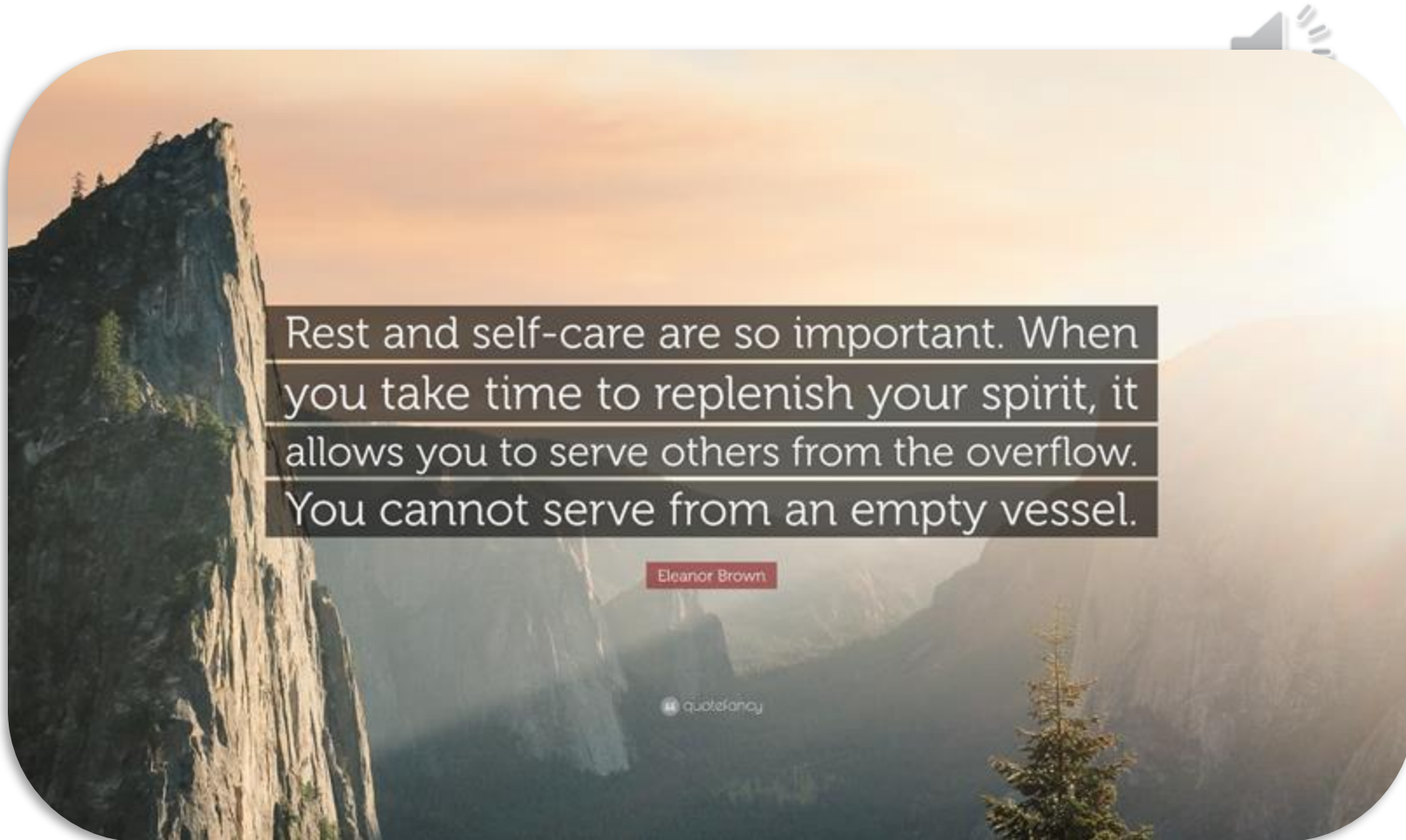
**If you don't ask, you will
never receive**



Be deliberate, be noticed,
be heard!
Because...

You are
WORTH IT!





Rest and self-care are so important. When you take time to replenish your spirit, it allows you to serve others from the overflow. You cannot serve from an empty vessel.

Eleanor Brown

quotezany

References

- Goodman, S. (2016). Caregivers beware! The impact of caregiver stress. *Aging Today*, March-April, 2016.
- Johnson, G. (2016). A reminder to professional and family caregivers. *Self Care*, Fall 2016, p. 11-13.
- Saver, C. (2013). Compassion fatigue: when caring hurts. *Nurse.com*, September 2013.
- Smith, P. (2009). Healthy caregiving. Compassion Fatigue Awareness Project. <http://www.compassionfatigue.org/index.html>
- When caregivers stress out. (2011). *Practical Nursing*, May 2011.



ANY QUESTIONS?





THANK YOU!

Go raibh maith agat!

“Educating with purpose, passion and pride.”

Aishling Dalton Kelly

CEO, Aishling Care Academy
Certified Nursing Assistant and Training School
CECM , CDP , CADDCT, CFRDT, CMDCT

The Wise Owl | Observant Advocate



Announcements

- Next webinar is August 16th , 2023!
- Slides posted on CountyCare Care Coordination Webpage:
 - <http://www.countycare.com/carecoordination>
- Have feedback? Please share..
 - <https://redcap.link/23k1fzzb>

Please email questions/concerns: raphael.daniels@cookcountyhealth.org



