

Saving Pieces of Me

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Attaining the Benefits of Compassion Satisfaction:

Serene,

Peaceful,

Marvelous

Learning Objectives

1. *Explore & identify the negative & positive effects of stress and compassion fatigue*
2. *Recognize the physical, emotional, mental & spiritual effects of compassion fatigue*
3. *Develop a daily self-care program*

STRESS



- Any influence that interferes with normal functioning of a person and produces some internal strain or tension. Social Work Dictionary

- A pressure or tension exerted on a person
Oxford Dictionary & Thesaurus

Over

Achiever

Worked

Whelmed

Wrought

Blown

Board

Come

Over

Stimulated

Indulge

Weight

Burdened

Critical

Sensitive

Anxious

Extended (mental & physical)

UNDER

Weather

Ground

Cut

Neath

Rated

Paid

Privileged

UNDER

Stated

Mined

Nourished

Valued

Exercised

Done

Water

COMPASSION

FATIGUE 

Compassion Fatigue

“A state of tension & 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 event
- Persistent arousal”

Charles R. Figley

A deep physical, emotional
and spiritual exhaustion
accompanied by acute
emotional pain.

JH Pfiffering, PhD & M Gilley, MS

Burnout

“Burnout, or cumulative stress, is the state of physical, emotional, and mental exhaustion caused by a depletion of ability to cope with one’s environment resulting from our responses to the on-going demand characteristics (stress) of our daily lives.” Figley

YES OR NO

YES OR NO

- Personal concerns commonly intrude on my professional role.
- My colleagues seem to lack understanding.
- I find even small changes enormously draining.

YES OR NO

- I can't seem to recover quickly after association with trauma.
- Association with trauma affects me very deeply.
- My patients' stress affects me deeply.

YES OR NO

- I have lost my sense of hopefulness.
- I feel vulnerable all the time.
- I feel overwhelmed by unfinished personal business.

Fight or Flight

- Survival strategies that:
 - Evolved to enhance maximum survival
- Acute stress responses

History

1981: Term introduced - U.S. document on immigration policy

1982: “Secondary Victimization” Figley

1983: “Secondary Traumatic Stress” Figley

1990s: “Homeless Problem” news media

1992: “Nurses dealing with hospital emergencies” Johnson

“Cost of Caring” people facing
Emotional pain Wikipedia

Compassion Fatigue by any other name...

A Soldier's Heart – Civil War

Shell-Shock – World War I

Combat Exhaustion/A-Bomb
disease/Survivor Syndrome – World War II

Post Traumatic Stress Syndrome - Vietnam

Compassion Fatigue and Burnout

Three-fourths of workers stated that
Compassion Fatigue was the principal
driver of employee turnover

2006 Survey of U.S. Workers by Career Builder.com

Signs & Symptoms

Abusing drugs, alcohol, food

Angry

Blaming others

Chronic lateness

Exhaustion: physical/emotional

High self-expectations

Low self-esteem

Hopelessness

Inability to maintain balance
of empathy & objectivity

Increased irritability

Work-alcoholism

Effects



Shock

Depression

Sadness

Fatigue

Frequent colds and Flu

Minor accidents

Sleep disturbance

Dreams – you become the victim

Reminders of past trauma Berah, Jones, & Valent (1984)

Pessimistic

Cynical

Irritable

Prone to anger

Less productive

Problems with personal relationships

Withdraw socially

Secretive self-medication/addiction

Increased vigilance with safety

Question professional competence & effectiveness (American Bar Association)

BURNOUT

“syndrome of emotional exhaustion,
depersonalization

and reduced personal accomplishment
that can occur among individuals who do
people work of some kind”

Maslach & Jackson (1986)

“Feelings of emotional numbing

Loss of ability to feel & ‘care’ for the problems of those being helped

Trouble sleeping & concentrating

Jumping & easily startled (Raphael, Meldrum, & Donald, 1993)

CF & Burnout

Compassion Fatigue

Burnout

Care too much

Apathy

Angry

On-job frustration

Overwhelmed with others' pain

More responsibilities than control

TRY HARDER

GIVE UP

COMPASSION

SATISFACTION

COMPASSION

A FEELING OF SYMPATHY LEADING TO A
DESIRE TO HELP OTHERS WHO
EXPERIENCE SUFFERING OR HARDSHIP.

(Social Work Dictionary)

SATISFACTION

Gratification

Comfort

Delight

Joy

Pleasure

Happiness

Fulfillment

Contentment

Recovery



DON'TS

Go on a shopping spree

Look for a new job, buy a new car, get a divorce or have an affair

Fall into the habit of complaining with your colleagues

Self-medicate

Blame others

Work harder & longer

Hire a lawyer

Neglect your own needs

Recovery



DOS

Find someone to talk to

Understand that the pain you feel is
NORMAL

Start exercising & eating properly

Get enough sleep

Take some time off

Develop interests outside of work

Identify what's important to you

Treatment

Understand Compassion Fatigue

Periodic Self assessment

Debrief – talk with colleague

Balance workload

Maintain healthy relationships

Seek professional assistance

Put a plan for change in place

Self-care (American Bar Association)

Self-care



Take time for yourself every day

Delegate work – ask for help

Rebalance workload

Join a supervision/peer support group

Learn to say **NO** 'moore' often

Transition from work to home

Access trauma inputs (client's stories, etc.)

Start a self-care idea collection

Learn 'moore' about compassion
fatigue

Attend workshops & professional
training regularly

HUMOR

Exercise

DF. Mathieu, M Ed., CCC, Compassion Fatigue Specialist

change

Thought

Patterns

Keep a gratitude journal

Imagine losing something,
(e.g. vision), to spur your
sense of appreciation

Share positive feelings

Give yourself credit

Go easy on yourself

Look for the silver lining

Develop a positive internal
dialogue

Associate with positive
people

Seek help from a mental
health professional

Dr. Fava, "Mind, Mood &

Memory " (Massachusetts General Hospital November 2012)

Attitude

of

Gratitude

Let Go

Forgive yourself

“Accentuate the positive

Eliminate the negative

Latch on to the affirmative

Let go of *Mister In-Between*” (Johnny Mercer &
Harold Arlen)

Resources

Figley Institute:

<http://www.figleyinstitute.com>

Compassion Fatigue Awareness Project:

<http://www.compassionfatigue.org/>

Beth Stamm, ProQOL5:

<http://www.isu.edu>

<http://www.proQOL.org>

References

- American Bar Association
- Figley, Charles R. editor. "Treating Compassion Fatigue," 2002
- Mathieu, Françoise. M Ed., CCC, Compassion Fatigue Specialist
- Pfifferling, John-Henry, PhD, and Gilley, Kay, MS. *Family Pract. Manag.* 2000 Apr,7(4):39-44.

References, Continued

- Berah, Jones, & Valent (1984)
- Dr. Fava, “Mind, Mood & Memory “
(Massachusetts General Hospital November 2012)
- Maslach & Jackson (1986)
- Raphael, Meldrum, & Donald, 1993
- 2006 Survey of U.S. Workers by Career
Builder.com

References, Music

- Bach, “Air for the G Strings”
- Brahms, “”Waltz #15”
- Chopin, “Etude in G-Flat (Black Keys)”
- Maschwitz-Sherwin, “A Nightingale Sang in Berkeley Square”
- Maxwell, “Ebb Tide”
- Mendelssohn, “On Wings o Song”