

SESSION II

Become a **VCU** Gerontologist

GRTY 692
Compassion Fatigue
A Five-week Course

Instructor: E. Ayn Welleford, MS (Gerontology), PhD, AGHEF

1

MIND DUMP

PARKING LOT BE HERE NOW

Before we get started please take out a piece of paper. Draw a line down the center. On the left side write Parking Lot. On the right side write Be Here Now. On the **Parking Lot** side write down all the things swirling in your mind that you need to remember to do but not right now (shopping list, friends to reach out to). On the **Be Here Now** side write down the things that are on your mind about tonight's class (topics of interest, questions you have, ideas to share).

Take this moment to come into this learning space.

2

<h2>Course Description</h2>	<p>The purpose of this seminar course is to explore Compassion Fatigue including <i>definitions, multidimensional risk factors and interventions</i> currently discussed in the literature.</p> <p>We will take a strengths-based approach to developing practices to build Compassion Satisfaction in response to personal, professional and organizational risk factors.</p> <p>The 4D Appreciative Inquiry process to Discover, Dream, Design, and Deliver will serve as a lens for this course.</p>
-----------------------------	--

3

COURSE INSTRUCTOR



E. Ayn Welleford, MS (Gerontology), PhD, AGHEF
Associate Professor
Gerontologist for Community Voice
Co-Lead, Longevity Project for a Greater Richmond (formerly Greater Richmond Age Wave Coalition)
Department of Gerontology
College of Health Professions
Virginia Commonwealth University

4

Course Objectives

1 Week 1 Compassion Fatigue: What is it? What does it look like? Why does it matter?	2 Week 2 Compassion Fatigue: Risk Factors: Personal, Professional, Organizational	3 Week 3 Building Compassion Satisfaction: Honoring Self through Awareness and Connection	4 Week 4 Building Compassion Satisfaction: Honoring the Work through Meaning & Purpose	5 Week 5 Building Compassion Satisfaction: Honoring Others through Appreciative and Compassionate Communities
--	---	---	--	---

5

WEEK 2 AGENDA

Parking Lot/Mind Dump

Welcome & Review

Compassion Fatigue
Risk Factors: Personal, Professional, Organizational

Practice Pause

Discussion—Appreciative Approach to Compassion Satisfaction: Discover!

Wrap up

6

POLL

Compassion Fatigue and Burnout are two names for the same thing?

- Yes, they are synonymous
- No, they are different

7

**Compassion Fatigue:
What is it? What does it look like? Why does it matter?**

Burnout (BO) and Secondary Traumatic Stress (STS) are related to CF, both are precursors, but they are two distinct outcomes of exposure arising from separate failed survival strategies.

Burnout (BO)	Secondary Traumatic Stress (STS)
BO arises from an assertiveness-goal achievement response and occurs when an individual cannot achieve their goals and results in frustration, a sense of loss of control, increased willful efforts, and diminishing morale" (Stamm, 2010, Valent, 2002). BO is often thought of as a "resource shortage".	STS arises from a rescue-caretaking response and occurs when an individual cannot rescue or save someone from harm and results in guilt and distress (Valent, 2002). STS often appears as rumination or preoccupation with one patient, client, or incident.

8

POLL

Compassion Fatigue and Compassion Satisfaction cannot be experienced together.

- True
- False
- Not sure

9

Compassion Fatigue:
What is it? What does it look like? Why does it matter?

BO and STS lead to CF if the symptoms are not mediated by a third, equally important part of the picture:
Compassion Satisfaction (CS)

COMPASSION SATISFACTION (CS)	CS and CF	RESILIENCE
CS is the joy, purpose, and meaning derived from one's work (Flarity, 2016)	CS and CF can be seen as the positive and negative consequences of working with individuals who have experienced or are currently experiencing trauma or suffering (Stamm, 2010)	Because of the important mediating role of CS in reducing or preventing CF, building resilience, self efficacy and meaning making are essential to the transformation from negative to positive aspects (Stamm, 2010, Jones-Fairlie 2008, Caring, Pearlman, 2009, Cocker, 2016). Resiliency is an individual's strengths and resources, both internal and external protective factors that help a person to recover from, or succeed despite adverse circumstances (Gentry et al., 2010)

10

Compassion Fatigue
Risk Factors: Personal, Professional, Organizational

11

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for Compassion Fatigue?

- Personal
- Professional/Work Roles
- Organizational/Environment
- Triggering Factors

12

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for 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."

Remen, 1996

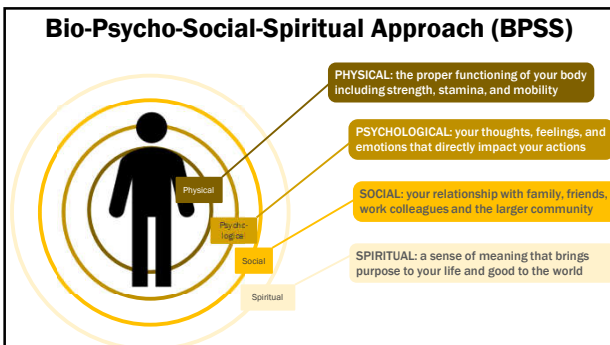
13

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for Compassion Fatigue?

It is fair to say that we are all at risk for Compassion Fatigue. However, we are not all at equal risk. As the quote above suggests, the simple act of being in relationship with another brings both positive and negative results of caring. Just as the signs and symptoms of CF are multidimensional, so are the risk factors. A person may possess individual traits or experiences that result in greater risk. There are professional or work role risk factors and there are also organizational risk factors all creating a complex dynamic of risks for CF. Just as the risk of CF is not one size fits all, neither are the opportunities measures and strategies for prevention.

14

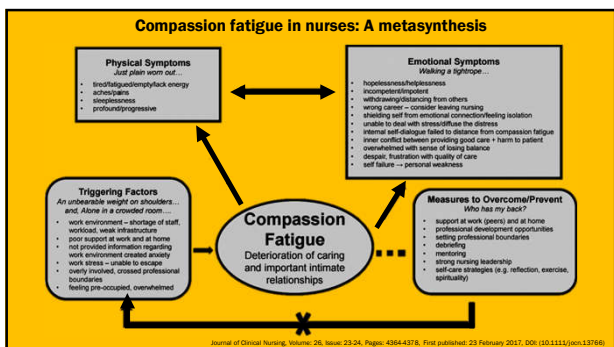


15

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Walkability	Higher education			
Support					

Health Outcomes
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

16



17

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for Compassion Fatigue?

An individual who possesses the following traits may be at greater risk for Compassion Fatigue.

- overly conscientious
- perfectionists
- self-giving
- low levels of social support
- high levels of stress in personal life
- histories of trauma that led to maladaptive coping skills, such as bottling up or avoiding emotions
- heightened sensitivity to people and the environment
- sense of isolation

(Meadors et al, 2008, O'Connor, 2001, Figley, 1995).

18

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for Compassion Fatigue?

Professional/Work Roles Risk Factors

Experiencing the following feelings in one's work or professional role may increase the risk for Compassion Fatigue.

- Tendency to put others' needs before one's own
- Need to control their emotions when faced with clients' trauma and intense emotions.
- job as Identity
- No "off switch" The feeling of needing to "be on" or "performing"

(O'Connor, 2001, Norcross, Guy, Laidig, 2007)

19

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for Compassion Fatigue?

Organizational/Environmental Risk Factors

Working in an organization or environment which possesses or promotes the following characteristics may increase the risk for Compassion Fatigue.

- A "culture of silence"
- Lack of awareness of symptoms and poor training
- Challenging client behaviors.
- Lack of therapeutic success (or lack of demonstrated impact)
- Demands of paperwork and administrative duties
- "We are our jobs" and are unable to leave our jobs at the end of the day.

(Meadors et al, 2008, Norcross, Guy, & Laidig, 2007)

20

Compassion Fatigue:
What is it? What does it look like? Why does it matter?

Triggering Factors

An unbearable weight on my shoulders..."

"Alone in a crowded room..."

Work environment - shortage of staff, workload, weak infrastructure (Organizational)*

Poor support at work and at home (Personal & Organizational)

Not provided information regarding work environment created anxiety (Organizational)

Work stress - unable to escape (Professional, Organizational)

Overly involved, crossed professional boundaries (Personal, Professional)

Feeling pre-occupied, overwhelmed (Personal, Professional, Organizational)

(Nolte et al, 2017)

* I have identified these triggering factors as Personal, Professional, Organizational so we can address them separately later on. They were not identified this way by the authors.

21

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for Compassion Fatigue?

"The most insidious aspect of compassion fatigue is that it attacks the very core of what brings helpers into this work: their empathy and compassion for others." (Figley, 1995)

22

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for Compassion Fatigue?

APA Annual Stress Survey Stress increase since COVID in the US
www.apa.org/news/press/releases/stress/2020/report

The Harris Poll conducted this survey on behalf of APA from April 24 to May 4, 2020; the online survey included 3,013 adults age 18+ who reside in the United States.

The average reported stress level for U.S. adults related to the coronavirus pandemic is **5.9**.

When asked to rate their stress level in general, the average reported stress for U.S. adults is **5.4**.

This is significantly higher than the average stress level reported in the 2019 Annual Stress in America survey, which was **4.9**, and marks the first significant increase in average reported stress since the survey began in 2007.

23

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Who is at risk for Compassion Fatigue?

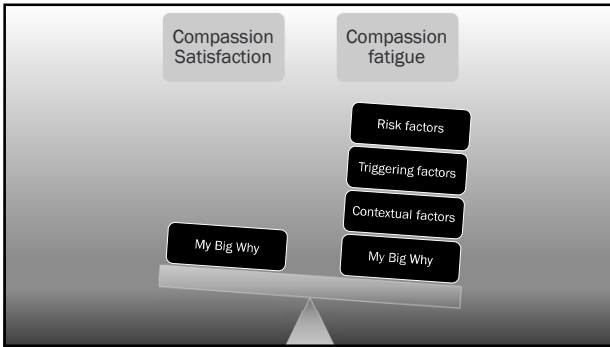
"There is a pervasive form of modern violence to which the idealist... most easily succumbs: activism and over-work. The rush and pressure of modern life are a form perhaps the most common form, of its innate violence.

To allow oneself to be carried away by the multitude of conflicting concerns, to surrender to too many demands, to commit oneself to too many projects, to want to help everyone in everything is to succumb to violence.

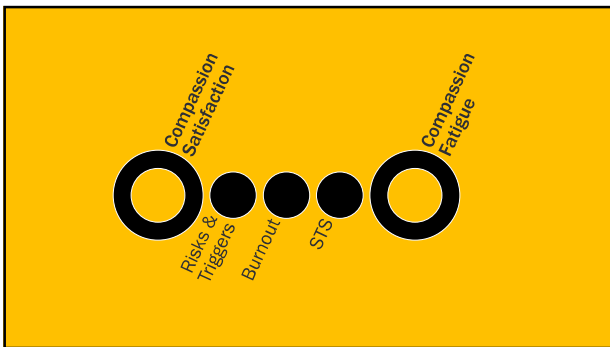
The frenzy of the activist neutralizes his (or her) work... It destroys the fruitfulness of his (or her) work, because it kills the root of inner wisdom which makes work fruitful."

Thomas Merton

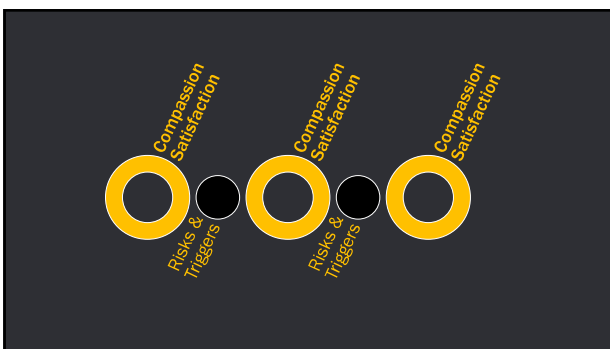
24



28



29



30

Compassion Fatigue: An Appreciative Approach to Building Compassion Satisfaction

4Ds: Discover, Dream, Design, Deliver



31

Compassion Fatigue: An Appreciative Approach to Building Compassion Satisfaction

4Ds of Appreciative Inquiry:
Discover, **D**ream, **D**esign, **D**eliver

www.youtube.com/watch?v=7RpfFIFC5ss

32

Compassion Fatigue: An Appreciative Approach to Building Compassion Satisfaction

ONE WORD:
Discover!

What does Compassion Satisfaction look like for YOU?

33

Compassion Fatigue:
Risk Factors: Personal, Professional, Organizational

Wrap-up/Take-away Points

34

Compassion Fatigue:
What is it? What does it look like? Why does it matter?

1	2	3	4	5
Week 1 Compassion Fatigue: What is it? What does it look like? Why does it matter?	Week 2 Compassion Fatigue: Risk Factors: Personal, Professional, Organizational	Week 3 Building Compassion Satisfaction: Honoring Self through Awareness and Connection	Week 4 Building Compassion Satisfaction: Honoring the Work through Meaning & Purpose	Week 5 Building Compassion Satisfaction: Honoring Others through Appreciative and Compassionate Communities

Questions: Email me at ewellefo@vcu.edu

35

VCU
College of Health Professions
Gerontology

CONNECT!

Be sure to "like" us on Facebook
www.facebook.com/vcugerontology
 Twitter
 Instagram

(804) 828-1565

agingstudies@vcu.edu

<https://gerontology.chp.vcu.edu/>

36
