

Become a **VCU** Gerontologist

BE OLD

BE BOLD

BE BLACK AND GOLD

# GRTY 692

# Compassion Fatigue

*A Five-week Course*

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



# 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 today's session (topics of interest, questions you have, ideas to share).

**Take this moment to come into this learning space.**

# Course Description

The purpose of this seminar course is to **explore Compassion Fatigue** including *definitions, multidimensional risk factors and interventions* currently discussed in the literature.

We will take a strengths-based approach to developing practices to build **Compassion Satisfaction** in response to personal, professional and organizational risk factors.

The **4D Appreciative Inquiry process** to Discover, Dream, Design, and Deliver will serve as a lens for this course.

# 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

# Course Objectives



## **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

# WEEK 4

## AGENDA

Parking Lot/Mind Dump

---

Welcome & Review

---

**Building Compassion Satisfaction: Honoring the Work through Meaning & Purpose**

---

Practice Pause

---

Discussion—**4Ds Appreciative Approach to Compassion Satisfaction**

---

Wrap up

---

# POLL

**Compassion Fatigue is caused by lack of resources in our environment.**

☐ True

☐ False

☐ Somewhat

# POLL

**Nolte's research recommends a mix of self care strategies and support from others and our environment to reduce Compassion Fatigue.**

☐ True

☐ False

☐ Not sure



# Compassion Satisfaction

What is it?

# From Session 1: 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 is the joy, purpose, and meaning derived from one's work (Flarity, 2016)

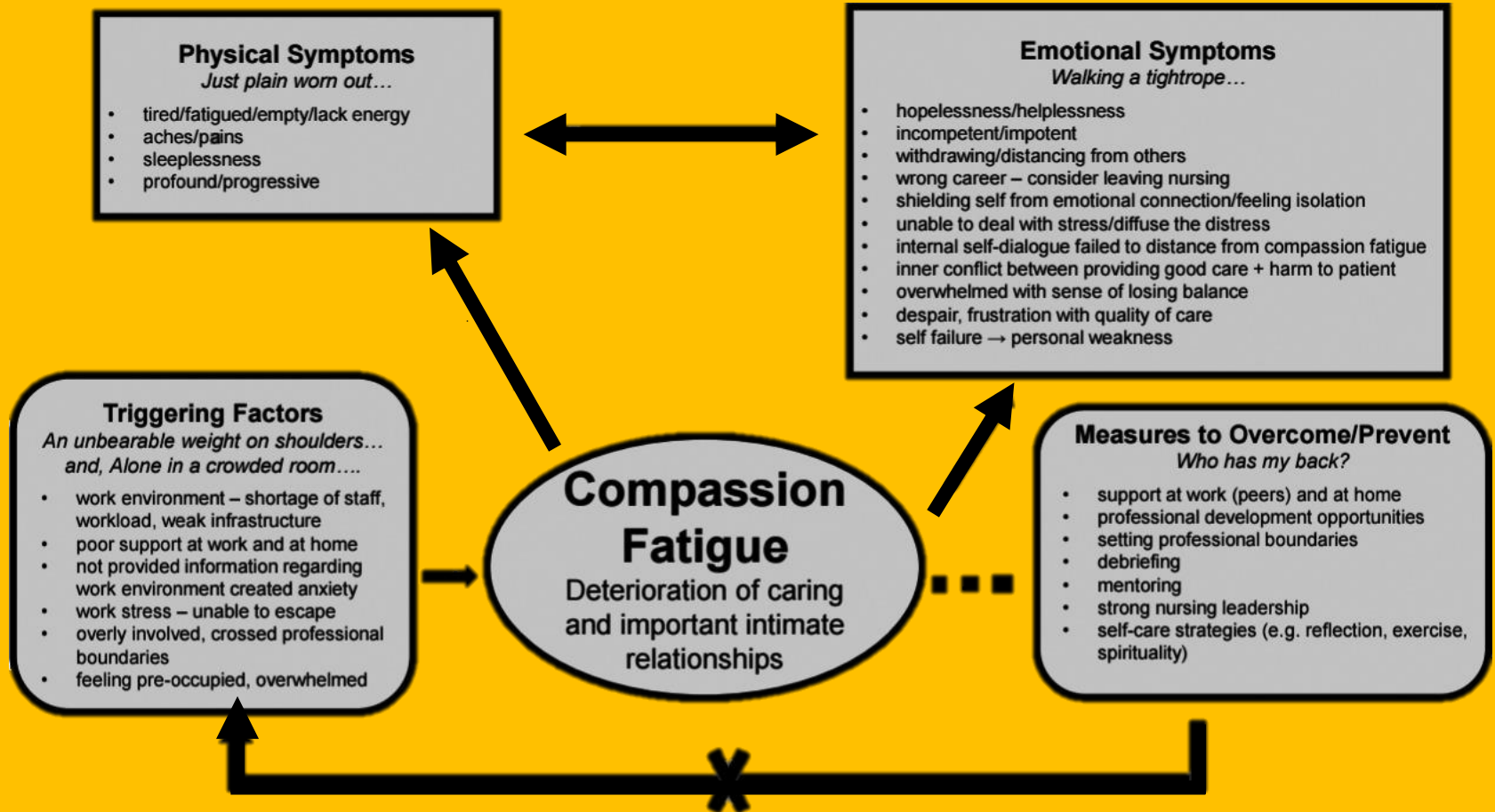
#### CS and CF

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)

#### RESILIENCE

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-Fairnie 2008, Caringi, 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)

# Compassion fatigue in nurses: A metasynthesis



# Building Compassion Satisfaction:

Honoring the Work through Meaning and Purpose

## Measures to Overcome/ Prevent

Who has my back?  
(Nolte, et al. 2017)

**Support at work (peers) and at home** (*self & organizational measure*)

Professional development opportunities (*organizational measure*)

**Setting professional boundaries** (*self and professional measure*)

**Debriefing** (*self, professional, organizational measure*)

**Mentoring** (*professional & organizational measure*)

Strong leadership (*organizational measure*)

~~Self-care strategies~~ **Self-honoring Practices** (*self-measure*)

# Building Compassion Satisfaction:

Honoring the Work through Meaning and Purpose

## Intervention Strategies

(Cocker & Joss, 2016)

### Effective Strategies resulting in significant decrease in Burn Out

Structured meditation using an audio CDs

Interactive group seminars followed by individual and group exercises such as guided imagery

Multimedia resources (printed handouts, DVD, guided imaging/music CD, a website with CF and CS

Resiliency educational resources and publications

The most promising trend was for the effectiveness of interventions involving an element focused on teaching and/or bolstering resilience, such as Gentry et al's *Accelerated Program for Compassion Fatigue* (Gentry, et al. 2002).

# Building Compassion Satisfaction:

Honoring the Work through Meaning and Purpose

## Intervention Strategies

(Cocker & Joss, 2016)

***Accelerated Program for Compassion Fatigue*** focuses on the restorative quality of personal self-awareness:

**Sharing of stories** and debriefing to assist those experiencing CF in rebuilding their professional and personal life quality.

Advocates the promotion of **self-compassion** in order to encourage individuals to **challenge a negative internal dialogue**.

Focuses on **shifting automatic thoughts** and beliefs to reflect a more **positive outlook**.

Promotes the development of a combination of **“Resiliency Skills”** of “Antibodies” which, have been shown to be correlated with lessened CF, greater job satisfaction, better quality of life and lessened anxiety (*Accelerated Program for Compassion Fatigue, Gentry et al. 2002*)

# Building Compassion Satisfaction:

Honoring the Work through Meaning and Purpose

## Intervention Strategies

(Cocker & Joss, 2016)

### Resiliency Skills:

“**Self-care** and revitalization

**Connection and support**

**Intentionality**, or eradicating stress and shifting from reactive to intentional behavior

**Self-regulation**, which involves developing the ability to intentionally control the activity and lessen the energy of the Autonomic Nervous System while engaged in the activities of daily living.

**Perceptual maturation**, which is a cognitive skill and involves maturing the perceptions of self towards resiliency and the perceptions of the workplace, to render them less toxic.” (Cocker & Joss, 2016, p 12)

*(Accelerated Program for Compassion Fatigue, Gentry et al. 2002)*

# From Session 1: 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 is the joy, purpose, and meaning derived from one's work (Flarity, 2016)

#### CS and CF

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)

#### RESILIENCE

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-Fairnie 2008, Caringi, 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)



# What Compassion Satisfaction means to YOU!

Energy, enthusiasm and big ears to discover, dream, and design with people

Moments where I can see myself, in the moment, truly enveloped with what I am doing, focused on work or care I am providing, not just thinking of myself and how it is effecting me, but also effecting the person I am providing the care to.

A client's problem brought to a solution leaving the client whole and not just patched up.

watching progress from start of care to end of care with complete satisfaction

Beginning my art projects

To use my life to make a difference in the life of others who are facing struggle

Compassion Satisfaction comes to me when someone says, "Thank you!"; when someone recognizes something I have done; seeing an improvement in a situation that I have addressed.

Teaching other people how to care for themselves.

Just as compassion fatigue can be "contagious," compassion satisfaction can be, as well.

Smiling clients

Engaging without ruminating over my own issues/problems. Be in the moment not in the problem and see myself outside of it whole and caring but not immersed.

Compassion satisfaction behavior can be contagious!

Making a difference every day.

Feeling positive and pride in knowing I have made a difference in the life of someone in a good way.

Knowing I have positively affected someone's life or situation

Being able to plant seeds of kindness and compassion, even though it may not solve or resolve another's trauma/grief.

Giving my all, giving of myself, to be a ray of sunshine in another's day.

Guide residents in our community to create uplifting cards and mail them to others who need encouragement.

Positive outcomes.

Peace

Being able to create positive spaces where individuals can feel comfortable expressing themselves and their stories

Empowering people and teaching them how to be problem solvers rather than trying to solve their problem for them.

Satisfying me and others in a very optimistic view

Hearing that (something I have done) has caused ease or brought joy to someone's life

Seeing a positive outcome for my clients

A change

# What Compassion Satisfaction means to YOU!

After providing and giving care to others I feel joy and refreshed rather than exhaustion and drain.

Help the community to take care of each other

Our community is vibrant and joyful and peaceful. Our staff feel purposeful. Our Residents feel seen and valued. Our Residents participate and plan with staff side by side.

I can help others while not giving everything that I have. Balance.

Accomplishing goals set forth with my clients. Going home feeling like I helped someone achieve a goal.

Being open for any changes by having pleasure!

It feels good when I'm kind and conscientious

The ability to really help my patients either to get better or to ease their suffering.

Our community is vibrant and joyful and peaceful. Our staff feel purposeful. Our Residents feel seen and valued. Our Residents participate and plan with staff side by side.

I can help others while not giving everything that I have. Balance.

Accomplishing goals set forth with my clients. Going home feeling like I helped someone achieve a goal.

Compassion  
Satisfaction

Compassion  
fatigue

Risk factors

Triggering factors

Contextual factors

My Big Why

My Big Why



Compassion  
Satisfaction

Compassion  
fatigue

Risk factors

Triggering factors

Contextual factors

My Big Why

My Big Why



Compassion  
Satisfaction

Belonging

Growth mindset

Strengths &  
Resilience

My Big Why

Compassion  
fatigue

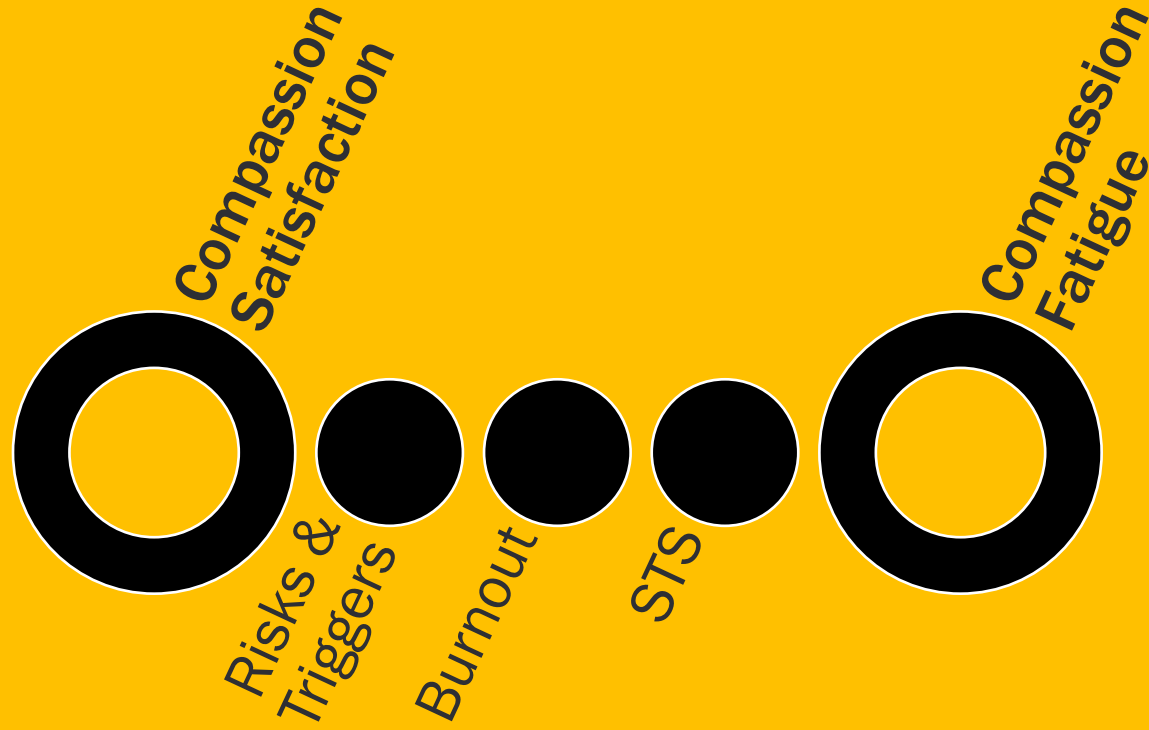
Risk factors

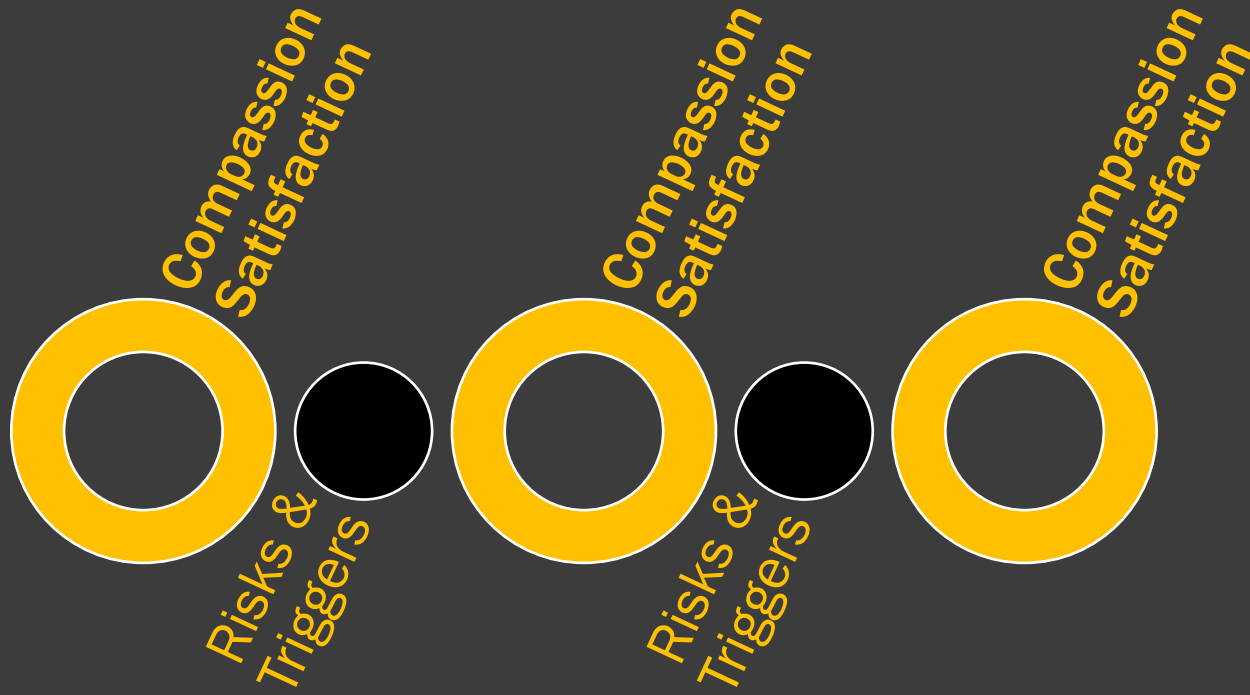
Triggering factors

Contextual factors

My Big Why







# **Building Compassion Satisfaction: Honoring the Work through Meaning & Purpose**

**What is “the Work”?**



# Building Compassion Satisfaction:

Honoring the Work through Meaning and Purpose

## What is “the Work”

“Each person bears a uniqueness that asks to be lived just as the oak’s destiny is contained in a tiny acorn.”

—James Hillman

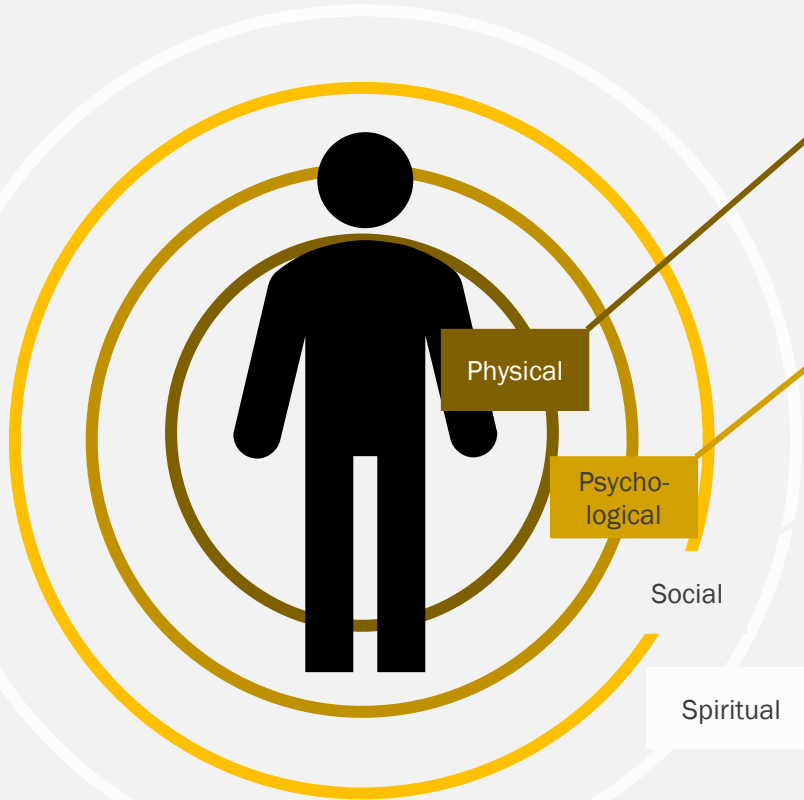
# Bio-Psycho-Social-Spiritual Approach (BPSS)

**PHYSICAL:** the proper functioning of your body including strength, stamina, and mobility

**PSYCHOLOGICAL:** your thoughts, feelings, and emotions that directly impact your actions

**SOCIAL:** your relationship with family, friends, work colleagues and the larger community

**SPIRITUAL:** a sense of meaning that brings purpose to your life and good to the world



# Compassion Satisfaction: Honoring the Work through Meaning & Purpose

ONE WORD:

**DISCOVER!**

Your Flow Strategy?

# Compassion Satisfaction: Honoring the Work through Meaning & Purpose

## DISCOVER!

What is your Flow Strategy?

[https://www.youtube.com/watch?time\\_continue=358&v=okkfdGMHeM&feature=emb\\_logo](https://www.youtube.com/watch?time_continue=358&v=okkfdGMHeM&feature=emb_logo)

# Building Compassion Satisfaction:

Honoring the Work through Meaning and Purpose

## Practice Pause

# Compassion Satisfaction: Honoring the Work through Meaning & Purpose

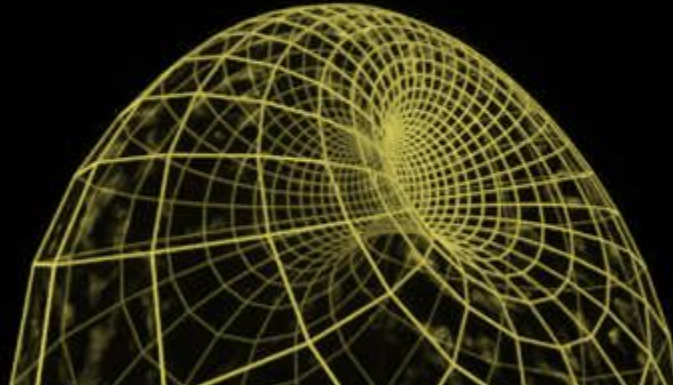
ONE WORD:

**DISCOVER!**

What is your Flow Strategy? How do you shift into your flow strategy on purpose and with purpose (intention)?

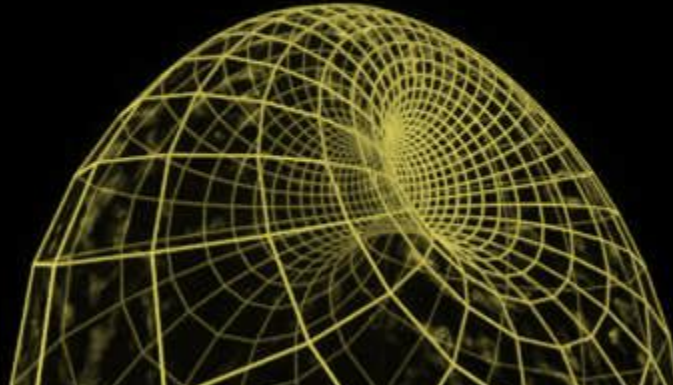
# **Building Compassion Satisfaction: Honoring the Work through Meaning & Purpose**

**4Ds: Discover, Dream, Design, Deliver**



# **Building Compassion Satisfaction: Honoring the Work through Meaning & Purpose**

**Appreciative Mindset:  
Growth mindset, Strengthening strengths, Sense of  
Belonging**





# Compassion Satisfaction: Honoring the Work through Meaning & Purpose

ONE WORD:

**DREAM**

**YOUR ACORN?**

# **Compassion Fatigue: An Appreciative Approach to Building Compassion Satisfaction**

ONE WORD:  
**DESIGN!**

**YOUR ACORN?**

# Building Compassion Satisfaction:

Honoring the Work through Meaning and Purpose

## Maggie Kuhn's Big Five:

Ways that Elders  
will Save the World

**Mentors**

**Mediators**

**Monitors**

**Mobilizers**

**Motivators**

# Building Compassion Satisfaction:

Honoring the Work through Meaning and Purpose

## An Appreciative Mindset

*STRENGTHENING OUR STRENGTHS*  
*SENSE OF BELONGING*  
*GROWTH MINDSET*

# **Compassion Fatigue: An Appreciative Approach to Building Compassion Satisfaction**

ONE WORD:  
**DELIVER!**

**YOUR ACORN?**

# Building Compassion Satisfaction:

Honoring the Work through Meaning & Purpose

## Practice Pause

# Building Compassion Satisfaction:

Honoring the Work through Meaning & Purpose

## Measures to Overcome/ Prevent

Who has my back?

*STOP*



*START*



*CONTINUE*



# **Building Compassion Satisfaction: Honoring the Work through Meaning & Purpose**

## **Wrap-up/Take-away Points**



Compassion  
Satisfaction

Compassion  
fatigue

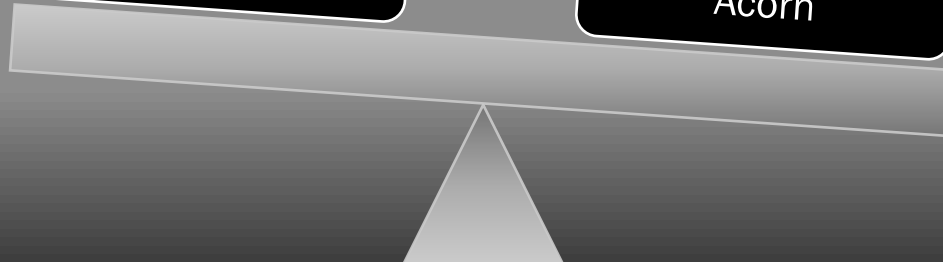
Risk factors

Triggering factors

Contextual factors

My Big Why / My  
Acorn

My Big Why / My  
Acorn



Compassion  
Satisfaction

Belonging

Growth mindset

Strengths &  
Resilience

My Big Why / My  
Acorn

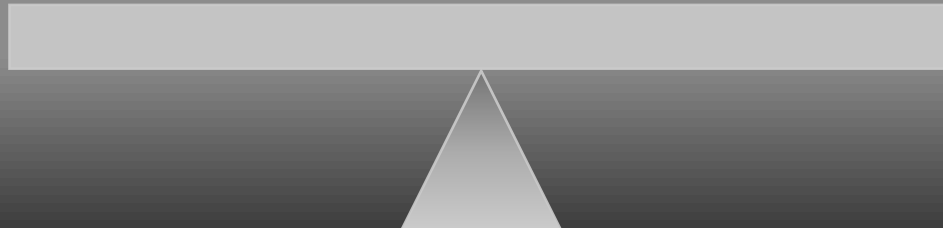
Compassion  
fatigue

Risk factors

Triggering factors

Contextual factors

My Big Why /My  
Acorn



# Compassion Fatigue: An Appreciative Approach to Building Compassion Satisfaction



## **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](mailto:ewellefo@vcu.edu)**



# VCU

College of Health  
Professions  
Gerontology

**CONNECT!**

Be sure to “like” us on Facebook  
[www.facebook.com/vcugerontology](https://www.facebook.com/vcugerontology)

Twitter

Instagram



(804) 828-1565



agingstudies@vcu.edu



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