

Welcome

- We will be starting soon
- There is no sound until we begin
- Please keep your phone and computer on mute to support a pleasant experience for all
- Use the Chat for questions

Crisis Response Training

Providing Support for Health Care Staff in Crisis Situations

Topic: Compassion Fatigue



Crisis Response Training

*Providing Support for Health Care Staff
in Crisis Situations*

Topic: Compassion Fatigue



Compassion Fatigue

Presented by



Alice Stafford, MA
Program Manager HR,
Workforce Development
staffora@nychhc.org

What is Compassion Fatigue?

Compassion: literally means
“to suffer together.”



Emotion researchers **define it as:**

“The feeling that arises when you are confronted with another's suffering and feel motivated to relieve that suffering.”

Fatigue:

“A state or attitude of indifference or apathy brought on by overexposure (as to a repeated series of similar events or appeals)”



Compassion Fatigue

"Compassion Fatigue is a **state** experienced by those helping people or animals in distress; it is an **extreme state of tension** and preoccupation with the suffering of those being helped to the degree that it can create a **secondary traumatic stress** for the helper."

Dr. Charles Figley

Can we be happy with compassion?

Compassion
Satisfaction

**Positive aspects of
working as a helper**
(Good stuff)

Compassion
Fatigue

**Negative aspects
of working as a
helper**
(Bad stuff)

Your work life

Satisfaction

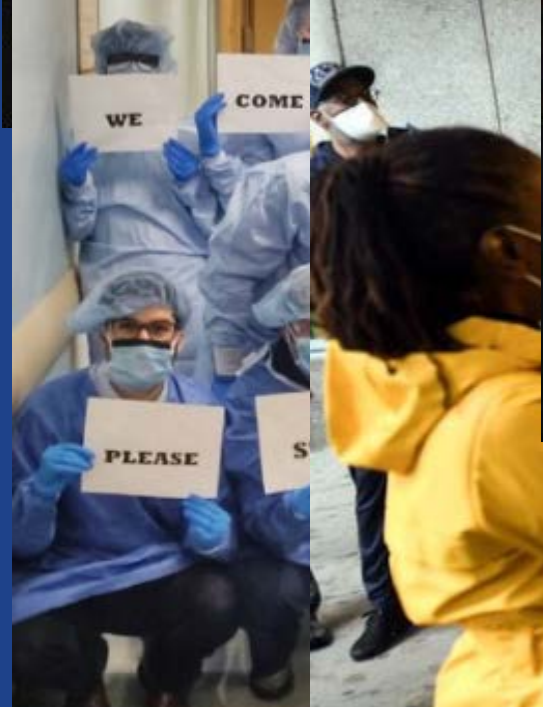
Fatigue

Burnout

Secondary
Trauma

Two Paths

Compassion Satisfaction



Compassion Fatigue



Are we talking about Burnout?

Burnout

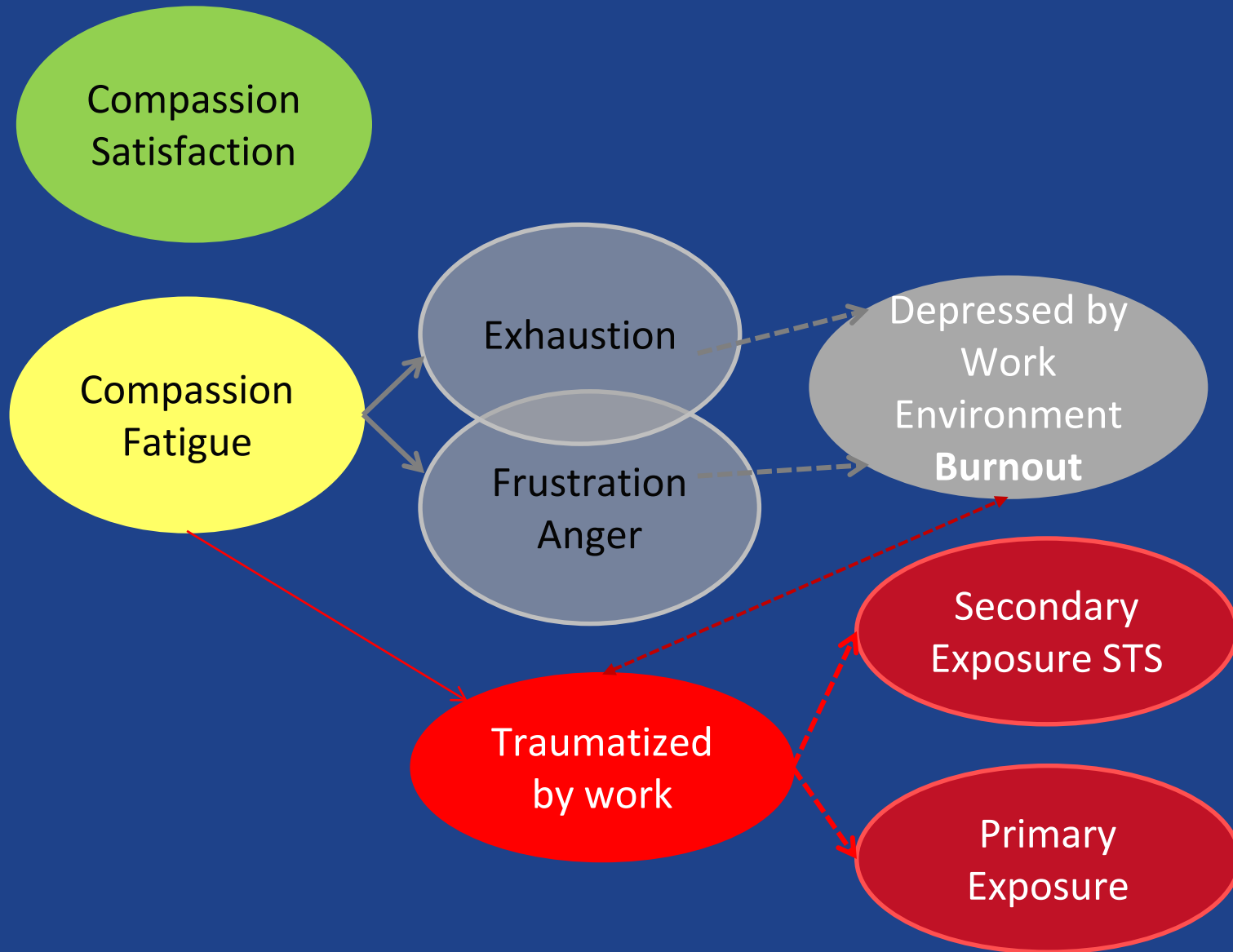
Feeling overwhelmed Ineffective

Burnout and STS



Both share negative affect

Complex Relationships



Self-Assess: The Professional Quality of Life Scale (ProQOL)

www.proqol.org

Professional Quality of Life Scale (ProQOL)

*Compassion Satisfaction and Compassion Fatigue
(ProQOL) Version 5 (2009)*

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some-questions about your experiences, both positive and negative, as a [helper]. 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.

	1=Never	2=Rarely	3=Sometimes	4=Often	5=Very Often
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- **the most widely used measure of the positive and negative aspects of helping in the world**
- **proven to be a valid measure of compassion satisfaction and fatigue**
- **It has been used since 1995**

Not Medical Diagnostic Tests

- Helps you understand the positive and negative aspects of helping
- Not a “psychological test”
- Not a “medical test”
- Can be viewed as a screening for stress-related health problems

People Bring Themselves

People bring a past and a present to anything they do

- Our way of seeing things and beliefs
- Our stigma beliefs
- Our social support systems
 - Positive support
 - Negative support
- Our history of trauma and illness
- Our families and close others
- Our economic situation

Resiliency Planning

Self assess to help you
plan where to put your
energy to **increase your
resilience**



How can we help ourselves?

- Can we prevent Compassion Fatigue?
- Can we undo it once we are in it?

Let's take a moment to Decompress

- [Riding the Waves](#)

[Decompress Audio Blog Online](#)

Six Forms of Wellness (7th later)

Dr. Bill Hettler,
co-founder of the
National Wellness Institute in the United
States

7 Forms of Wellness

Spiritual

Physical

Emotional

Intellectual

Occupational

Social

Environmental

Physical Wellness

In order to be able to strengthen our immune systems against the virus, and our minds, we must be in the best possible physical shape

eating well
restful sleep
exercise



Social Wellness

We have been given the gift of technology. Use it!

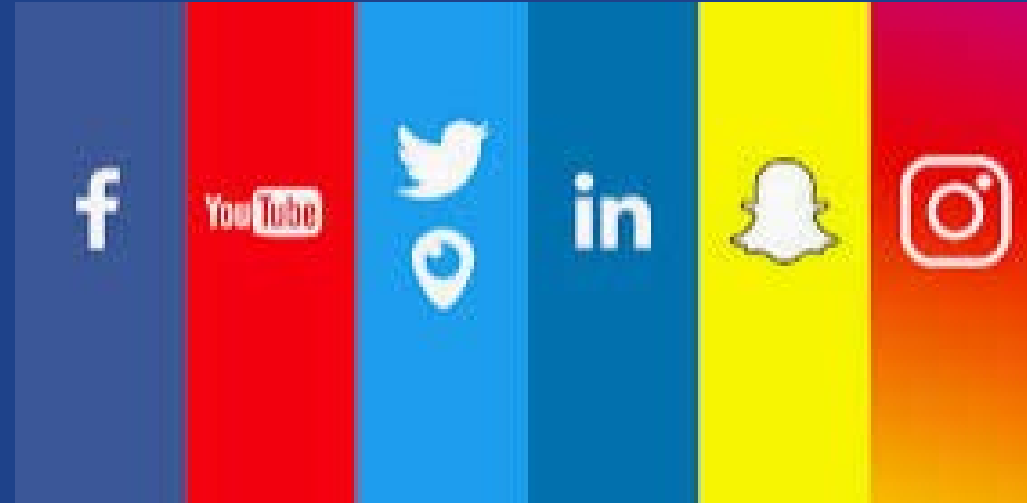


As social animals, we can isolate for only so long. We need interaction with friends, family and others in our lives.

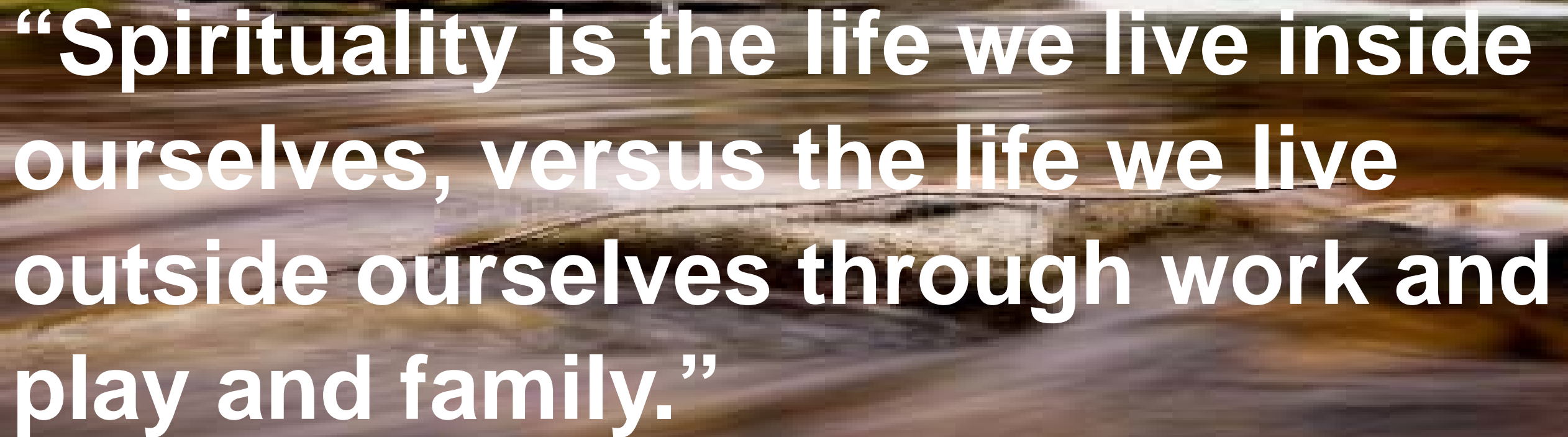
Emotional Wellness

Limit:

- Watching TV news
- Reading newspapers
- Social media sites (negative)



Spiritual Wellness



“Spirituality is the life we live inside ourselves, versus the life we live outside ourselves through work and play and family.”

Intellectual Wellness

Read, Write, Journal daily

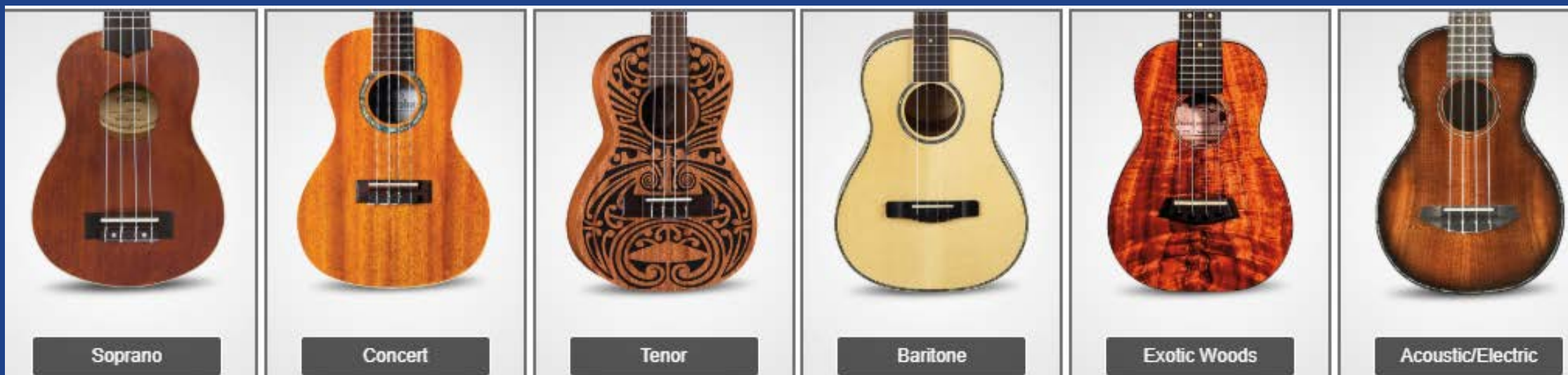
Puzzles

Play games with your kids

Take an online course

Studies show that music changes our brain – for the better.

Our neighbors in Spain and Italy are singing and playing instruments from their balconies to share the healing that music brings.



Occupational Wellness

It's a good time to think about how you spend your time

- How we **spend our days** is how we **spend our lives**
- Are we spending our lives in ways that **promote wellness** and happiness for ourselves and our loved ones?

Environmental Wellness



Available Help

Anonymous Support Hotlines for all NYC H + H employees



COVID 19 SYSTEMWIDE SUPPORT HOTLINE

646-815-4150 *Monday – Friday, 9:00am – 3:00pm*
**Hours may be extended upon demand*



<https://www1.nyc.gov/site/olr/eap/eaphome.page>

Make an appointment by phone or email
250 Broadway, 28th Floor, New York, NY 10007
(212) 306-7660
eap@olr.nyc.gov



<https://nycwell.cityofnewyork.us/en/>

Free anonymous service for NYC residents
Available 24/7/365
Call or Text anytime.
English: 1-888-NYC-WELL (1-888-692-9355), Press 2
Call 711 (Relay Service for Deaf/Hard of Hearing)
Español: 1-888-692-9355, Press 3
Text WELL to 65173

Resources/Credits

We Are in a War: Mitigating Burnout in COVID-19

<https://www.capc.org/blog/we-are-in-a-war-mitigating-burnout-in-covid-19/>

Sustaining the Well-Being of Healthcare Personnel during Coronavirus and other Infectious Disease Outbreaks

https://www.cstsonline.org/assets/media/documents/CSTS_FS_Sustaining_Well_Being_Healthcare_Personnel_during.pdf

Burnout Checklist Diagnosis By WHO [Precautions To Follow]

<https://halecraze.com/burnout-checklist-diagnosis/>

Decompress Audio Podcast: <https://www.decompress.how/>

How to Test Yourself for Burnout

<https://medium.com/on-the-couch/how-to-test-yourself-for-burnout-d67dee437814>

Professional Quality of Life Measure ProQOL.org

https://proqol.org/ProQol_Test.html

Resources From NYC Health + Hospitals

Please visit our COVID-19 Guidance and Resources page at:

<http://hhcinsider.nychhc.org/sites/COVID-19/Pages/Index.aspx>

To request emotional or psychological support, go to:

<http://hhcinsider.nychhc.org/sites/COVID-19/Pages/COVID-19.aspx>

For more resources, please visit Employee Resource Center at:

<http://hhcinsider.nychhc.org/corpoftices/erc/Pages/Index.aspx>

Next Presentation Schedule is found on Intranet at Covid-19 Guidance and Resources

Home	 <p>COVID-19 Guidance and Resources</p> <p>CLICK HERE TO REQUEST EMOTIONAL OR PSYCHOLOGICAL SUPPORT </p> <p>CLICK HERE TO ACCESS CRISIS RESPONSE JUST-IN-TIME TRAINING AND TRAINING SCHEDULES </p> <p>PERSONAL PROTECTIVE EQUIPMENT HOTLINE  FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.</p>
Clinical Guidance	
PPE Guidance	
Employee Resources	
Training Resources	
For Patients & Community	
Emotional Staff Support Resources	
Crisis Response Just-in-Time Training and Schedules	
Frequently Asked Questions	
Ventilator Resources	
Messages of Hope	

[Click here to go to the topic schedule](#)

Thank You

Questions or concerns, please contact us

Alice Stafford at staffora@nychhc.org

or

Jeremy Segall at Jeremy.Segall@nychhc.org

MyLearning@nychhc.org