

building up the  
armor of the heart

*Kavita Bernstein*

TRUE STORY





# objectives

- Burn out, compassion fatigue and secondary trauma
- Organizational and individual symptoms
- Risk factors
- Assessment
- Resiliency







what have you seen?

## Stress Reduction Kit



Directions:

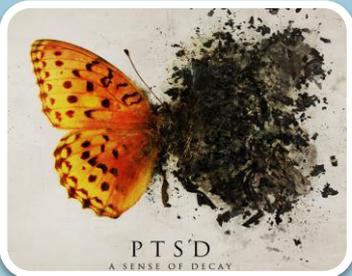
1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.



burn out



compassion fatigue



secondary trauma

# burn. out.

- “a state of physical, emotional and mental exhaustion by long term involvement in emotionally demanding situations” (Pines & Aronson 1988)
- A result of **prolonged** stress/frustration
- Relates to the work environment



# compassion. fatigue.

- A permanent change in an individual resulting from empathetic engagement with another's traumatic background
- Develops over time



# secondary. trauma.

- When an individual relates to another's traumatic event(s) to a degree that s/he begins to experience similar symptoms of PTSD that the other person is experiencing
- Can occur without warning



Burnout	Vicarious Trauma, Compassion Fatigue	Secondary Trauma, Indirect Trauma
Cumulative, usually over long period of time	Cumulative with symptoms that are unique to each service provider	Immediate and mirrors client/patient trauma
Predictable	Less predictable	Less predictable
Work dissatisfaction	Life dissatisfaction	Life dissatisfaction
Evident in work environment	Permeates work and home	Permeates work and home
Related to work environment conditions	Related to empathic relationship with <u>multiple</u> client's/patient's trauma experiences	Related to empathic relationship with one client's/patient's trauma experience
Can lead to health problems	Can lead to health problems	Can lead to health problems
Feel under pressure	Feel out of control	Feel out of control
Lack of motivation and/or energy	Symptoms of post-traumatic stress disorder	Symptoms of post-traumatic stress disorder similar to client/patient
No evidence of triggers	May have triggers that are unique to practitioner	Often have triggers that are similar to the client's/patient's triggers
Remedy is time away from work (vacation, stress leave) to recharge or positive change in work environment (this might mean a new job)	Remedy is treatment of self, similar to trauma treatment	Remedy is treatment of self, similar to trauma treatment





# how do you know?



"You'll have to excuse my husband - he's got compassion fatigue".



how do you know?

Burn out

Compassion fatigue

Secondary trauma



# organizational compassion fatigue

- “When compassion fatigue hits critical mass”
- Symptoms
  - Chronic absenteeism
  - Increasing worker’s comp
  - High turnover
  - Employee friction & challenges
  - Lack of future vision
  - Lack of respect and flexibility
  - Negativity, reluctance to change



# risk factors

Spiritual Connection/Resources

Inadequate personal support

Under trained

Coping style

Personal stress

Inadequate professional support

Trauma history

Exposure to trauma

Sleep deprivation

Empathy



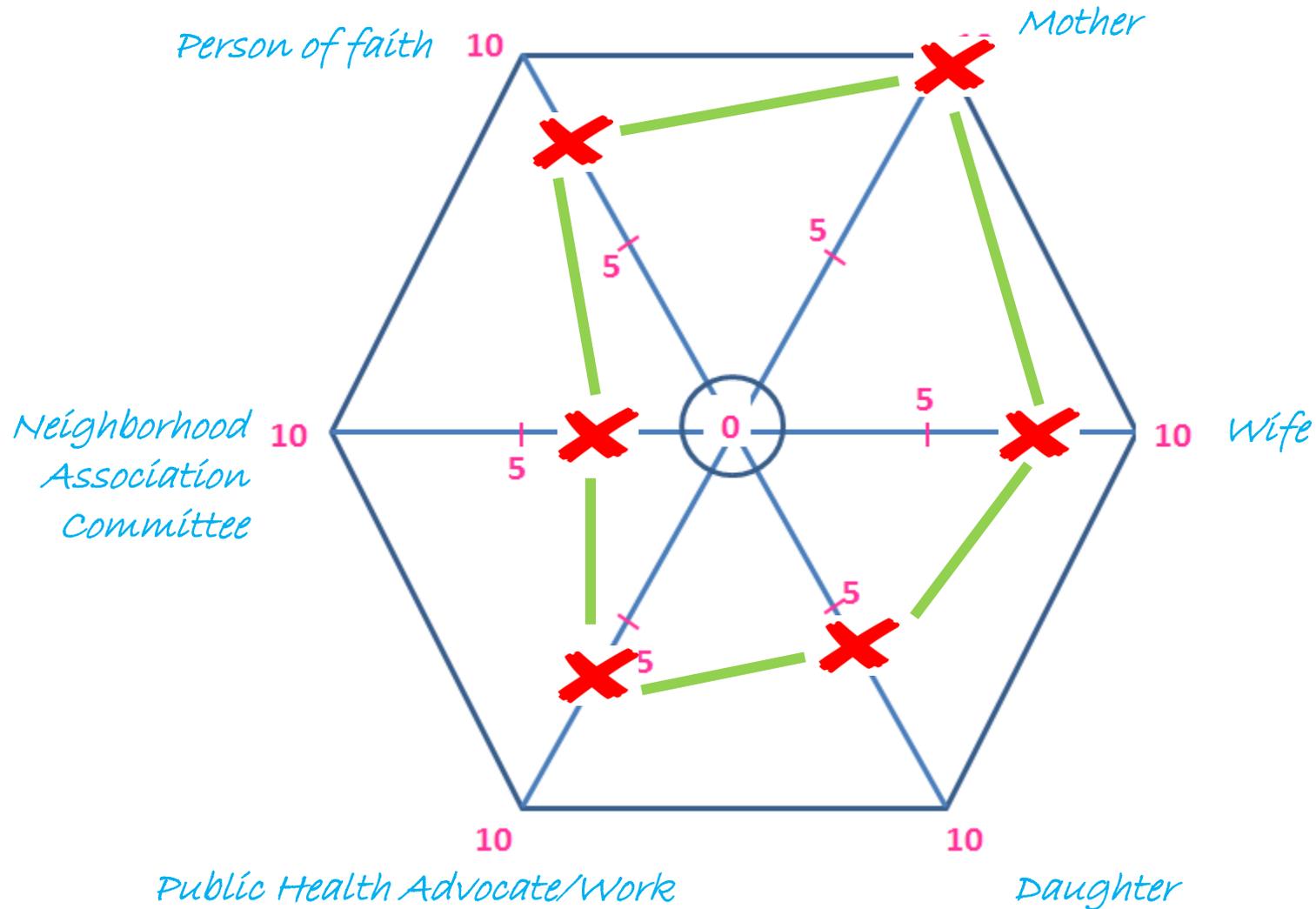
# assessing

- Professional Quality of Life tool (proQOL)

<http://www.proqol.org>



# assessing





## ideas

- Focus on the why, self-awareness
- Develop the skill and comfort of saying no
- Rest, take a break or vacation
- Practice positive thinking, power of optimism
- Exercise and/or get out
- Self-care activities
- Ask for support from your supervisor
- Community volunteering



## ideas

- Protect your work/life balance
- Recognizing when it is time for professional help
- Spend time with those you love
- Find time for fun
- Meditation, quiet time, journaling
- Spiritual/faith connectedness
- Make a point to do a hobby



## ideas for centers & programs

- Positive support
- Regular supervision
- Professional development
- Limit setting for staff
- Build in humor and fun
- Ensure that appreciation is shown
- Debrief major incidents right away
- Open door support



## now what do i do?

- Do one thing
- What has worked in the past?
- Build a Resiliency Plan





FIRST THINGS FIRST

*Ready for School. Set for Life.*

Thank You!

