Connecting and Inspiring – Combating Compassion Fatigue and Burnout!!!

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Today’s Objectives

• Participants will
  – RELAX AND HAVE FUN!!
  – Develop an understanding of their own level of compassion satisfaction, compassion fatigue or burnout.
  – Interact with other participants to learn best practices.
  – Develop an understanding of published evidence related to health maintenance within stressful work environments.
  – Complete a personal planning activity to develop and inspire self-care and health
“Next to physical survival, the greatest need of a human being is psychological survival, to be understood, to be affirmed, to be validated, to be appreciated.”

Steven Covey
What Evidence tells us about our Culture

• Coping skills
• Control over environment
• Prevention measures
• Policies and procedures
• Communication
• Procedures for debriefing
Emergency Medical Stress

• Increased white cell counts =
  increased saliva Iga = decreased TNF-x =
  increased infections, allergies, and autoimmune disorders

• Increased stress results in:
  – Increased injuries and illness
  – Increased adverse events
  – Increased dissatisfaction
  – Increased cynicism
  – Depersonalization
  – Increased anger
  – Behavioral changes
  – Workplace violence
Compassion Fatigue and Burnout

- Preventable if identify signs and symptoms
- Impacts staff turnover
- Direct correlation with staff satisfaction
- Staff satisfaction has a direct correlation with patient satisfaction
- Direct impact on financial viability of organization
Compassion Fatigue and Burnout

Signs and Symptoms

- Increased anxiety
- Loss of sleep
- Depression
- Increased depersonalization
- Low personal achievements
- High emotional exhaustion
- Decreased concentration
- Increased distraction
- Ineffective critical thinking
- Ineffective problem-solving
- Medication errors
- Injuries to staff - lack of attention to details
- Errors in operating equipment
- Substance abuse
- Chronic physical illness
People Bring Themselves

- All types of education, training, and income
- Histories of difficult lives that may include trauma
- Difficult family, economic, or other personal situations
People Bring Themselves

• Bring a past and a present
  – Their schemas and beliefs
  – Their stigma beliefs
  – Their social support systems
    • Positive support
    • Negative support
  – Their history of trauma and illness
  – Their families and close others
  – Their economic situation
What have we always known?

- Stress response is normal alarm system to a stimulus
- Sustained and cumulative stress can lead to potential threats to health
- Holistic approach = optimal care – mind, body, spirit
- Maslow - Hierarchy of needs
- Hans Selye – General Adaptation Theory – threat to homeostasis

Maslow, H. (1943) Psychological Review, 50, 370-396
Fatigue “Family”

- Stress
- Sleepiness
- Decision Fatigue
- Alert/Alarm Fatigue
- Workload
- Occupational Fatigue
- Compassion Fatigue
- Burnout

Steege, L. (May, 2016). Fatigue and coping in hospital nurses. Podium presentation at UW Health, Madison, WI.
Compassion Fatigue Video

Children’s Hospital of Colorado

https://www.youtube.com/watch?v=kse7UE82UFU
Maintaining **passion** has been proven to be the result of the **values** of maintaining **purpose**, doing something that has **meaning**, and **serving others** in an attempt to **be there in their time of greatest need** and have a **role in creating positive outcomes** (Studer, 2004).
National Children’s Hospital Model
Team trained in Psychological First Aid (PFA)
PSYCHOLOGICAL FIRST AID
Are you ready to respond?
GET PREPARED
GET FOCUSED
GET INTERACTIVE

GET PFA

www.NCTSN.org
learn.nctsn.org
REMEmBER:

- Work within a team.
- Protect survivors from harm.
- Be calm and compassionate.
- Listen and be flexible.
- Respect culture and diversity.
- Give clear and reliable information.
- Know local available resources.
- Help survivors help themselves.
- Know your limits.
- Take care of yourself.

NCTSN
The National Child Traumatic Stress Network

PFA Mobile™ can be downloaded on mobile Apple and Android devices

This project was also funded by SAMHSA, US Dept. of Health and Human Services
Contact & Engagement

Safety & Comfort
CORE ACTIONS

Practical Assistance

Connection with Social Supports
CORE ACTIONS

COPING

Information on Coping

Linkage with Collaborative Services
What Creates Happiness?

University of Wisconsin – Center for Healthy Minds

- Resilience
- Positive Outlook
- Attention
- Generosity

https://www.youtube.com/watch?v=HeBpsiFQiTI
Top Strategies to Relaxation

• Breath Focus
• Mindfulness meditation
• Visualization or guided imagery
• Body scanning
• Yoga, tai chi or qi gong
• Repetitive prayer

(Benson, 2008)

There is an app for that!!! ✌️
Calm
Difficulty sleeping

Meditation Timer Pro
Can set timer

Relax Melodies
Sound and Music Options

Take a Break
Straight Forward
Overstimulation = Badge of Honor?

Position Yourself 
calm

Exercise

Scenic Routes

Sleep

Magnesium

Tune In to Your Body

The Power of Slow Eating

Five-Minute Meditation
Resources for Stress

- Ebling Video Library
  - Robert Wicks, Riding the Dragon (Compassion Fatigue one hour presentation at UW): [http://videos.med.wisc.edu/videos/1345](http://videos.med.wisc.edu/videos/1345)

- UWHC;
  - EAP, Human Resources, Learning/Development, Health/Healing Resource
  - Chaplains, Social workers
  - Psychiatric Liaison CNSs
  - HFFY: Mental health in times of crisis
  - Integrative Medicine: Mindfulness Program
  - F4/6 Quiet Meditation Room!

- Books:
  1. The Resilient Clinician R. Wicks
  2. Transforming Nurses' Stress & Anger S. Thomas
  3. Resilient Nurse M. McAllister
  4. The Abusive Relationship (P. Evans)
Mindfulness

https://www.youtube.com/watch?v=6p_yaNFSYao
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