



NorthStar

Community Services

Training: Compassion, Fatigue & Burnout

Trainer: Paige Konrad

Date of Training: 10/14/2024

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Compassion Fatigue/Burnout

10/14/2024
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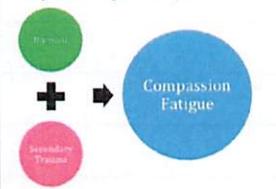


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Goals for Today:

- 1) Help you to understand compassion fatigue and burnout
- 2) Recognize how one, or both of these may impact you in your daily life
- 3) Ways to combat compassion fatigue and burnout before it negatively impacts you

Figure 1
Compassion Fatigue: Conceptual Model



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    graph LR
      A((The Work)) --- B[+]
      C((Secondary Trauma)) --- B
      B --> D((Compassion Fatigue))
    
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Middleton, J. (2015). Addressing secondary trauma and compassion fatigue in work with older veterans: An ethical imperative. *Ageing Life Care Journal*, 5, 1-8

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Why have this discussion:

- 52% of employees reported feeling burned out in the past year because of their job, and 37% reported feeling so overwhelmed it made it hard to do their job.
- National Alliance on Mental Illness (NAMI)
- Compassion fatigue ranged from 7.8% up to 40%, varying between jobs within the caregiving field

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Definition of Burnout:

- "Burnout is characterized by feeling emotionally depleted or drained and can result after a period of long-term, work-related stress."

Three Key Aspects to Burnout

- 1) Emotional exhaustion: feeling that your personal energy is gone/depleted
- 2) Depersonalization and Cynicism: feeling detached from your job/work and/or feeling a loss of motivation or interest in your job/work
- 3) Feelings of inefficacy: feelings of helplessness/hopelessness associated with your work. A sense of failure within your goals associated with work

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Burnout Symptoms:

Exhaustion (emotional and physical)	Increased mental distance from one's job	Reduced professional efficacy	Related physical symptoms
Chronic fatigue	Loss of enjoyment	Apathy	Chest or stomach pains
Insomnia	Pessimism	Lack of productivity	Heart palpitations
Memory loss	Cynicism	Poor performance	Shortness of breath
Trouble concentrating	Isolation	Irritability caused by feelings of uselessness	Headaches
Anxiety			Fainting and dizziness
Depression			Loss of appetite
Anger			Increased illness

World Health Organization, 2019; Dr. Sherrie Bourg Carter, 2013

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Figure 1
Compassion Fatigue: Conceptual Model

Middleton, J. (2015). Addressing secondary trauma and compassion fatigue in work with older veterans: An ethical imperative. *Ageing Life Care Journal*, 5, 1-8

Secondary traumatic stress is the emotional distress that results when an individual hears about the firsthand trauma experiences of another.

(The National Child Traumatic Stress Network)

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Definition of Compassion Fatigue:

"Negative emotions that individuals feel from helping others at work."
(Santoro, Missouri State University)

Occurs for people whose professions lead to prolonged exposure to other people's trauma can be vulnerable to compassion fatigue. Also known as secondary or vicarious trauma, they can experience acute symptoms that put their physical and mental health at risk, making them wary of giving and caring."
(Psychology Today)

Compassion Fatigue can also come from being present with family and friends, taking on their emotions and stressors, or watching the news surrounding traumatic events taking place in the world. All of this accumulates and can be hard to get away from.

Compassion fatigue not only impacts job satisfaction, emotional, and physical health, but it also impacts the workplace environment by:

- Decreasing productivity
- Increasing turnover
- Decreasing the quality of work and patient satisfaction

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Compassion-Fatigue Symptoms

Physical	Emotional	Work Related
Headaches	- Mood swings	- Frequent use of sick days
Digestive problems: diarrhea, constipation, upset stomach	- Excessive use of substances: nicotine, alcohol, illicit drugs	- Avoidance or dread of working with certain people
Muscle tension	- Depression, anxiety	- Reduced ability to feel empathy
Sleep disturbances	- Irritability	- Lack of joyfulness
Fatigue	- Oversensitivity	
Cardiac symptoms: chest pain/pressure, palpitations, tachycardia	- Memory issues, poor concentration, focus and judgment	
	- Anger and resentment	

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Vulnerability Factors:

Burnout	Compassion Fatigue
• Long work hours	• High intensity workload
• Chronic work-related stress	• Exposure to secondary trauma
• Intense work demands	• Unclear outcomes/successes at work
• Lack of boundaries between work and rest	• Physically and emotionally demanding work
• Unclear roles or expectations in work related tasks	• Lack of meaningful recognition
• Inadequate supervision	• Inadequate support at work
• Efforts not being valued or appreciated	• Poor personal coping strategies
• Lack of engagement in the workplace	

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ProQOL Professional Quality of Life Questionnaire

Professional Quality of Life Scale - 5 (ProQOL)

https://proqol.org/proqol-measure

	Never	Rarely	Sometimes	Often	Very Often
1. I feel energized when I work	5	4	3	2	1
2. I am committed and motivated to do my job	5	4	3	2	1
3. I feel confident in my ability to do my job	5	4	3	2	1
4. I feel that my work is meaningful	5	4	3	2	1
5. I feel that my work is important	5	4	3	2	1
6. I feel that my work is challenging	5	4	3	2	1
7. I feel that my work is rewarding	5	4	3	2	1
8. I feel that my work is fulfilling	5	4	3	2	1
9. I feel that my work is satisfying	5	4	3	2	1
10. I feel that my work is gratifying	5	4	3	2	1

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Strategies to prevent/manage Burnout and Compassion Fatigue

	<ul style="list-style-type: none"> Ensure adequate sleep (6-8 hours per night) Seek help from colleagues and/or your supervisor when you need it Develop competence (the skills you need to do your job) Develop confidence (the knowledge that you can do it) Assess the fit between your interests, talents, and skills and your job description Assess your workload Take on new tasks if this balances with your workload. New tasks can give you energy. Reorganise the way you currently do your work or restructure your work day to ensure more self-care time*
	<ul style="list-style-type: none"> Assess how well your values and those of your agency fit one another. If fit of values is an issue, it helps to look for commonalities, places where your values match, as well as to think about whether you can learn to value the things your agency thinks are important. You can also consider advocating for values you think are important in your workplace.
	<ul style="list-style-type: none"> Engage in physical exercise regularly Eat a healthy diet (i.e., fruits, vegetables, avoiding processed foods, reduce sugar, salt and caffeine)
	<ul style="list-style-type: none"> Make time for your spiritual practice (e.g., prayer, meditation, spending time in nature, engaging in meaningful contributions to others) Find meaning or purpose in your daily activities, use strategies to help you remember this sense of meaning every day (e.g., "love yourself" notes on your desk, put a photo where you will see it)
	<ul style="list-style-type: none"> Practice gratitude (e.g., set some time aside each day to reflect on a few things for which you are thankful) Ensure that you have good social support (individuals in your personal and professional life from which you can get emotional support and ask for help when you need it and connect with your social support networks regularly)

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Questions

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Resources:

- <https://www.traumainfo.org/>
- <https://www.traumainfo.org/trauma/>
- <https://www.traumainfo.org/trauma/trauma-education/>
- <https://www.traumainfo.org/trauma/trauma-education/trauma-education-compassion-fatigue/>
- <https://www.traumainfo.org/trauma/trauma-education/trauma-education-compassion-fatigue/trauma-education-compassion-fatigue-2015-2016/>
- NATIONAL CHILD TRAUMATIC STRESS NETWORK
- <https://www.nctsn.org/support-education/trauma-education-reports/survey-reports/2015-2016-national-children-place-mental-health/>
- <https://www.traumainfo.org/trauma/trauma-education/trauma-education-compassion-fatigue/trauma-education-compassion-fatigue-2015-2016/>
- <https://www.traumainfo.org/trauma/trauma-education/trauma-education-compassion-fatigue/trauma-education-compassion-fatigue-2015-2016/>
