



Compassion Fatigue

Burn-out, Stress Management and Self Care

Presenter Information

- Clinical Social Worker
- 16 years of Experience
- Specializes in Mental Health and Early Childhood
- Works with children, adults, families, groups, and communities

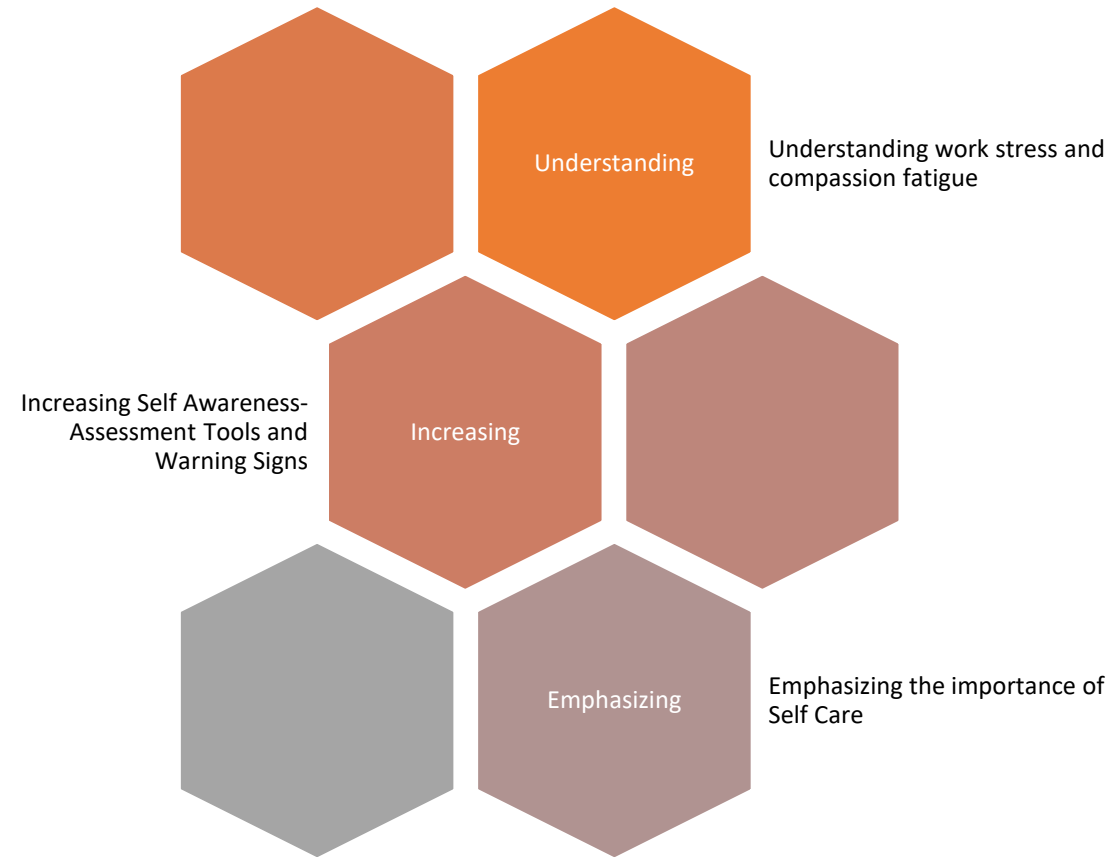
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Objectives





Before We Get Started....

Who is here?

What do you hope to learn?

How can I help?

Stressful Jobs



Social Worker

Teacher

Mental Health Therapist

Military Personnel

Financial Analyst

Lawyer

Direct Support Professionals

First Responders

Police Officer


Nurses

Paramedic

Firefighter

Airline Pilot

Taxi Driver




What do I have on
my plate?

Exercise

Think about your job stress?

- Images that come to mind
- Situations that you take home?
- Have you felt triggered?
- Emotionally drained?
- Other take-aways?





Sources of Fatigue

- Work Overload
- Lack of Control
- Insufficient Reward
- Breakdown of Community
- Unfairness
- Significant value conflict

Compassion Fatigue

- Many people associate compassion fatigue with caregivers and those in caregiving jobs because of their frequent exposure to their clients' pain and suffering.
- This may include first responders, nurses, physicians, social workers, counselors and nursing home staff



- Occurs when emotional boundaries become blurred, and the caregiver unconsciously absorbs the distress, anxiety, fears, and trauma of the patient
- The inability to react sympathetically to a crisis, disaster because of overexposure to previous crises, disasters, etc

- Burn-out
- Stressed
- Vicarious Trauma
- Secondary Trauma

Signs and Symptoms

- Thoughts and images associated with the client's problems and pain.
- Obsessive or compulsive desire to help certain clients
- Client/work issues encroaching on personal time
- Inability to "let go" of mission related matters
- Perception of clients as fragile and needing your assistance

TYPES OF STRESS



Time Stress- feeling that there is never enough time in the day. Often occurs when a deadline approaches

- Be realistic about your goals
- Time management
- Delegate tasks when needed
- Don't take on too much

Anticipatory Stress- experience stress before a major event or expected change (fight or flight response)

- Be prepared
- Trust yourself
- Give yourself grace
- Focus on what you can control

Situational Stress- emergency situations, trauma (injury, infection, surgery) unexpected life changes

- Take care of yourself
- Seek advice (friends, co-workers, family, mentors, or professionals if needed)
- Know your triggers and adapt if needed

Encounter Stress- often comes up when having to work with difficult people (angry customer, co-worker etc.)

- Try to understand why they are frustrated
- Don't take it personally



What Stress Looks Like

- Physical
- Emotional
- Cognitive
- Behavioral



Physical Stress Response

- Sweating
- Nausea
- Constipation/loosening of bowels, increased urination
- Fatigue
- Tension Headache
- Heart pumping fast
- Muscle tension
- Feeling faint
- Difficulty swallowing
- Shakiness or tremors
- Body aches
- Stomach pain



Emotional, Cognitive and Stress Responses

EMOTIONAL

- Worry
- Sadness
- Mood Swings
- Depression
- Anxiety

• COGNITIVE

- Anxious thoughts
- Fearful anticipation
- Easily distracted
- Difficulty with memory
- Difficulty concentrating

Behavioral Stress Response

- Avoidance of tasks
- Difficulty completing work assignments
- Crying, strained face, clenching fists
- Changes in eating, drinking, smoking
- Other changes in behavior
- Withdrawing from others



WARNING SIGNS CHECK-LIST



Warning Signs Checklist

Behavioral

- ☐ Inability to experience pleasure
- ☐ Lack of motivation
- ☐ Feeling slowed down or speeded up
- ☐ Taking on too much
- ☐ Talking fast/Being too quiet
- ☐ Avoiding others or isolating
- ☐ Being obsessed with something that doesn't really matter
- ☐ Beginning irrational thought patterns
- ☐ Not keeping appointments
- ☐ Spending money on unneeded items
- ☐ Impulsivity
- ☐ Increase smoking
- ☐ Falling behind on housework
- ☐ Cancelling plans with friends or family
- ☐ Increased risky behavior
- ☐ Substance abuse
- ☐ Racing thoughts
- ☐ Missing exits on the highway
- ☐ Failing to buckle your seat belt
- ☐ Not answering the phone
- ☐ Not opening mail
- ☐ Overeating
- ☐ Under eating
- ☐ Crying for unknown reasons
- ☐ Compulsive behaviors
- ☐ Secretiveness
- ☐ Controlling or manipulative behaviors

Physical

- ☐ Aches and pains
- ☐ Headaches
- ☐ Dizziness
- ☐ Muscle cramping
- ☐ Excessive sweating
- ☐ Poor motor coordination with no physical reason
- ☐ Sleeping too much
- ☐ Sleeping too little

Emotional

- ☐ Anxiety
- ☐ Nervousness
- ☐ Increased irritability
- ☐ Feeling unconnected to my body
- ☐ Negativity
- ☐ Thoughts of hurting self
- ☐ Easily frustrated
- ☐ Feelings of abandonment
- ☐ Worthlessness
- ☐ Feeling inadequate

MASLACH BURNOUT INVENTORY (MBI)

Maslach Burnout Inventory (MBI)

The inventory consists of 22 questions which have five graded Likert-type answers. To determine the risk of burnout, the inventory explores three sub-scales: emotional exhaustion, depersonalization and personal accomplishment.

A high score in the first and third sections and a low score in the second section may indicate burnout.

Questions	Never	Rarely	Sometimes	Frequently	Always
I. Emotional Exhaustion					
I feel emotionally drained from my work	0	1	2	3	4
I feel used up at the end of the workday	0	1	2	3	4
I feel fatigued when I get up in the morning and have to face another day on the job	0	1	2	3	4
Working with people all day is really a strain for me	0	1	2	3	4
I feel burned out from my work	0	1	2	3	4
I feel frustrated by my job	0	1	2	3	4
I feel I'm working too hard and can't do any more	0	1	2	3	4
My supervisor or co-workers place too much stress on me	0	1	2	3	4
I feel I'm at the end of my rope	0	1	2	3	4
II. Personal Accomplishment					
I can easily create a relaxed atmosphere with my recipients	0	1	2	3	4
I deal very effectively with the problems of my recipients	0	1	2	3	4
I feel I'm positively influencing other people's lives through my work	0	1	2	3	4
I feel very competent in my work	0	1	2	3	4
I can easily create a relaxed atmosphere with my recipients	0	1	2	3	4
I feel exhilarated after working closely with my recipients	0	1	2	3	4
I have accomplished many worthwhile things in this job	0	1	2	3	4
In my work, I deal with emotional problems very calmly	0	1	2	3	4
III. Depersonalization					
I feel I treat some recipients as if they were impersonal 'objects'	0	1	2	3	4
I've become more callous toward people since I took this job	0	1	2	3	4
I worry that this job is hardening me emotionally	0	1	2	3	4
I don't really care what happens to some recipients	0	1	2	3	4
I feel recipients blame me for some of their problems	0	1	2	3	4

Questions	Never	Rarely	Sometimes	Frequently	Always
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I feel emotionally drained from my work	0	1	2	3	4
I feel used up at the end of the workday	0	1	2	3	4
I feel fatigued when I get up in the morning and have to face another day on the job	0	1	2	3	4
Working with people all day is really a strain for me	0	1	2	3	4
I feel burned out from my work	0	1	2	3	4
I feel frustrated by my job	0	1	2	3	4
I feel I'm working too hard on my job	0	1	2	3	4
Working with people directly puts too much stress on me	0	1	2	3	4
I feel like I'm at the end of my rope	0	1	2	3	4
II. Personal Accomplishment					
I can easily understand how my recipients feel about things	0	1	2	3	4
I deal very effectively with the problems of my recipients	0	1	2	3	4
I feel I'm positively influencing other people's lives through my work	0	1	2	3	4
I feel very energetic	0	1	2	3	4
I can easily create a relaxed atmosphere with my recipients	0	1	2	3	4
I feel exhilarated after working closely with my recipients	0	1	2	3	4
I have accomplished many worthwhile things in this job	0	1	2	3	4
In my work, I deal with emotional problems very calmly	0	1	2	3	4
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Overall Well-being

Many people take care of their physical health before they feel sick. They may eat well, exercise and try to get enough sleep to help maintain wellness. You can take the same approach to mental health. Just as you may work to keep your body healthy, you can also work to keep your mind healthy.



Mental health is not the same thing as the absence of a mental illness. Mental health includes emotional, psychological and social well-being. It can influence:

- How you feel about yourself, the world and your life
- Your ability to solve problems and overcome challenges
- Your ability to build relationships with others and contribute to your communities
- Your ability to achieve your goals

Mental Health is Health

Mental Health Affects all areas of your life

Work, school, or home life

Relationships with others

Sleep

Appetite

Energy levels

Ability to think clearly or make decisions

Physical health

Life satisfaction and more...



Managing Stress

- **Physical Activity**- exercise helps to naturally produce endorphins that help us to feel good (runners high)
- **Breathing Techniques**-help to naturally calm the nervous system (vagus nerve)
- **Routine and Balance**
- **Mindfulness**
- **Self care**-reserve space to do things that you enjoy
- **Sleep Hygiene**-avoid caffeine, limit outside noise, schedule an hour of no screen time before bed, follow a routine
- **Coffee/Water/Alcohol/Food intake**-know what your body needs and how your body responds
- **Get Organized**
- **Support**

9 WAYS TO MANAGE STRESS AND REDUCE ITS EFFECTS



**PHYSICAL
ACTIVITY**



**BREATHING
TECHNIQUES**



LAUGHTER



ME TIME



LIMIT CAFFINE



SLEEP MORE



What is mindfulness?

- A particular attitude toward experience, or way of relating to life, that holds the promise of both alleviating our suffering and making our lives rich and meaningful
- Attunement (in the moment)
- Being intentionally present/aware



Learning to be with our experience

- We practice being with what is occurring at the moment without doing anything to try to change or escape it.
- We pay attention to how things actually are rather than how we want them to be.
- It helps us to better handle things, or to bear our experience, push through, move forward, and plan ahead

<https://youtu.be/Wlj8St0inLE>



SAMHSA's 8 Dimensions of Wellness

The Substance Abuse and Mental Health Services Administration (SAMHSA) has developed a Wellness Initiative: the Eight Dimensions of Wellness can help you choose how to make wellness a part of your everyday life. Wellness strategies are practical ways to start developing healthy habits that can have a positive impact on your physical and mental health.

Emotional
Coping effectively with life and creating satisfying relationships

Intellectual
Recognizing creative abilities and finding ways to expand knowledge and skills

Occupational
Personal satisfaction and enrichment derived from one's work

Environmental
Good health by occupying pleasant, stimulating environments that support well-being

Physical
Recognizing the need for physical activity, diet, sleep and nutrition

Financial
Satisfaction with current and future financial situations

Social
Expanding our sense of connection, belonging and well-developed support system

Spiritual
Expanding our sense of purpose and meaning in life





Questions?

Thank you!