



COVID-19

QIO Office Hours COVID-19

Compassion Fatigue: Combatting Vicarious Stress and potential PTSD in a time of Pandemic

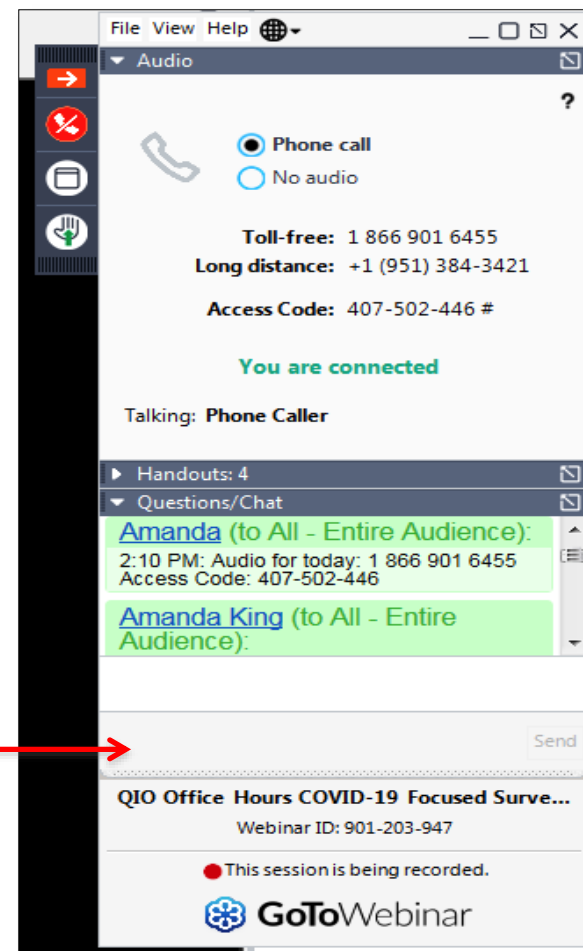
Rev. Allissa Santoro Williams, MDiv, MAMHC, CCTP, CNA, CDP
April 23, 2020

Agenda

- Opening Remarks
- Housekeeping
- Presentation
- Q&A
- Closing Remarks

Housekeeping Items: Chat

- To ensure maximum sound quality, participant lines have been muted; however we welcome ALL questions and comments via the chat box on the right hand side of your screen
- To submit questions or comments:
 - Use the chat box



Polling Question

Which of the following sources do you prefer to receive professional development opportunities and information? Select your top 3:

- Webinars/Webcasts
- Podcasts/Short audio recordings/On-demand learning sessions
- Online Journal Articles and/or Blogs
- Email network/ListServ with links to online resource
- Social Media (twitter, facebook, linkedin)



Compassion Fatigue:

Combatting Vicarious Stress and potential PTSD in a time of Pandemic

Rev. Allissa Santoro Williams, MDiv, MAMHC, CCTP, CNA, CDP


Pastoral Counselor, Private Practice

Lead Regional Spirituality Director, Signature HealthCARE Crossroads Region

A black arrow points to the right from the top left corner. Below it, several thin, dark blue lines curve downwards and to the right, resembling grass or abstract brushstrokes.

Sometimes the
bravest and most
important thing
you can do is just
show up.

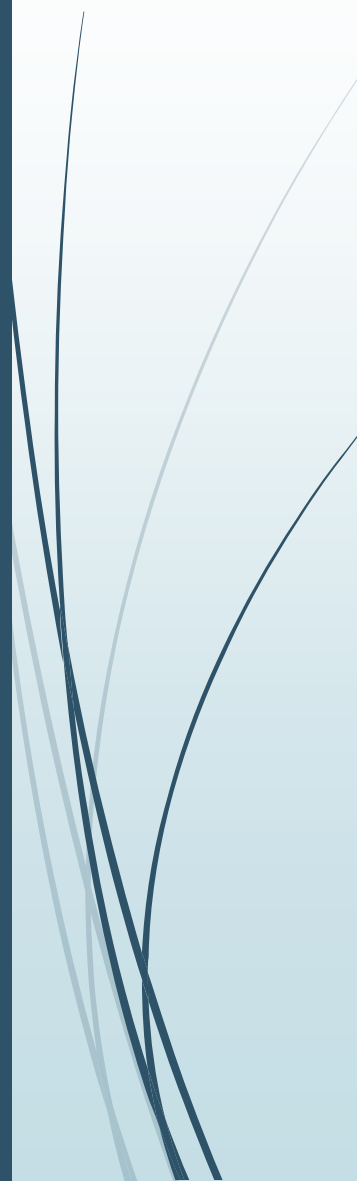

Brené Brown

A close-up photograph of a butterfly with orange and black patterned wings perched on a white, daisy-like flower. The background is a soft, out-of-focus field of similar flowers in warm, golden-brown tones.

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Job vs. Vocation

- ▶ Why do you do what you do?
- ▶ What path led you to a profession where you care for others?
- ▶ Could you imagine yourself doing anything else?



**I'VE LEARNED THAT
PEOPLE WILL FORGET
WHAT YOU SAID,
PEOPLE WILL FORGET
WHAT YOU DID, BUT
PEOPLE WILL NEVER
FORGET HOW YOU
MADE THEM FEEL.**


-Maya Angelou



COMPASSION FATIGUE?



What is it and are you at risk?



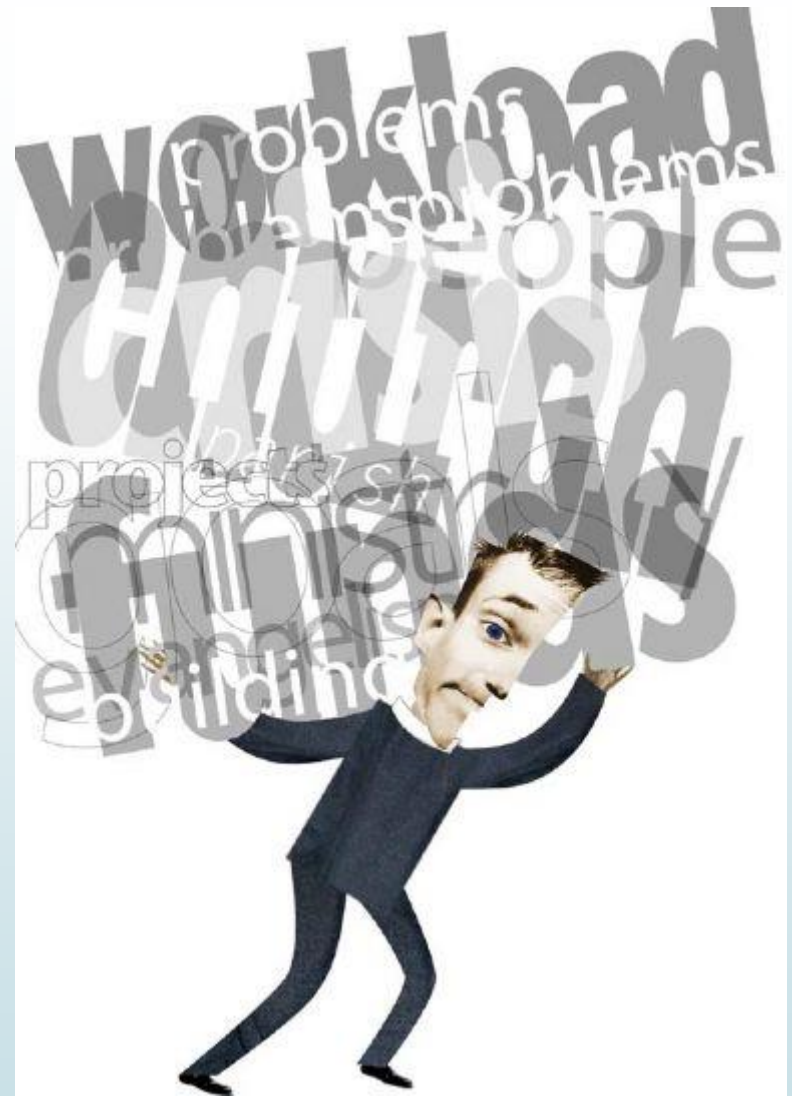
► **Compassion fatigue** is a state experienced by those helping people or animals in distress; it is an extreme state of tension and preoccupation with the suffering of those helped to the degree that it can create a secondary traumatic stress for the helper.” - Dr. Charles Figley (1995)

- It is characterized by a reduced capacity for empathic engagement and emotional exhaustion.
- Secondary Traumatization + Burnout = Compassion Fatigue (Figley, 1995)
- It can mimic PTSD and other disorders.
 - Event, intrusion, avoidance or numbing, arousal
 - It is NOT PTSD. Left unaddressed, it can develop into mental health disorders.

How much is too much?

What happens when you cross your stress threshold?

1. Decrease in Perception
2. Perceived Loss of Options
3. Regression to Infantile Behavior
4. Inability to Make Changes in Destructive Relationship Patters
5. Fatigue
6. Depression
7. Physical Illness





What to look out for...

Key Symptoms:

- Isolation
- Emotional outbursts
- Physical ailments



Health Problems caused by Stress

- Heart Attack
- Hyper tension**
- Stroke
- Cancer**
- Diabetes
- Depression**
- Obesity
- Eating Disorders**
- Substance abuse
- Ulcers**
- Irritable Bowel Syndrome
- Memory Loss**
- Autoimmune diseases
- Insomnia**
- Thyroid problems
- Infertility**
- Pain of any kind
- Digestive problems**
- Sleep problems
- Skin Conditions, like Eczema**
- Continuous Headache
- High Blood Pressure**

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What to look out for... (cont.)

- ▶ Them vs. Us mentality
- ▶ Substance abuse
- ▶ Sadness and apathy
- ▶ Flashbacks and recurring nightmares



Developing Compassion Resilience...

- ▶ Make yourself a priority! Give yourself permission to grieve, process, and feel.
- ▶ Practice Authentic, sustainable self-care!
- ▶ Create a self-care plan.

If your compassion does not include yourself, it is incomplete.
-Jack Kornfield



Individualized Self-Care Plan

What does this look like for you?

Basic Stress Management

Psychological Stability

- Laughter
- Values
- Control
- Self-Appreciation
- Involvement, NOT Over-Involvement
- Support Group
- Escape
- Be Spontaneous
- Be Careful of Negativity

Physical Health

- Sleep
- Food
- Exercise
- Leisure
- Pacing

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Developing Compassion Resilience

- ▶ Empathic discernment
- ▶ Ask for help
- ▶ Resiliency
- ▶ Balance


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Check Your Individual Balance in the Areas of:

- a) Stimulation and Quiet
- b) Reflection and Action
- c) Work and Leisure
- d) Self-Care and Care of Others
- e) Self-Improvement and Patience
- f) Future Aspirations and Present
Positive Realities
- g) Involvement and Detachment



Developing Compassion Resilience

- ▶ Embrace spirituality
 - ▶ Mindfulness
 - ▶ Gratitude
- 

We are not called to be on
this journey alone...



We are all in this together!

- ▶ Companioning the people we're called to serve can feel lonely and isolating when the rest of the world is on lock-down. Be intentional about Connecting with others in helping professions.
- ▶ Call a mental health professional.
- ▶ Give yourself some grace. Set realistic expectations.
- ▶ Schedule small breaks of self-care throughout the day.





References



- ▶ Figley, C. R. (1995). Compassion fatigue: Toward a new understanding of the costs of caring. In B. H. Stamm (Ed.), *Secondary traumatic stress: Self-care issues for clinicians, researchers, and educators* (p. 3–28). The Sidran Press.
- ▶ Oswald, Roy M. (1991) *Clergy Self-Care: Finding a Balance for Effective Ministry*.
- ▶ Wicks, Robert J. (2008) *The Resilient Clinician*
- ▶ Compassion Fatigue Awareness Project
www.compassionfatigue.org



Questions???

► Reach out!

► Rev. Allissa Santoro Williams

► allwilliams@shccs.com

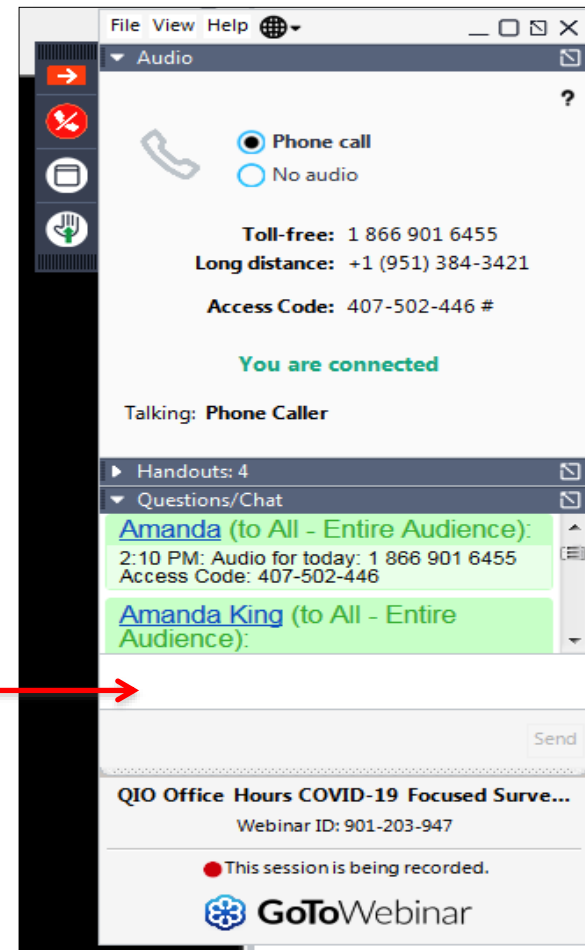
► Contact us about support groups for healthcare workers and frontline responders

► healinghandsthatserve@gmail.com

► Join the facebook group: **Healing Hands That Serve**

Questions?

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Polling Question

What additional resources do you need most right now?

- Policies/Waivers
- Activity Ideas for Residents during COVID-19
- Surveillance Tools/NHSN Enrollment Assistance
- Infection Control Education and Training
- Resident Transfer Resources

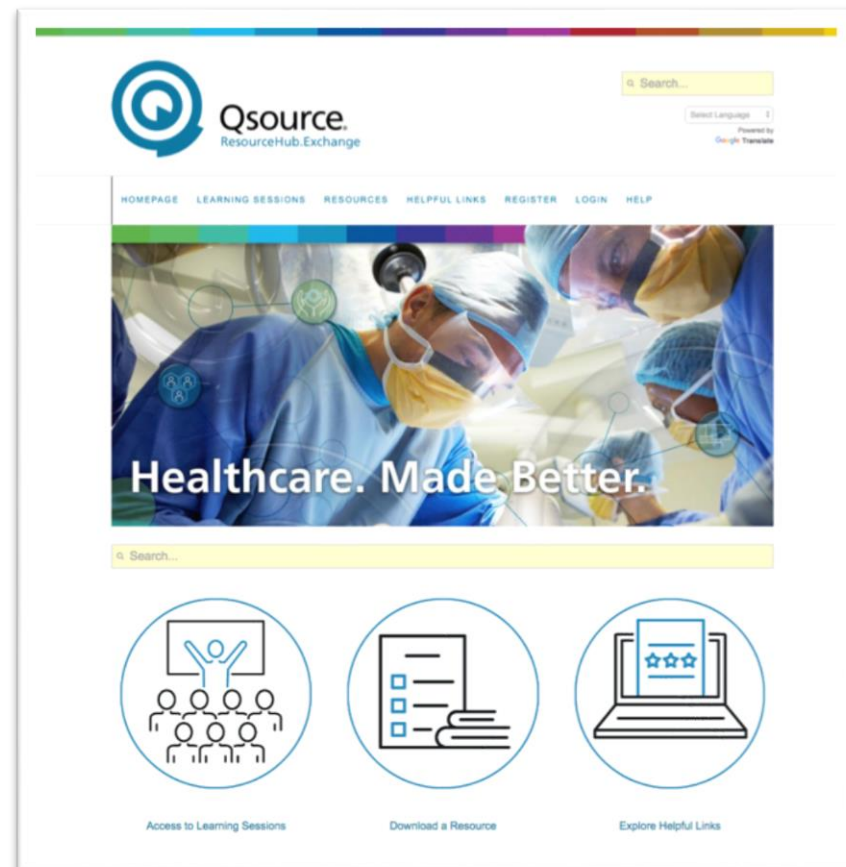
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Podcast 1 | Qsource Assistance Overview

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URL: <https://bit.ly/2wnF1Bq>

Podcast 3 | Temporary Blanket Waivers for Resident Care Facilities

URL: <https://bit.ly/2VnBcot>

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Get great tips from Qsource as part of our QTips Podcast series. Available each week and sent directly to your email in-box.

Podcast 4 | Voluntary Resident Leave of Absence During COVID-19

URL: <https://bit.ly/3c9gQpA>

Podcast 5 | Caring for Residents and Families Mental Health

URL: <https://bit.ly/2Rzneyt>

Podcast 6 | MDS and Case Management in the midst of COVID-19

URL: <https://bit.ly/3a3pPaj>

On-Demand Learning

We also make each Office Hour available for On-Demand Learning to share with peers.

Office Hours | COVID-19 Focused Survey for Nursing Homes

URL: <https://bit.ly/2RCWfCq>

Office Hours | How to Safely and Effectively Handle Vendors in Your Facility During COVID-19

URL: <https://bit.ly/2K1oZQT>

New Resource: Virtual Meeting Guide

We've developed a new resource to help you in conducting virtual meetings...

whether online or by phone.

Includes:

- Software options
- How to Plan a Meeting
- How to Conduct a Meeting
- Rules and Etiquette
- Conference Call BINGO!

Find it on [ResourceHub.Exchange](#)



Virtual Meeting Guide



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