

COMPASSION SATISFACTION AND COMPASSION FATIGUE: ON PROFESSIONAL QUALITY OF LIFE

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VOCABULARY

○ Compassion Satisfaction

- Positive aspects of working as a helper

○ Compassion Fatigue

- Negative aspects of working as a helper
- **Burnout**--Inefficacy and feeling overwhelmed
- **Secondary traumatic stress**--A negative feeling driven by fear and work-related trauma

THE POSITIVE AND NEGATIVE ASPECTS OF HELPING

PROFESSIONAL QUALITY OF LIFE

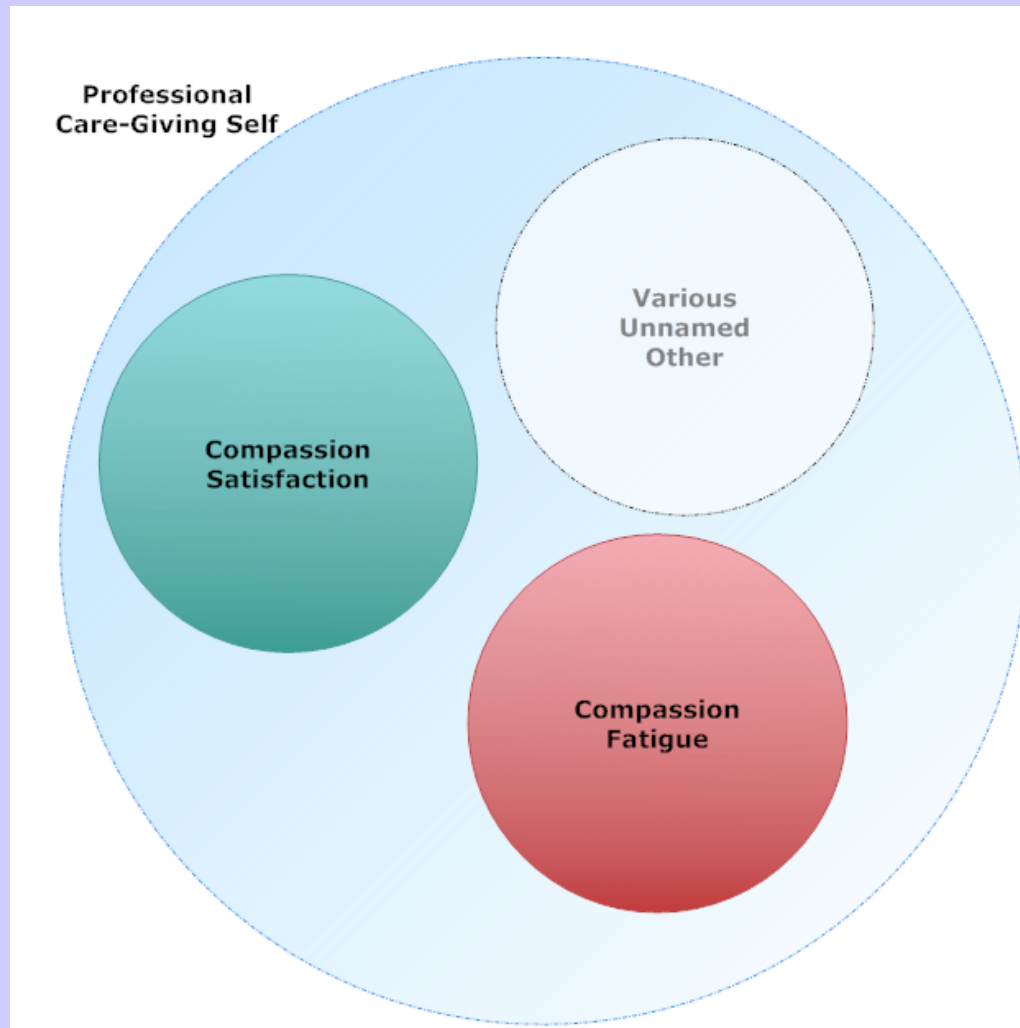
Compassion Satisfaction

- The positive aspects of helping
- “The good stuff”

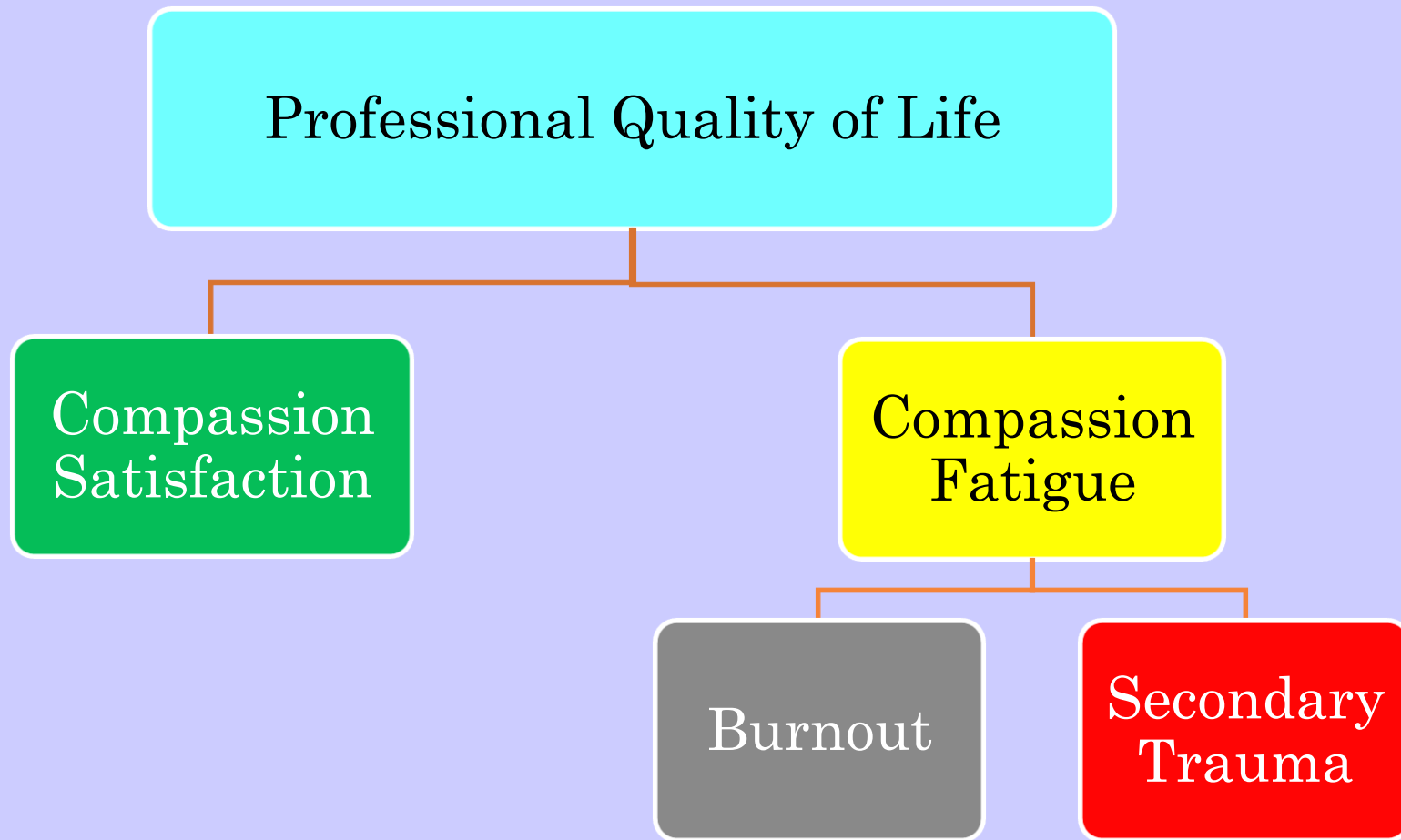
Compassion Fatigue

- The negative aspects of helping
- “The bad stuff”

VISUAL PROFESSIONAL QUALITY OF LIFE



Visual CS-CF MODEL



COMPASSION SATISFACTION

- The positive aspects of helping
 - Pleasure and satisfaction derived from working in helping, care giving systems
- May be related to
 - Providing care
 - To the system
 - Work with colleagues
 - Beliefs about self
 - Altruism

COMPASSION FATIGUE

- The negative aspects of helping
- The negative aspects of working in helping systems may be related to
 - Providing care
 - To the system
 - Work with colleagues
 - Beliefs about self
- Burnout
- Work-related trauma

CLOSE KIN: CF, STS & VICARIOUS TRAUMA

- Compassion Fatigue
 - Negative aspects of helpers including burnout and work-related trauma
- Secondary Traumatic Stress
 - Work-related trauma due to relationship with traumatized person
- Vicarious trauma
 - Negative changes that happen to workers over time as they witness other people's suffering and need

WHAT IS THE PROQOL?

WHAT IS THE PROQOL?

- The ProQOL is free
- A 30-item self-report measure of the positive and negative aspects of caring
- The ProQOL measures Compassion Satisfaction and Compassion Fatigue
- Compassion Fatigue has two subscales
 - Burnout
 - Secondary Trauma

NOT A MEDICAL TEST

- Helps understand the positive and negative aspects of helping
- Not a “psychological test”
- Not a “medical test”
- Can be viewed as a screening for stress-related health problems

WELL ESTABLISHED AND EASY TO USE

- Most widely used measure in the world of the positive and negative aspects of helping
- Developed from over 3000 people over 15 years
- Has proven to be a valid measure of compassion satisfaction and fatigue
- Can be given individually or in groups
- Can be on paper, online, or individual computer

SCORING & INTERPRETING THE PROQOL

EASY TO SCORE

○ Full scoring

- More detailed, specific information but takes longer
- Better for research or administration

○ The simplified scoring

- Less specific but can be completed quickly
- Can be intuitively understood
- Good for training situations

What is my score and what does it mean?

In this section, you will score your test and then you can compare your score to the interpretation below.

Scoring

1. Be certain you respond to all items.
2. Go to items 1, 4, 15, 17 and 29 and reverse your score. For example, if you scored the item 1, write a 5 beside it. We ask you to reverse these scores because we have learned that the test works better if you reverse these scores.

You Wrote	Change to
1	5
2	4
3	3
4	2
5	1

To find your score on **Compassion Satisfaction**, add your scores on questions 3, 6, 12, 16, 18, 20, 22, 24, 27, 30.

The sum of my Compassion Satisfaction questions was	So My Score Equals	My Level of Compassion Satisfaction
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

To find your score on **Burnout**, add your scores questions 1, 4, 8, 10, 15, 17, 19, 21, 26 and 29. Find your score on the table below.

The sum of my Burnout questions	So My Score Equals	My Level of Burnout
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

To find your score on **Secondary Traumatic Stress**, add your scores on questions 2, 5, 7, 9, 11, 13, 14, 23, 25, 28. Find your score on the table below.

The sum of my Secondary Traumatic Stress questions	So My Score Equals	My Level of Secondary Traumatic Stress
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

WHAT ABOUT THE SCORES?

- Scores on individual scales tell us about a person's responses on each of the constructs
- Viewing the combination of scores helps us “paint a picture” of what the person is telling us
- Can be used to track an individual's CS, BO and CF

PEOPLE BRING THEMSELVES

- People working in the realm of disasters come together from many backgrounds, education, training and income
- Some workers bring with them histories of difficult lives that may include trauma
- Some people have difficult family, economic, or other personal situations



MAKING PLANS

RESILIENCY PLANNING

- Individual, personal planning
 - The ProQOL can help you plan where to put your energy to increase our resilience
- Organizational planning
 - Can help organizations find ways to maximize the positive aspects and reduce the negative aspects of helping
- Supportive Supervision
 - The ProQOL can be used as information for discussions

POCKET CARDS

CARING FOR YOURSELF IN THE FACE OF DIFFICULT WORK

Our work can be overwhelming. Our challenge is to maintain our resilience so that we can keep doing the work with care, energy, and compassion.

10 things to do for each day

1. Get enough sleep.
2. Get enough to eat.
3. Do some light exercise.
4. Vary the work that you do.
5. Do something pleasurable.
6. Focus on what you did well.
7. Learn from your mistakes.
8. Share a private joke.
9. Pray, meditate or relax.
10. Support a colleague.

For more information see your supervisor and visit www.psychosocial.org or www.proqol.org

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SWITCHING ON AND OFF

It is your empathy for others helps you do this work. It is vital to take good care of your thoughts and feelings by monitoring how you use them. Resilient workers know how to turn their feelings off when they go on duty, but on again when they go off duty. This is not denial; it is a coping strategy. It is a way they get maximum protection while working (switched off) and maximum support while resting (switched on).

How to become better at switching on and off

1. Switching is a conscious process. Talk to yourself as you switch.
2. Use images that make you feel safe and protected (switch off) or connected and cared for (switch on) to help you switch.
3. Find rituals that help you switch as you start and stop work.
4. Breathe slowly and deeply to calm yourself when starting a tough job.

FOR MORE INFORMATION SEE

www.ProQol.org

Or see Idealist.org

<http://www.idealists.org/en/psychosocial/index.html>