

COMPASSION SATISFACTION (AKA ANTI-BURNOUT) FOR THE CHRISTIAN SOCIAL WORKER

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PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL) STAMM, 2009

- ⦿ DO: Complete PROQOL tool
- ⦿ DO NOT: Calculate score yet

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL) STAMM, 2009

Your compassion for others can affect you in positive and negative ways:

- ◉ **Compassion Satisfaction**
Positive aspects of working as a helper
- ◉ **Compassion Fatigue**
Negative aspects of working as a helper
- ◉ **Burnout**
Inefficacy and feeling overwhelmed
- ◉ **Work-related traumatic stress**
Primary traumatic stress direct target of event
Secondary traumatic exposure to event due to a relationship with the primary person

PEOPLE BRING THEMSELVES

- ◉ Workers include people with all types of 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

ARE WE VULNERABLE?

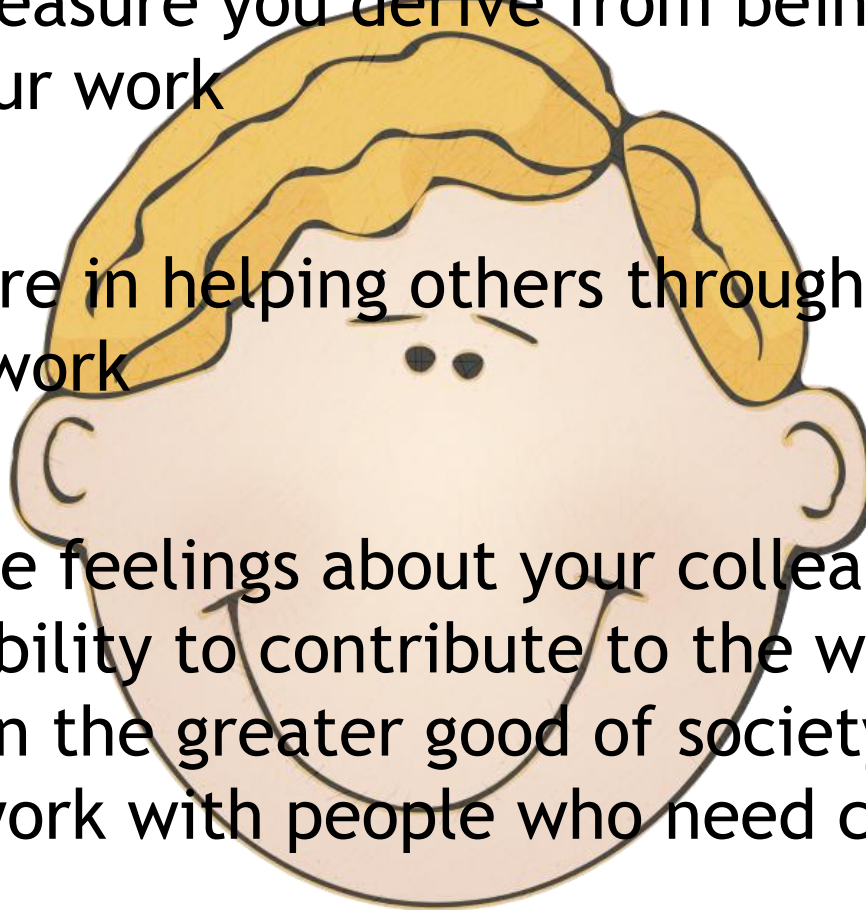
- ◉ The “Empathy Gene” that makes us good at what we do also makes us vulnerable
- ◉ Other people’s pain assaults our hearts
- ◉ We act as a sponge: absorb and often harbor bacteria... instead of Teflon: Non-stick, non-reactive, The “Happy Pan”

WHY DO WE DO WHAT WE DO?

- ◉ *Pay and glory?!!*
- ◉ “Empathy gene”/Intrinsically compassionate
- ◉ Life experience/family members that lead us to want to help others
- ◉ Part of a person’s recovery may be to provide help to others/Have been helped in the past
- ◉ Faith
- ◉ Aware of social issues and want to support change
- ◉ *Couldn’t pass Chemistry?!*

COMPASSION SATISFACTION

- ◉ The pleasure you derive from being able to do your work
- ◉ Pleasure in helping others through what you do at work
- ◉ Positive feelings about your colleagues or your ability to contribute to the work setting or even the greater good of society through your work with people who need care





LOTS OF WORDS...ONE CONCEPT

◉ **Vicarious trauma**

◉ *CO-VICTIMIZATION*

◉ **COMPASSION
FATIGUE**

◉ **Indirect Trauma**

◉ **Blaming the
victim**

◉ **Contact victimization**

◉ **Secondary
Traumatic Stress**

◉ **BURNOUT!!!**

VICARIOUS TRAUMATIZATION:

The cumulative transformative effect on the helper of working with survivors of traumatic life events, both positive and negative.

--Saakvitne & Pearlman, 1996

VICARIOUS TRAUMATIZATION

- ◉ No time, no energy
- ◉ Disconnection
- ◉ Social withdrawal
- ◉ Sensitivity to violence
- ◉ Cynicism
- ◉ Despair and hopelessness
- ◉ Nightmares
- ◉ Apathy
- ◉ Disrupted frame of reference
- ◉ Changes in identity, worldview, spirituality
- ◉ Diminished self-efficacy
- ◉ Disrupted schemas
- ◉ Alterations in sensory experiences (PTSD)
- ◉ Irritability

INDIVIDUAL RISK FACTORS FOR VICARIOUS TRAUMATIZATION

- ◉ Personal or family history of trauma
- ◉ Overworking
- ◉ Poor respect for boundaries
- ◉ Caseload/workload too large
- ◉ Lack of experience
- ◉ Too much exposure
- ◉ High percentage of traumatized clients, especially victims of sexual abuse
- ◉ Too many negative clinical outcomes
- ◉ When our core beliefs are challenged
- ◉ “Empathy Gene”

ORGANIZATIONAL RISK FACTORS THAT PROMOTE VICARIOUS TRAUMA

- ◉ No respite for staff
- ◉ Unrealistically high caseloads
- ◉ Denial of severity and pervasiveness of challenges
- ◉ Failure to identify and address secondary trauma
- ◉ No opportunities for continuing education
- ◉ Insufficient vacation time
- ◉ Role ambiguity
- ◉ Failure to capture success

INDIVIDUAL PROTECTIVE FACTORS AGAINST VICARIOUS TRAUMATIZATION

- ◉ Supervision and consultation
- ◉ Resolution of one's personal issues
- ◉ Strong ethical principles of practice
- ◉ Knowledge of theory
- ◉ On-going training
- ◉ Competence in practice strategies
- ◉ Awareness of the potential and impact of VT
- ◉ Good physical, emotional, social and spiritual self-care

FACTORS THAT FACILITATE HEALING (CATHERALL, 1999)

- ◉ Stressors are accepted as real and legitimate
- ◉ Problem is viewed as a problem for the entire group and not limited to an individual
- ◉ General approach to the problem is to seek solutions, not affix blame
- ◉ High tolerance for individual disturbance is present
- ◉ Support is expressed clearly, directly and abundantly in the form of praise, commitment and affection
- ◉ Communication is open and effective with few sanctions about what can be said

MORE FACTORS THAT FACILITATE HEALING (CATHERALL, 1999)

- ◉ Quality of communication is good and messages are clear and direct
- ◉ High degree of cohesion in the group is present
- ◉ Considerable flexibility of roles in individuals are not rigidly restricted from assuming different roles
- ◉ Resources-material, social and institutional-are utilized efficiently
- ◉ There is no subculture of violence
- ◉ There is no substance abuse

SAFETY PLAN

- ◉ Develop a list of activities that you can choose from in the moment
- ◉ Use when you get overwhelmed to help mitigate the feelings
- ◉ Helps you to avoid engaging in negative behavior



SAFETY PLAN

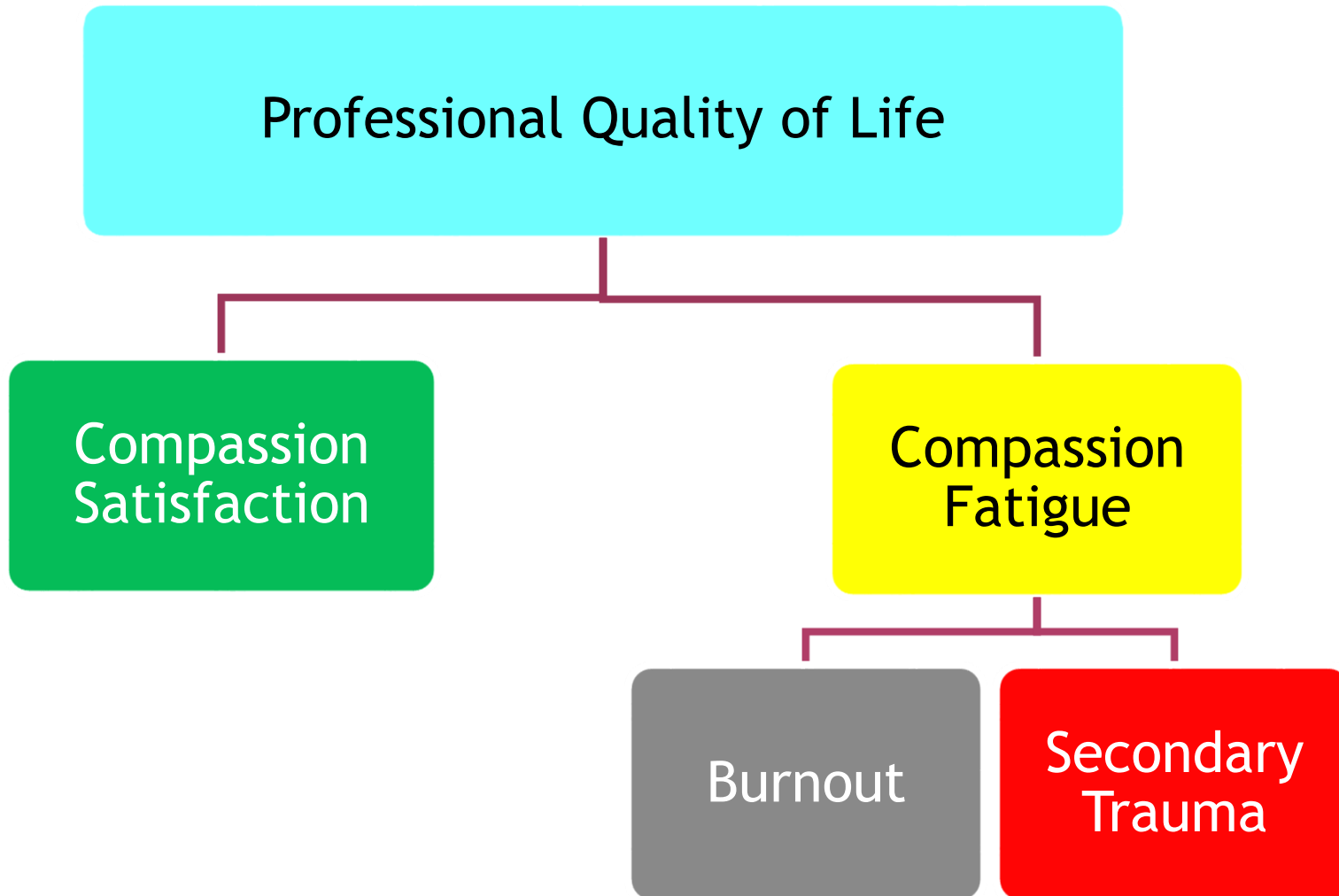
- ◉ Choose things you can do by yourself
- ◉ Utilize your 5 senses
- ◉ Choose things do not require permission
- ◉ Choose things that can be done anywhere, anytime!



SELF-CARE: WHAT IS IT?

- The PROQOL measures how satisfied workers are with their jobs providing help to others
- The PROQOL also measures their distress from exposure to traumatized people
- Understanding these factors can help workers make a plan to cope with their reactions to working with traumatized clients

PROQOL MODEL



SELF-CARE: HELPING YOURSELF TO BE THE BEST SELF YOU CAN BE

- Determine your risk factors for vicarious trauma/compassion fatigue as well as your satisfaction with your work
- Make a plan for how you can manage stress and protect yourself from the impacts of exposure to trauma of those you help in your job

****BUILD YOUR OWN SELF-CARE TOOL BOX**



SELF-CARE PLANNING

5 DOMAINS:

- Personal
- Spiritual
- Professional
- Organizational
- Social



LET'S GET STARTED!

◎ **Brainstorm**

1. What makes me feel calm?
2. What brings me peace?
3. How do I relax?
4. What makes me feel supported at work?
5. What personal responsibilities do I have that could, or do, interfere with my work schedule?
6. What job responsibilities do I have that could, or do, interfere with my personal life?
7. How do I manage stress?
8. What barriers do I face to doing my job well?
9. How can I be sure to get adequate sleep?
10. How can I be sure to get good nutrition when I'm busy?
11. What do I like to do for exercise?

PRAYER

- ◉ The Power of Prayer
- ◉ Creating a Holy Space
- ◉ Prayer Sharing
- ◉ Praying With Others
- ◉ Adoration/Confession/Thanksgiving/Supplication (ACTS)
- ◉ The Collect
- ◉ Breath Prayer Practice

TRY SOMETHING NEW!

- Make a list of strategies for relaxation/joy/peace you have never tried before
- Don't be restricted by barriers like availability, cost, fear, reality, etc.
(Ex: acupuncture, massage therapy, chiropractor, pedicure, singing in the shower, eating dark chocolate)
- Select at least one new idea and add it into your Self Care Plan to try or work toward trying

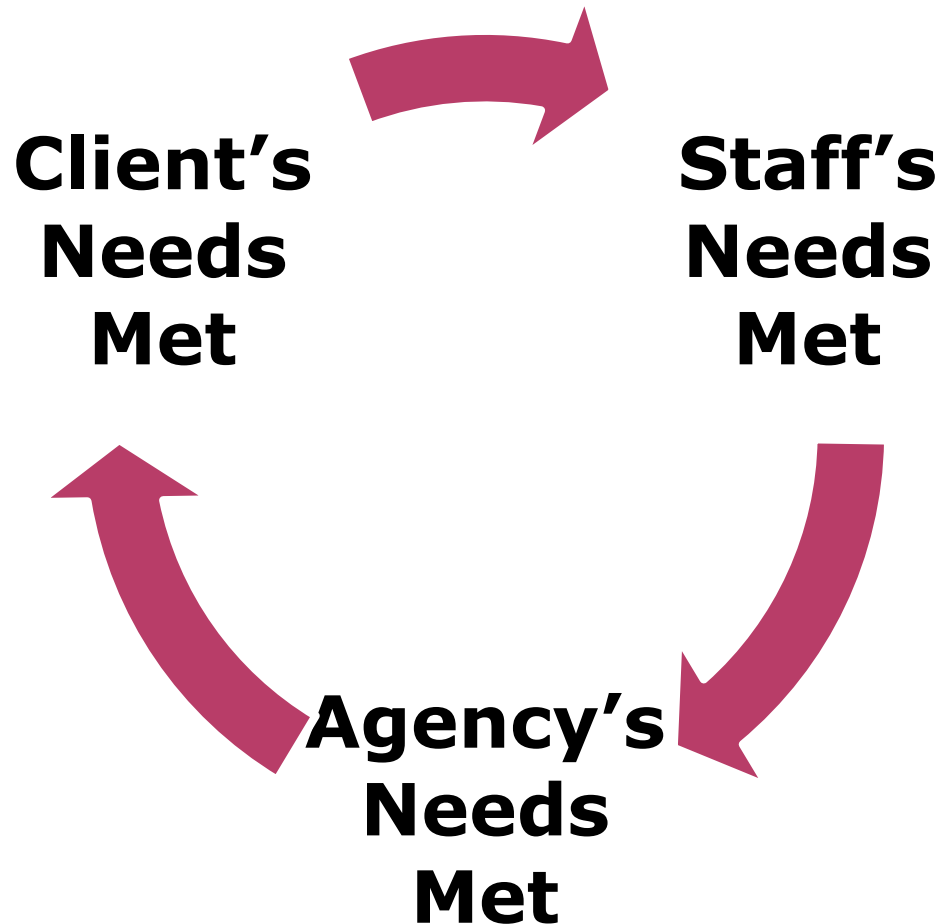
WHERE IS YOUR SERENE PLACE?



WHAT ARE YOUR BOOBYTRAPS?



OUTCOME OF SELF-CARE PLANNING



WORKERS' NEEDS FOLLOWING A SIGNIFICANT EVENT

- Provide those involved with as much information as possible
- Provide support, empathy and reassurance in a non-judgmental manner
- Debrief with supervisors/colleagues without blame or defensiveness
- Allow open discussion about the client/situation allowing feelings to be shared
- Assess need for time off
- Assess so other clients' needs can be adequately met

FOLLOW THROUGH BY ALL

- Utilize a significant event to learn more about your client and methods for risk prevention
- Agencies should establish and follow protocols for post-significant event-action-plans that consider everyone's needs; including family members, friends, direct care workers, and administration. Maintain vigilance to protect the client's confidentiality, even if deceased

WHAT DO YOU THINK?

- ◉ Can you incorporate a Self-Care Plan into your life?
- ◉ Sharing of plans to support others in creating their Self Care Plan.
- ◉ Consider a monthly group to maintain awareness of self-care and trouble shoot together.

- ◉ Questions/Feedback?



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