


Compassion Fatigue

The Gateway to Burnout

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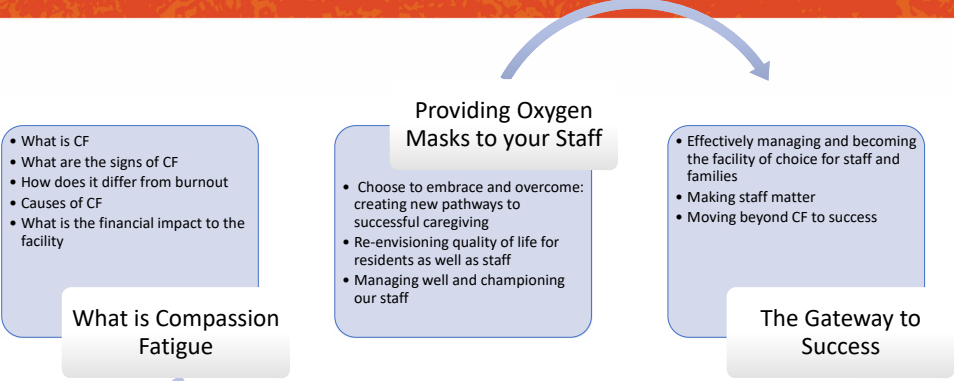
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Compassion Fatigue: The Gateway to Staff Burnout



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    A[What is Compassion Fatigue] --> B[Providing Oxygen Masks to your Staff]
    B --> C[The Gateway to Success]
  
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- What is CF
- What are the signs of CF
- How does it differ from burnout
- Causes of CF
- What is the financial impact to the facility

What is Compassion Fatigue

Providing Oxygen Masks to your Staff

- Choose to embrace and overcome: creating new pathways to successful caregiving
- Re-envisioning quality of life for residents as well as staff
- Managing well and championing our staff

- Effectively managing and becoming the facility of choice for staff and families
- Making staff matter
- Moving beyond CF to success

The Gateway to Success

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What is CF and how does it affect my staff

- Compassion Fatigue – a term that describes the physical, emotional, and psychological impact of helping others
 - Triggers
 - ✓ Being threatened while giving care either physically or emotionally
 - ✓ Providing care in a dangerous situation
 - ✓ Providing care to someone who experiences depressive thoughts
 - ✓ Providing care to those who are dying or are experiencing grief
 - ✓ Providing care with a heavy workload, excessive demands and long hours
- CF happens when these triggers along with others start to affect thoughts, moods and general well-being outside of work. Being affected by work is normal but when a feeling of overwhelm takes over, you are experiencing CF

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What are the signs of Compassion Fatigue

- Mood swings
- Detachment
- Anxiety
- Depressive feelings/thoughts
- Lack of productivity
- Addiction
- Insomnia
- Physical symptoms
 - Exhaustion /Fatigue
 - Changes in appetite / digestive issues
 - Headaches

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What is burnout and how it differs from compassion fatigue

- Burnout is a form of CF but encompasses a more specific experience which can be brought about by a stressful workplace, excessive hours and lack of overall resources.
- Burnout is now classed as an Occupational Phenomenon
 - **ICD-11 definition** – “Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed and is characterized by 3 dimensions:
 - ✓ Feelings of energy depletion /exhaustion
 - ✓ Increased mental distance from one’s job, or feelings of negativism or cynicism related to one’s job
 - ✓ Reduced professional efficacy”

World Health Organization May 28, 2019

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Causes of Compassion Fatigue

The National Institute for Occupational Safety and Health defines occupational stress as “the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker”

- ✓ Emotional Demands
- ✓ Grief and Loss
- ✓ Workload/Time Constraints
- ✓ Physical Demands
- ✓ Challenging Behaviors
- ✓ Perceived Lack of Support
- ✓ Empathy Overload
- ✓ Personal History/Experiences
- ✓ Lack of Work-Life Balance

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Financial Impact

- ✓ High Staff Turnover
- ✓ Decreased Productivity / Lost Wages
- ✓ Increased Recruitment / Training Costs
- ✓ Decreased Quality of Care
- ✓ Impact on Community's Reputation

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Providing Oxygen Masks to Your Staff

- Choose to embrace and overcome – creating new pathways to successful caregiving
 - Promote a supportive work environment
 - Implement support systems/networks
 - Lead by example
 - Regularly check in with staff
- Re-envisioning quality of life for both residents and staff
 - Encourage self care practices
 - Monitor workload and provide realistic resources
 - Create a culture of support
 - Provide regular assessment and allow for feedback
- Managing well – making our staff champions
 - Provide education, training, and skill development
 - Encourage work-life balance
 - Recognize and celebrate achievements

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The Gateway to Success

- ✓ Effectively managing and becoming the community of choice
 - ✓ Assess current practices
 - ✓ Prioritize person-centered care
- ✓ Make staff matter
 - ✓ Collaborate / Provide opportunities for engagement
 - ✓ Support staff well-being
 - ✓ Provide viable growth opportunities through training and promotion
- ✓ Moving beyond Compassion Fatigue to a position of Success
 - ✓ Continuous Improvement
 - ✓ Measure and communicate outcomes

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America's Dementia Coach

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