

# Introduction

“Helping Myself So I Can Help Others”

Scott Breedlove, MRSS-P, MARS

[breedlovetraining@gmail.com](mailto:breedlovetraining@gmail.com)

573-338-3976

@SRBtraining

# Scott Breedlove Introduction

1. Masters Degree – Addiction Studies
2. Dept. of Mental Health
3. Adjunct – Columbia College
4. Private work with DOC/DFS
5. Private Training Company
6. Almost 22 years long term recovery

# Session Objectives

1. Define terms such as Compassion Satisfaction; Compassion Fatigue; Burnout
2. Demonstrate a Professional Quality of Life Scale Test
3. Identify Burnout and Compassion Fatigue symptoms
4. Discuss strategies to avoid Burnout and Compassion Fatigue



Oh, The Places You'll Go  
by Dr. Seuss



# Professional Quality of Life Scale Test

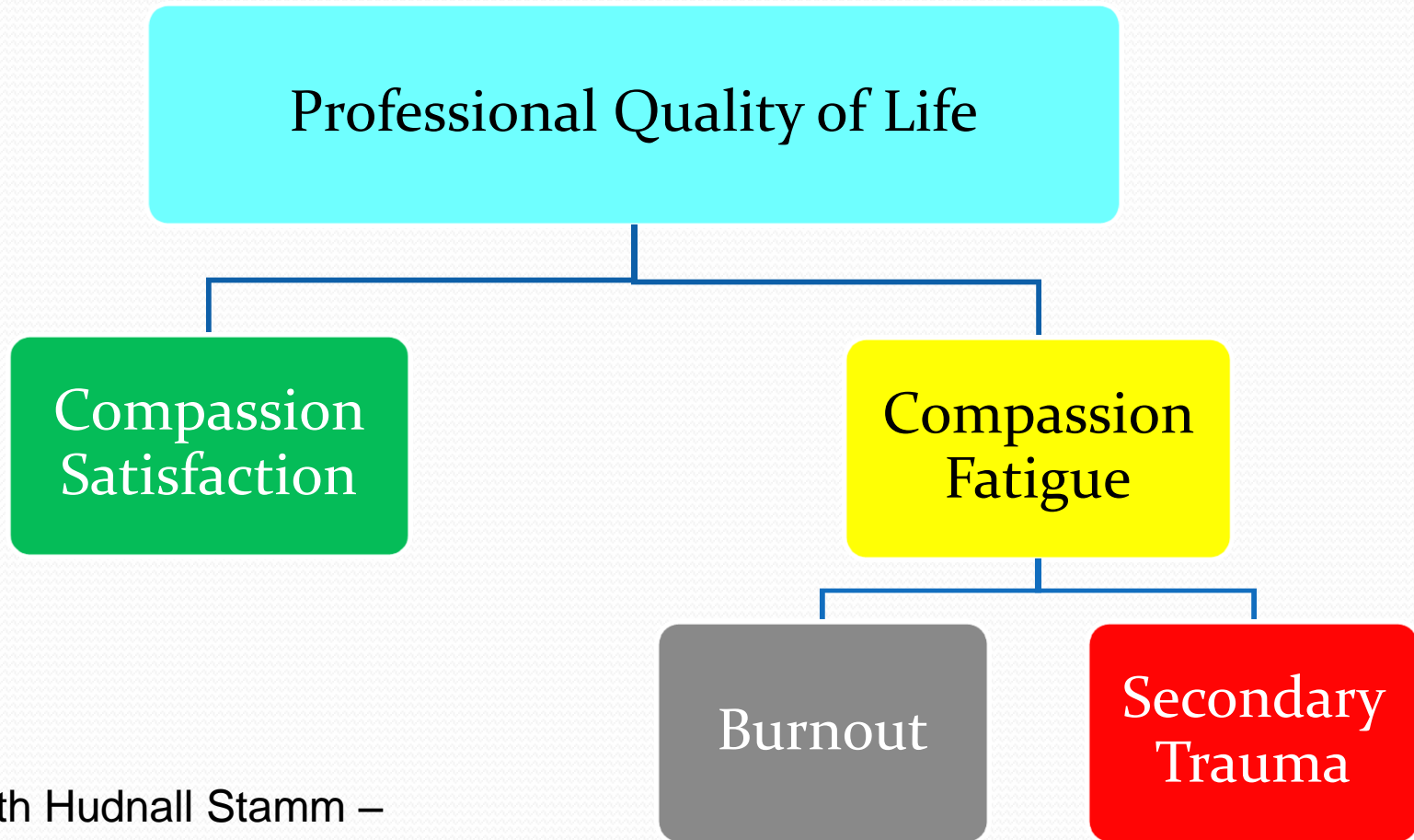
Beth Hudnall Stamm – [www.ProQOL.org](http://www.ProQOL.org)



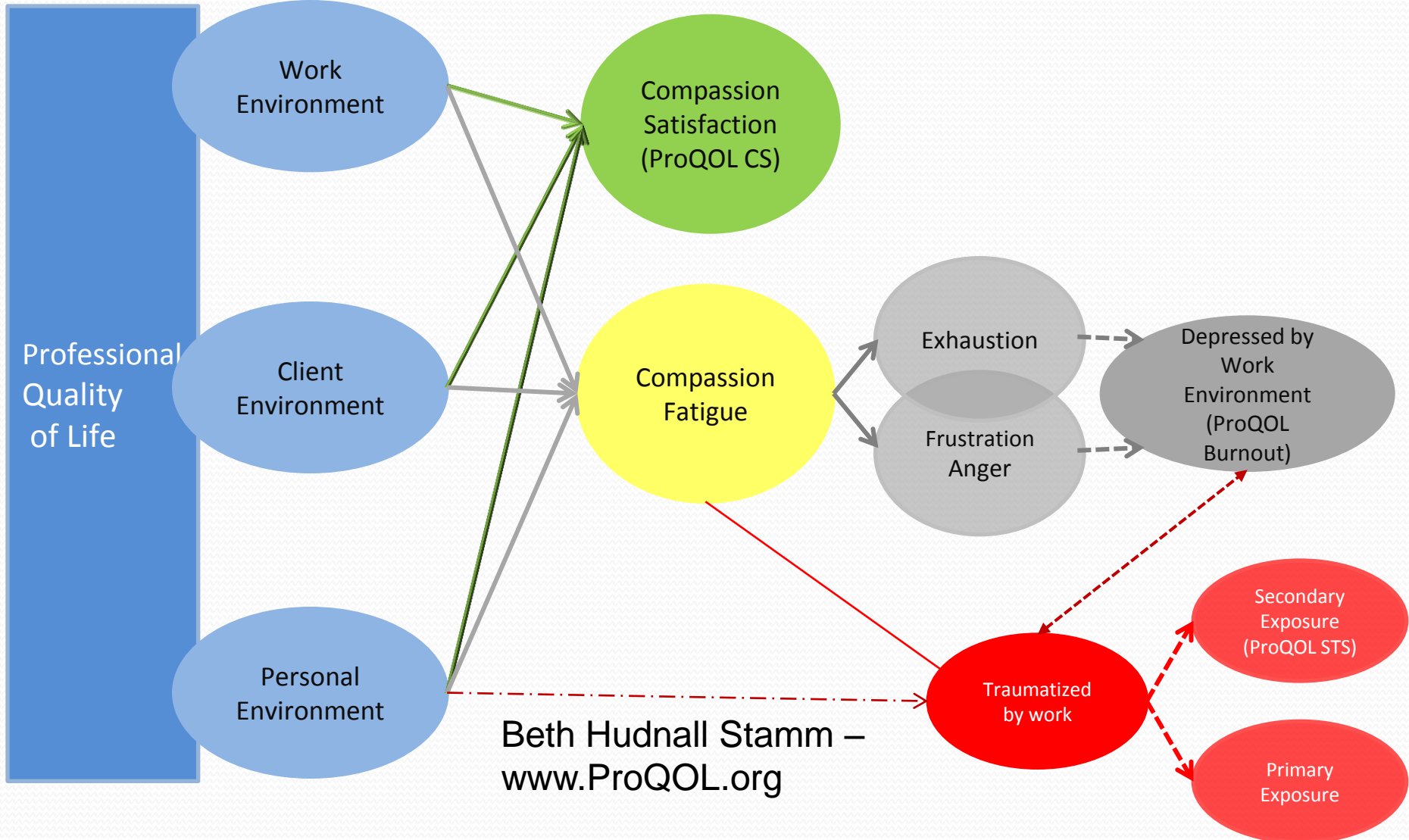
# Definitions

1. Compassion Satisfaction
2. Stress
3. Burnout
4. Compassion Fatigue
5. Secondary Traumatic Stress (STSD)

# CS-CF Model



# Complex Relationships







# Compassion Fatigue – Ethical Issue?

1. TAP 21 – Competency 123
2. TAP 21A

# Common Ethical Values by William White

1. Autonomy
2. Beneficence
3. Non-maleficence
4. Justice
5. Obedience
6. Conscientious refusal
7. Gratitude
8. Competence
9. Stewardship
10. Honesty and Candor
11. Fidelity
12. Loyalty
13. Diligence
14. Discretion
15. Self-improvement
16. Restitution
17. Self-interest

# Risk Factors

1. Poor self-care
2. Previous unresolved trauma
3. Inability or refusal to control work stressors
4. Lack of satisfaction for the work
5. Lack of clear boundaries
6. Life events
  - Figley, C. R. (Ed.) (1995). *Compassion fatigue: Coping with secondary traumatic stress disorder in those who treat the traumatized*. New York: Brunner/Mazel.

# Employee Symptoms-Physical

- Chronic exhaustion and fatigue
- Insomnia
- Headaches and stomachaches
- Lack of appetite
- Physical agitation or retardation
- Frequent bouts of sickness (e.g., colds, sore throats)

Mendenhall, T. (2006). Trauma-Response Teams: Inherent Challenges and Practical Strategies in Interdisciplinary Fieldwork. *Families Systems, & Health*: 24(3):357-362.

# Employee Symptoms-Psychological

- Irritable
- Overwhelmed

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# Employee Symptoms-Relational

- Reduced empathy
- Numb to patients' and families' pain, are cynical regarding clients' ability to change and/or perceive them as being responsible for many of their problems

Mendenhall, T. (2006). Trauma-Response Teams: Inherent Challenges and Practical Strategies in Interdisciplinary Fieldwork. *Families Systems, & Health*: 24(3):357-362.

# Employee Symptoms-Organizational

- Sense of feeling scattered
- Unable to meet their professional obligations

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# Organization Symptoms

1. Excessive workers comp claims
2. High turnover
3. Rumors and gossip
4. Excessive policy changes
5. Unhealthy competition
6. Intentional breaking of rules/regulations
7. “Us” vs “Them” worker relationships



# Topic Importance

1. Job performance goes down
2. Mistakes go up
3. Morale drops
4. Personal relationships deteriorate
5. Personality deteriorates
6. Overall decline in health
7. Lawsuits
8. Finances
9. Corporate culture

# Prevention

## **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](http://www.psychosocial.org) or [www.proqol.org](http://www.proqol.org)

# Personal Responsibility!

- Recognize the symptoms of compassion fatigue
- Learn to ask for help
- Accept limitations
- Daily breaks
- Vacations
- Make small changes when possible
- Time management
- Self confession
- Maintain big picture

# Organizational Help!

- Set realistic and attainable goals
- Encourage personal staff growth
- Encourage staff to pursue outside work activities
- Allow personalization of staff work areas
- Enforce staff boundaries
- Open communication
- Flexible work conditions
- Allow for creative thinking
- Hold staff meetings that focus on solutions

# Professional Strategies

## Maintain Professional Connections

- Professional Education
- Support Groups
- Supervision and Consultation
- Vicarious Traumatization Consultations

# Professional Strategies

## Seek Spiritual Renewal

- Remember to find meaning in your work
- Identify & celebrate successes with clients
- Renew hope
- Maintain focus on larger purpose of work
- Explore disillusionment



# Prevention Quick-guide

Beth Hudnall Stamm – [www.ProQOL.org](http://www.ProQOL.org)



# Survey Questions and Survey Results





"The pessimist complains about the wind;  
The optimist expects it to change;  
The realist adjusts the sails."

William Arthur Ward