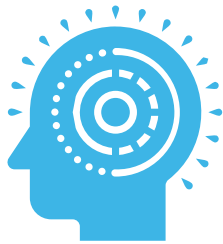






Caring through COVID-19

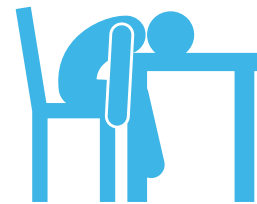
Surviving COVID-19 as a Provider and a Human: Preventing and Healing Compassion Fatigue



Anxiety



Depression

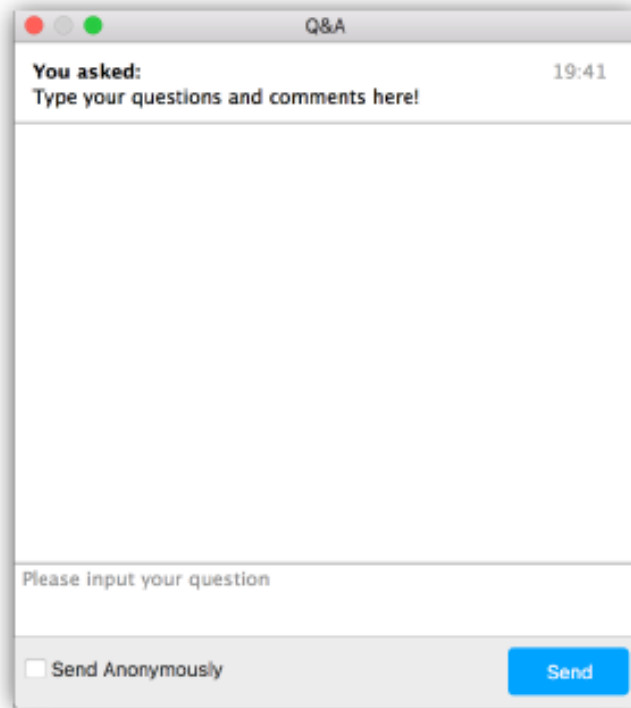


Job loss



Working
remotely

House Keeping Items



Q&A

You asked: 19:41
Type your questions and comments here!

Please input your question

Send Anonymously Send

1. Today's webinar is 1 hour including Q&A
2. All participants will be muted during the webinar
3. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
4. This webinar is being recorded and will be posted within 24 hours at www.beaconhealthoptions.com/coronavirus/ so you have continued access to the information and resources

Today's speakers



Anita DiNitto, LICSW
Provider Quality Manager



Margot Schrader, LCMHC
Provider Quality Manager



Agenda & learning objectives



- 1) Understand what compassion fatigue is and who it affects
- 2) Learn to identify risk factors and warning signs of compassion fatigue
- 3) Learn how to prevent and heal compassion fatigue
- 4) Learn the components needed to create a self care plan that will help you guard against and/or lessen the impact of compassion fatigue



Checking “In” with Your Body



Poll question- getting to know you



How long have you worked in the behavioral health field?

- A. 0-5 years
- B. 5 to 10 years
- C. 10 to 20 years
- D. Over 20 years



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Caring through
COVID-19

Life during COVID-19

COVID-19 has complicated our lives

Work

- Transition to telehealth/telephonic
- Finding a private space
- Delivering face-to-face services
- Technology challenges
- Increased workload
- Cross training on jobs

Home

- Children are home
- Working and home schooling
- Reduction in family income
- Increased worry about loved ones
- Caring for parents and relatives
- Less entertainment options
- Normal self care is not available
- General COVID-19 anxiety

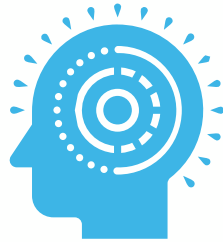


Stress levels have increased for everyone

Life as we know it has changed drastically!



**Working
remotely**



Anxiety



Depression



Job loss



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**Caring through
COVID-19**

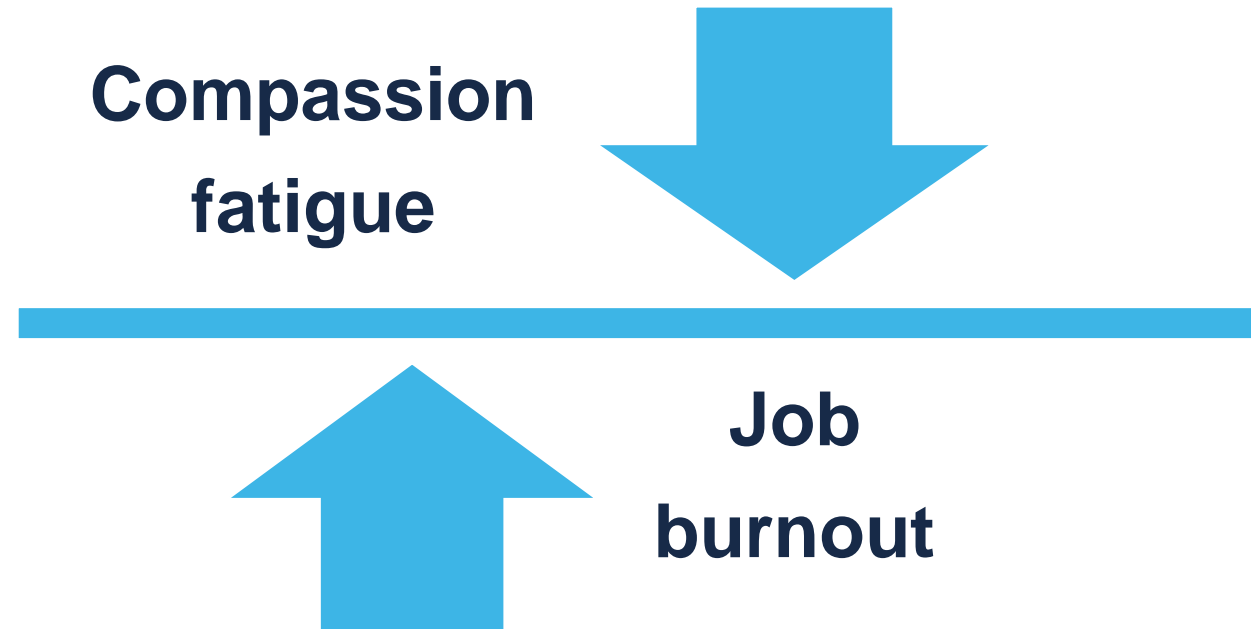
What is compassion fatigue?

“We have not been directly exposed to the trauma scene, but we hear the story told with such intensity, or we hear similar stories so often, or we have the gift and curse of extreme empathy and we suffer. We feel the feelings of our clients. We experience their fears. We dream their dreams. Eventually, we lose a certain spark of optimism, humor and hope. We tire. We aren’t sick, but we aren’t ourselves.”

– C. Figley, 1995

Compassion fatigue differs from job burnout

Compassion fatigue
differs from
job burnout,
but can co-exist.



Compassion fatigue can impact a wide range of professionals and caregivers



Therapists, social workers, mental health workers, home health workers, nurses, doctors and lawyers can be impacted by compassion fatigue.



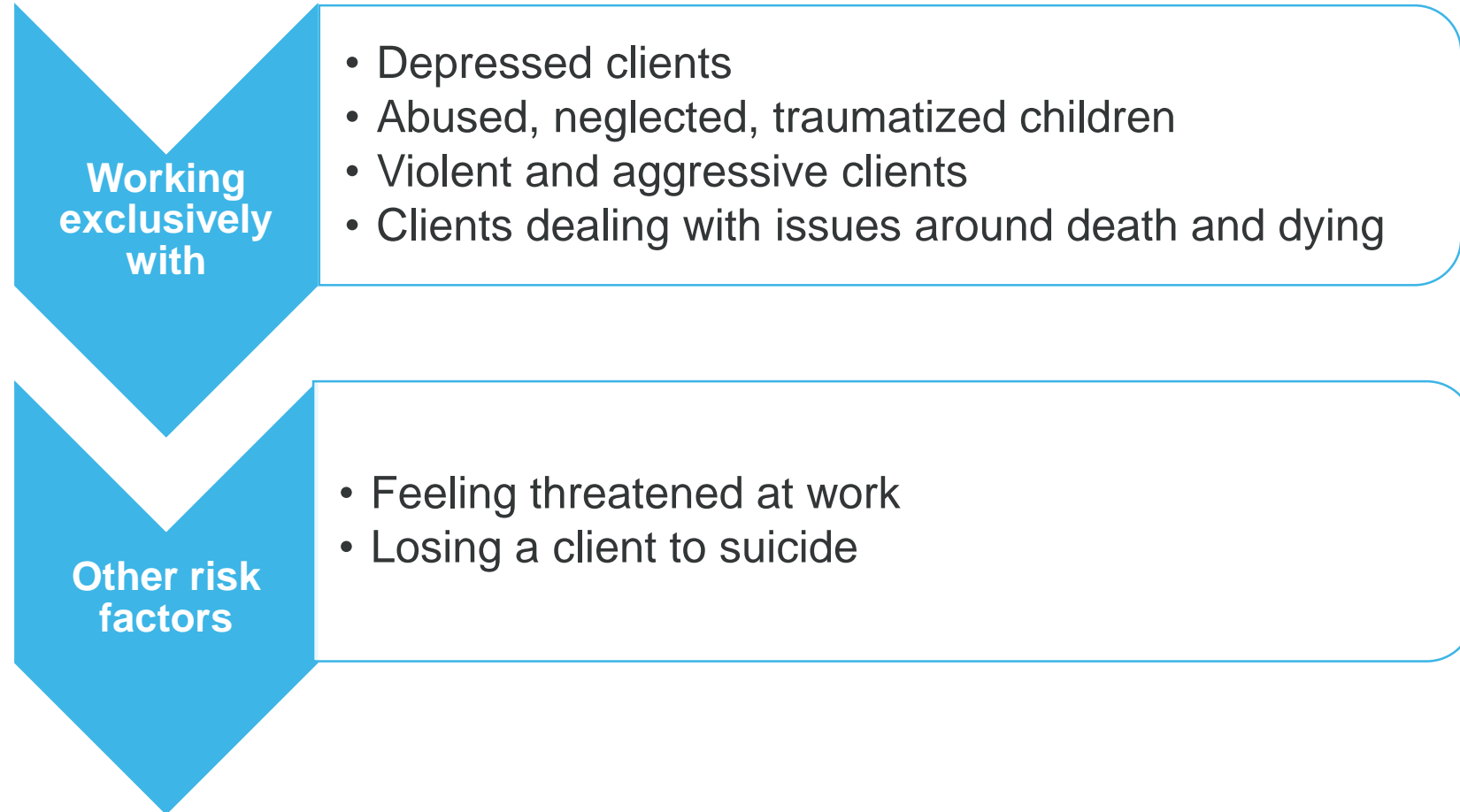
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Risk factors & warnings

Several factors increase the risk of developing compassion fatigue



There are many warning signs for compassion fatigue

General emotional state consisting of:

Feeling estranged from others

Feeling worthless

Feeling resentful or disillusioned

Feeling like a failure

Experiencing any of the following:

Flashbacks

Acute anxiety

Irritability

Angry outbursts

Noticing an increase in:

Feelings of hopelessness, helplessness or dread

Reliance on less healthy coping skills

Absenteeism from work or obligations

Difficulty separating work and home

Poll question- your experience



What is your experience with compassion fatigue?

- A. Currently experiencing compassion fatigue
- B. Feeling like I am at risk
- C. Unsure
- D. Wanting to learn more to be aware and support others



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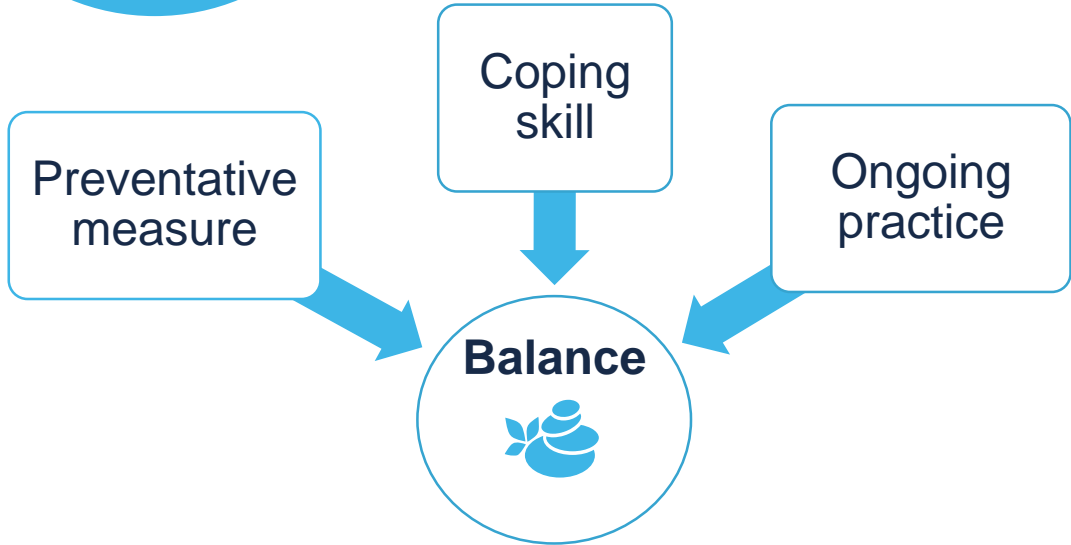
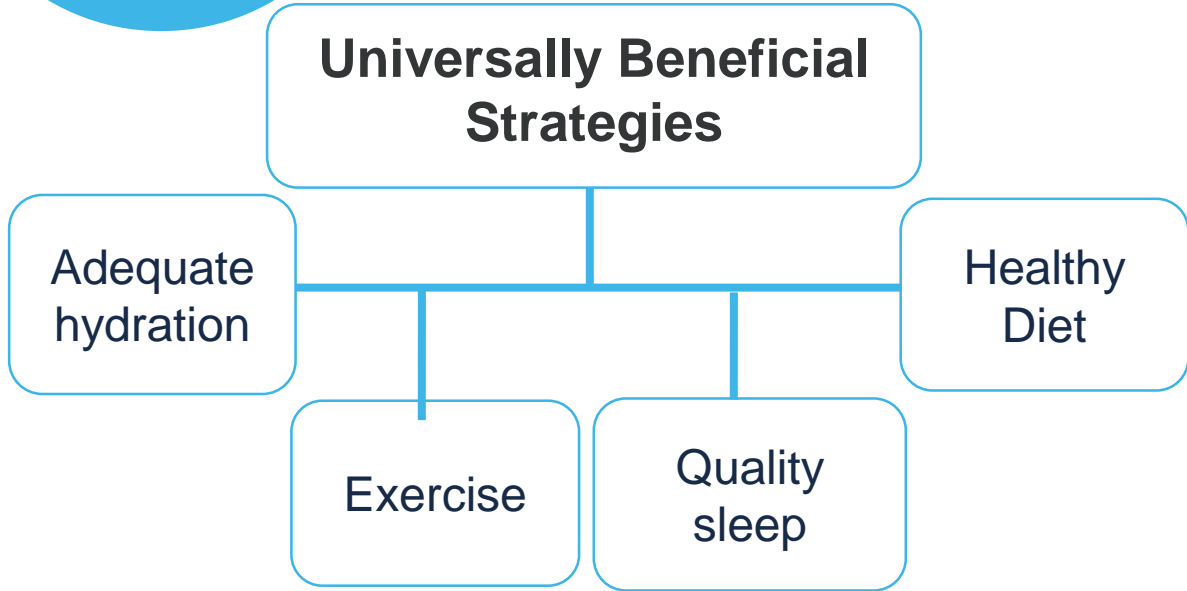
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How to prevent and/or heal compassion fatigue

Regular self care can help prevent compassion fatigue

Self care is subjective

The timing of self care matters



Knowing and maintaining boundaries are a vital part of self care



Physical boundaries

- Handshake or a hug? Your body, your boundary



Emotional boundaries

- You are responsible for your feelings and moods



Chronological boundaries





- Stick to your work schedule. Take breaks. Take time off.



Financial boundaries

- Maintaining a budget, requesting reimbursement for work expenses

Boundaries for self care during COVID-19 may be different for some people

-  Have a dedicated workspace
-  Take lunch away from your work space if possible
-  Hold clear boundaries with your work hours
-  Find a quiet space for self reflection and time to recharge

Self care strategies during COVID-19

Establishing a Routine is Self-Care



Self care strategies during COVID-19

Additional ways to preserve your sanity



Living during a pandemic can be traumatic.

Post Traumatic Growth (PTG)

The phenomenon was identified by researchers, Richard Tedeschi, PhD, and Lawrence Calhoun, PhD. “PTG is the experience of positive change that occurs as a result of the struggle with highly challenging life crises.³”

Post Traumatic Growth manifests in a variety of ways

Individual:

- Increased appreciation for life
- More meaningful interpersonal relationships
- Increased feeling of personal strength
- Priorities change
- A richer spiritual life.⁷

Community:

- Community members feel more connected
- More cooperative
- More altruistic
- Shared sense of purpose.⁷

Be intentional in the coming days

Time for self care

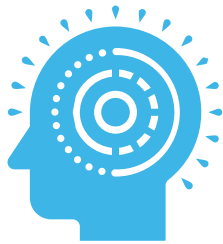
Settle into your seat, it's time to relax.





Caring through COVID-19

Questions?



Anxiety



Depression



Job loss



**Working
remotely**

Citations

1. 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.
2. R. Adams, PhD; J.A. Boscarino, PhD, MPH; Charles Figley, PhD. *Compassion Fatigue and Psychological Distress Among Social Workers: A Validation Study* Am J Orthopsychiatry. January 2006.
3. R. Tedeschi, PHD and L. Calhoun, PHD, *Posttraumatic Growth: Conceptual Foundations and Empirical Evidence* Psychological Inquiry 2004. Vol. 15. No.1. 1-18
4. Working Remotely During COVID-19
<http://www.workplacementalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19>
5. World Health Organization- Situation reports
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>
6. American Psychological Association- Growth after Trauma
<https://www.apa.org/monitor/2016/11/growth-trauma>
7. Taylor, Steve, The Coronavirus and Post-Traumatic Growth-Scientific American - April,2020
<https://blogs.scientificamerican.com/observations/the-coronavirus-and-post-traumatic-growth/>

Resources



Beacon COVID-19 Provider Resources

The screenshot shows the Beacon Health Options website's COVID-19 provider resources page. The navigation bar includes links for Who We Are, Members, Brokers, Providers, Solutions, and Contact. The main content area is titled "Provider Resources" and contains several paragraphs of text, a "GENERAL" section with a list of links, a "MENTAL HEALTH" section with a list of links, and a "STATE SPECIFIC GUIDELINES" section. A sidebar on the right features the "Caring through COVID-19" logo and a menu with links for Member Resources, Client Resources, Provider Resources (highlighted), and Additional Resources with a plus sign.

HOME / CORONAVIRUS AND YOUR MENTAL HEALTH / PROVIDER RESOURCES

Provider Resources

Beacon Health Options is strongly committed to our members, clients and providers to ensure that mental health needs are being met during this stressful time.

We recognize that many of our members and providers are being encouraged or mandated to stay at home in order to prevent community spread of coronavirus. When clinically appropriate, telehealth can be an effective way for members to begin or continue their care through a mental health provider safely from their homes via phone, tablet or computer-enabled web cam.

During this national public health emergency Beacon will cover telehealth services including phone therapy, for most services. Additionally, in order to ensure access to care for our members we are waiving cost sharing for in-network and out-of-network providers.

GENERAL

- > [Provider FAQs: IOP & Telehealth](#)
- > [Provider FAQs: PHP & Telehealth](#)
- > [ABA/COVID-19 FAQs](#)
- > [Business support FAQs for providers](#)
- > [Coronavirus general and mental health FAQs](#)
- > [Telehealth 101: What you need to know to get started – video | powerpoint](#)
- > [CMS expands Medicare codes](#)
- > [Beacon Health Options partners with Psych Hub to develop COVID-19 resource hub](#)

MENTAL HEALTH

- > [Tips for housebound families](#)
- > [Finding coronavirus media coverage overwhelming?](#)
- > [Social distancing for the social animal](#)
- > [How to navigate anxiety caused by coronavirus](#)
- > [How to help children navigate anxiety caused by coronavirus](#)

STATE SPECIFIC GUIDELINES

Caring through COVID-19

- Member Resources
- Client Resources
- Provider Resources**
- Additional Resources +

[Coronavirus Provider Resources \(Link\)](#) [Provider Webinars \(Link\)](#)

Additional Provider Webinars

- **Triaging Referrals to Prioritize Access**
- **Delivering Substance Use Disorder Care Via Telehealth Platform**
- **Telehealth Documentation 101: bridging the virtual gap**

Compassion fatigue warning signs- full list

- Feeling estranged from others, as if there is no one to talk with about highly stressful experiences
- Reduced feelings of empathy and sympathy toward clients, co-workers and those in our personal lives
- Difficulty falling or staying asleep
- Outbursts of anger, irritability or acute anxiety with little provocation or reason(s)
- Startling easily
- Experiencing intrusive thoughts or flashbacks of sessions with difficult clients or families
- Hypersensitivity or insensitivity to emotional material
- Suddenly and involuntarily recalling a frightening experience (perhaps of your own) while working with a client
- Increased sense of hopelessness, helplessness or dread associated with working with clients and their families
- Increased reliance on less healthy “coping” behaviors i.e. increased substance use, over-eating
- Find it difficult to separate work life from personal life
- Thoughts that you are not succeeding at achieving your life goals

Compassion fatigue risk factors full list

- Sense of worthlessness / disillusionment / resentment associated with your work
- Increased absenteeism use of sick days at work.
- Specializing in treatment that introduces them to extreme issues nearly every session.
- Being physically threatened by a person under their therapeutic care.
- A person under your care dying by suicide.
- Providing treatment services to someone(s) considered dangerous and/or has a history of aggression, violence.
- Working exclusively with people who experience Depression
- Working exclusively with abused children
- Specializing in treating death, grief and bereavement
- Providing therapy for someone who has experienced the death of a child or who has a dying child

Mini self care exercises



Focus on gratitude.

Take 30 seconds to focus on a few things for which you are grateful. Noticing the positive things in your life, paired with a few deep breaths. For the difficult days focus on the basics first such as health, a home, air to breath etc.



Recognize the signs of your personal stress response.

Are you clenching your jaw? Is your heart rate elevated? Are your fists clenched? Train yourself to use stress as a cue that you need to put one or more of the actions below into effect. Just noticing your stress can help you feel better, once you realize that you have a choice of what to do about it.”



Recite a calming motto, mantra, or prayer.

Write down a few perspective-giving sayings, tape them up, and read them to yourself when needed. "The Serenity Prayer" works for many people.



Practice the “Notice 5 Things” exercise.

Notice five interesting things you can see, hear, feel, or smell. This simple exercise adds mindfulness to any routine activity, such as a walk, by inviting you to notice what is unique, new, or previously unseen.



Practice 4-7-8 Breathing.

Breath in through your nose for a count of 4. Hold your breath for a count of 7. Exhale forcefully through your mouth for a count of 8. Repeat up to 4 times

“At-work” resources



Zoom Exhaustion is Real: Here are Six Ways to Find Balance and Stay Connected

<https://www.mindful.org/zoom-exhaustion-is-real-here-are-six-ways-to-find-balance-and-stay-connected/>



Be More Mindful at Work

<https://www.nytimes.com/guides/well/be-more-mindful-at-work>



The National Council for Behavioral Health-COVID-19 Resources for Behavioral Health Professionals:

<https://www.thenationalcouncil.org/#>



SAMHSA:

<https://www.samhsa.gov/coronavirus>



Working Remotely During COVID-19

<http://www.workplacementalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19>

Self care resources for all

 **A Zen Master's Tips for Staying Sane During Challenging Times**

<https://plumvillage.org/articles/a-zen-masters-tips-for-staying-sane-in-challenging-times/>

 **COVID Calm.org: Bite sized Stress Management for Health Care Professionals**

<https://www.covidcalm.org/>

 **COVID19 essential workers- Free or reduced therapy- All 50 states**

<https://www.coronavirusonlinetherapy.com/>

 **The Clay Center for Young Minds- Self care for Resilience-Resources**

<https://www.mghclaycenter.org/self-care/>

 **Healthy Children.org- Positive Parenting and COVID19**

https://www.healthychildren.org/English/family-life/family-dynamics/communication-discipline/Pages/Positive-Parenting-and-COVID-19_10-Tips.aspx

 **Tenpercent.com- Coronavirus Sanity Guide**

<https://www.tenpercent.com/coronavirussanityguide>

 **HeySigmund.com- Meditations for kids**

<https://www.heyigmund.com/treehouse/mindfulness/>

Self care apps



Sanvello- <https://www.sanvello.com/coronavirus-anxiety-support/> *offering free premium access!*

An app for stress, anxiety, and depression based on cognitive-behavioral therapy, mindfulness, and wellness. Comprised of quick activities alongside a supportive community, Sanvello is designed as a daily tool to help people address stress and anxiety at a gradual pace.



Down Dog- <https://www.downdogapp.com/>

Free access to all exercise apps on this platform. They offer Yoga, Yoga for Beginners, HIIT, Barre and 7 Minute. Currently free for everyone. Special content for Health care workers and students.



Insight Timer- <https://insighttimer.com/>

Free library of over 40,000 recorded meditations for sleep, anxiety, stress, mindfulness, self-compassion, calming music, for kids, etc.



Head Space- <https://www.headspace.com/covid-19>

Currently offering free meditations and workouts for all. Listed under “Weathering the Storm”



Shine- <https://www.virusanxiety.com/>

The website above is a COVID19 specific project Shine has created. This website offers many free meditations and information on coping skills and self care. <https://join.shinetext.com/> to download the app

Thank You



This presentation will be posted at
www.beaconhealthoptions.com/coronavirus/

CONTACT US:

Beacon's National Provider Services Line

800-397-1630 (Monday-Friday, 8 a.m.-8 p.m. ET) or contact your Provider Relations contact

