



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



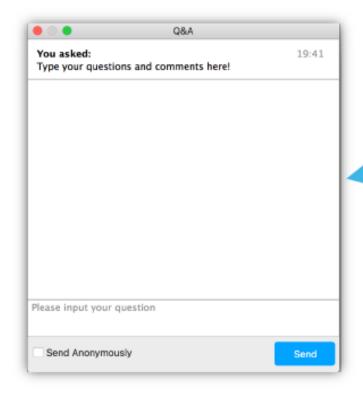








House Keeping Items



- Today's webinar is 1 hour including Q&A
- 2. All participants will be muted during the webinar
- Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
- 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

beacon



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





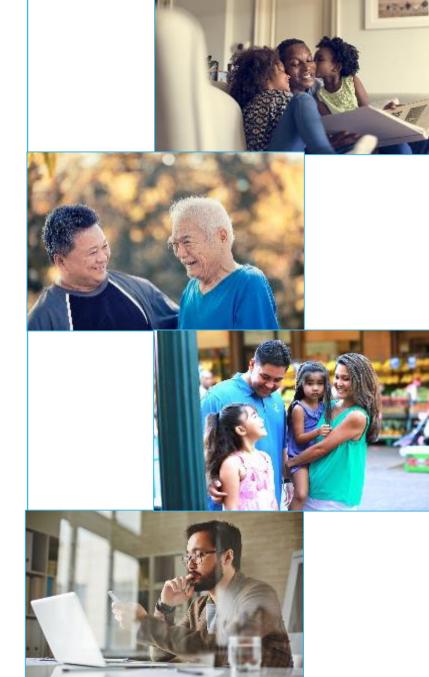
Life during COVID-19

COVID-19 has complicated our lives

Work Home

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

- 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!













What is compassion fatigue?

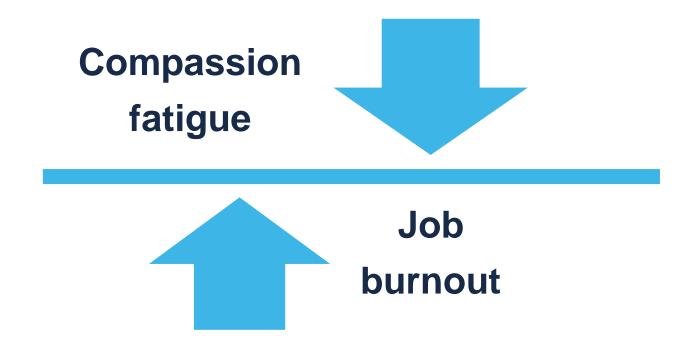
"We have not been directly exposed to the trauma scene, but we hear the story told with such intensity, or we hear similar stories so often, or we have the gift and curse of extreme empathy and we suffer. We feel the feelings of our clients. We experience their fears. We dream their dreams. Eventually, 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.





Risk factors & warnings

Several factors increase the risk of developing compassion fatigue

Working exclusively with

- Depressed clients
- Abused, neglected, traumatized children
- Violent and aggressive clients
- Clients dealing with issues around death and dying

Other risk factors

- Feeling threatened at work
- Losing a client to suicide



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



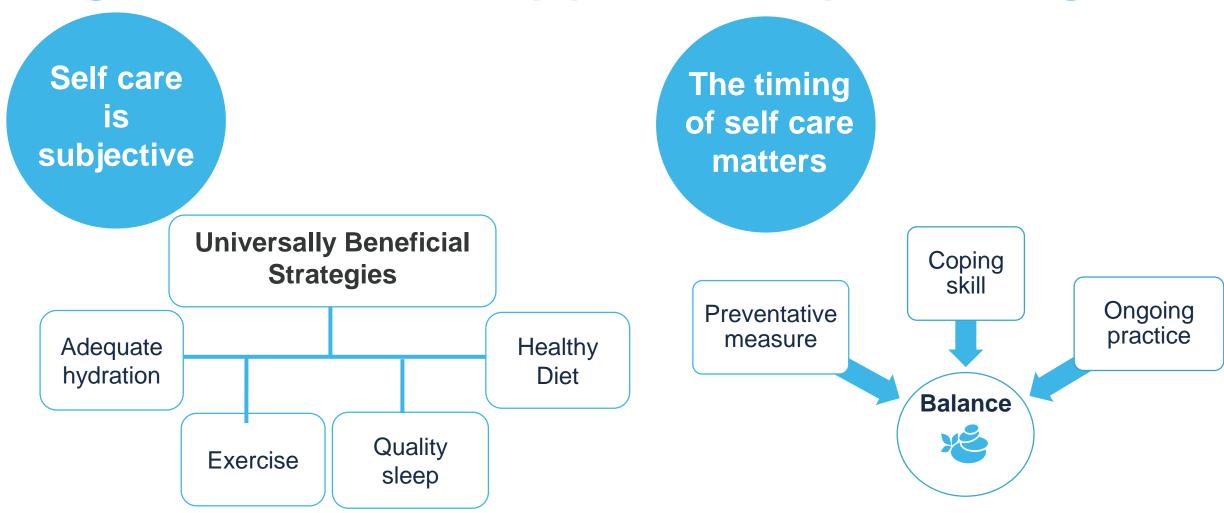
What is your experience with compassion fatigue?

- 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



How to prevent and/or heal compassion fatigue

Regular self care can help prevent compassion fatigue





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 Take time to regulate your nervous system **Telecommuting Telecommuting** and homeschooling Plan your week Stick with your normal morning routine



Self care strategies during COVID-19

Additional ways to preserve your sanity



Be mindful of over-exposure to the news









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.







Questions?











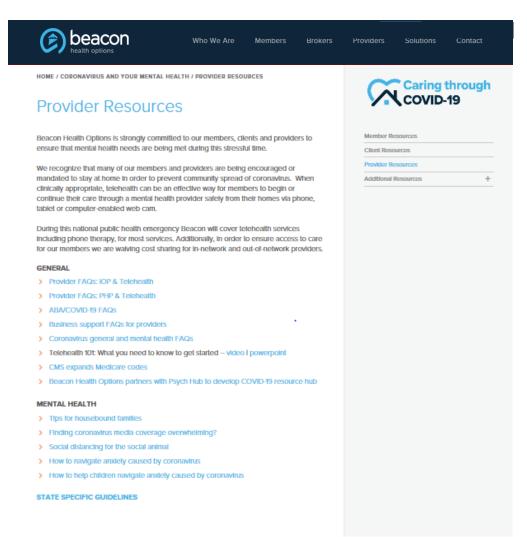
Citations

- 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/





Beacon COVID-19 Provider 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





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.heysigmund.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

