

Compassion Fatigue, Burnout & Stress

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Goals for Session

- Describe compassion fatigue, burnout, and stress
- Examine spiritual dimensions
- Discuss means for addressing

Reduce *S-t-r-e-s-s*: Breathe

Breathe D-E-E-P Diaphragm/Abdomen

Inhale: abdomen moves *out*

Exhale: abdomen moves *in*

Check yourself

Inhale.....Exhale

B-r-e-a-t-h-e

Long...slow...deep

Relax jaw, mouth, tongue

3 to 5 minutes

Hold that breath...release
slowly

Practice when tense

Letting Go of Tension

Breathe deeply:

Say: "Breathe *in* relaxation"

"Breathe *out* tension"

Draw images of relaxation and
tension

Go to Your Quiet Place

Deep Breathe: inhale, exhale

Imagine: go to your quiet, restful place

Feel: tension leave, relaxation and healing come

Use your senses: seeing, hearing, touching,
smelling, tasting

Compassion Fatigue

Self Assessment

Inventory

Self Assessment for Compassion Fatigue

Answer “yes” or “no” to the questions below

1. __ Personal concerns commonly intrude on my professional role.
2. __ My colleagues seem to lack understanding.
3. __ I find even small changes enormously draining.
4. __ I can't seem to recover quickly after association with a traumatic event.
5. __ Association with trauma affects me very deeply.

Continued--

6. __ My clients' stress affects me deeply.
7. __ I have lost my sense of hopefulness.
8. __ I feel vulnerable much of the time.
9. __ I feel overwhelmed by unfinished personal business.

Answering "yes" to four or more questions might indicate that you're suffering from compassion fatigue. This instrument is for informational purposes to serve as a quick check; it has not been validated

Compassion Fatigue

PTSD

Secondary Traumatic Stress Disorder

Vicarious PTSD

A professional liability of caring

“That which is to give light must endure burning”
(Viktor Frankl)

Figley, Charles R. (ed). *Compassion Fatigue: Coping with Secondary Traumatic Stress Disorder in Those Who Treat the Traumatized*. Brunner/Mazel. 1995.

Experiencing an event outside the range of usual human experience that would be markedly distressing to almost anyone:

- ✓ a threat to our person or loved ones
- ✓ threat or harm to children
- ✓ sudden destruction to our home or community
- ✓ seeing serious injury or death come to others
- ✓ learning about threat, harm, destruction, injury, death

A natural by-product

A natural consequence & by-product of caring for, listening to, and helping those traumatized

&

Learning about, hearing stories of those traumatized

Individual Indicators of Distress

Emotional Indicators

Anger

Sadness

Prolonged grief

Anxiety

Depression

Personal Indicators

Self-isolation

Cynicism

Mood swings

Irritability with spouse/family

Physical Indicators

Headaches

Stomach aches

Lethargy

Sleep problems

Work Indicators

Avoidance of certain clients

Missed appointments

Tardiness

Lack of motivation

Who's vulnerable?

- o Those of us who have empathy and are exposed to trauma and the traumatized
- o Trauma workers (police, fire, emergency workers, therapists, child welfare workers)
- o We who have experienced trauma and our trauma remains unresolved

Who's vulnerable?

- o Those of us who view ourselves as saviors or rescuers
- o Most vulnerable are those of us who deal with *children*

Some historical terms

- ◆ Civil War—a “soldiers heart”
- ◆ WWI—“shell-shock”
- ◆ WWII—“combat exhaustion,” “A-bomb disease,” “survivor syndrome”
- ◆ Viet Nam—“post traumatic stress disorder”

Comparing Compassion Fatigue & Burnout

Compassion Fatigue

- Preoccupation with absorbing trauma and emotional stresses of others
- Symptoms similar to burnout, but onset is faster with better opportunity to recover
- May lead to burnout



Burnout

- Subtle, over time, & leads one to believe he/she is not meant for this type of work
- Feelings of being ineffective, callous, negative, emotional absence, sarcastic, & "stuck"

“My tank is empty!”

The Cost of Caring

- ☑ Reduced job performance
- ☑ Loss of morale
- ☑ Increased sick leave
- ☑ Interpersonal relationships suffer
- ☑ Deterioration of health
- ☑ Irritability and blame
- ☑ Shaken belief system
- ☑ Out-of-control

Compassion and Fatigue

A Biblical Perspective

Two OT Concepts of Compassion

1. Compassion as a response to need

Hamal—to have pity, to spare, to have compassion, as with Pharaoh's daughter taking responsibility for baby Moses (Exodus 2:6)

"That emotional response which results (or may result) in action to remove its object...from impending difficulty."

(Richards, Lawrence O. *Expository Dictionary of Bible Words*. Zondervan, 1991)

2. Compassion as an expression of love

Raham—to love deeply, to be compassionate, to have mercy—illustrated in Psalm 103:13 where the Lord has compassion on those who fear him like a father has compassion on his children

Three NT Concepts

1. Eleos—mercy, an emotion aroused by contact with a person who is suffering—accompanied by giving help

Luke 6:36—“Be merciful, just as your Father is merciful”

Matthew 17:15—“Lord, have mercy on my son,” cried the father with the son who was ill.

2. Oiktirmos—mercy or compassion, torn of heart at the sight of another's suffering

The Lord is full of compassion and mercy (James 5:11), and believers are urged to put on a heart of compassion (Colossians 3:12-13)

3. Splanchnizomai—originally the inner parts of the body, the seat of emotions—particularly pity, compassion and love.

Jesus demonstrated compassion for the multitudes (Mt 9:36; 14:14), told parables to illustrate compassion (Mt 18:27), and provided healing for individuals (Mt 20:34)

Compassion Fatigue

- ☑ To grow weary in giving compassion
- ☑ Becoming faint in showing compassion

Fatigue in the NT

1. Ekkakeo—being in the midst of misfortune; to be unfortunate, desperate; usually translated “to lose heart”

As we have received mercy, we do not lose heart (2 Corinthians 4:1); nor to lose heart in doing good (Galatians 6:9); nor to grow weary in doing good (2 Thessalonians 3:13)

2. Ekluo—to loose, release, to unloose, as a bow-string, to relax, and so to enfeeble, grow weary, become faint

...in due time we shall reap if we do not grow weary (Galatians 6:9)

Application

To express compassion is to exemplify or imitate our heavenly Father (Lk 6:36).

Spiritually, to convey compassion is accomplished through dependence upon the Father as the branch draws energy from the vine (John 15:4-5).

Prayer and "time off" are important to not losing heart (Lk 18:1)

Jesus Himself Took Time-out

“Time off”

- ☒ But He Himself would often slip away to the wilderness to pray (Lk 5:16)
- ☒ And it was at this time that He went off to the mountain to pray, and He spent the whole night in prayer to God (Lk 6:12)
- ☒ And after He had sent the multitudes away, He went up to the mountain by Himself to pray; and when it was evening, He was there alone (Mtt 14:23)
- ☒ And in the early morning, while it was still dark, He arose and went out and departed to a lonely place, and was praying there (Mk 1:35)

A Spiritual Solution to Weariness and Fatigue: Isaiah 40

- 28 The everlasting God, the Lord, the Creator of the ends of the earth does not become weary or tired. His understanding is inscrutable.
- 29 He gives strength to the weary, and to him who lacks might He increases power.
30. Though youths grow weary and tired, and vigorous young men stumble badly,
31. yet those who wait for the Lord will gain new strength; they will mount up with wings like eagles, they will run and not get tired, they will walk and not become weary.

Additional Self-Care Strategies

Be Aware: Time is the Enemy

- ❖ Those in the throes of CF are fatigued and the tendency is to do more only to accomplish less
- ❖ Time must be taken to revitalize oneself:
 - Exercise
 - Relaxed meals
 - Reflection
 - Celebrate closures
 - Develop outside interests
 - Time with family & friends
 - Prayer & meditation

You are the most important
person in your life

...love your neighbor as yourself
(Lev 19:18; Luke 10:27; Galatians 5:14)

Self-Care Strategy

❖ Have an *internal locus of control*

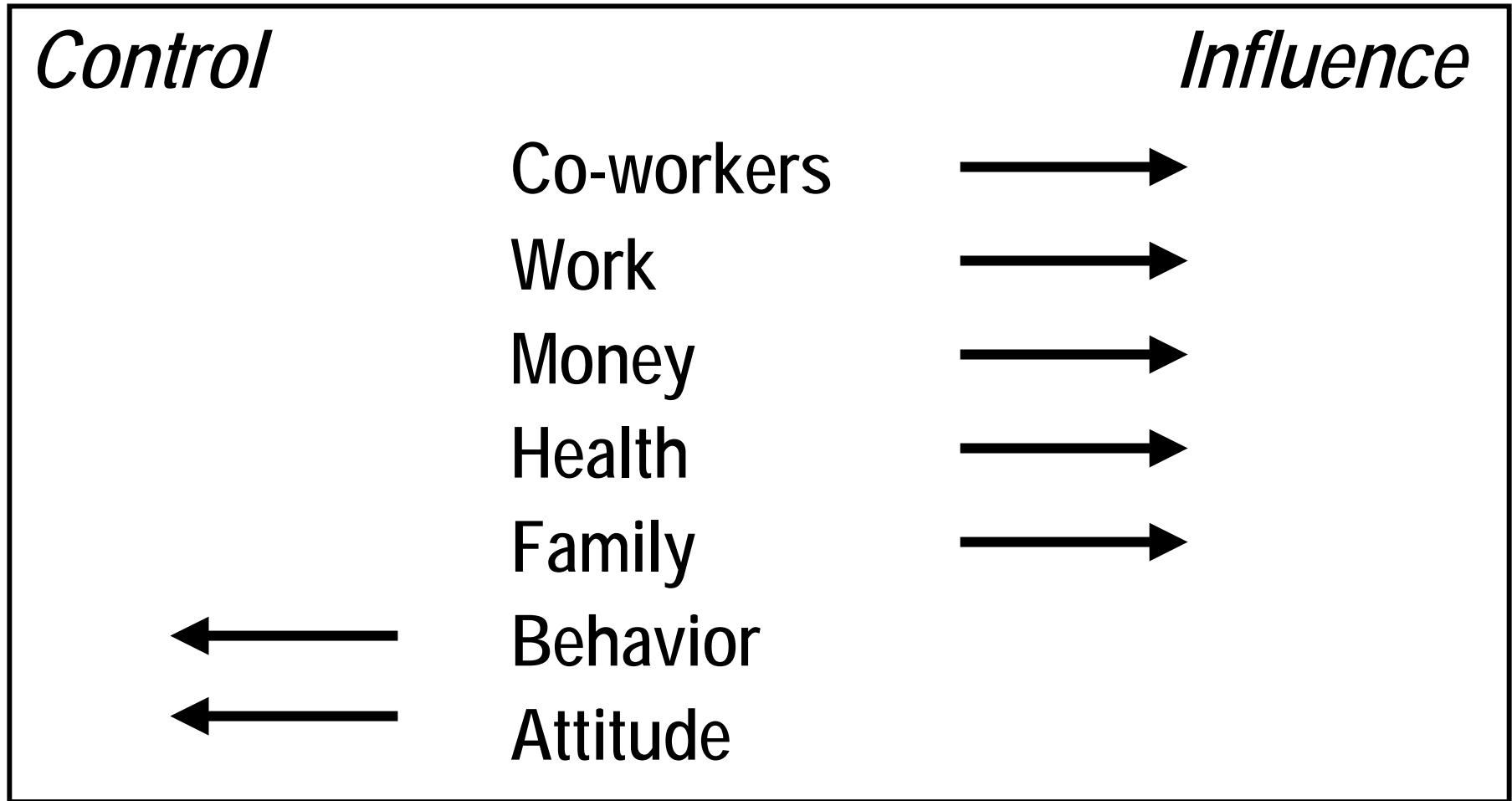
What can I control? Influence?

❖ Develop a *personal mission statement* to guide your practice, your self, and family

Why am I in this profession?

What's my mission?

A Perspective on Control



Self-Care Plan

Physical

Sleep well

Eat well

Exercise

Spiritual

Prayer & Meditation

Study

Fellowship

Emotional

Cry

Laugh

Congratulate yourself

Humor

Psychological

Self-reflect

Pleasure reading

Say "no"!

Smile

Solitude

Workplace

Take breaks

Set limits

Peer support

Use vacations

Burnout

Definitions & Implications

Burnout Inventory

The statements below are indicators of burnout. Almost everyone experiences some of these feelings at some time in his or her career. Check those that are most appropriate for you. If you check more than five, you may want to look more closely at yourself and consider developing some techniques for stress reduction and preventing burnout.

- I feel hopeless and trapped in my job.
- I am constantly tired.
- I am bored with my duties and co-workers.
- I am easily irritated and have little patience with co-workers and clients.
- I am cynical about my organization and my profession.
- I want change in my daily routine, yet I feel threatened by change.
- I feel that I lack control over my circumstances.

- I have difficulty concentrating on specific tasks.
- I withdraw, because working at problem-solving seems futile.
- I use alcohol and drugs too often.
- I occupy myself with trivial activities to escape more important responsibilities.
- I used to care about others, but now I'm too preoccupied with my own health, sanity and career.
- I am restless and have difficulty relaxing or sleeping.
- I doubt that I really make a difference to my clients, co-workers, friends or family.
- I have lost my professional and personal confidence.
- I hate to get out of bed and dread going to work.
- I put off making decisions because they seem overwhelming.

- I don't want to hear about anyone else's problems.
- I feel I have nothing more to give.
- I am just going through the motions --- waiting for a shift change, a new job or retirement.
- I've lost my sense of purpose or enthusiasm about my job.
- I often use phrases such as, "I don't care anymore", or "Why bother?"
- I am highly critical of others. My self-esteem is low.
- I use a lot of sick leave just to get away from work.
- My social involvement has decreased both on and off the job.
- I frequently complain and despair over problems.

Definition One

“A state of physical, emotional and mental exhaustion caused by long term involvement in emotionally demanding situations.”

Ayala Pines & Elliott Aronson

Exhaustion

Definition Two

“A state of fatigue or frustration brought about by devotion to a cause, way of life, or relationship that failed to produce the expected reward.”

Herbert J. Freudenberger

Disillusionment

Symptoms of Burnout

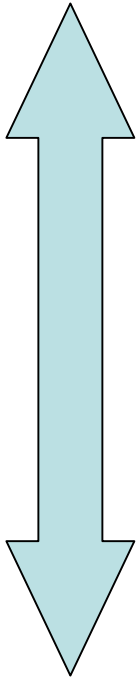
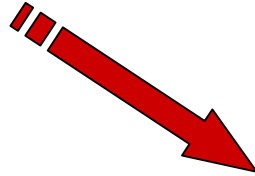
- ✓ Fatigue
- ✓ Frequent illness
- ✓ Sleep problems
- ✓ Disillusionment with work
- ✓ Cynicism toward agency or clientele
- ✓ Sense of helplessness/hopelessness
- ✓ Feeling powerless to change events
- ✓ Anger toward the "system"

Symptoms

- ✓ Depression and isolation
- ✓ Detachment from co-workers
- ✓ Absenteeism
- ✓ Harshness in dealing with colleagues
- ✓ Reduced commitment to work
- ✓ Increased consumption of chemicals

Frustration Gap

Expectations



Actual

*Symptoms develop when frustration
becomes chronic*

(physical, emotional, behavioral, spiritual)

Definition Three

“The index of the dislocation between what people are and what they have to do. It represents an erosion in values, dignity, spirit and will—an erosion of the human soul. It is a malady that spreads gradually and continuously over time, putting people into a downward spiral...”

Maslach & Leiter

Erosion of soul

The Work Environment

Maslach & Leiter: burnout is not a matter of weakness or poor attitude in individual employees. Rather it is a problem of the social environment in the workplace caused by "major mismatches" between the *nature of the person* doing a job and the *nature of the job* itself. The greater the mismatch, the greater the potential for burnout.

Examples of mismatches in the workplace:

- ✓ Overloaded work schedule: too little time and resources
- ✓ Lack of control: reducing costs over client needs
- ✓ Breakdown of community: faster paced work destroys sense of community among coworkers
- ✓ Unfair treatment of workers: evaluation, promotions, benefits not applied fairly
- ✓ Conflict of values: performing tasks felt to be unethical or which go against our values

Three things happen:

- you become chronically exhausted
- you become cynical and detached from your work
- you feel increasingly ineffective on the job.

Maslach & Leiter, *The Truth About Burnout* (1997, Jossey-Bass Publishers)

Employers/supervisors fail to empower their workers to perform effectively:

- Personal Risk
- Lack of Appreciation
- Office and Inter-Agency Politics
- Lack of Professional Projects
- Chronic Fear of Downsizing
- Intense Work Days
- Schedule Imbalance
- Mismanagement

Spiritual

Loss of Purpose

Loss of Meaning

Loss of Self

The Stress Connection

Definition

"Stress is a condition or feeling experienced when a person perceives that *demands* exceed the personal and social *resources* the individual is able to mobilize."

Richard S Lazarus

Stress Terminology

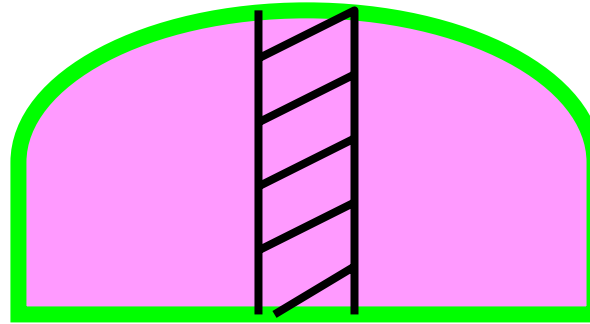
- ***General definition:*** stress as a response to change
- ***Positive Stress:*** stimulates behavior toward positive outcome
- ***Negative Stress:*** responses to change that yield no constructive outcome
- ***Distress:*** mental strain from emotional pain, worry, or constant demands
- ***Prolonged Distress:*** physical and mental symptoms that wear down mind and body

Possibilities from Chronic Stress

- Heart problems
- Headaches
- Allergies
- Arthritis
- Eating problems
- Infections
- High blood pressure
- Immune system problems
- Jaw pain
- Sexual problems
- Nervous tics
- Rapid heart beat
- Backaches
- ☀ Cancer
- ☀ Stroke
- ☀ Ulcers
- ☀ Insomnia
- ☀ Smoking problems
- ☀ Anxiety
- ☀ Drinking problems
- ☀ Burnout
- ☀ Poor self concept
- ☀ Colds
- ☀ Diarrhea
- ☀ Hives
- ☀ Mental lapses

Forbes Continuum

Optimal Stress



Nonproductive

Nonproductive

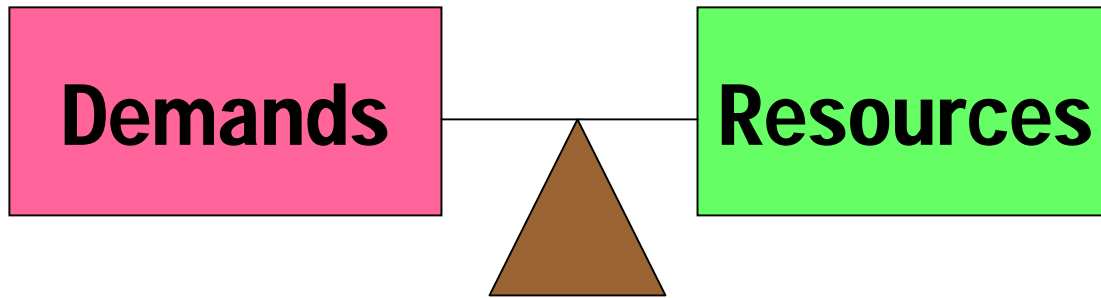
-5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5

Underload

Optimal Performance

Overload

Boredom	Exhilaration	Insomnia, can't sleep
Overqualified for work	High motivation	Irritability
Apathy	Mental alertness	Alcoholism
Erratic, interrupted sleep	High energy	Apathy
Decrease in motivation	Improved memory, recall	Strained relationships
Accidents	Sharp perception	Poor judgment
Alcoholism	Calmness under pressure	Accidents
Absenteeism		Increased errors
Change in appetite		Indecisiveness
Lethargy		Withdrawal
Negativity		Perspective loss
Dullness		Diminished memory



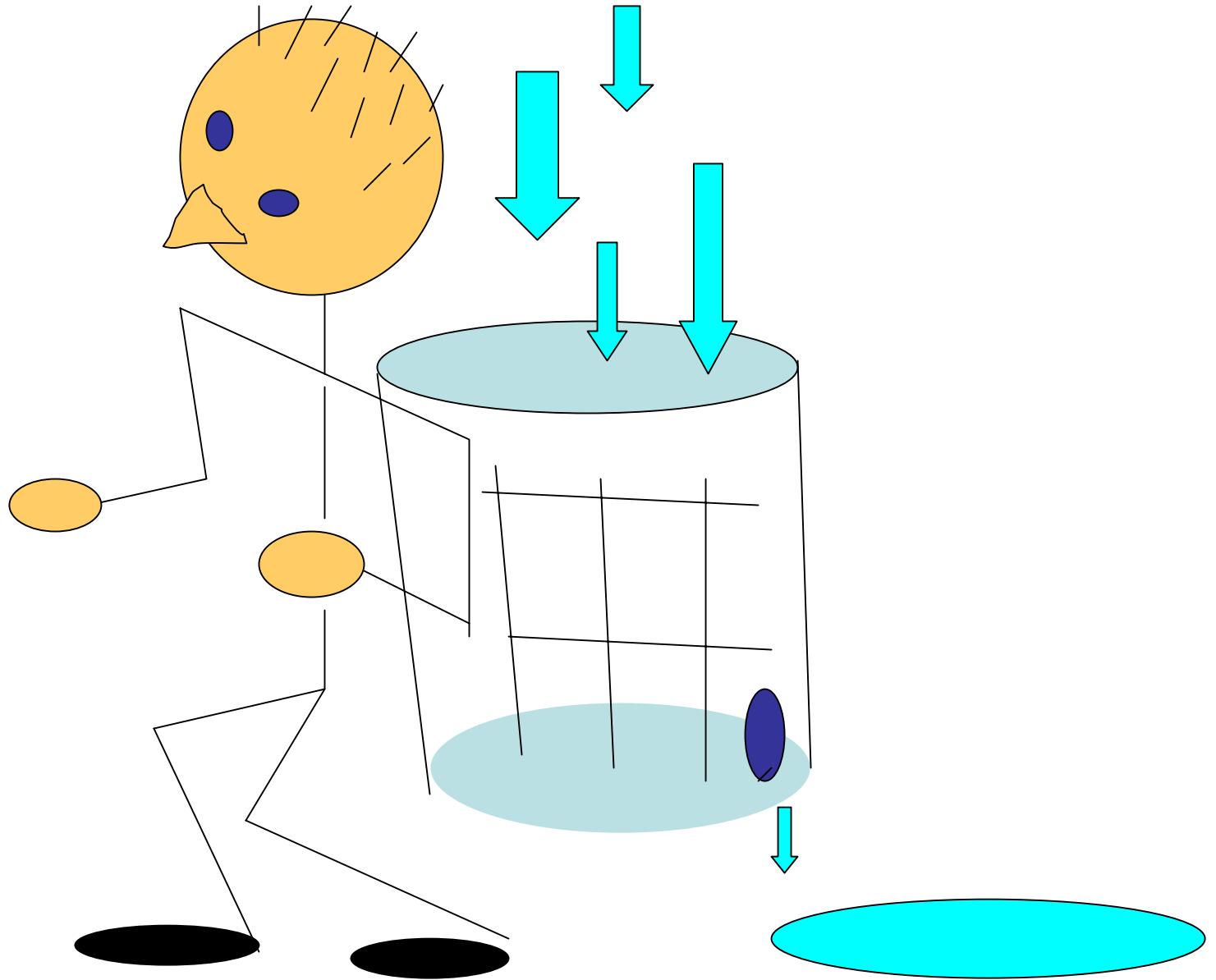
Demands of:

- Family (children, spouse, others)
- Work (boss, co-workers, physical & social conditions)
- Sickness/health concerns
- Interpersonal relations (relatives, friends, neighbors)
- Self-expectations (success)
- Day-to-day conflicts & upheavals
- Transportation & related conditions
- Financial conditions (bills, debt)
- Environment (noise, crime)

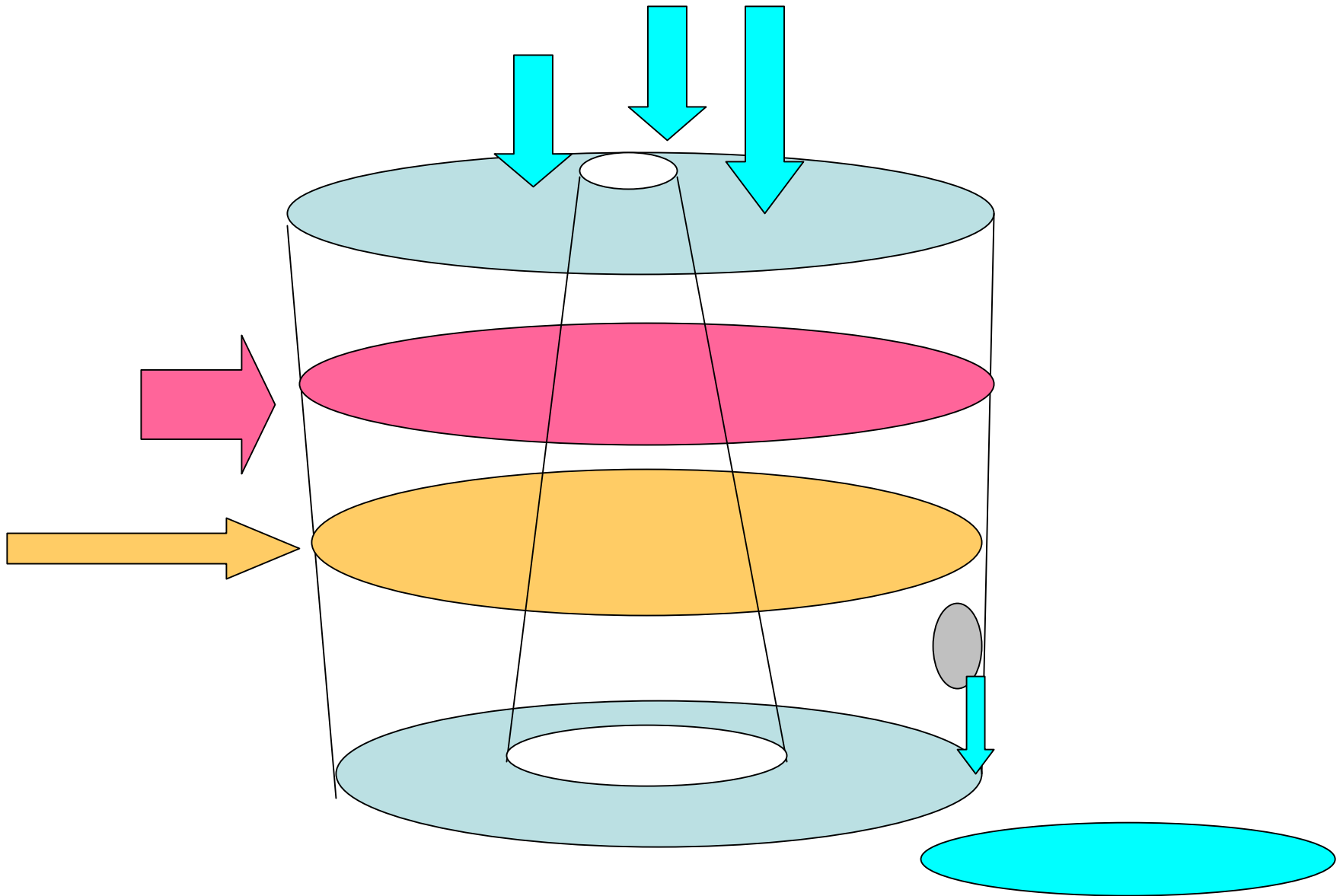
Resources of:

- Good health
- Positive self-concept
- Social support
- Beneficial past experiences
- Coping skills
- Good stress management skills
- Self-empowerment
- Good diet & exercise
- Spiritual discipline

Rain Barrel



Washing Machine



Resources for Relief

Commitment to practice the following lifestyle:

1. Deep breathing (and imagery)
2. Progressive relaxation exercises
3. Autogenic Training
4. Managing stressful thinking
5. Yoga (breathing and stretching)
6. Diet and Exercise
7. Avoiding harmful practices (i.e., smoking)

More Resources

8. Time management
9. Strong social connections
10. Humor
11. Balanced lifestyle: variety of interests
12. "Positive Addictions"
13. Counseling
14. Keeping a stress chart/personal journal
15. Forgiveness
16. Purpose and meaning in life and work
17. Spiritual discipline

Progressive Relaxation

(Distinguish between tension & relaxation)

- Tense for 5-7 sec., relax for 25-30 sec.
- Say slowly the word "T..E..N..S..E" when tensing; "R..E..L..A..X" when relaxing
- Work from feet upward or head downward
- Short procedure: tense whole muscle groups simultaneously, release, repeat
- Utilize a relaxation audio or video tape

Autogenic Procedure

(Thinking is used to produce bodily relaxation)

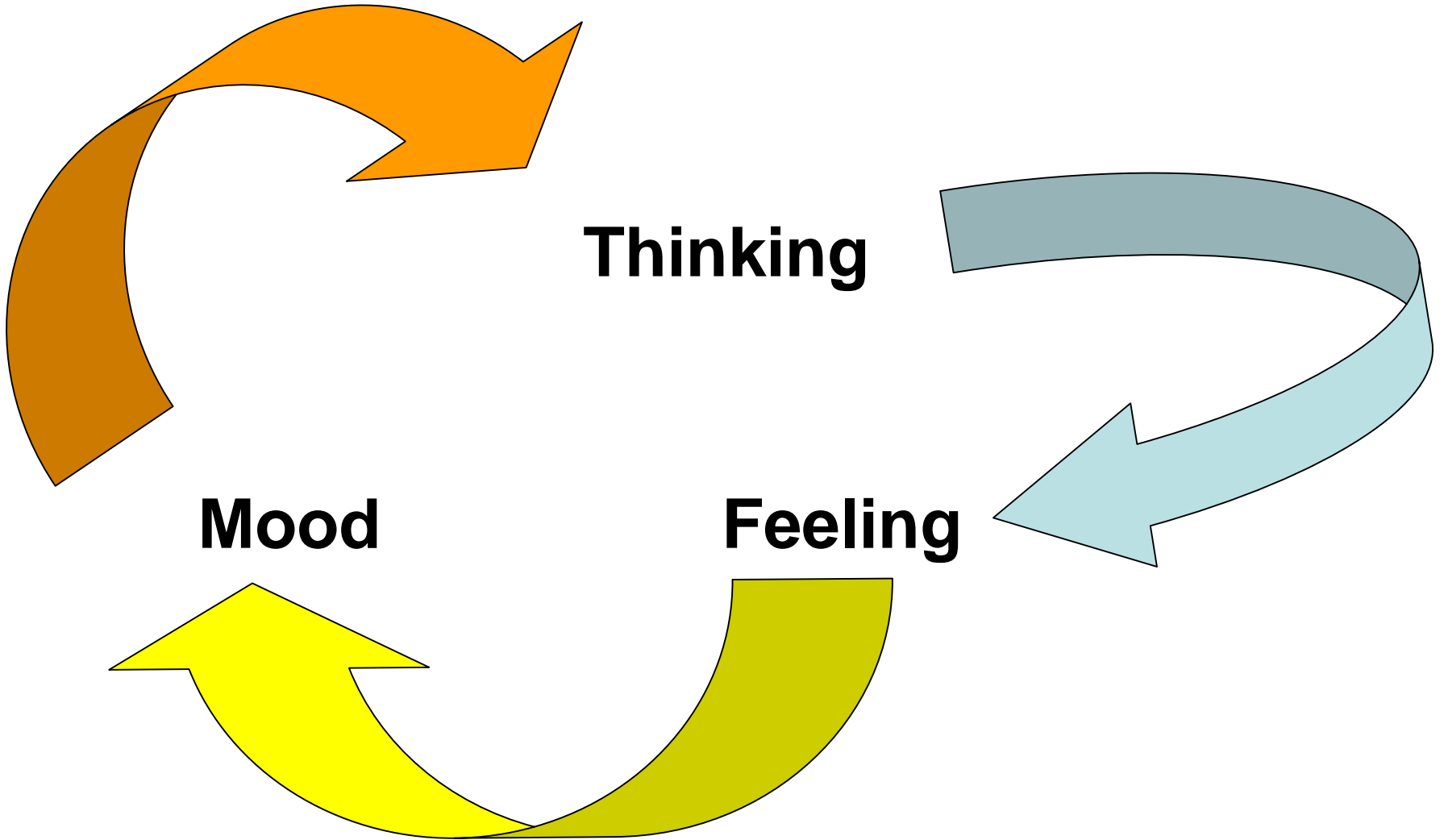
- ✘ Begin by breathing slowly and relaxed
- ✘ Let your right hand (then left) drop to your side...
Think to yourself slowly and quietly: "my hand is warm and heavy" (to increase blood flow)
- ✘ *Think to yourself*: "the heart is quiet and beating evenly" (to foster relaxed heart beat)
- ✘ *Think to yourself*: "my breathing is free and easy"
(to foster relaxed and easy breathing)
- ✘ *Think to yourself*: "sun rays are streaming warm and quiet" (to focus on abdominal area)

Stressful Thinking

Dealing with Stressful Thinking

- Identify hindering thoughts
 - Beliefs: “all,” “always,” & “never”
 - Blame: “You make me feel...”
 - Commands: shoulds, oughts, & musts
- Forgiveness (“letting go”)
- Reframing mental pictures
 - This job is terrible > This job is challenging
 - “Failures” > Mistakes

Feeling, Thought, Mood Cycle



Thinking

Mood

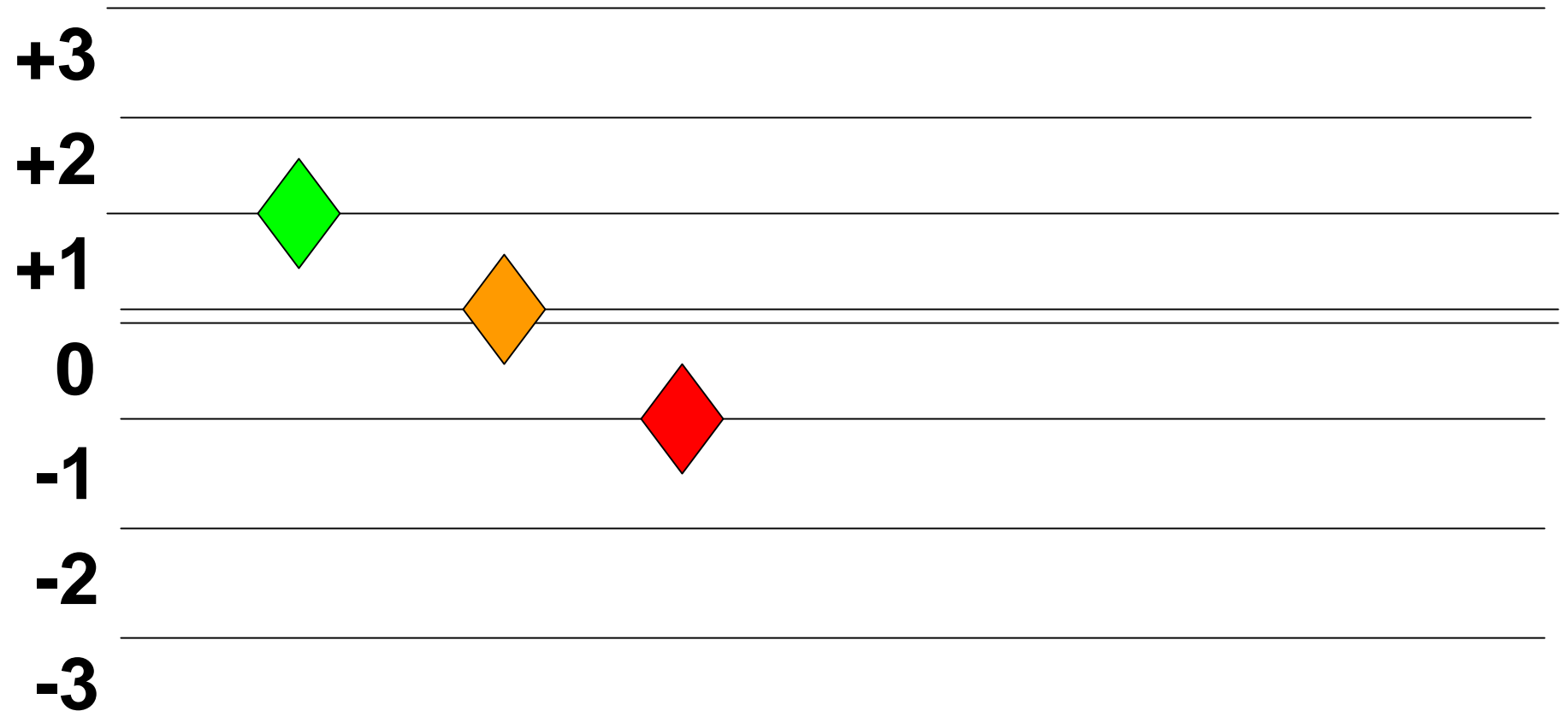
Feeling

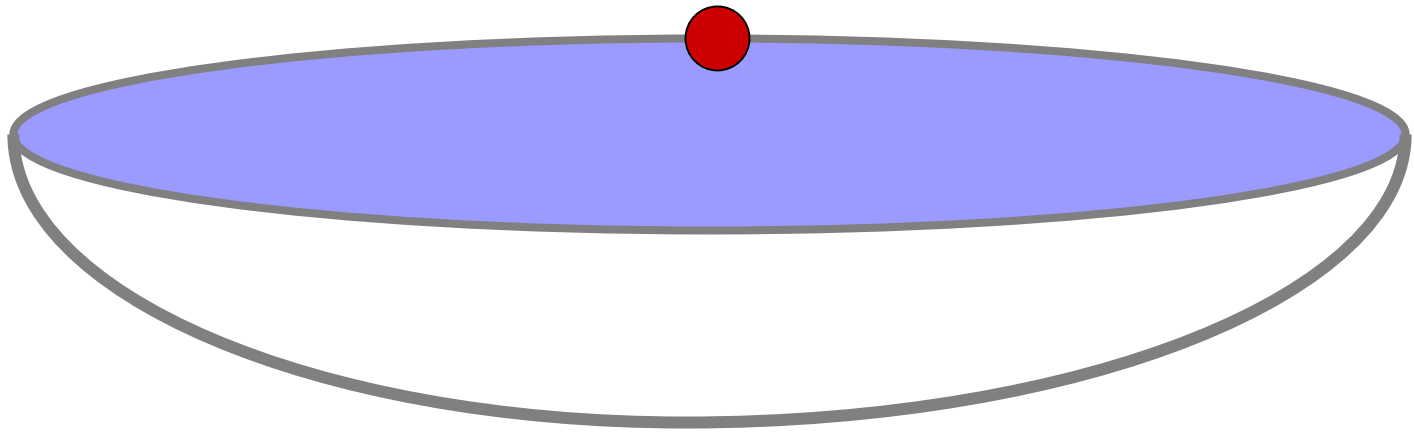
Mood Levels

The mood we are in at the moment determines how we perceive things.

We go in and out of different mood levels which depend upon thinking and resultant feelings of any particular moment.

Mood Scale





A persistent thought is like a drop of dye in a bowl of water: It colors your perception of things.

Time Management

Multitasking

(Doing several tasks at once)

- 💣 Tends to waste time *not* save time
- 💣 Shifting from task to task involves:
 - ✓ Goal shifting
“I want/need to do this instead of that”
 - ✓ Rule activation
“I’m turning off the rules for doing that to this”
- 💣 Multiple switching actually wastes time:
(i.e. try to skim and proofread at the same time)
- The mind needs closure of a particular task, then move to another

Celebrate Closures

When you finish a task (large or small), take a moment to acknowledge, reflect, and celebrate

Developing a Self-Care Plan

- ✓ Have a commitment to self-care
- ✓ Have a philosophy of relaxation
- ✓ Make a plan to daily care for yourself
- ✓ Tailor the plan to your interests
- ✓ Remember: new habits need to be practiced
- ✓ Move beyond resistance
- ✓ Have an accountability partner
- ✓ Just “do it”—for your sake, family, clientele



You control the switch...!!!

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