Beyond the Response: Addressing Compassion Fatigue and Behavioral Health Needs for Healthcare Providers

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ASPR's Priorities: Building Readiness for 21st Century Threats

ASPR 2019 Priorities

Cross-Cutting Functions:

Communications

Physical & Cybersecurity

External Engagement

Intel

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Information Management

ASPR Foundational Activities

Foster Strong Leadership

Sustain a Robust & Reliable Public Health Security Capabilities

Advance an Innovative Medical Countermeasures Enterprise

Build a Regional Disaster Health Response System

Develop Effective Leaders

Implement Alternative Hiring Process

Lead/ Coordinate NBS & Other Federal Public Health Policy

Lead ESF8

Optimize IT Investments

Lead Adaptive Planning & Emergency Repatriation Efforts

Ensure Responsible Financial Management

Integrate Strategic National Stockpile

Improve Situational Awareness

Strengthen Response & Recovery Operations

Protect the Safety, Security & Integrity of ASPR Assets

Build & Sustain a Capable Workforce

Streamline PHEMCE

Establish a Medical Countermeasures Innovation Partnership

Promote Innovative Research

Promote a Resilient Medical Supply Chain

Modernize NDMS

Enhance Private Sector All-Hazards Preparedness

Integrate EMS into Response Operations

Expand Specialty Care Capabilities

05-01-2019 version 2

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Why ASPR TRACIE?

ASPR TRACIE was developed as a healthcare emergency preparedness information gateway to address the need for:

- Enhanced and rapid technical assistance
- A comprehensive, one-stop, national knowledge center for healthcare system preparedness
- Multiple ways to efficiently share and receive information between various entities, including peer-to-peer
- A way to leverage and better integrate support (force multiplier)
- Helping prepare deployed and field staff via our Technical Resources and Subject Matter Experts

ASPR TRACIE: Three Domains

TR TECHNICAL RESOURCES

- Self-service collection of audience-tailored materials
- Subject-specific, SME-reviewed "Topic Collections"
- Unpublished and SME peer-reviewed materials highlighting real-life tools and experiences

asprtracie.hhs.gov

AC ASSISTANCE CENTER

- Personalized support and responses to requests for information and technical assistance
- Accessible by toll-free number (1844-5-TRACIE), email (askasprtracie@hhs.gov), or web form (ASPRtracie.hhs.gov)

1-844-5-TRACIE

IE INFORMATION EXCHANGE

- Area for password-protected discussion among vetted users in near real-time
- Ability to support chats and the peer-to-peer exchange of user-developed templates, plans, and other materials

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Behavioral Health Resource Examples

- Disaster Behavioral Health: Resources at Your Fingertips
- Disaster Behavioral Health Self Care for Healthcare Workers Modules
- Mental/Behavioral Health (non-responders) TC
- Opioids: Frequently Asked Questions
- The Exchange Issue 4: Disaster Behavioral Health and Resilience
- Tips for Retaining and Caring for Staff after a Disaster

  https://asprtracie.hhs.gov/dbh-resources

Goals

- Describe how to identify healthcare provider compassion fatigue and secondary traumatic stress

- Identify methods for healthcare executives to conduct stress management assessment, implement mitigation efforts, and improve work satisfaction for providers

- Describe ways to develop and implement a Cognitive Strengthening Preparedness Program

CF	STS	VT	Burnout
• Exhaustion • Overworking • Depression • Helplessness • Obsession with helping	• Symptoms parallel client's • Intrusive images • Fear • Avoidance • Helplessness • PTSD	• Negative cognitive schemas • Question beliefs • No sense of safety • Change in world view	• Indifference • Frustration with admin, supervisor, peers and policy • Leave profession

Shared Symptoms: Increased substance use/misuse; relationship problems; increased rates of physical illness

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Healthcare Professionals and Exposure to Traumatic Stress

Multiple patients
 …serious injuries
   …simultaneous lifesaving efforts
     …over long periods of time

Unique Traits of Healthcare Workers	
Highly self reliant	Desire to care for others
Give vs receive/ need support	"Work till it hurts"
"Weak" if display emotional distress	Skip breaks/meals
Staffing patterns require coverage	Sacrifice self care for the care of others

Stigma surrounds behavioral health concerns.

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Risk Factors

Professional:

- ✓ See a high number of trauma cases
- ✓ Lack of confidence/ specific training

Personal:

- ✓ History of trauma
- ✓ Isolated/ without good social support
- ✓ Lack of good coping skills; use of negative coping

Physical:

- ✓ High fat / salt diet
- ✓ Race/genetics
- ✓ Single professional caregivers

Secondary Traumatic Stress Indicators

Physical	Emotional	Personal	Workplace
Rapid Heartbeat/ Panic Headaches GI Distress Fatigue/ Exhaustion Sleep Issues Lower Immune Function	Anxiety Fear Anger Sadness/ Crying Helplessness Depression Hopelessness	Isolation Cynicism Mood Swings Conflicts Alcohol and Substance Misuse	Avoidance Tardiness Absenteeism Lack of Motivation Lower Staff Morale

Spiritual

Questioning Work/Life, Anger at Higher Power, Hopelessness

The Professional and Interpersonal Effects of STS

Professional
- ✓ Loss of productivity
- ✓ Exhaustion
- ✓ Poor communication
- ✓ Impatience/ increased conflicts among staff
- ✓ Inability to stop working
- ✓ Increased obsession with helping
- ✓ Decreased confidence/ second guessing
- ✓ Detachment/numbing

Interpersonal
- ✓ Isolation/withdrawal
- ✓ Loneliness
- ✓ Mistrust
- ✓ Anger often directed at loved ones
- ✓ Decreased interest in intimacy/sex
- ✓ Negative impact on parenting

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Common Effects Experienced by Healthcare Providers

- Self medicating
- Overeating/drinking
- Extramarital affairs
- Suicidal gestures

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The Good (Protective) News: Work Satisfaction

- ✓ Compassion satisfaction/traumatic growth
- ✓ Stress management
- ✓ Self confidence/competence
- ✓ Spiritual connection
- ✓ Respect for human openness and resilience

What Do You Bring from Your Life?

- ✓ Personal commitments
- ✓ Professional commitments
- ✓ Physical and mental condition
- ✓ Vulnerabilities
- ✓ Self-awareness

What Is Self Care?

The ability to maintain physical, emotional, relational, and spiritual health in times of stress

Sometimes hiding from the world is good self-care.

cherylrichardson.com
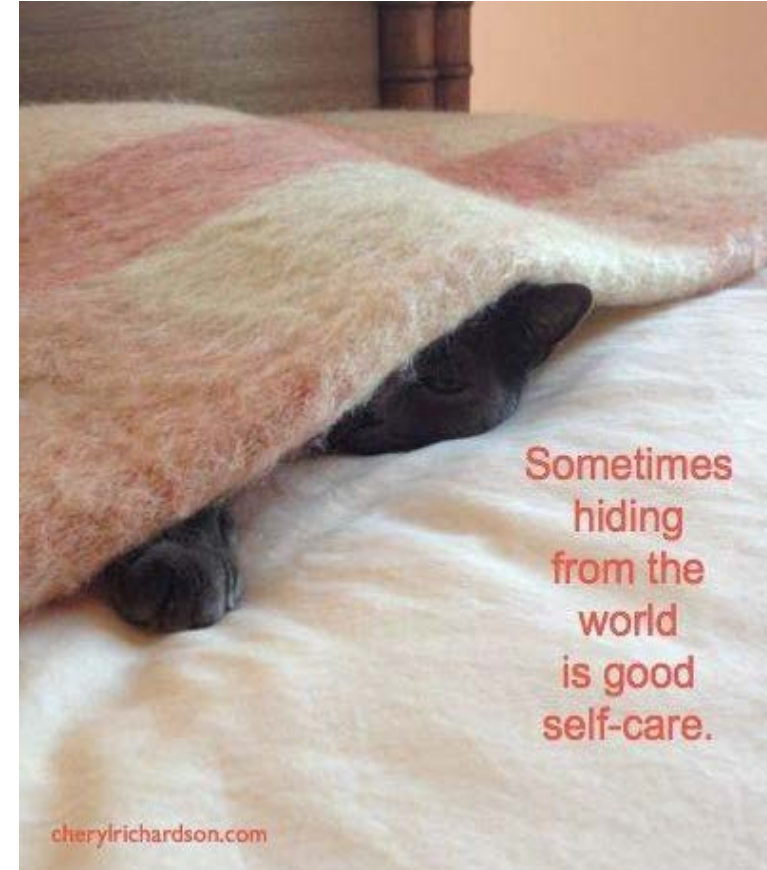
Exercise: Path to Self Care

The Core Four

- ✓ Regulated Sleep
- ✓ Physical Movement
- ✓ Active Mental Relaxation
- ✓ Social Support and Close Relationships
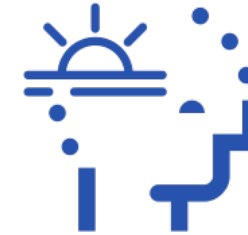
Ask Yourself…

- ✓ One thing to reduce stress and burnout?
- ✓ Do I need help to carry it out?
- ✓ Do I need reminders?
- ✓ When in my day can I do this?
- ✓ What resources do I need?
- ✓ How can I use my self care plan to remain resilient during disaster work?

Leisure Activities Action Plan

- Paper and pen/electronic device
- Three leisure activities
- Date and time you can perform each
- Add to your calendar once a week for a month

Skills: Building Resilience

Attitude	Self-Awareness	Internal Control
Optimism	Social Support	Humor
Exercise	Spirituality	Perseverance/Patience

Skills: Professional/Peer Support

- ✓ Provide emotional/practical help
- ✓ Speak as equals, reciprocity
- ✓ Maintain contact after each shift or difficult patient encounters
- ✓ Strategize, share concerns
- ✓ Vary caseload
- ✓ Practice self care
- ✓ Practice within scope of abilities

- ✓ Work within the rules
- ✓ Identify CF and STS symptoms
- ✓ Seek support
- ✓ Practice controlled empathy
- ✓ Set helpful boundaries

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What is Organizational Wellness?

- A culture of care
- Established by executive management
- Strengthened by guidance/ policy

Supports employee work satisfaction, stress mitigation, and management, starting with the workplace environment.

Source: *http://www.globalwomenconnected.com/2017/11/seven-dimensions-wellness/*

Organizational Response to Traumatic Stress Events

- PFA
- Drills
- Referrals
- Team training
- Information / psychoeducation meetings
- Groups for highly exposed
- Individual crisis intervention
- Focus on resilience and coping

Organizational Readiness Tools

- Organizational Assessment
- Stress Audit Checklist
- ProQOL-5
- OVC Vicarious Trauma Toolkit

Office for Victims of Crime

View Transcript   View Presentation   Download

Victim Services   EMS   Fire Services   Law Enforcement

Addressing Vicarious Trauma in Victim Service Professionals

Addressing Vicarious Trauma in First Responders

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

COMPASSION SATISFACTION AND COMPASSION FATIGUE
(PROQOL) VERSION 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the last 30 days.

| 1=Never | 2=Rarely | 3=Sometimes | 4=Often | 5=Very Often |

1. I am happy.
2. I am preoccupied with more than one person I [help].
3. I get satisfaction from being able to [help] people.
4. I feel connected to others.
5. I jump or am startled by unexpected sounds.
6. I feel invigorated after working with those I [help].
7. I find it difficult to separate my personal life from my life as a [helper].
8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].
9. I think that I might have been affected by the traumatic stress of those I [help].
10. I feel trapped by my job as a [helper].
11. Because of my [helping], I have felt "on edge" about various things.
12. I like my work as a [helper].
13. I feel depressed because of the traumatic experiences of the people I [help].
14. I feel as though I am experiencing the trauma of someone I have [helped].
15. I have beliefs that sustain me.
16. I am pleased with how I am able to keep up with [helping] techniques and protocols.
17. I am the person I always wanted to be.
18. My work makes me feel satisfied.
19. I feel worn out because of my work as a [helper].
20. I have happy thoughts and feelings about those I [help] and how I could help them.
21. I feel overwhelmed because my case [work] load seems endless.
22. I believe I can make a difference through my work.
23. I avoid certain activities or situations because they remind me of frightening experiences of the people I [help].
24. I am proud of what I can do to [help].
25. As a result of my [helping], I have intrusive, frightening thoughts.
26. I feel "bogged down" by the system.
27. I have thoughts that I am a "success" as a [helper].
28. I can't recall important parts of my work with trauma victims.
29. I am a very caring person.
30. I am happy that I chose to do this work.

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Experience and Training

- Professional skills development
- Sense of confidence and competence

Cognitive Strengthening Program

- Cognitive restructuring / reframing
- Attention diversion
- Mindfulness training
- Adaptive engaging
- Adaptive affective expression

Stop → Look → Reframe

Attention Diversion

- Purposeful emotion regulation
- Decreases intense feelings
- Temporary

About Mindfulness

- Cognitive strengthener
- Any level is positive
- Focus on present moment
- Acknowledge things as they are

Mindfulness Exercise

- Sit in quiet place
- Feet on ground
- Hands on lap
- Close your eyes
- Focus on breathing
- Thoughts come and go
- Inhale positivity
- Exhale stress

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Adaptive Engaging

- With others who understand and accept you
- In helpful activities
  - Increase coping skills
  - Build resilience
- Maintain integrity, dignity, and civility
- Avoid toxicity
- Avoid negative coping behaviors

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Adaptive Affective Expression

- ✓ Identify distressing emotions
- ✓ Express emotions in healthy ways
- ✓ Identify your prodromal activities
- ✓ Identify and plan for triggers

Additional Resources

- ASPR TRACIE: www.asprtracie.hhs.gov
- Division for At-Risk Individuals, Behavioral Health & Community Resilience (ABC): www.phe.gov/Preparedness/planning/abc
- SAMHSA Disaster Technical Assistance Center (SAMHSA DTAC): www.samhsa.gov/dtac
- National Center for Posttraumatic Stress Disorder: www.ptsd.va.gov
- Professional Quality of Life (PROQOL): http://www.proqol.org

Audience Discussion and Q&A

Contact Us

asprtracie.hhs.gov

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