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

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November 5, 2019  Orlando, FL
ASPR’s Priorities: Building Readiness for 21st Century Threats

ASPR 2019 Priorities

ASPR Foundational Activities

- Foster Strong Leadership
  - Develop Effective Leaders
  - Lead ESFB
  - Implement Alternative Hiring Process
- Sustain a Robust & Reliable Public Health Security Capabilities
  - Lead Adaptive Planning & Emergency Repatriation Efforts
  - Ensure Responsible Financial Management
  - Improve Situational Awareness
  - Protect the Safety, Security & Integrity of ASPR Assets
- Advance an Innovative Medical Countermeasures Enterprise
  - Strengthen Response & Recovery Operations
  - Establish a Medical Countermeasures Innovation Partnership
- Build a Regional Disaster Health Response System
  - Promote Innovative Research
  - Promote a Resilient Medical Supply Chain
  - Enhance Private Sector All-Hazards Preparedness
  - Expand Specialty Care Capabilities

Cross-Cutting Functions:
- Saving Lives, Protecting Americans
- Information Management
- Communication Policies, Plans, and Operations

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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

**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- Unpublished and SME peer-reviewed materials highlighting real-life tools and experiences

**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)

**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
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**
- Exhaustion
- Overworking
- Depression
- Helplessness
- Obsession with helping

**STS**
- Symptoms parallel client’s
  - Intrusive images
  - Fear
  - Avoidance
  - Helplessness
  - PTSD

**VT**
- Negative cognitive schemas
  - Question beliefs
  - No sense of safety
  - Change in world view

**Burnout**
- Indifference
- Frustration with admin, supervisor, peers and policy
- Leave profession

**Shared Symptoms:** Increased substance use/misuse; relationship problems; increased rates of physical illness
Healthcare Professionals and Exposure to Traumatic Stress

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

**Unique Traits of Healthcare Workers**

<table>
<thead>
<tr>
<th>Trait</th>
<th>Behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly self reliant</td>
<td>Desire to care for others</td>
</tr>
<tr>
<td>Give vs receive/ need support</td>
<td>“Work till it hurts”</td>
</tr>
<tr>
<td>“Weak” if display emotional distress</td>
<td>Skip breaks/meals</td>
</tr>
<tr>
<td>Staffing patterns require coverage</td>
<td>Sacrifice self care for the care of others</td>
</tr>
</tbody>
</table>

*Stigma surrounds behavioral health concerns.*
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

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

**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
Common Effects Experienced by Healthcare Providers

- Self medicating
- Overeating/drinking
- Extramarital affairs
- Suicidal gestures
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
Exercise: Path to Self Care

- Work Stress
- Warning Signs
- Negative Strategies
- Positive Strategies
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

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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
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.

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

asprtracie.hhs.gov  1-844-5-TRACIE  askasprtracie@hhs.gov