Welcome to the IPRO ESRD Network Program

COVID-19 Pandemic and Compassion Fatigue

The webinar will begin promptly at 1:00PM. Thank you for your participation!
COVID-19: Compassion Fatigue

June 22, 2020
Welcome/Opening Remarks

Danielle Andrews
Community Outreach Coordinator
IPRO ESRD Network Program
Housekeeping Reminders

- This WebEx will be recorded and slides will be made available on the Network’s Website.
- All lines have been muted to eliminate background noise.

To ask a private question use the Chat section in the bottom right corner of your screen sending to All Panelists.

To ask a question for the answer to be shared with all Attendees or Privately, use the Q&A section in the bottom right corner of your screen.
Network Program Overview
IPRO ESRD Network Service Areas
(2018 Network Annual Reports)

Network 1
CT, MA, ME, NH, RI, VT
Patients: 14,856
Facilities: 199
Transplant: 15

Network 2
NY
Patients: 30,337
Facilities: 305
Transplant: 13

Network 9
OH, KT, IN
Patients: 33,890
Facilities: 639
Transplant: 14

Network 6
NC, SC, GA
Patients: 50,539
Facilities: 760
Transplant: 10

IPRO ESRD Program
129,662
ESRD Patients
1,903
Dialysis Facilities
52
Transplant Centers
The Mission of the IPRO End Stage Renal Disease (ESRD) Network Program is to promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.
ESRD Network Role/Responsibilities

- Liaison with Department of Health (DoH) and Centers for Medicare & Medicaid Services (CMS)
- Lead State-Wide Quality Improvement Activities (QIAs) to improve quality of care for ESRD patients
- Promote patient engagement, education, and patient experience of care
- Provide technical assistance and grievance management for ESRD patients and providers
- Support ESRD data systems and data collection, analysis and monitoring for improvement
- Support emergency preparedness and disaster response
- Collaborate with Dialysis Facilities and Transplant Centers
Erin Baumann, LMSW

Network 2: Patient Services Director
Patricia Smith

Certified Compassion Fatigue Specialist
Recognizing & Managing
Compassion Fatigue

ESRD Network of New York
Webinar: 1 pm
June 22, 2020

2020 Compassion Fatigue Awareness Project
Today’s Agenda:

• What is Compassion Fatigue?
• On the Job Stresses & Burnout
• Compassion Fatigue in the Workplace
• Managing Compassion Fatigue
• Strategies to Promote Wellness
• A Word about Post-Pandemic Caregiver Recovery
• Resources
Why Wellness?

Life is not merely to be alive, but to be well.

Marcus Valerius Martial
What is Wellness?

Wellness is an active process of becoming aware of and making choices toward a healthy and fulfilling life. Wellness is more than being free from illness, it is a dynamic process of change and growth.

- University of California, Davis, Student Health and Wellness Services
7 Forms of Human Wellness

- Physical
- Emotional
- Spiritual
- Social
- Intellectual
- Environmental
- Occupational
What is Compassion Fatigue?

Compassion fatigue is a broadly defined concept that can include emotional, physical, and spiritual distress in those providing care to another. It is associated with caregiving where people or animals are experiencing significant emotional or physical pain and suffering.

Compassion Fatigue Awareness Project
What are the Issues Associated with Compassion Fatigue?

Compassion fatigue and its kin, such as secondary traumatic stress, PTSD, empathic distress, and vicarious trauma, create issues in our lives. Providing authentic, sustainable self-care daily can help manage and lessen the disruptive issues associated with compassion fatigue.
What are the Symptoms?

- Isolation
- Emotional outbursts
- Sadness, apathy
- Impulse to rescue anyone in need
- Persistent physical ailments
- Substance abuse
- Hypervigilance, hyperarousal
- Recurring nightmares or flashbacks
- Excessive complaints about colleagues, management, and/or those being helped
What are the Causes?

- Other-Directedness: Putting the needs of others before our own
- Providing service to others w/stress & work-related trauma
- Lack of personal and/or professional coping skills
- Lack of personal boundaries
- Overdeveloped sense of responsibility
- Practice of minimizing traumatic events
- History of unresolved childhood trauma (ACEs)
Unresolved Past Pain & Trauma

“Unexpressed emotions will never die. They are buried alive and will come forth later in uglier ways.”

Sigmund Freud

2020 Compassion Fatigue Awareness Project
Stresses Leading to High Levels of Compassion Fatigue

<table>
<thead>
<tr>
<th>Stress is about being anxious: work-related overload, too much</th>
<th>Burnout is about being worn out: work-related hopelessness and feelings of inefficacy, too little</th>
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</thead>
<tbody>
<tr>
<td><strong>PTSD</strong> is a primary stress disorder: work-related exposure to extreme or traumatic events</td>
<td><strong>STS</strong> is a secondary stress disorder: Work-related secondary exposure to extreme or traumatic events involving people or animals</td>
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Managing Stress

✓ Identify your source(s) of stress
✓ Accept what you cannot change
✓ Focus on what you can change
✓ Learn to say no
✓ Identify unhealthy coping methods/Adopt healthy coping methods
✓ Break big jobs into smaller jobs
✓ Tighten your personal boundaries
✓ Practice empathic discernment
A history of trauma can give you a high tolerance for emotional pain.

Just because you can take it doesn’t mean you have to.
Learn to Protect Yourself... on and off the job.
Organizational Compassion Fatigue exists when a high percentage of staff exhibit elevated levels of Compassion Fatigue. This leads to a loss of meaning of the organization’s mission. Dysfunction seeps into the processes and procedures that keep the organization focused, productive and healthy.
What are the Issues Related to Organizational CF?

- High absenteeism
- Elevated rate of Workers Comp Claims
- Lack of flexibility
- Tendency to break rules
- “Us versus Them” mentality
- Strong reluctance to change
- Lack of vision for the future
- Undermining the mission of the organization
ESRD Network of New York Mission Statement

The Mission of the End Stage Renal Disease Network New York is to promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.
What is Compassion Satisfaction?

Compassion Satisfaction is the pleasure we derive from doing the caregiving work we do. Higher levels of Compassion Satisfaction lead to becoming healthier, more effective caregivers.

Source: Dr. Beth Hudnall Stamm
What is Compassion Satisfaction?

- Working with dedicated colleagues.
- Being part of a close-knit community.
- Living the Mission of the organization.
- Serving your patients with a high quality of support.
Strategies for Managing Compassion Fatigue

- Create balance between work, relationships & “me-time”
- Accept that your situation is stressful
- Build a healthy support system
- Practice authentic, sustainable self-care daily
- Stay in the complexity of the crisis situation – practice mindfulness
- Practice self-compassion
- Acknowledge others who are feeling the same
- Strengthen resiliency coping skills
- Enhance communication skills to lessen feelings of being unheard

Take the Professional Quality of Life Self-Test regularly
Professional Quality of Life

Compassion Satisfaction
   “the good stuff”

Compassion Fatigue
   “the bad stuff”

   Burnout
   Secondary Trauma

2020 Compassion Fatigue Awareness Project
On-the-Spot Self Care Practices

- Breathe deeply
- Laugh
- Journal
- Take a brisk walk
- Stretch
- Talk to a trusted friend
- Eat a nutritious snack
- Meditate/pray
- Read a favorite quote or Mission statement
- Listen to music
- Employ calming visualization
- Practice a Letting Go ritual
Preparing for Recovery

■ “The first goal of trauma recovery should and must be to improve your quality of life on a daily basis” (Rothschild, 2010)

■ “How we spend our days is how we spend our lives.” – Annie Dillard
Preparing for Recovery

Central to the experience of trauma is helplessness, isolation and the loss of power and control. The guiding principles of trauma recovery are the restoration of safety and empowerment. Recovery does not necessarily mean complete freedom from post traumatic affects but generally it is the ability to live in the present without being overwhelmed by the thoughts and feelings of the past.

Trauma Recovery
What is Recovery?

The main factor in achieving a baseline recovery (a return to healthy functioning) is resilience. Resiliency is achieved by translating finely-honed coping skills into action. Recovery is not about the absence of thoughts or feelings about the experience, but being able to live with it without it having control of our lives.
Three Phases of Recovery

- **Phase I  Safety and Stabilization**
  - Promote self-soothing practices
  - Enhance self-regulatory skills

- **Phase II  Remembrance & Mourning**
  - Find a safe place to process emotions/grief

- **Phase III  Reconnection and Integration**
  - Recognize trauma is one part of life, not at the center
  - Boost Compassion Satisfaction levels
Five Steps to Recovery

1. Build Resiliency
2. Spend time with supportive people
3. Increase your creativity
4. Support Your Colleagues
5. Practice Standards of Self-Care
### Ten Words to Live By

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<tr>
<th><strong>Trauma</strong></th>
<th>Emotional reaction following a difficult event</th>
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<tr>
<td><strong>Empathy</strong></td>
<td>Opening our hearts to the suffering of others</td>
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<tr>
<td><strong>Compassion</strong></td>
<td>Upon seeing suffering, we are moved to act</td>
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<tr>
<td><strong>Compassion Fatigue</strong></td>
<td>Secondary traumatic distress</td>
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<tr>
<td><strong>Compassion Satisfaction</strong></td>
<td>The pleasure we derive from caregiving work</td>
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<td><strong>Resiliency</strong></td>
<td>Ability to bounce back after a traumatic event</td>
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<td><strong>Recovery</strong></td>
<td>Ability to return to baseline wellness</td>
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<td><strong>Sustainability</strong></td>
<td>The behaviors &amp; actions that carry us through</td>
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<td><strong>Vulnerability</strong></td>
<td>Being fully open to a wide range of emotions</td>
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<td><strong>Integration</strong></td>
<td>The ability to connect the dots to achieve wellness</td>
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2020 Compassion Fatigue Awareness Project
A Closing Thought...

IM STAYING IN BED SNOOPY, IT'S TOO PEOPLEY OUT THERE
Compassion Fatigue Resources

- www.compassionfatigue.org
- www.healthycaregiving.com
- www.facebook.com/compassionfatigue
- www.tedxsanjuanisland.com/2016/
- www.proqol.org
- www.greencross.org
- www.greatergood.berkeley.edu
- www.trauma-recovery.ca
Recognizing & Managing Compassion Fatigue

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Questions or Comments?
Closing Remarks/Next Steps
Next Steps

- Please complete the post-webinar survey to provide your feedback!
- Look out more for e-mails about our upcoming patient webinar series
Thank You!