



Central East (HHS Region 3)

MHTTC

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

# Promoting Well-Being: Addressing Compassion Fatigue, Burnout and Secondary Traumatic Stress

Kris Scardamalia, PhD, LP, LSSP, *Assistant Professor*

National Center for School Mental Health, University of Maryland School of Medicine

[Kscardamalia@som.umaryland.edu](mailto:Kscardamalia@som.umaryland.edu)

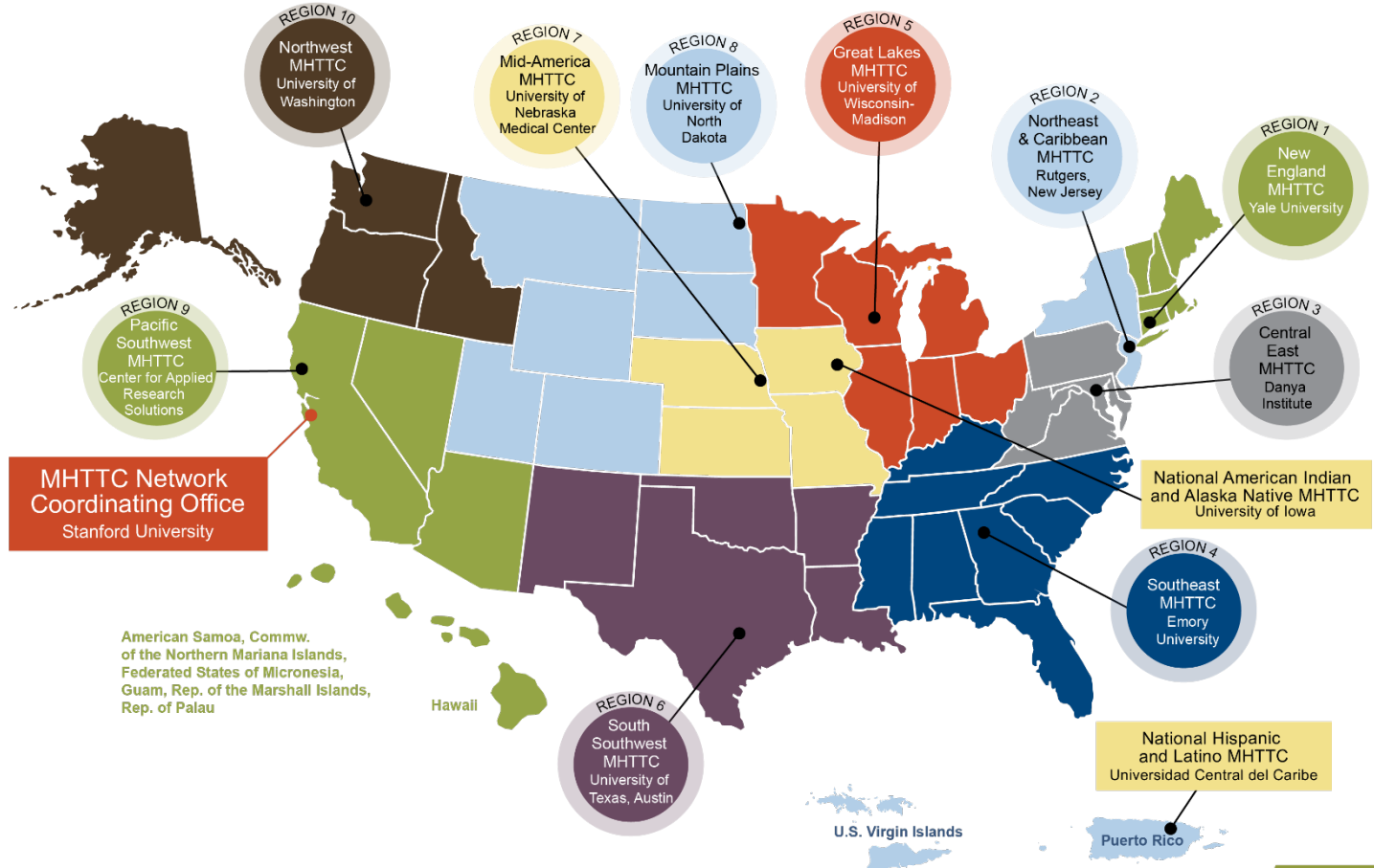
# MHTTC Network



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# Central East Region

## HHS REGION 3

Delaware

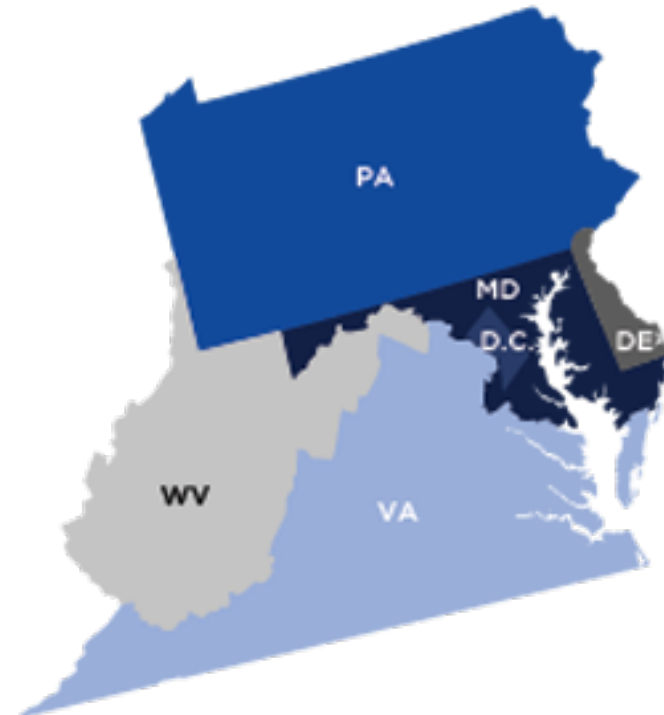
District of Columbia

Maryland

Pennsylvania

Virginia

West Virginia



# MHTTC Purpose

The MHTTC Network vision is to unify science, education and service to transform lives through evidence-based and promising treatment and recovery practices in a recovery-oriented system of care.



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# Learning Objectives

- Participants will be able to describe contributors to and symptoms of compassion fatigue, burnout, and secondary traumatic stress.
- Participants will gain an understanding of how stress manifests in individuals
- Participants will learn strategies to improve well-being and to counter compassion fatigue, burnout, and secondary traumatic stress.

Week 1: Overview of compassion fatigue concepts and how stress impact us physically and emotionally.

*Homework: Complete to Professional Quality of Life questionnaire; stress reaction log*

Week 2: Defining compassion fatigue concepts. Introduction to healthy and unhealthy coping strategies

*Homework: Coping Style Invention, try out one coping strategy*

Week 3: Coping strategies and managing thoughts, feelings, and behavior. Develop a personal stress plan

*Homework: Personal stress plan trial*

Week 4: Preparing for holiday and family stress. Review and adjust personal stress plan

*Homework: continue to implement stress plan and treat yourself for taking care of you!*



# Week 1

Overview of compassion fatigue concepts and how stress impact us physically and emotionally.

# *What was your inspiration for choosing this profession?*

You can also let us know in the chat box!



# Why wellness?

- 21-67% of mental health workers experience high levels of burnout
  - High levels of emotional exhaustion and depersonalization
  - Decreased emotional wellbeing
  - Poor physical health
  - Increased potential for alcohol abuse
  - Increased absenteeism and turnover

# The Impact

- Average annual turnover of 30%
  - Much higher than similar industries (e.g., physicians 7%)
  - Some agencies experience 100% turnover over 4-year period
  - Loss of experienced workers and additional workload for remaining workers
  - Can negatively impact client relationships, quality of care, research initiatives, budget



[https://www.youtube.com/watch?v=j4wqLdew7\\_M](https://www.youtube.com/watch?v=j4wqLdew7_M)

# What are your reactions to the video?

In a few words, what does Compassion Fatigue mean to you?

What initial questions do you have about Compassion Fatigue?

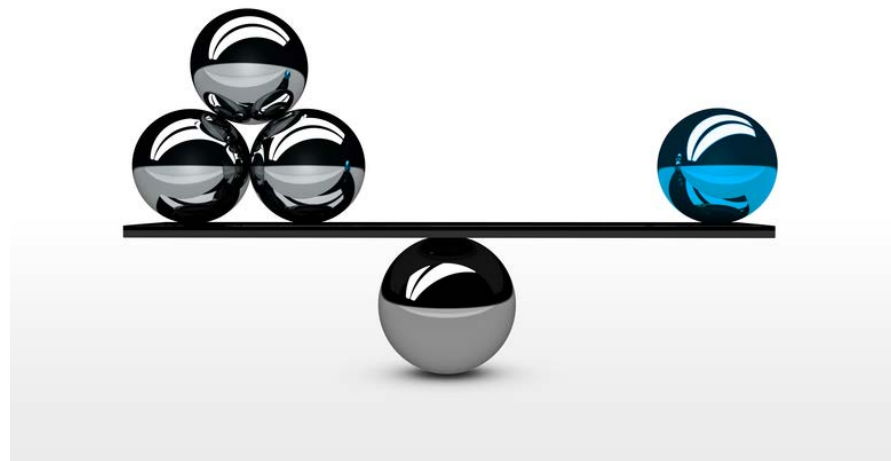
# Professional Quality of Life

## Compassion Satisfaction

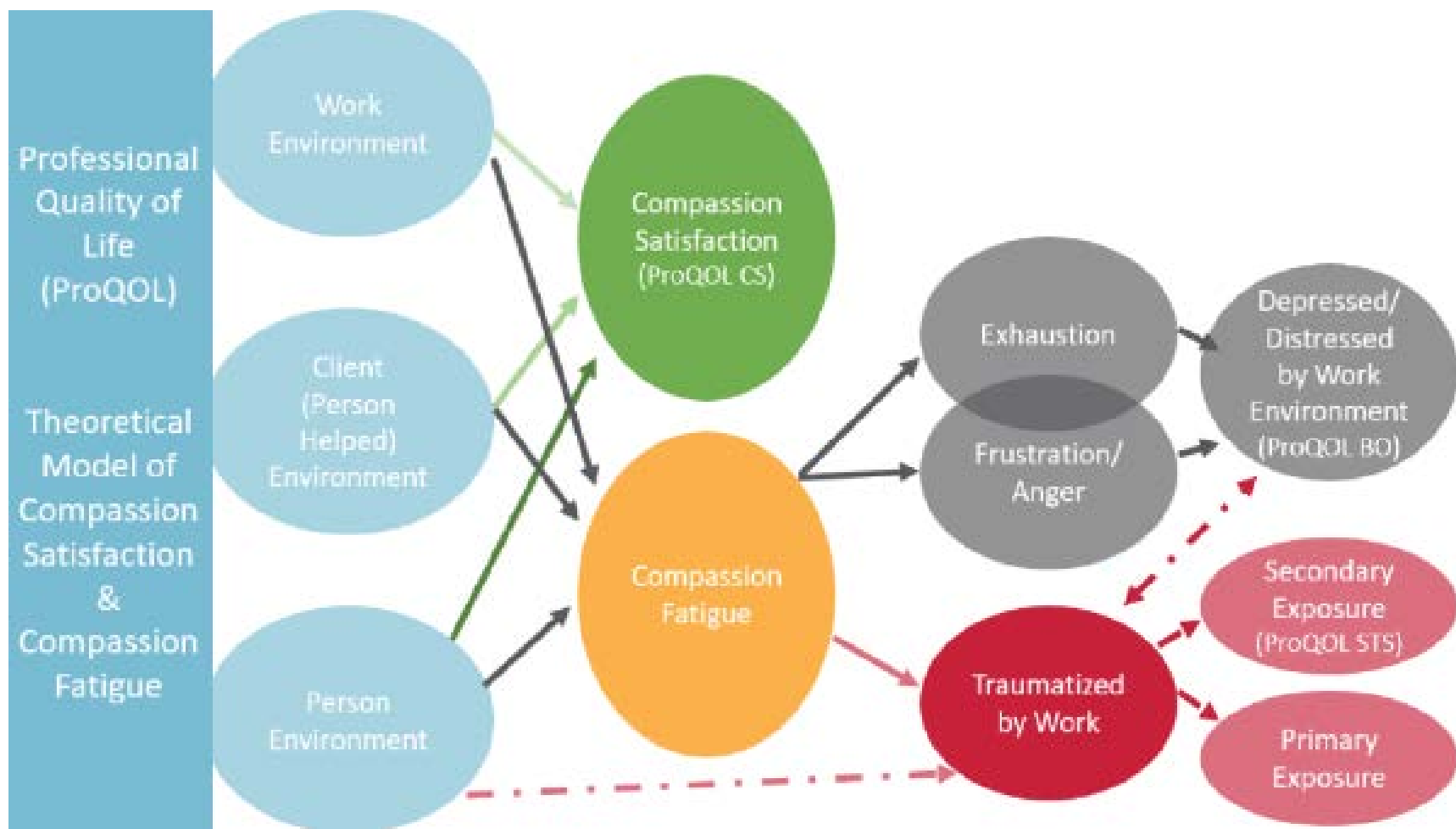
- The positive aspects of helping
- “The good stuff”

## Compassion Fatigue

- The negative aspects of helping
- “The bad stuff”



# CS-CF Model



## 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.

# Ways in Which I am Affected by Stress

## Musculoskeletal Signs

Frequent Headaches

Eye Strain

Eye Twitching

Joint/Neck Stiffness

Tense Muscle/Back

Muscle Twitching

Trembling/Shaking

Restlessness

Tapping Feet

Stuttering/Stammering

Voice Quivering

Grinding Teeth

Biting Nails

Picking Skin



# Ways in Which I am Affected by Stress

## Visceral Signs

Heart Pounding

Dizziness

Light-headedness

Cold Chills

Cold Hands/Feet

Numbness

Dry Mouth

Upset Stomach

Diarrhea

Profuse Sweating

Sweaty Palms

Flushed Skin

Frequent Insomnia

Interrupted Sleep

Tingling

# Ways in Which I am Affected by Stress

## **Mood and Demeanor**

Preoccupied

Forgetful

Confused

Uneasy/Uncomfortable

Nervous

Distressed

Edgy

Irritable

Angry

Anxious


Worried

Depressed

Exhausted

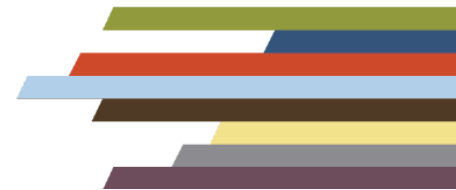
Hopeless

Helpless



**Thinking about how stress effects us,  
what stood out or resonated with you?**

**You can also let us know in the chat box!**



# Data Gathering!

1. Complete the ProQoL and bring to next session
2. Take notice of physical and emotional signs of stress in yourself.
3. Recommended: Personal Stress Log
  - Each day rate your stress level (*1=no stress at all; 5 = moderate stressed but able to handle; 10 the most stressed I've ever been*)
  - Write down or check off all the stress symptoms you experienced that day.

Week of:	Wed	Thurs	Fri	Sat	Sun	Mon	Tues
<i>1=no stress 5 = moderately stressed but handling; 10 most stressed I've ever been</i>							
Stress Rating							
Frequent Headaches							
Joint/Neck Stiffness							
Trembling/Shaking							
Stuttering/Stammering							
Biting Nails							
Eye Strain							
Tense Muscle/Back							
Restlessness							

# Questions or Comments?

Week 2: November 10<sup>th</sup>

[KScardamalia@som.umaryland.edu](mailto:KScardamalia@som.umaryland.edu)

# Contact Us



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[Central East MHTTC website](#)

[Oscar Morgan](#), Project Director

[Danya Institute website](#)

[Email](#)

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