C8: Compassion Fatigue – Part II

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Disclosure:

We have no relevant personal/professional/financial relationship(s) with respect to this educational activity.

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Learning Objectives

- Discuss the different ways that individuals may respond to CF
- Evaluate ways to measure and evaluate compassion fatigue
- Share successful strategies for coping with CF at the individual and institutional level
Discuss the different ways that individuals may respond to CF
Compassion Fatigue

- Cumulative physical and emotional effects of providing care
- “Cost of Caring”
Affected Groups

- Veterinary Personnel
- Technicians
- Researchers
- IACUC staff
- Management
- Administrative Staff
Risk Factors

- Forms stronger bonds with animals
- Ethical or moral dilemmas
- Placing needs of others before yourself
- Lack of personal boundaries
- Poor communication
- Unresolved trauma in life
Support Systems

- Huge risk factor – lack of support systems
Intrusive Symptoms

- Intrusive thoughts and images
- Obsessive desire to help
- Inability to let go of work
- Feelings of inadequacy
Arousal Symptoms

- Increased anxiety
- Increased frustration and anger
- Sleep disturbances
- Physical ailments
Avoidance Symptoms

- Apathy
- Decreased energy
- Loss of sense of competence
- Isolation
- Self-medication or addiction
## Symptoms

<table>
<thead>
<tr>
<th>Mental changes</th>
<th>Physical Changes</th>
<th>Behavioral Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggression, depression, anxiety</td>
<td>Weight loss or gain</td>
<td>Sleeping too much or too little</td>
</tr>
<tr>
<td>Apathy</td>
<td>Headaches</td>
<td>Increased/decreased appetite</td>
</tr>
<tr>
<td>Crying easily</td>
<td>GI upset/issues</td>
<td>Isolation</td>
</tr>
<tr>
<td>Inability to focus</td>
<td>Muscle tightness</td>
<td>Indulging</td>
</tr>
<tr>
<td>Forgetfulness</td>
<td>Back or neck pain</td>
<td>Addictive (drug use, gambling)</td>
</tr>
<tr>
<td>Irritability</td>
<td>Jaw pain (clenching or grinding teeth)</td>
<td>Increased alcohol/cigarette use</td>
</tr>
<tr>
<td>Paranoia</td>
<td>Exacerbation of existing ailments</td>
<td>Fighting/arguing</td>
</tr>
</tbody>
</table>
CF Trajectory

Zealot → Irritability → Withdrawal → Zombie → Transformation
Transformation

- Pathology & Victimization
  - Overwhelmed
  - Somatic Illness
  - Leave the profession

- Maturation & Renewal
  - Resilience
  - Transformation
Organizational Effects

- Decreased
  - Morale
  - Productivity

- Increased
  - Absentee rates
  - Job turn-over
  - Worker comp claims
  - Inter-departmental or team dysfunction
“When we share our stories, what it does is, it opens up our hearts for other people to share their stories. And it gives us the sense that we are not alone on this journey.”

Janine Shepherd
Evaluate ways to measure & evaluate compassion fatigue
Compassion Fatigue Instruments

- Compassion Fatigue Self Test (CFST)**
- Compassion Satisfaction Fatigue Test (CSFT)
- Compassion Fatigue Scale (CFS)
- Professional Quality of Life Scale (ProQOL)**
- Secondary Traumatic Stress Scale (STSS)
- Impact of Event Scale (IES/IES-R)
- Trauma and Attachment Belief Scale (TABS)
- World Assumptions Scale (WAS)
- In-House Surveys**
<table>
<thead>
<tr>
<th>Instrument</th>
<th>Subscales (# of items)</th>
<th>Reliability (alpha)</th>
<th>Validity*</th>
<th>Time-frame</th>
<th>Cost</th>
<th>How to obtain</th>
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<tbody>
<tr>
<td>Compassion Fatigue Self Test</td>
<td>Compassion Fatigue (23) Burnout (17)</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>(Figley, 1995)</td>
<td></td>
<td>.86-.94*</td>
<td>Factor analysis suggested one factor</td>
<td>Not specified</td>
<td>None</td>
<td>Full instrument published in original citation or contact author: <a href="mailto:charlesfigley@earthlink.net">charlesfigley@earthlink.net</a></td>
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<td>Compassion Satisfaction and Fatigue Test (Figley &amp; Stamm, 1996)</td>
<td>Compassion Satisfaction (26) Compassion Fatigue (23) Burnout (16)</td>
<td>.87</td>
<td>Not reported</td>
<td>Not specified</td>
<td>None</td>
<td>Full instrument published in Figley (1999) contact author: <a href="mailto:charlesfigley@earthlink.net">charlesfigley@earthlink.net</a></td>
</tr>
<tr>
<td>Compassion Fatigue Scale</td>
<td>Secondary Traumatic Stress/ Compassion Fatigue (22) Burnout (8) Full Scale (30)</td>
<td>NA</td>
<td>Factor validity (-)</td>
<td>Not specified</td>
<td>None</td>
<td>Full instrument published in original citation or contact author: <a href="mailto:eg@compassionunlimited.com">eg@compassionunlimited.com</a></td>
</tr>
<tr>
<td>(Gentry et al., 2002)</td>
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<tr>
<td>Compassion Fatigue - Short Scale</td>
<td>Burnout (8) Secondary Trauma (5) Full Scale (13)</td>
<td>.90</td>
<td>Factor (+)</td>
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<td>None</td>
<td>Contact author: <a href="mailto:jabascarino@geisinger.edu">jabascarino@geisinger.edu</a></td>
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<tr>
<td>(Adams et al., 2006)</td>
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<td></td>
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</tr>
<tr>
<td>Professional Quality of Life Scale</td>
<td>Compassion Satisfaction (10) Burnout (10) Compassion Fatigue/ Secondary Traumatic Stress (10)</td>
<td>.87</td>
<td>Convergent and discriminant validity claimed, but data not reported.</td>
<td>Past 30 days</td>
<td>None</td>
<td>Full instrument available at <a href="http://www.isu.edu/~bhstamm">www.isu.edu/~bhstamm</a> or contact author: <a href="mailto:bhstamm@isu.edu">bhstamm@isu.edu</a></td>
</tr>
</tbody>
</table>
Current Evaluations in VetMed

Assess Your Wellness

The Professional Quality of Life (ProQOL) assessment is a widely validated, self-administered assessment tool that measures the negative and positive effects of helping others who are experiencing suffering and trauma. It can be used as a guide to assess your balance of positive and negative personal and work-related experiences. The tool is designed to provide introspection about oneself and one's environment, and can become a starting point for change. Please note that the assessment is not a diagnostic test, and therefore no official diagnosis can be determined based on the results.

The tool can help you measure how you are being affected in three areas that are critical to mental wellness – compassion satisfaction, compassion stress, and compassion fatigue – and may help you identify areas where you want to focus your self-care. This audio introduction to the tool gives a good overview to help get you started. Once you have completed your assessment, return to avma.org/wellness to take use of the many resources available to help you.

Please Note: The ProQOL tool was developed originally by Beth Hudnall Stamm, PhD, for use among human health care providers. As a result, the language in the assessment reflects human-directed support and care. We have requested permission to modify some of the wording in the tool. In the interim, when taking the ProQOL assessment, please consider the following language substitutions where applicable: 1) replace person with patient and/or client, and 2) replace people with patients and/or clients.

Professional Quality of Life (ProQOL) assessment (PDF)
The OSU Survey

1. Prior to starting your position at OSU on a scale from 1-5 what was your knowledge base on the concept of employee wellness and health in the workplace?

2. Do you think there is an increase or decrease in employers interested in instituting employee wellness programs within the workplace in present day society? Please explain why you think that is the case.

3. Do you believe an employee wellness related program could be effective here at OSU?

4. What time of day would be best for you to participate in wellness related activity?
5. How long should a wellness activity last?

6. If a wellness activity was of interest to you would you be willing to pay to participate?
   - How much per year
   - If a wellness activity was of interest to you, and you were NOT required to pay would you participate

7. Which communication method would you prefer to receive information about potential company wellness events?

8. Would you be interested in participating in your company/clinic’s wellness committee?
9. Please specify which of the following BEST describes your primary role within your workplace:
   - Vet
   - LAT
   - Operations
   - HR
   - Other: _____

10. Please describe ONE thing you feel would improve your “wellness” in the workplace?

11. If OSU decides to offer incentives to promote participation in wellness related programs and healthy behaviors, what kind of incentives would prompt you to participate?
Yoga!
Meditation!
Zumba!
Anthony “Tony” Gray

- Sharing successful Strategies for managing CF for LAPs
Identify Objectives

- Study Endpoint Notification
- Support for Staff
- Annual Commemoration
- Dedication Area
Study Endpoint Notification

- Heart Stickers
  - DCM (temporarily being used with NHPs)

- WaNPRC subcommittee created

- Cage Tags
  - Work in progress

- Email Notification (NHPs)
  - Email Templates
    - Endpoint information
    - Acknowledge high levels of humane care
    - Acknowledge the greater purpose the animal served
  - Endpoint@WaNPRC.org group email
When individuals experience grief, anxiety, or bereavement associated with animal loss, it’s important that we:
- Acknowledge that these feelings exist
- Provide support in the workplace

Addressing this in a safe and supportive environment allows individuals to:
- Feel validated
- Strengthen coping mechanisms
- Reinforce ability to sustain or form new bonds
Support for Staff ~ continued

- Create open atmosphere
  - Encourages staff to acknowledge feelings
  - Free from the **shame** or **embarrassment** of emotional reactions

- Institute a safe open-door policy

- Provide a pleasant work environment

- Supply a comfortable break area for resting and reflecting

- Offer educational opportunities that address humane animal care and use, animal welfare and ethics
Annual Commemoration/Dedication Area

University of Rochester School of Medicine
Bronze casting, in place since the 1920’s

Merck Research Laboratories

In tribute to research animals whose contributions have saved millions of human and animal lives and reduced suffering worldwide.

From the animal technicians, supervisors, managers, veterinarians and research scientists who care for research animals.

Korean FDA, Seoul Pagoda, site of annual ceremony

ILAR Journal V43(1) 2002, Iliff An Additional “R”: Remembering the Animals
TO ACKNOWLEDGE AND REMEMBER ALL THE ANIMALS THAT HAVE BEEN USED IN OUR RESEARCH FACILITY, FOR THEY HAVE CONTRIBUTED TO A BETTER UNDERSTANDING OF SCIENCE AND ENABLED MEDICAL ADVANCEMENT.

AND TO ACKNOWLEDGE ALL RESEARCH PERSONNEL WHO HUMANELY CARE AND USE ANIMALS; YOUR DEDICATION TO ANIMAL WELFARE AND TO SCIENCE IS ADMIRABLE.
Annual Commemoration/Dedication Area
Other Program Related Objectives

- Self Care Strategies
- Reflections
- Work Environments
- The “Box” Project
- Letters to Animals
- Sympathy Cards
Self Care Strategies
Non-negotiables of Self Care

Eat Well

Rest

Exercise and Fresh Air

Connect with others
Time and Place for Reflection

- Purpose - provide an opportunity for individuals to come together in one place to pay tribute to our research animals and each other.

- Paul and Casey shared their stories and provided an explanation about how the use of their research animals help bring new treatment to patients with Myotubular Myopathy (MTM), a form of muscular dystrophy.

- Open to all animal caregivers, research faculty and staff
Work Environments/Break Areas
The “Box” Project

- Poetry
- Letters
- Farewell Notes
- Drawings*

* All drawings courtesy/copyright of our very own Emily Spaulding, Research Scientist/Engineer 1, Department of Comparative Medicine - Veterinary Services
The “Box” Project
“He is always happy and always rolls onto his side to have his belly rubbed... He always cheers me up if I’m having a bad day.”
“When I first got the study, Bert was the only one that truly stood out. He was the only monkey who would interact with anyone in the room by touching our gloves and taking prima treats out of our hands. He was the sweetest monkey in the cage, but as soon as he was pulled out he made sure everyone knew he was the boss. So naturally, we would all cling to him because he showed his personality right away. Isaac, on the other hand, was extremely submissive and timid to any human interaction. At the transfer, Isaac was placed with an aggressive, dominant mate who took advantage of him. They were eventually separated from each other with hopes of Isaac finding a friendlier mate at the random. As the study went from source to target, Bert and Isaac were paired together. Luckily, Bert took Isaac by the hand and showed him that human interaction isn't so bad. Isaac slowly progressed and began to touch gloves, gowns, and take treats. Of course, Bert advanced quickly from gloves and treats to gowns, face shields, and getting very excited to see any human. He has a tendency to grab the bottom of the cage with all fours and shake like a mad man when he is not getting any attention. Isaac would get on all fours and tilt his head down and just stare at you with his big eyes surrounded by his very large eyebrow. From their first day together, the two became best buds and would be lost without each other. Its unfortunate that my study is coming to an end, but Bert and Isaac will stay near and dear to our hearts.”
Struggling with Compassion Fatigue?

The ethical cost of using animals in research may cause some individuals to experience emotional distress, especially if strong bonds are formed between themselves and their research animals, or if they perform euthanasia as part of their occupational duties.

If you are having difficulties, there are resources to help:

Please read the Cost of Caring Brochure, provided by the American Association for Laboratory Animal Science (AALAS), which can be downloaded at http://bit.ly/aalas-cost-of-caring.

If you need additional assistance, the University of Michigan provides mental wellness programs and counseling services, free of charge, to all staff.

Faculty and Staff Assistance Program (U-M Faculty and Staff)
(734) 936-8660 | fasap@umich.edu | http://bit.ly/umich-fasap

UMHS Employee Assistance Program (UMHS Employees)
(734) 763-5409 | eap@umich.edu | http://bit.ly/umhs-eap

Please talk to your supervisor if you are unsure of which program to contact.
ANIMALS SAVE LIVES

In honor of

Pineapple & Penne

Thank you for being great guinea pigs!

Take your heart off your sleeve and let it grow.
What Have We Accomplished?

- CE Education on Compassion Fatigue and Burnout
- Monthly Wellness Events – Staff led Zumba, Yoga, and Meditation
- Social Events Outside of Work
Where Do We Want to Go?

- Work with our Wellness Innovator Representative to bring resiliency workshops to our staff
- Evaluate our program with post surveying
Where Do We Want to Go?

- New Employee Orientations (HR)
- OH Screening
  - E.g., Annual Lab Animal Questionnaire – CF Section
- Incorporate CF training into required job training
- Develop/Implement a CF Curriculum/Class for LAPs and Management
- D2C.org?
Acknowledgements

- University of Michigan (UM) Compassion Fatigue Committee
- UM Office of Research
- The Ohio State University
- OSU Wellness Innovators
- University of Washington Dare2Care (D2C) Compassion Fatigue Committee
- PRIM&R
Laboratory Animal Personnel*
Invited for Brief Research Survey

We are interested in your opinions about your professional quality of life (including possible compassion fatigue) & laboratory animal enrichment

10 – 25 minute survey

$40 Prize Drawing
1 prize per 40 entries

Help our team out! Take our survey & share.
Contact Megan LaFollette for more information: lafollet@purdue.edu

Take the Survey – bit.ly/LabSurvey10

*All are welcome including P.I.s, students, techs, managers, veterinarians, etc.

Participants must work in the US or Canada, be at least 18 years old, participation is voluntary, and all data will be held confidential. All experimental procedures were reviewed by Purdue University’s Review Board.
References

- Chérie Thérèse Buisson, DVM. Compassion Fatigue. Atlantic Coast Veterinary Conference, 2013. (www.vin.com)
- Mathieu F. Transforming Compassion Fatigue into Compassion Satisfaction: Top 12 Self-Care Tips for Helpers. 2007. Workshops for the Helping Professions
- Jan Spilman. 2010 inservice: Caring on Empty: Creative Tools for Compassion Fatigue.
- Patricia Smith. Compassion Fatigue Awareness Project. [http://www.compassionfatigue.org]
Questions?
Thank you for what you do today, tomorrow, next week... next year!