

COMPASSION FATIGUE

BURNOUT

PSYCHOLOGICAL SAFETY

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COMPASSION FATIGUE and BURNOUT

- Understanding compassion fatigue and burnout
- Causes and differences
- How can compassion fatigue and burnout be identified?
- Where does psychological safety help?
- What can we do?

Compassion Fatigue

- Compassion fatigue occurs when caregivers are overwhelmed by stresses stemming from either the clinical or interpersonal components of their role
- Can be described “as the cost of caring for others” (Figley1982)
- Associated with the TYPE of work you do
- Staff affected by compassion fatigue are unable to deliver highest quality care
- Are at risk of burnout
- May not recognise they have reached emotional exhaustion.

Compassion Fatigue

Direct exposure to traumatic events e.g. paramedic, police, emergency health workers. Not well recognised in nursing other than Emergency Department workers

OR

Secondary exposure e.g. emotional and physical stress resulting from the care giving work performed on a regular basis

- Also known as Secondary Traumatic Stress Syndrome (STSS)

Burnout

- More common term which describes the physical and emotional exhaustion staff experience – often described as “being worn out “
- Associated with WHERE you work
- Emerges over time
- Easily identified to direct links and stressors within the working and personal life
- Low job satisfaction/high absenteeism
- Feeling overwhelmed at work
- However burnout does not mean we have lost the ability to feel compassion for others

- **Burnout**

Unhelpful coping strategies can be triggers for burnout.

DON'T

- Delegate
- Work longer hours
- Take breaks
- Be a perfectionist
- Take work home
- Talk about it
- Procrastinate and avoid

Burnout - signs	Compassion Fatigue - signs
Fatigue	Avoidance or dread of working with some patients
Frustration /anger	Reduced ability to feel empathy towards patients or families
Negative reactions towards others	Frequent use of sick days
Withdrawal	Detachment
Negativity	Somatic complaints

Burnout - symptoms	Compassion Fatigue - symptoms
Physical	Physical
Psychological	Headaches/digestive complaints/muscle tension
Cognitive	Fatigue
Relational disturbance	Poor concentration ,focus and judgement

Psychological Safety

Psychological safety plays an important role in workplace effectiveness

- About the team – feeling accepted and respected – safe
- Boosts employee engagement
- Improves team innovation
- Strong relationship between cohesive team members
- Related to leadership style

Working in a Healthy Organisation

- Supportive, flexible manager, strong staff engagement
- Leadership which supports ongoing professional education
- Quality supervision
- More control over rosters
- Recognising compassion fatigue and burnout
- Build staff emotional compassion

Personal Care

- Eating healthily
- Drinking plenty of water
- Practice self management - just say no
- Living a balanced life
- Health building activities - massage, exercise, yoga, mediation
- Organising your life to become proactive rather than reactive
- Reserve your energy - choose your battles

Management

- Recognise individual behaviour – could there be compassion fatigue or burnout
- Use tools available
- Refer to counselling
- Look at workplace strategies such as change of positions/reduction in hours
- Look at team construct – what are the ward group norms
- Talk about compassion fatigue and burnout
- Develop a psychologically safe unit