

Addressing Compassion Fatigue in the Context of the Opioid Epidemic



Gloria Miele, Ph.D. and Beth Rutkowski, MPH

*UCLA Integrated Substance Abuse Programs
PSATTC*

Community-Wide Webinar
August 13, 2019



Pacific Southwest
ATTC
(HHS Region 9)

The use of affirming language inspires hope and advances recovery.

LANGUAGE MATTERS.

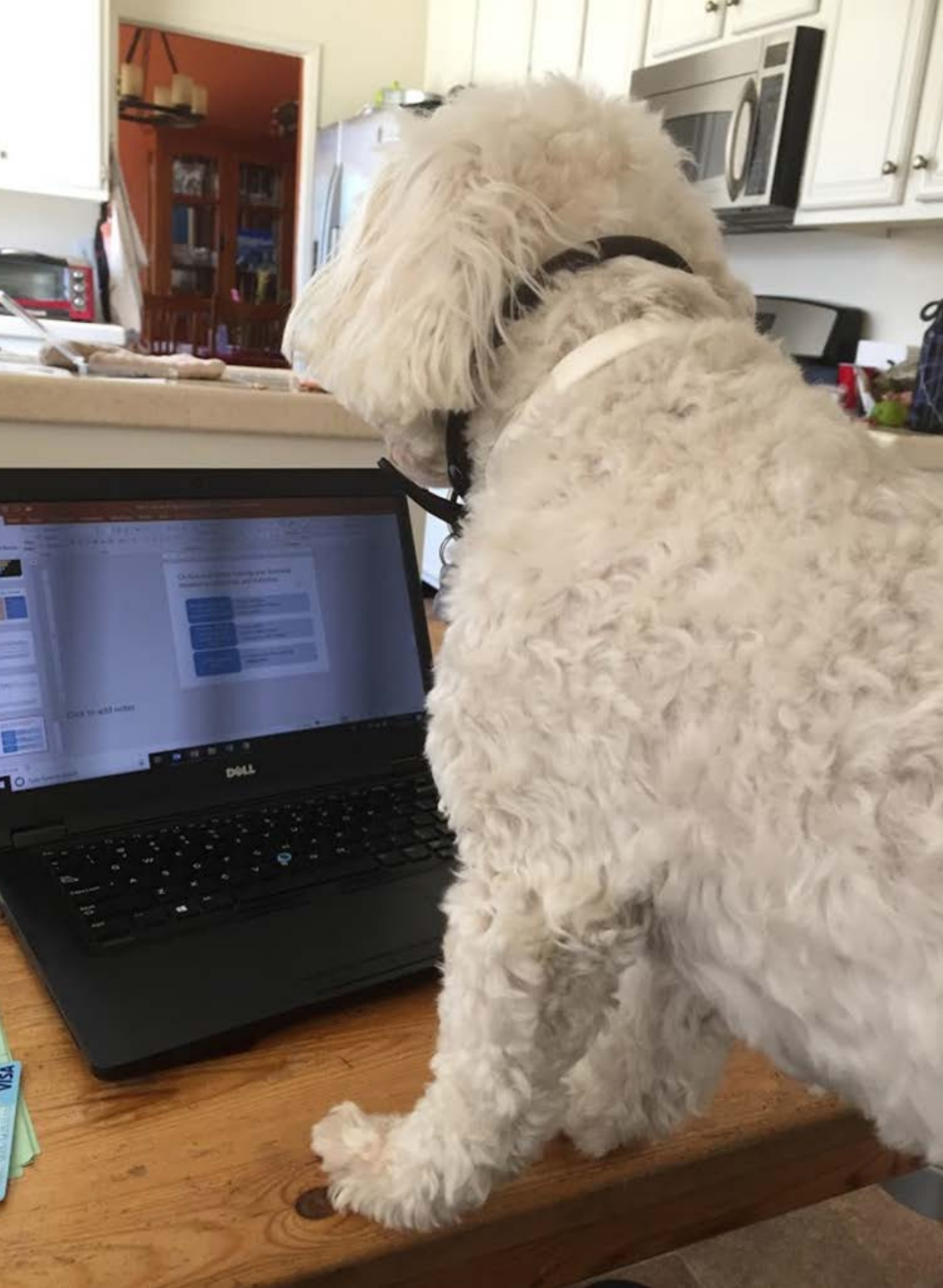
Words have power.

PEOPLE FIRST.

The ATTC Network uses affirming language to promote the promises of recovery by advancing evidence-based and culturally informed practices.

Webinar Goals

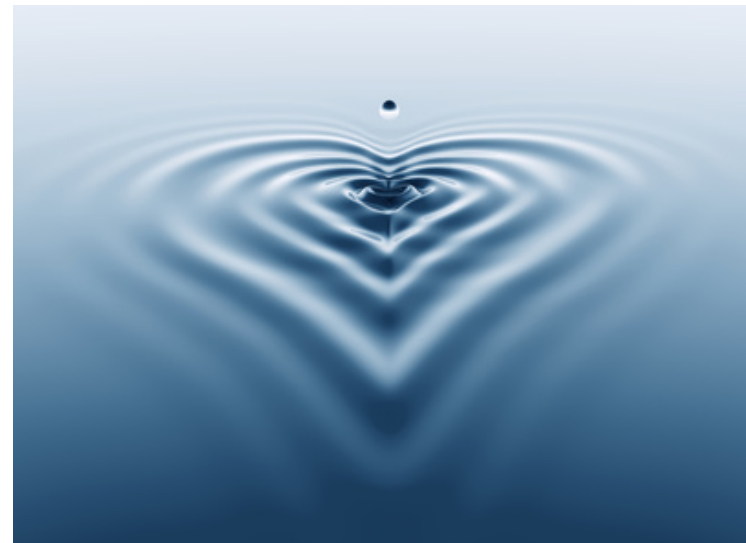
- Define compassion fatigue
- Summarize morbidity & mortality associated with the opioid epidemic
- Identify factors that may contribute to compassion fatigue
- Describe strategies to address compassion fatigue and burnout



What is Compassion Fatigue?

Definition of *Compassion*

- The sympathetic **consciousness** of another's others' distress coupled with a desire to alleviate it.
- Different from empathy – which may have a negative impact.

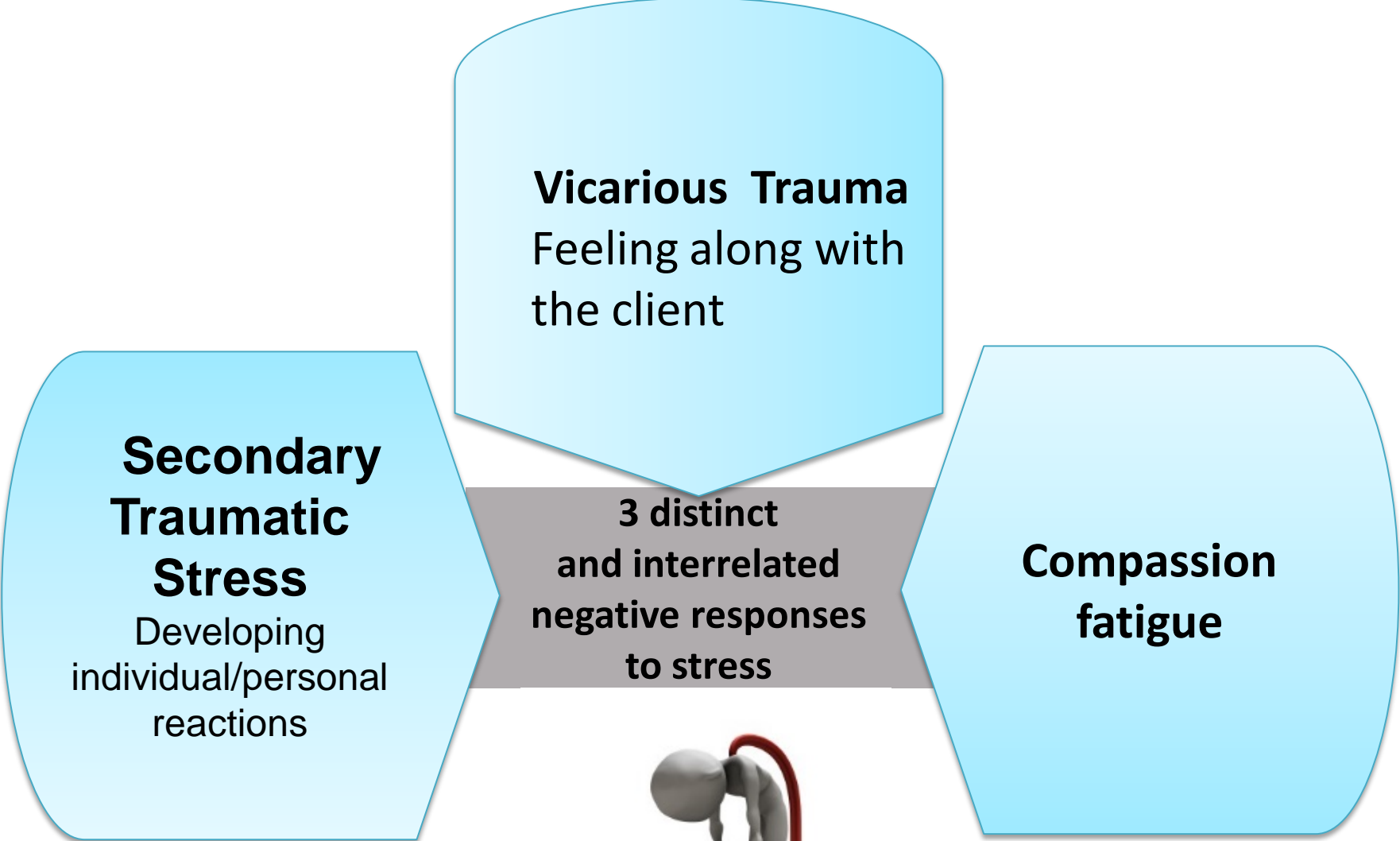


Compassion Fatigue (CF)

- CF=Secondary traumatic stress + burnout
- Concept of emotional contagion: experiencing emotional responses parallel to that person's actual or anticipated emotions
- Common among people working in the helping professions
- Impacts professional quality of life & compassion satisfaction
- Impacts individual's physical & emotional health, as well as work-place productivity

“Emotional, physical and spiritual exhaustion from witnessing and absorbing the problems and suffering of others.”

--Hunsaker et al. (2012)



Understanding the Difference

Traumatic Stress

- Extreme emotionality or absence of emotion
- Fearful, jumpy, exaggerated startle response
- Flashbacks

Vicarious Traumatization

- Overly involved with or avoidance of victim/survivor
- Hypervigilance and fear for one's own safety (the world no longer feels safe and lack of trust)
- Intrusive thoughts and images, or nightmares from victims' stories

Work-Related Trauma Exposure

DIRECT
exposure to
trauma

- Post Traumatic Stress Disorder (PTSD)
- Post Traumatic Stress Symptoms
- Critical Incident Stress

INDIRECT
exposure to
trauma

- Post Traumatic Stress Disorder (DSM-V, 2013)
- Post Traumatic Stress Symptoms
- Empathic Strain
- Secondary Traumatic Stress Symptoms
- Vicarious Traumatization
- Compassion Fatigue

Risk Factors

Personal

- Trauma history
- Pre-existing psychological disorder
- Young age
- Isolation, inadequate support system
- Loss in last 12 months

Professional

- Lack of quality supervision
- High percentage of trauma survivors in caseload
- Little experience
- Worker/organization mismatch
- Lack of professional support system
- Inadequate orientation and training for role



(Bonach and Heckert, 2012; Slattery and Goodman, 2009; Bell, Kulkarni, et al, 2003; Cornille and Meyers, 1999)

Consequences of CF: Individual

- Increase in health-related problems
- Burnout
- Lack of empathy
- Desensitization
- Hopelessness or helplessness

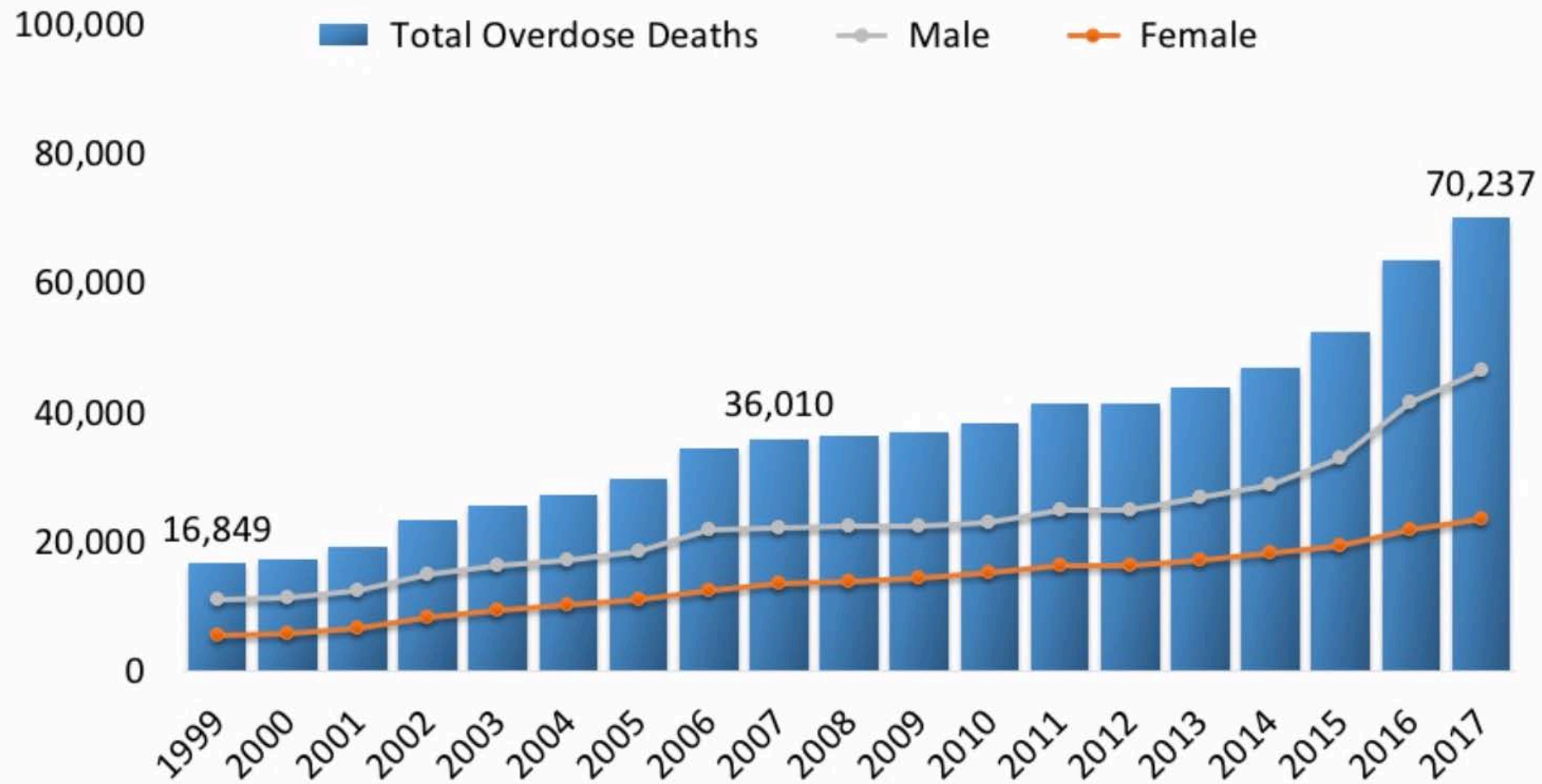
Consequences of CF: Organization

- Lost productivity
- Decrease job satisfaction
- Lower quality of care
- Staff turnover
- Poor morale

Consequences of CF: Community

- Increased stigma
- Decreased believe that recovery happens
- Blaming individuals for drug use
- Decreased interest in supporting prevention & treatment programs

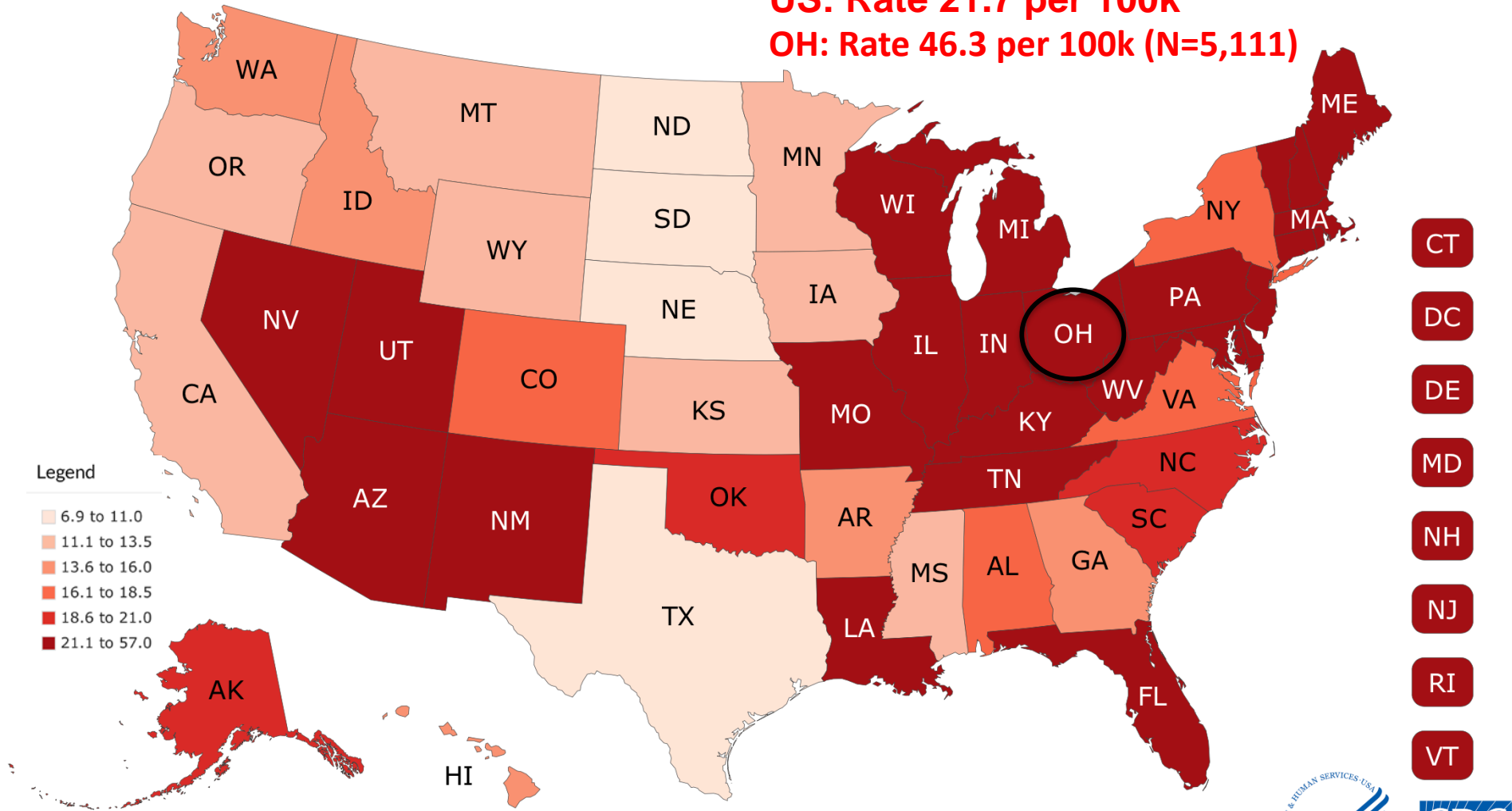
Figure 1. National Drug Overdose Deaths Number Among All Ages, by Gender, 1999-2017



Source : Centers for Disease Control and Prevention, National Center for Health Statistics. Multiple Cause of Death 1999-2017 on CDC WONDER Online Database, released December, 2018

Overdose Deaths, 2017

US: Rate 21.7 per 100k
OH: Rate 46.3 per 100k (N=5,111)



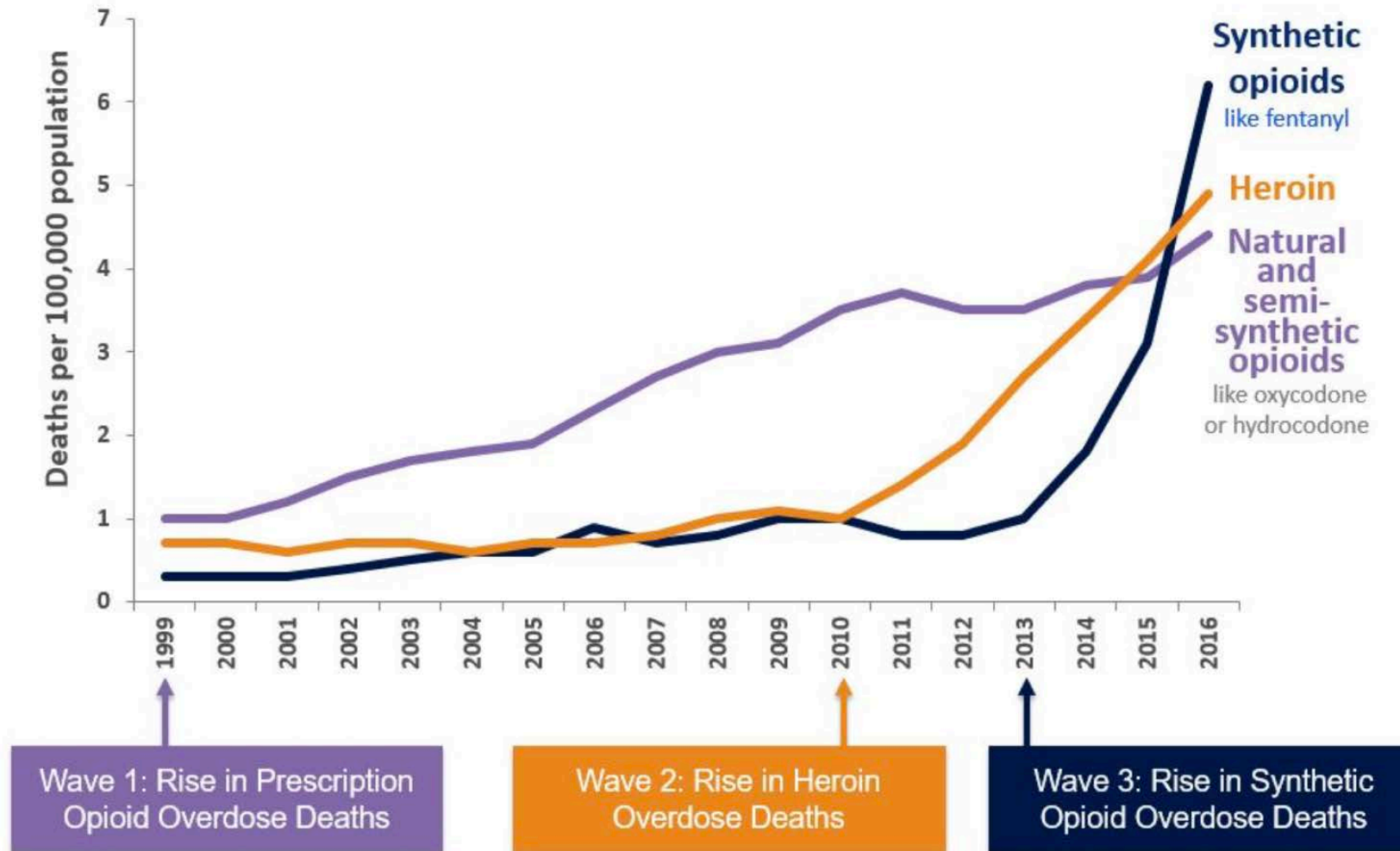
~192 drug deaths per day in the United States



SOURCE: <https://www.cdc.gov/drugoverdose/data/statedeaths.html>

Drugs Driving Overdose

3 Waves of the Rise in Opioid Overdose Deaths



SOURCE: National Vital Statistics System Mortality File.

Epidemic Consequences

Premature
Death

Opioid
Overdose
Death

Infectious
Disease (HIV,
HEPC)

Comorbid
Mental Health
problems

Impact on Families & Kids

Family Dissolution

Children Witness
Overdoses

Accidental Opioid
Poisoning Among
Children

Economic Burden
on Child Assistance
Programs



SOURCES: Radel et al. (2018); Allen et al. (2017); Gaither et al. (2016)

Opioid Use Disorders & Trauma

- Patients receiving treatment for OUD have higher rates of adverse childhood events
 - Physical abuse
 - Sexual abuse
- Rates are very high among women with OUD



2 Ohio toddlers revived with drug overdose antidote Narcan

*Posted: Feb 03, 2016 1:02 PM EST
Updated: Feb 03, 2016 1:06 PM EST*

Grieving dad writes letter to 8th grade students about drug dangers after son's overdose

Police: Grandparents caring for girls after parents overdosed at Cincinnati Children's Hospital

NATIONAL

1 Dead And 12 Hospitalized After Mass Drug Overdose In California

January 13, 2019 · 6:55 PM ET

Police: Man ODs, crashes with child in backseat

Heroin overdose caused mother to crash on I-74

When you think of someone who uses opioids, what images come to mind?

AUDIENCE PARTICIPATION

Myths and Stigmatizing Beliefs About Individuals Using Illicit Drugs

- People don't want help
- Addiction is a choice, not a disease
- Underserving of help
- Flawed character
- Moral failing

Perpetuated by misinformation & stigma

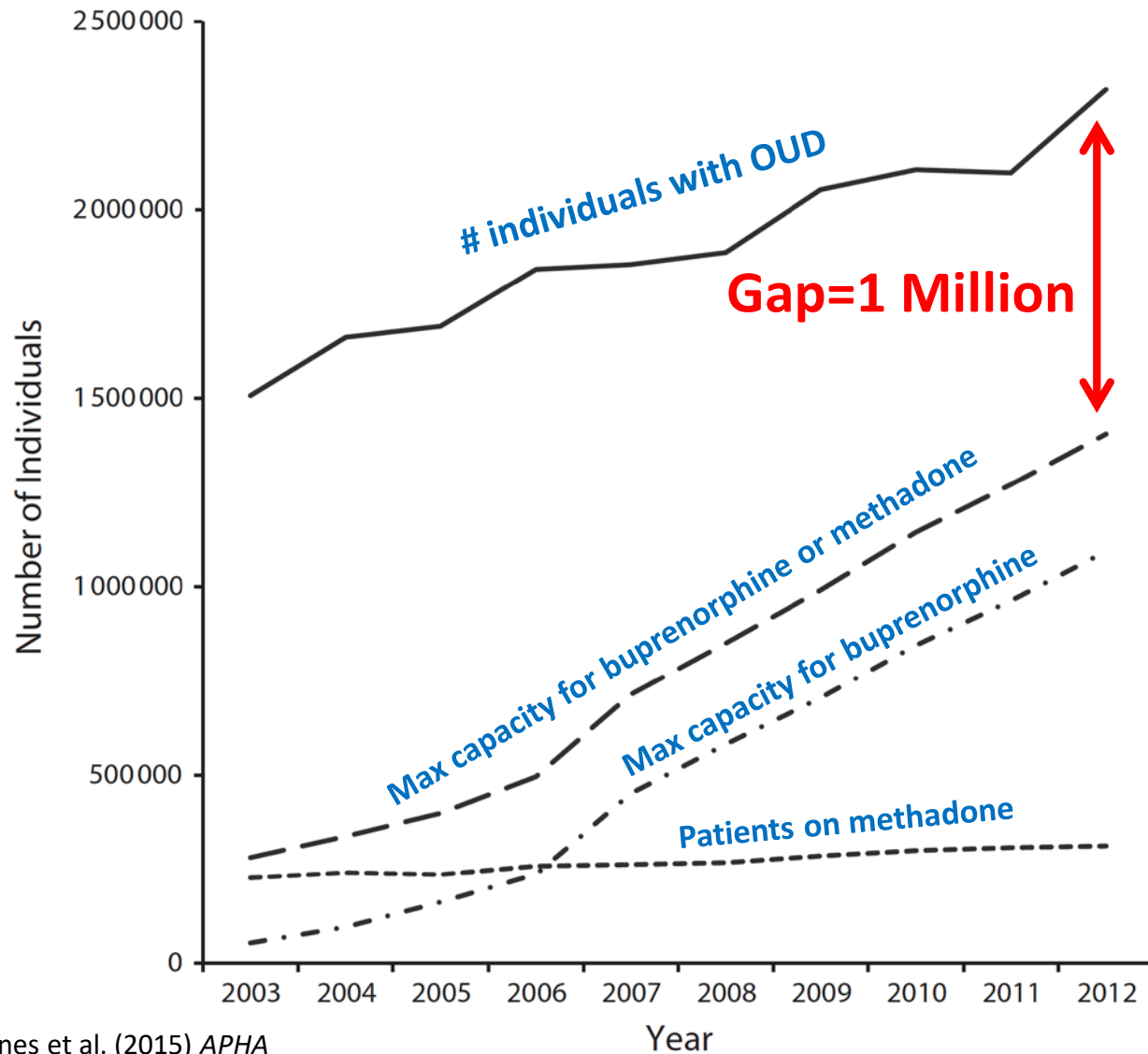
WHAT DRIVES COMPASSION FATIGUE?



Fueling CF

- Continuous increasing death rate despite efforts to increase prevention/treatment services
- Increased overdose fatality rate due to novel opioid synthetics
- Depletion of financial resources & competing demands
- Challenges to linking clients with timely & comprehensive services

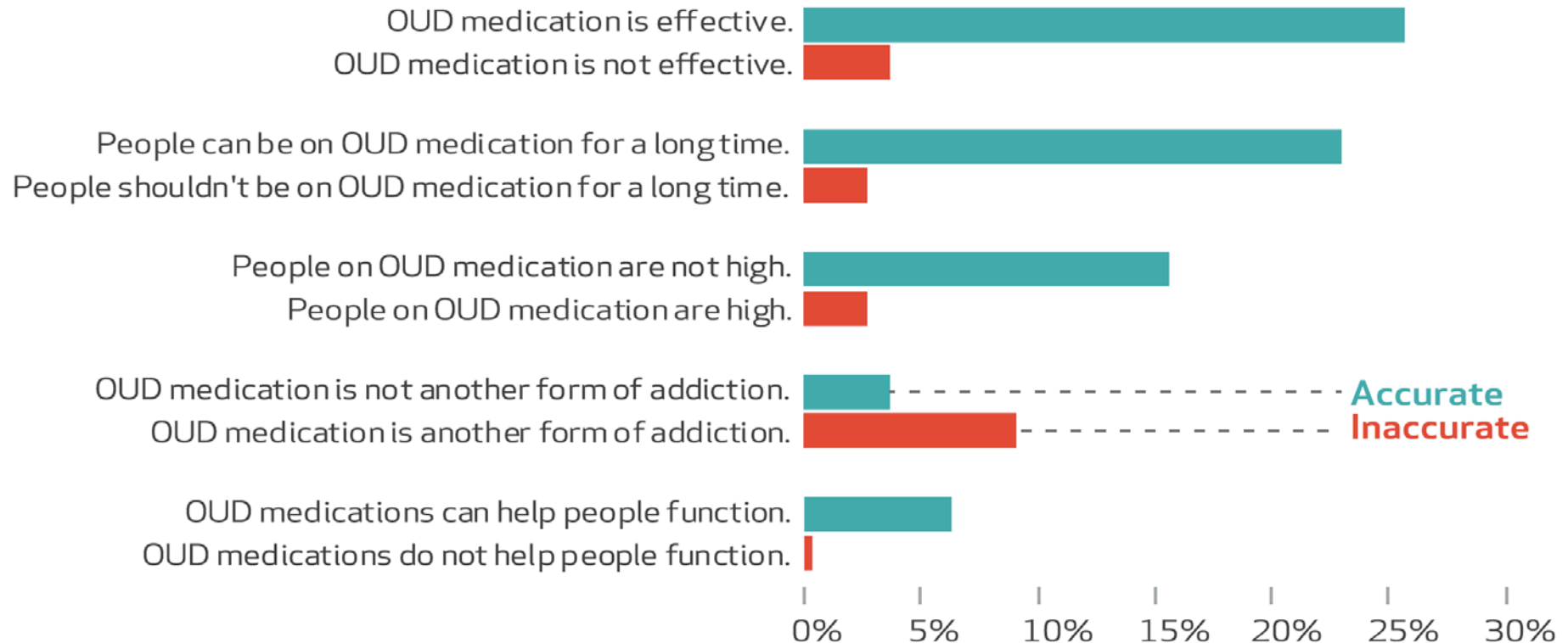
Limited Treatment Capacity



SOURCE: Jones et al. (2015) APHA

News Media Reporting On Medication Treatment For Opioid Use Disorder Amid The Opioid Epidemic

Percent of news stories that included accurate and inaccurate messages about opioid use disorder (OUD) medication, 2007–16



What emotions are you experiencing?

Frustration

Sadness

Hopeless

Incompetent

Failure

Vulnerable

What do you think is driving CF in your community or organization?

AUDIENCE PARTICIPATION

How Can Providers Avoid Burnout?



Why are we concerned about burnout?

- Average annual turnover rate for counselors is 33% (Eby, 2010)
- Higher than the national average for HHS (20%)
- Higher than the national average for teachers (12%)
- Higher than the national average for nurses (12%)
- 36% of individuals leaving an organization do not intend to re-enter the field

SOURCE: White et al, 2011

Impact on Workforce

Clients Die

Client's
Friends &
Family Die

Colleagues
Die

Colleague's
Friends &
Family Die

What is your organization or facility doing to acknowledge & help clinicians, as well as other patients cope?

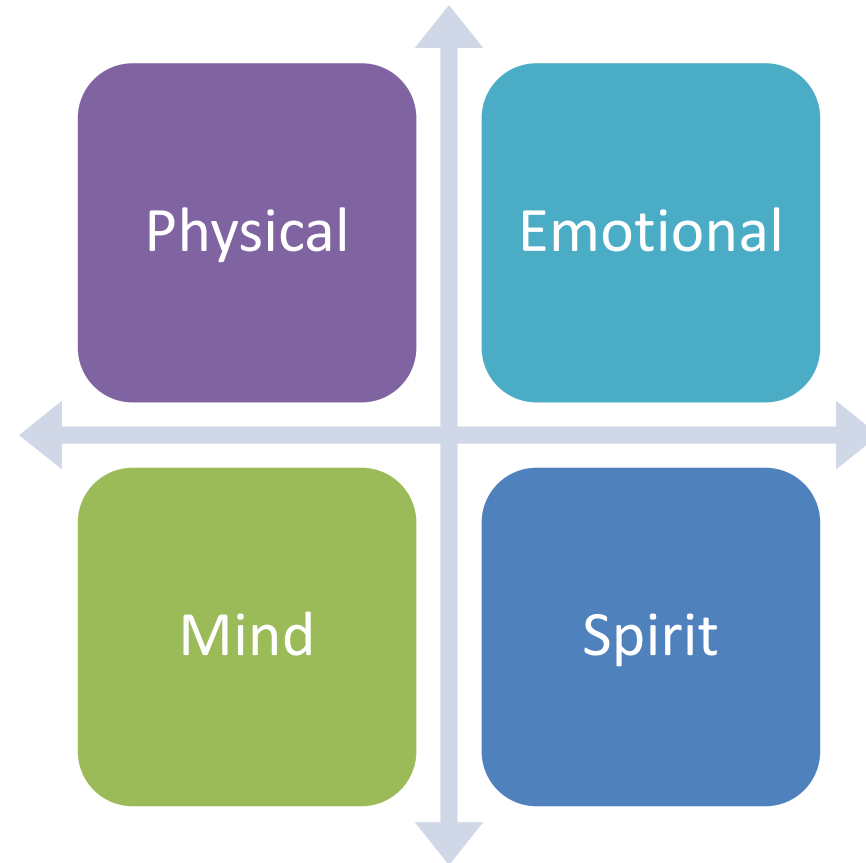
**When
Organizations
Don't Address
Compassion
Fatigue: Loss
of Potential**



Creating Resiliency

“Just having positive experiences is not enough. They pass through the brain like water through a sieve, while negative experiences are caught. We need to engage positive experiences to weave them into the brain.” – Rick Hanson, PhD

Personal Sources of Resiliency



Personal Sources of Resiliency: Physical

- I get enough sleep to feel rested while at work
- I take regular breaks throughout the day
- I eat meals away from my desk
- My body feels energized at work
- I get adequate physical movement during the workday
- I pace myself so I do not feel unhealthy levels of stress

Physical

Personal Sources of Resiliency: Emotional

- I express appreciation to co-workers often enough
- I enter my workspace with positive feelings on a daily basis
- I leave my workspace with positive feelings on a daily basis
- I have a healthy balance between time spent with work, family, and other interests
- I do not take work home with me
- I get deep satisfaction from many work tasks



Emotional

Personal Sources of Resiliency: Mind

- I focus on one task at a time
- I do not let email interrupt my tasks
- I have an organized task list
- I focus equally on short-term and long-term tasks
- I have adequate opportunity to use my creativity skills
- I have adequate time for long-term visioning



Mind

Personal Sources of Resiliency: Spirit

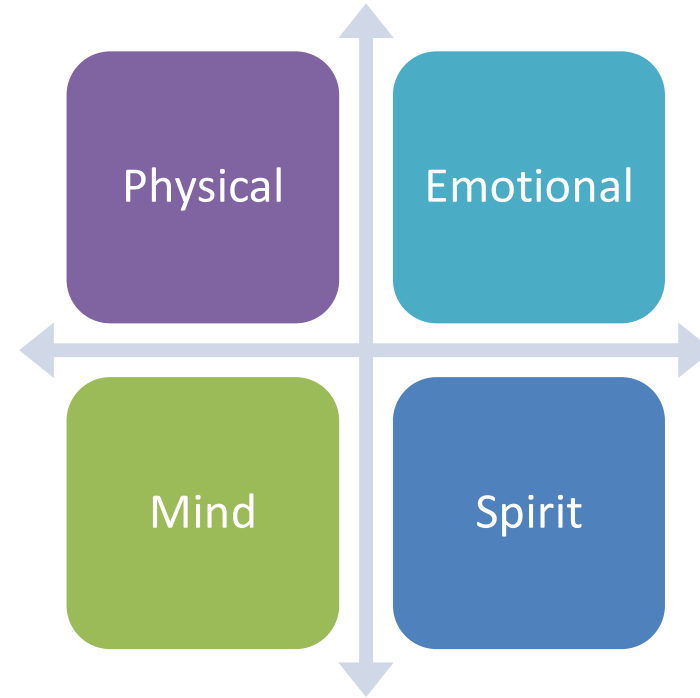
- I spend considerable time at work doing the tasks I love to do
- I use the power of my own life difficulties as a source of strength
- I am aware of and have adequate opportunity to use my primary gifts and talents at work
- I believe my workgroup is making a substantial contribution to the world
- There is little difference between what I say is important about my work and what I do at work
- I have a regular spiritual practice



Spirit

Personal Sources of Resiliency

- Which of the four main areas is your strongest?
- Which of the four main areas is your weakest?
- Which single item are you most proud of?
- Which single item are you most concerned about?



Vicarious Resilience

- The positive effects experienced by witnessing people who have positively adapted to past or current adversity/adversity



PATRICK DOWNES AND JESSICA KENSKY

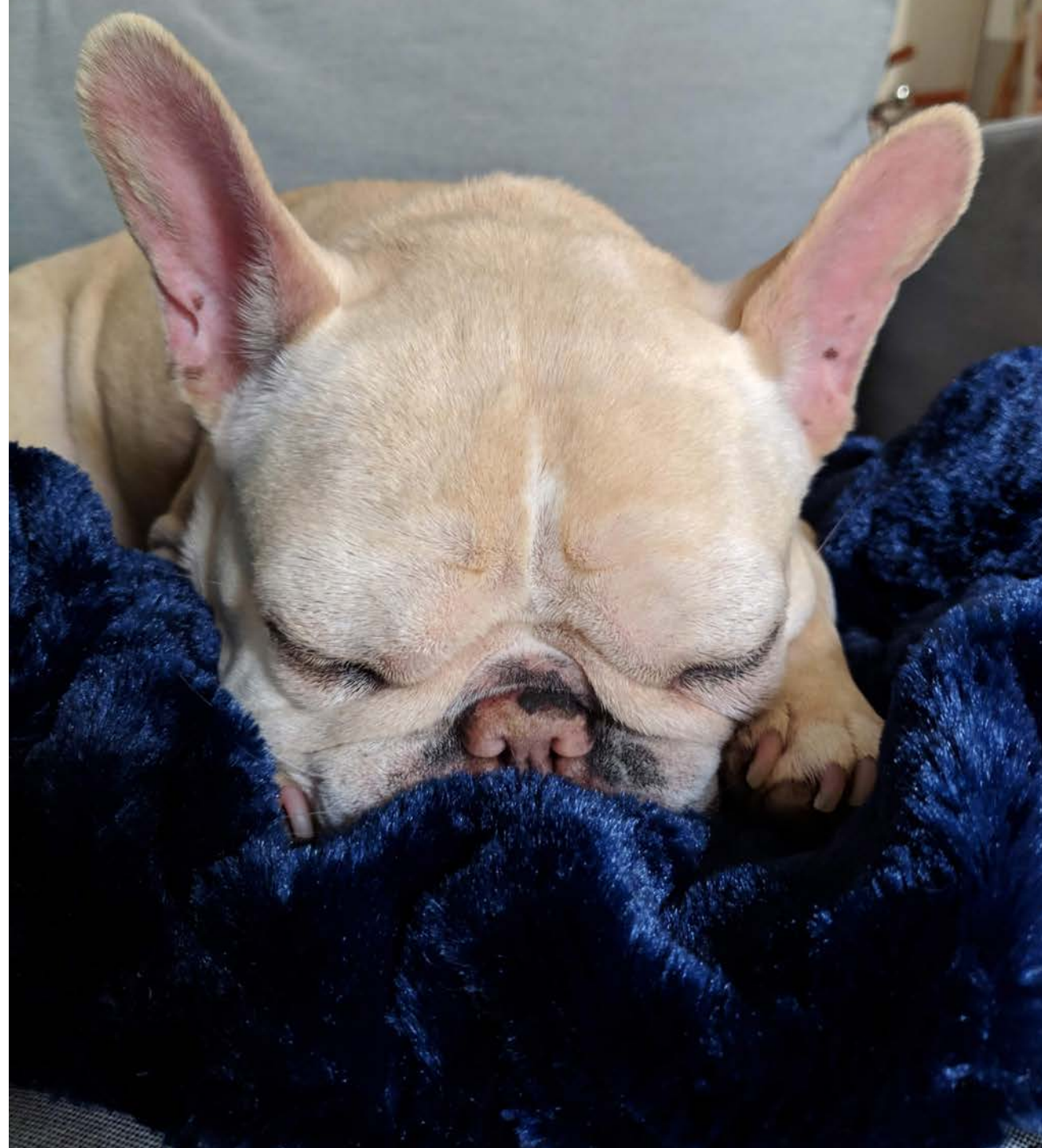
Jessica Kensky and Patrick Downes, who lost three legs between them in the blasts, pose with their support dog, Rescue.

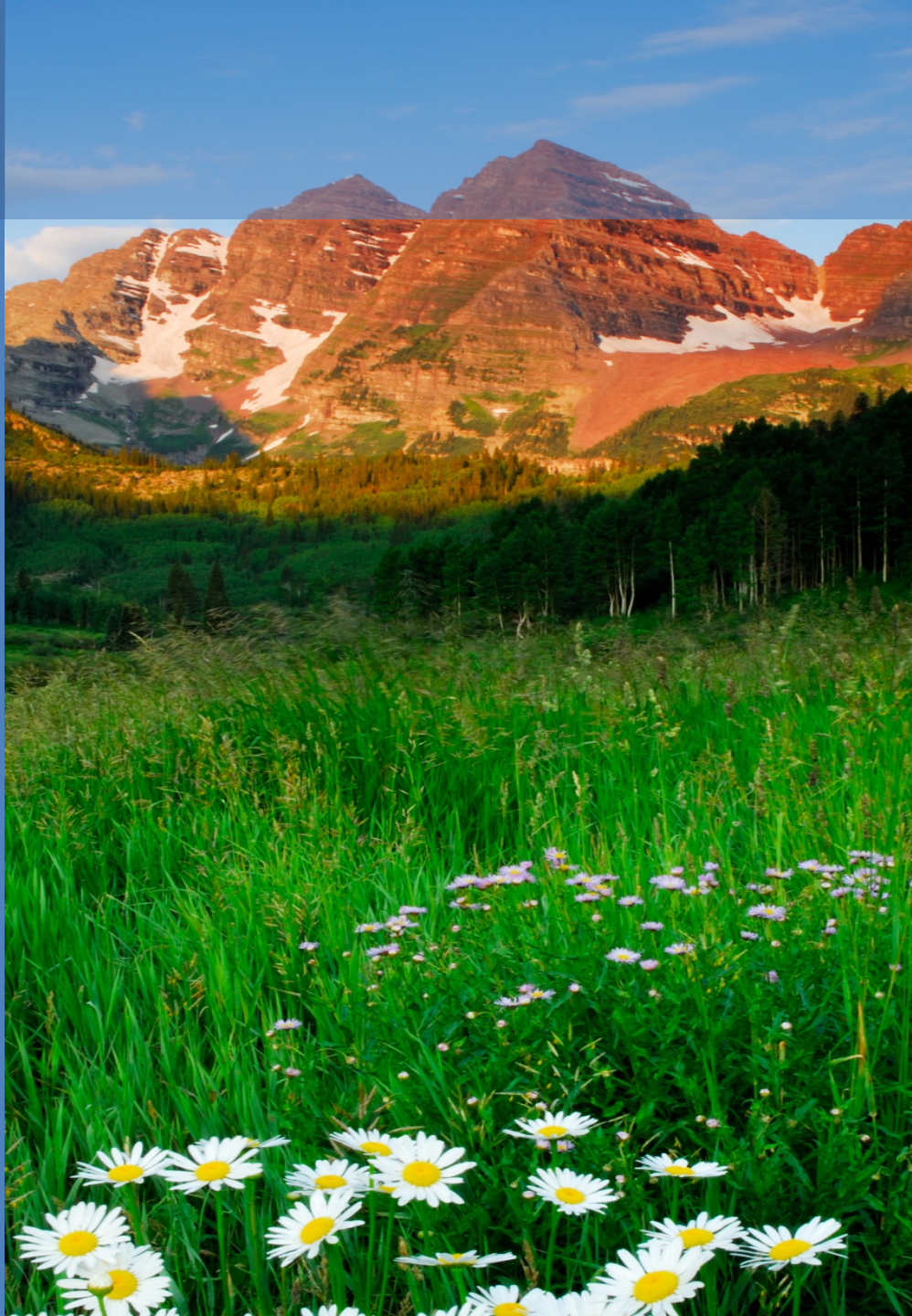


MADDIE MEYER / GETTY IMAGES

Downes and Kensky celebrate at the finish line with their dog after Downes completed the 120th Boston Marathon in 2016.

STRATEGIES TO ADDRESS COMPASSION FATIGUE





Agency Support

How Can Organizations Help?

- Recognize and accept that the work is stressful
- Learn to identify signs of burnout in employees
- Offer assistance and solutions to those who are struggling:
 - Consider increasing responsibility
(allows workers more accountability and a greater sense of purpose)
 - Supportive services – workshops, support groups and retreats

Proven Strategies

- Role models
- Wellness committee
- Health screenings
- Quality supervision
- Rapid response to stressful events
- Professional ethical standards
- Personal development opportunities
- Flexible schedules
- Wellness incentives



It is the role of agencies to foster an environment that encourages professional growth and self-awareness.

Developmental Stages: Supervisees

Supervisees

Beginning: dependent; need structure and instruction

Intermediate: moving between dependency and autonomy

Advanced: autonomous; interdependent; seek challenge

Role of Supervisor

Teacher

Coach

Consultant

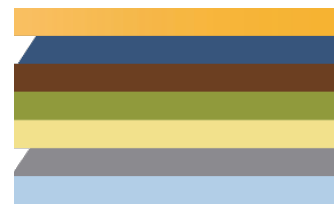
SAMHSA Tip 57: Trauma-Informed Care

Decreasing the Risk of Secondary Trauma and Promoting Self-Care Among Counselors

- **Peer support.** Maintaining adequate social support will help prevent isolation and depression.
- **Supervision and consultation.** Seeking professional support will enable you to understand your own responses to clients and to work with them more effectively.
- **Training.** Ongoing professional training can improve your belief in your abilities to assist clients in their recoveries.
- **Personal therapy.** Obtaining treatment can help you manage specific problems and enable you to provide better treatment to your clients.
- **Maintaining balance.** A healthy, balanced lifestyle can make you more resilient in managing any difficult circumstances you may face.
- **Setting clear limits and boundaries with clients.** Clearly separating your personal and work life allows time to rejuvenate from stresses inherent in being a professional caregiver.



Eight Dimensions of Wellness



Workplace Scan

DIMENSIONS	EXAMPLE ITEMS
Emotional Wellness	I feel confident that I can manage daily stress. I feel supported by my coworkers.
Environmental Wellness	I have access to healthy food options. I am protected from tobacco exposure at work.
Financial Wellness	I think it is important to know about my financial options. I have the opportunity to take parental leave when needed.
Intellectual Wellness	I take advantage of opportunities for learning. My workplace supports my professional development.
Occupational Wellness	My work feels meaningful. The contributions I make in my job are valued.
Physical Wellness	I use physical activity to manage stress. My employer offers health and wellness programs.
Social Wellness	I have social interactions that feel positive. My coworkers are open to my ideas.
Spiritual Wellness	I am intentional about my values. My workplace practices its stated values.

A Grass Roots Effort



A serene refuge to address compassion fatigue

By unews

Jacob Merkel was a new graduate nurse when he started working in the 4 East-Adult Psychiatry Unit of the Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA. He immediately recognized that he and his colleagues might be susceptible to compassion fatigue — the combination of psychological and physiological responses to prolonged exposure to emotional and interpersonal stressors and secondary traumatic stress — because of the nature of their work. So Merkel presented to his Unit Practice Council colleagues his idea of creating a relaxation room to support staff during stressful times. The group agreed that his plan would align with the 4 East goal of improving the practice environment in support of compassionate, relationship-based care.

After reviewing the literature and visiting a hospital facility in Virginia that successfully implemented a relaxation room, Merkel and fellow new graduate nurses Chelsi Diaz and Isaac Pro presented their proposal to the Resnick Neuropsychiatric Hospital Transformational Leadership Council.

During their presentation, Merkel, Diaz and Pro advocated for space on



From left: Jacob Merkel, MSN, RN, Chelsi Diaz, BSN, RN and Isaac Pro, BSN, RN.



STRATEGIES FOR INDIVIDUALS

**What does wellness
mean to you?**





SKILLS & STRATEGIES TOOLBOX

Assess Your Wellness

Let's examine these 8 Dimensions of Wellness through a simple exercise. This exercise provides information about your specific level of wellness across these 8 dimensions. Consider the following questions as related to each dimension of wellness. Then rate yourself on a scale of 1-Low to 10-High in terms of your wellness in that area.

Emotional Wellness

- Are you aware of your emotions throughout the day?
- Do you express your emotions in a way that is respectful to yourself and others?
- Are you generally optimistic?
- Do you practice coping skills that you perceive as healthy?

Environmental Wellness

- Do you live and work in a safe and healthy environment?
- How are you affected by your home and work environment?
- Do you regularly spend time in nature or natural environments?

Financial Wellness

- Are you intentional and aware in your spending?
- Do you have resources and knowledge to keep yourself financially healthy?
- Do you plan for and feel secure in your financial future?

Intellectual Wellness

- Do you take advantage of opportunities for learning in your personal and professional life?
- Do you find ways to express yourself creatively?
- Do you keep up-to-date with current issues and ideas?

Occupational Wellness

- Do you feel personally fulfilled and energized by your work?
- Do you look forward to going to work?
- Are you satisfied with the direction your career seems to be heading?

Physical Wellness

- Do you choose to eat healthy foods?
- Are you physically active at least 3 days per week?
- Do you use drugs and alcohol to cope with stress?

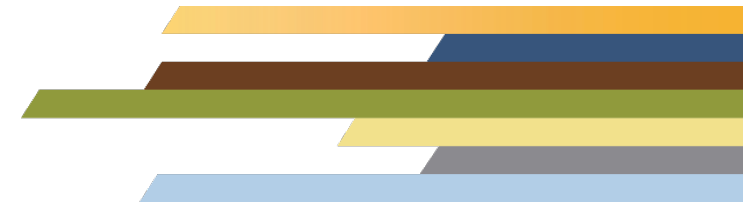
Social Wellness

- Are your interpersonal relationships close and meaningful?
- Do you actively engage in activities in your community?
- Are there people you can reach out to when you need support?

Spiritual Wellness

- Do you find existential meaning in life events?
- Is it easy for you to treat others who have different values with respect?
- Is the work you do compatible with your values?

Review your responses to each of the 8 Dimensions of Wellness. Where do you rate yourself High (8-10), Moderate (4-7) and Low (1-3)? Consider the activities that facilitate or detract from your wellness in any one dimension. Is there a particular dimension of wellness on which you would like to focus your attention?



Defining Values

Identify 10 values that are important to you:

Acceptance	Contribution	Freedom	Integrity	Openness	Self-Control
Accuracy	Compassion	Friends	Intimacy	Order	Self-Esteem
Achievement	Cooperation	Fun	Joy	Passion	Self-Knowledge
Adventure	Courtesy	Generosity	Justice	Pleasure	Service
Attractiveness	Creativity	Growth	Knowledge	Popularity	Sexuality
Authority	Dependability	Health	Leisure	Power	Simplicity
Autonomy	Duty	Helpfulness	Love	Purpose	Solitude
Authenticity	Ecology	Honesty	Loving	Rationality	Spirituality
Beauty	Excitement	Hope	Mastery	Realism	Stability
Benevolence	Faithfulness	Humility	Mindfulness	Responsibility	Tolerance
Caring	Fame	Humor	Moderation	Risk	Tradition
Challenge	Family	Independence	Monogamy	Romance	Virtue
Change	Fitness	Industry	Non-conformist	Safety	Wealth
Commitment	Flexibility	Inner Peace	Nurturance	Self-Acceptance	World Peace

Cultivate Self-Awareness

- Set your intention
- Be aware
- Create space
- Practice
- Interact with others





SKILLS & STRATEGIES TOOLBOX

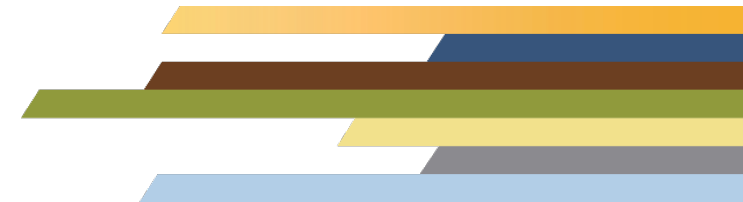
Mindful Awareness Attention Scale (MAAS)

Below is a collection of statements about your everyday experience. Use the 1-6 scale below to indicate how frequently or infrequently you currently have each experience. Answer according to what really reflects your experience rather than what you think your experience should be. Treat each item separately from the others.

1	2	3	4	5	6
Almost Always	Very Frequently	Somewhat Frequently	Somewhat Infrequently	Very Infrequently	Almost Never

MAAS Scoring: To score the scale, simply compute a mean of the 15 items. Higher scores reflect higher levels of dispositional mindfulness.

I could be experiencing some emotion and not be conscious of it until some time later.	1	2	3	4	5	6
I break or spill things because of carelessness, not paying attention, or thinking of something else.	1	2	3	4	5	6
I find it difficult to stay focused on what's happening in the present.	1	2	3	4	5	6
I tend to walk quickly to get where I'm going without paying attention to what I experience along the way.	1	2	3	4	5	6
I tend not to notice feelings of physical tension or discomfort until they really grab my attention.	1	2	3	4	5	6
I forget a person's name almost as soon as I've been told it for the first time.	1	2	3	4	5	6
It seems I am "running on automatic," without much awareness of what I'm doing.	1	2	3	4	5	6
I rush through activities without being really attentive to them.	1	2	3	4	5	6
I get so focused on the goal I want to achieve that I lose touch with what I'm doing right now to get there.	1	2	3	4	5	6
I do jobs or tasks automatically, without being aware of what I'm doing.	1	2	3	4	5	6
I find myself listening to someone with one ear, doing something else at the same time.	1	2	3	4	5	6
I drive places on 'automatic pilot' and then wonder why I went there.	1	2	3	4	5	6
I find myself preoccupied with the future or the past.	1	2	3	4	5	6
I find myself doing things without paying attention.	1	2	3	4	5	6
I snack without being aware that I'm eating.	1	2	3	4	5	6



Put Your Oxygen Mask on First



Photo cred:
DepositPhotos.com

Be Present, Open Up, Do What Matters

Learning STOP!

- S (Slow Your Breathing)
- T (Take Note)
- O (Open Up)
- P (Pursue Your Values)



Self-Care: Develop a Plan

- Personal: tending to physical needs (adequate rest, nutrition), participating in fun activities, identifying relaxing activities to engage in regularly
- Professional: obtain ongoing professional development, recognition by organization of the process of vicarious trauma, developing a professional support network

Measuring CF

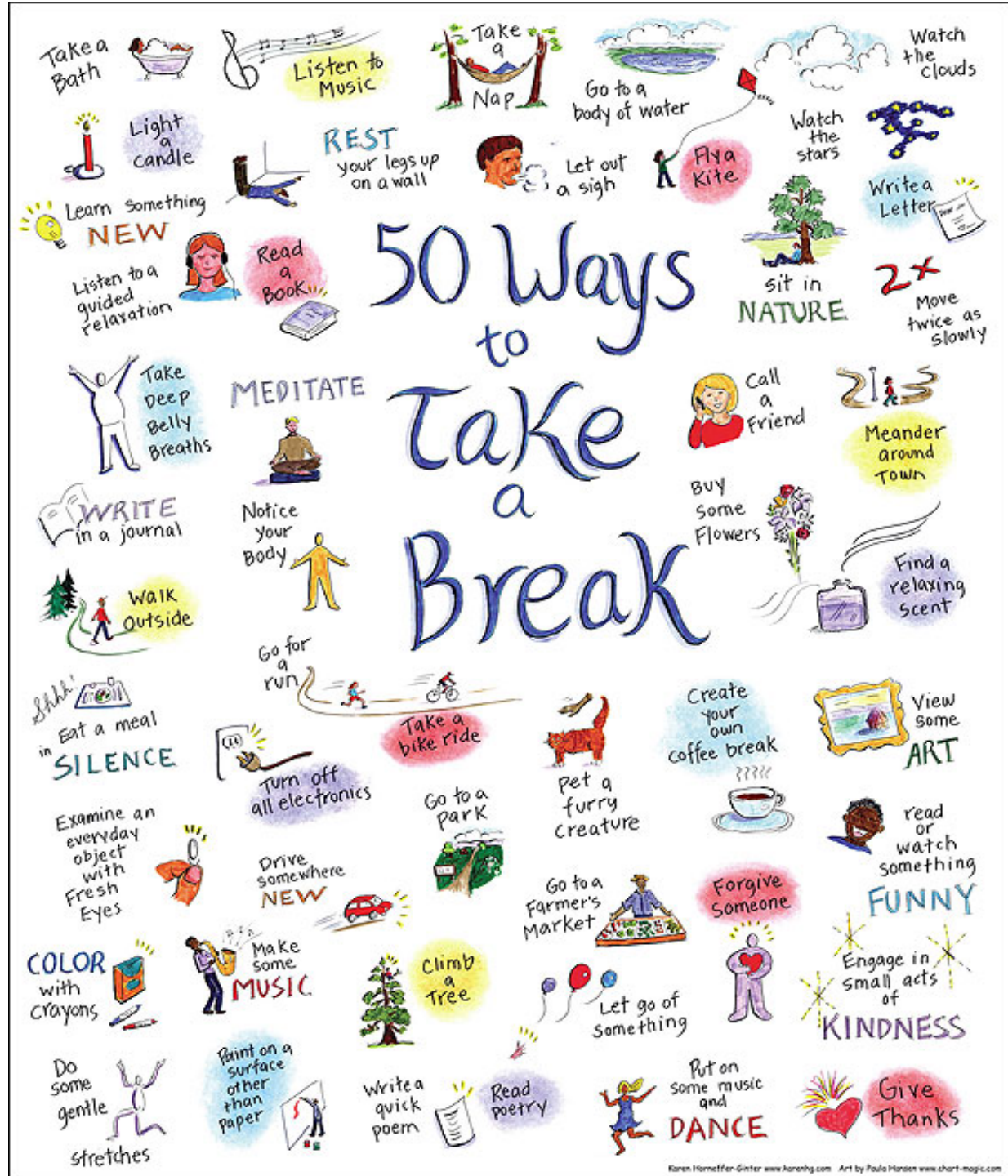
- Professional Quality of Life Scale (Pro-QOL) (Stamm 2005)
 - Compassion satisfaction
 - Burnout
 - Compassion fatigue/secondary trauma
- Compassion Fatigue Short Scale (CF-Short Scale) (Adams et al. 2006)
 - Burnout
 - Secondary trauma
- Secondary Traumatic Stress Scale (STSS) (Bride et al. 2004)

Strategies for Self-Care

- Healthy Boundaries
- Personal Rituals
- Preventive Care
- Healthy Social Contact
- Spirituality



Self-Care Doesn't Have to Be Complicated

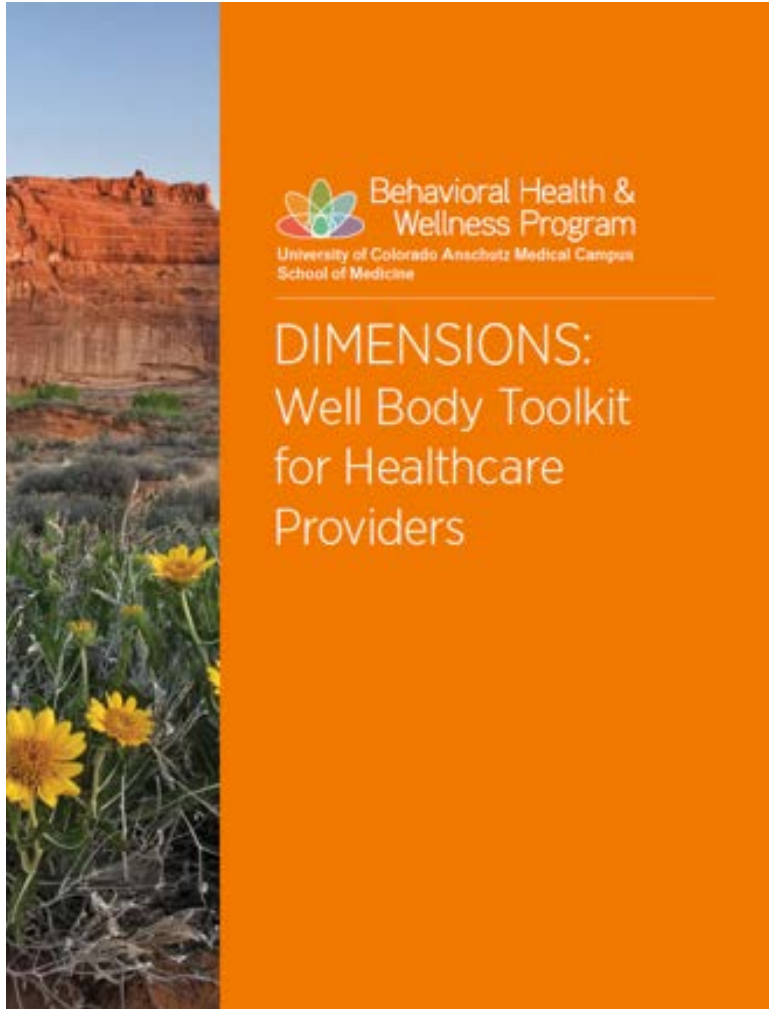


Retrieved from <http://www.fullcupthirstyspirit.com/product.php?id=POSTER50WAYS> – public access

WHAT DO YOU DO FOR SELF-CARE?



Well Body Program



<https://www.bhwellness.org/resources/toolkits/well-body>

Self-Care: Develop a Plan

- Eat regularly
- Eat healthy
- Exercise
- Seek regular medical check-ups and care when needed
- Do something you enjoy
- Get enough sleep
- Take time off
- Read for fun
- Identify ways to reduce stress
- Listen to your thoughts, feelings
- Find activities that increase your curiosity

SMART Goal

Consider your current level of well-being. Think about any similarities or differences across the 8 Dimensions of Wellness. What behaviors do you want to change to support your well-being? Write your goal in the space below. Also consider what you need in order to successfully achieve this goal.

Healthy Behavior Change Goal:

It can also be helpful to determine ahead of time what you need to successfully achieve your goals.

Write your ideas below:

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Resources

Addressing Stress and Trauma in Recovery-oriented Systems And Communities



A Challenge to Leadership

Pamela Woll, MA, CADDP



ATTC

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

Compassion Doesn't Make You Tired!



Unmasking and Addressing "Compassion Fatigue"

Pamela Woll, MA, CPS

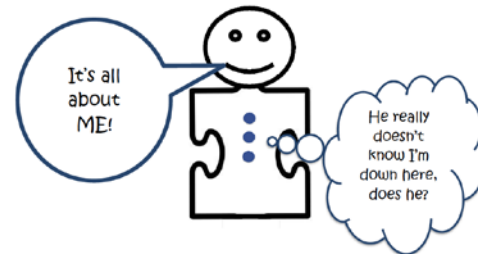
Addiction Technology Transfer Center Network



ATTC

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

You Fit Together



Body, Mind, Resilience, and Recovery

Understanding and Building Better Health

Pamela Woll, MA, CPS
Addiction Technology Transfer Center Network



ATTC

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



<https://greatergood.berkeley.edu/>

Your love of Grumpy Cat and cute cat videos is instinctive and good for you -- seriously

By Nadia Kounang, CNN

🕒 Updated 8:43 AM ET, Fri May 17, 2019



Questions and Discussion



ATTC Resources



- Compassion Fatigue Online Series

<https://attcnetwork.org/centers/mountain-plains-attc/compassion-fatigue-online-series-opioid-epidemic-increasing-knowledge>

- Self Care Curriculum

<https://drive.google.com/file/d/0B9ywu77vFpW1bkNZbXRjTlh0a1pFZW4zVXd6dWtNREFHX1Fr/view>

References

- <https://www.drugabuse.gov/related-topics/trends-statistics/overdose-death-rates>
- Masters, R.E. (2004). *Counseling Criminal Justice Offenders, 2nd Edition*. Thousand Oaks, CA, Sage Publications.
- Health Resources Services Administration. (2007). Burnout. *HRSA CareACTION*. (March) 1-8.
- Harris (2015). How to develop self-compassion in just about anyone. Retrieved from [Www.ImlearningAct.com](http://www.ImlearningAct.com)

Thank You!

Gloria Miele

gmiele@mednet.ucla.edu

Beth Rutkowski

brutkowski@mednet.ucla.edu

<http://uclaisap.org/ca-hubandspoke>

<https://attcnetwork.org/centers/pacific-southwest-attc>