COVID-19

An End Stage Renal Disease (ESRD) National Coordinating Center (NCC) Professional Education Webinar

January 20, 2021
Agenda

• What is this call about?
• Today’s speakers:
  ▪ Patricia Smith, founder of the Compassion Fatigue Awareness Project
• Topic: Recognizing and Managing Compassion Fatigue
• Questions and answers (Q&As) from chat and Q&A panels
What Is This Call About?

• Hear from stakeholders and peers in the ESRD community who are adapting to COVID-19.
• Share examples and provide real-world strategies for facilities to use.
• Engage in bi-monthly calls on varying topics.
Recognizing & Managing Compassion Fatigue

Patricia Smith
January 13, 2021
3–4 p.m. EST
Today’s Agenda

• What is compassion fatigue?
• On the job stresses & burnout
• Compassion fatigue in the workplace
• Managing compassion fatigue
• Strategies to promote wellness
• Post-pandemic caregiver recovery
• Resources
“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
- 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
# 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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<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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PTSD = Post-traumatic stress disorder  
STS = Secondary traumatic stress
History of Trauma

- A history of trauma can give you a high tolerance for emotional pain.

- Just because you can take it does not mean you have to.
Managing Stress

- Identify and label your source(s) of stress.
- Accept what you cannot change.
- Focus on what you can change.
- Learn to say no.
- Tighten your personal boundaries.
- Practice empathic discernment.
Protect Yourself On and Off the Job
Identify Unhealthy Coping Methods/Adopt Healthy Coping Methods

- Thought Challenging: Find evidence/facts to disprove negative thinking.
- Releasing Emotions: Go for a walk.
- Practice Self-Love: Take a hot bath.
- Distracting: Read a book/listen to music.
- Discover Your Best Self: Volunteer/help another.
- Grounding: Perform mediation or yoga.

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
What Is Compassion Satisfaction?

“Compassion satisfaction is the pleasure we derive from doing the caregiving work we do. Higher levels of compassion satisfaction leads to becoming healthier, more effective caregivers.”

—Dr. Beth Hudnall Stamm
What Is Compassion Satisfaction? (cont.)

- Working with dedicated colleagues.
- Being part of a close-knit community.
- Providing the highest level of support to promote high patient satisfaction.
- Living the mission of the organization.
Mission Statements

- **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.

- **The NCC supports improvement in the 3 core goals of the ESRD Network Program:**
  - Better care for the individual through beneficiary- and family-centered care.
  - Better health for the ESRD population.
  - Reduce costs of ESRD care by improving care.

- **The Centers for Medicare & Medicaid Services (CMS) Office of Minority Health** ensures that the voices and needs of the populations we represent are present as the agency is developing, implementing, and evaluating its programs and policies.

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 Compassion Fatigue?

- High absenteeism
- Elevated rate of Workers’ Compensation 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
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
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.
3 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.
5 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
10 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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<tbody>
<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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<tr>
<td><strong>Vulnerability</strong></td>
<td>Being fully open to a wide range of emotions</td>
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<tr>
<td><strong>Integration</strong></td>
<td>The ability to connect the dots to achieve wellness</td>
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“Three things in human life are important: the first is to be kind; the second is to be kind; and the third is to be kind.”

—Author Henry James
Compassion Fatigue Resources

- www.compassionfatigue.org
- www.healthy caregiving.com
- www.facebook.com/compassionfatigue
- www.tedx sanjuanisland.com/2016/
- www.proqol.org
- www.greencross.org
- www.greengood.berkeley.edu
- www.trauma-recovery.ca
Recognizing & Managing Compassion Fatigue

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3–4 p.m. EST
Let Us Hear From You

• Q&As from chat and Q&A panels
Flu Vaccination Toolkit

Influenza toolkit for providers featuring:

- Flu facts and taglines
- Social media content
- Flu videos
- Print-ready materials
- On-demand training and educational events
- Visit esrdncc.org/flu today!
Inspirational Posters

• Evidence-inspired 12” x 18” posters
• PDF format for on-demand printing
• Focus on psychological/physical health, emergency preparedness, and COVID-19.

To view, visit https://esrdncc.org/professionals/inspirational-posters/.
The Kidney Hub

• The Kidney Hub—Mobile-friendly web tool created with patients, for patients
• Links to new videos and helpful resources added.
• Visit www.TheKidneyHub.org today!

Diet and Nutrition Resources Added!
Our Next COVID-19 Webinar Events

• Patient-focused event: February 2, 2021, 4 p.m. ET
• Provider-focused event: January 27, 2021, 3 p.m. ET

Visit kidneyCOVIDinfocenter.com to register.
Thank You!

NCCinfo@hsag.com
844.472.4250
813.865.3545
www.esrdncc.org

Additional COVID-19 resources for patients and providers:

www.kidneyCOVIDinfocenter.com

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