WHAT’S IN YOUR FIRST AID KIT?
Resources and Tools to Help You Survive and Thrive
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What’s in Your First Aid Toolkit?

Our Mission

To ensure that all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community.
Beyond Band-Aids
Growing Mighty as a Team

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PRESENTER DISCLOSURE

I have no financial relationships or affiliations to disclose
Objectives

1. Burnout & Compassion Fatigue

2. Impact of COVID-19

3. Team Based Approaches
   - Assessment & Intervention
   - Lasting Change
   - DEI Considerations

African Proverb: You want to go fast, go alone. If you want to go far, go together.
What is burnout and compassion fatigue?

- Burnout (Maslach et al., 2001) is defined as a syndrome of:
  - Depersonalization
  - Emotional Exhaustion
  - Personal accomplishment

- Burnout is “the chronic psychological syndrome of perceived demands from work outweighing perceived resources in the work environment” Potter et al., (2010)

- Burnout occurs when emotional exhaustion is experienced due to increased workload & institutional stress
Oncology Providers

- Heightened risk of burnout
  - High demands of acutely ill patients and families
  - Excessive bureaucracy
  - Emotional Toll
  - Discussion of life changing treatment decisions
  - Delivery of bad news
  - Adverse effects
  - Constrained resources at times

- American Society of Clinical Oncology (2020)
  - Increased rates of burnout (35% in 2015 to 49% in 2019)
  - 45% with at least one symptom of burnout
  - 80% satisfied with career and specialty
Effects of Burnout

- Anxiety
- Irritability
- Mood swings
- Decreased quality of life
- Sleep disturbance
- Sense of failure
- negative self-concept
- Depression
- Substance abuse
- Health issues
- Decreased job performance and satisfaction
Compassion Fatigue

- Compassion fatigue is thought to be a combination of secondary traumatization precipitated by the care delivery that brings health-care professionals into contact with the suffering. Szabo (2006)

- "Compassion fatigue is when caregivers have such deep empathy they develop symptoms of trauma similar to the patient” according to director of the Army Institute of Surgical Research Col Kathryn Gaylord

- Compassion Fatigue is the “deep emotional and physical exhaustion, resembling depression and PTSD…. That shifts the helper’s sense of home and optimism about the future and the value of their work.” Mathieu (2007)
Health Care Stress

- Traumatic injuries or stories
- Observing patients in extreme physical / emotional pain
- Observing and interacting with distressed or grieving families
- Experience of personal grief
- Observation of intense emotional states – anger, depression, anxiety
- Observation & experience of emotional & physical exhaustion
- Dying process & death

Alkema, Linton, & Davies (2008)
Characteristics of Fatigued Clinicians

- Physically: Chronic sense of exhaustion and fatigue, insomnia, headaches, stomachaches, lack of appetite, physical agitation or retardation, frequent bouts of sickness (e.g., colds, sore throats)

- Psychologically: often feel *irritable*, are overwhelmed by the volume and content of their work

- Relationship with Patients: sense a reduction in their baseline empathy for others, feel numb to patients’ and families’ pain, are cynical regarding patients’ ability to change and/or perceive them as being responsible for many of their problems

- Organizationally: often report a sense of feeling scattered and unable to meet their professional & personal obligations

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<thead>
<tr>
<th>Compassion Fatigue</th>
<th>Burnout</th>
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<tr>
<td>Helping professions</td>
<td>Any job/career</td>
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<tr>
<td>Relational in nature</td>
<td>More connected to environment</td>
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<tr>
<td>Can occur quickly</td>
<td>Tends to be cumulative</td>
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<tr>
<td>Connection to empathy in helping</td>
<td>Connection to demands of daily life</td>
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<td>Exhaustion from witnessing suffering</td>
<td>Negative attitude toward work</td>
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Why is this important?

• Professional burnout is related to lower patient satisfaction, longer or delayed patient recovery. Halbesleben & Rathert (2008)

• Compassion fatigue is related to provider retention & turnover, and also to patient safety. Potter, et al., (2010)

• It is imperative that clinicians take steps to ensure that they are functioning at their best in the helping relationship
  • Facilitating their own personal well-being and avoiding burnout or compassion fatigue is clearly one way in which this can be achieved

• For some clinicians, the experience of compassion fatigue may become so severe as to interfere with their clinical effectiveness and their personal mental health.
  Bride et al., 2007
COVID-19 Pandemic

- Already at-risk health care professionals
- Contributor to burnout and compassion fatigue
- Direct exposure
- Losses
- Longer hours
- Increased intensity
- Stress of work environment
- Increased stress of patients
- Allocations of sparse resources
- Isolation, major changes to work/life
- How does all that impact a team?
Beating Burnout/Building Resiliency
**AS A TEAM**

1. Boundary maintenance
2. Self-care
3. Good training
4. Good supervision/professional support

If given all 4 -- providers will thrive as compassionate professionals
- Team accountability, leadership key

Radey & Figley (2007)

What do clinicians say?
- Counselling and psychological support
- Workshops and courses on wellbeing, burnout and coping
- Flexible working hours
TEAM APPROACH

• Start a walking group over noon hour
• Plan a team lunch
• Email disperse sleep resources
• Team check ins

• KUCC Attempts
  • COVID COPING CORNER (“CCC”)
  • Culture Committee
  • Team meetings mandatory with cameras on
  • Cancer Center High Fives

Where is one place I can make a difference for my team?
Beyond Band Aids
Lasting Change

- Develop a team
- Chosen family
- Supervision/mentorship
- Assessment of your team’s needs
  - Survey
  - Pro-QOL
  - Single Item Maslach Burnout Question
  - Themes/Action plan
    - Invested stakeholders
- Celebrate wins
- Where can band-aids/temporary fixes be improved?
Team Diversity Considerations

- Is there a DEI committee at your institution or place of work?
- Women report higher burnout, non white report less compassion satisfaction
- Allyship
- Advocate for trainings, resources, CEs
- Supporting trainees
- Group dynamics, power differentials
Questions, Comments & Discussion
Stay Tuned for More Sessions

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| 6/24/21 4-5 pm EST  | **Behind the Mask: Moral Distress and Compassionate Care**          | Lara Traeger, Ph.D.  
Assistant Professor, Psychiatry, Harvard Medical School  
Staff Psychologist, Department of Psychiatry, Mass General Hospital |
| 7/8/21 12 pm – 1 pm EST | **There Is Nothing Wrong with Your Kit: It’s a System, Not a Self-Care Problem** | Eucharia Borden, MSW, LCSW, OSW C  
Senior Director, Health Equity and Clinical Services, Cancer Support Community |
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