

Opportunities for Institutions Considering a Compassion Fatigue Program

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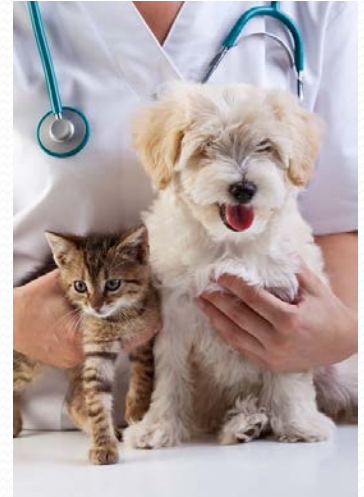
Example approach

- Impetus for a compassion fatigue program
- Developing program goals
- Assessments
- Resources



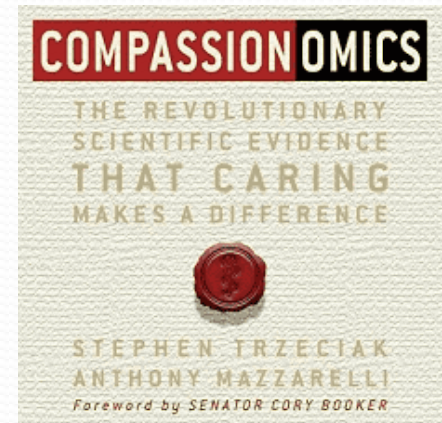
Impacts of stress

- Veterinary community
 - Suicide rate higher than general population (Witte, 2019)
 - Veterinarians 1.6-2.4
 - Veterinary technicians 2.3-5
- Laboratory animal community
- Human healthcare
 - Physician suicide rate 2x the general population (Anderson, 2018)



Compassion in healthcare

- Burnout=A syndrome of emotional exhaustion, cynicism towards clients/depersonalization, and a lack of sense of accomplishment (Maslach, 1981)
- Lack of compassion and burnout a concern in healthcare
 - Cost, patient care, medical errors, turnover, decreased productivity (Shanafelt, 2017)
- Compassion matters for the patients
 - Improves patient outcomes
 - Higher quality care and less errors
 - Reduces stress, perception of pain
 - Better self-care and care of others
- ... and the caregiver
 - Reduced burnout



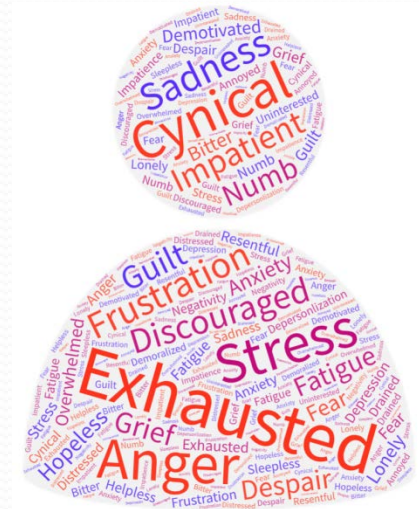
Getting started

- Identify goals
- Address on different levels
 - Individual
 - Team
 - Organizational
- Healthcare example
 - Shanafelt et al. 2017. The Business Case for Investing in Physician Well-Being. JAMA Intern Med. 177 (12): 1826-1832.
 - Blue Ridge Academic Health Group Winter 2017-2018



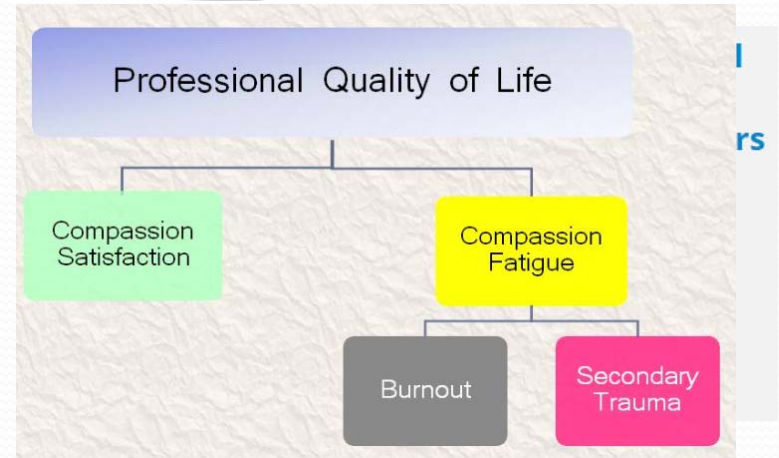
Program goals

- Helping people manage work related stresses for the benefit of the staff and animals
- Areas of impact
 - Sources of stress
 - Impacts of stress



Assessment

- Options
 - External evaluation
 - Internal evaluation
 - Maslach Burnout Inventory™ common in healthcare
 - Indirect measures
 - Error rates often used in healthcare
- Graduate student work: Caroline Warren
 - Interviews
 - Professional Quality of Life Measure (ProQOL)
 - 30 characteristics
 - Frequency of feeling rated from never to very often in last 30 days
- Continuing education and informal survey





Internal survey

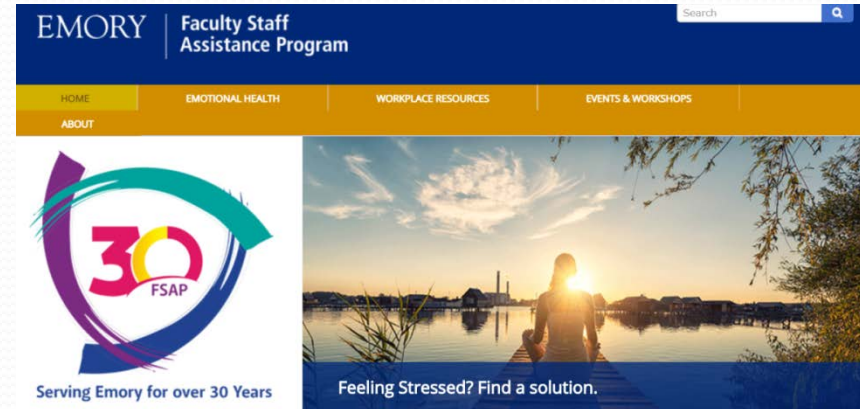
- Goals
 - Determine if employees would like assistance with sources of stress
 - That they complete it, accurately
- Compassion fatigue
 - Severe stress because of exposure to the distress or trauma of others, leading to indifference or lack of interest in helping others
 - Associated with your feelings about/in response to the type of work that you do
- Burnout
 - Emotional exhaustion and withdrawal associated with the demands of your job
 - Associated with your feelings about your work environment

Informal Survey

- 26/52 completed
- Questions
 - Would you be interested in participating in some kind of compassion fatigue prevention and management program?
 - 62% yes, 13% maybe
 - Would you be interested in participating in some kind of burnout prevention and management program?
 - 77% yes, 12% maybe
 - Would you be interested in participating in a CBCT course?
 - 46% yes, 42% maybe

Resources

- Veterinary community
- Lab animal community
- Counseling
- Education
 - Stress management
 - Burnout prevention
 - Conflict management
 - Leadership training
 - Knowing the purpose of the research
- Internal and external awards

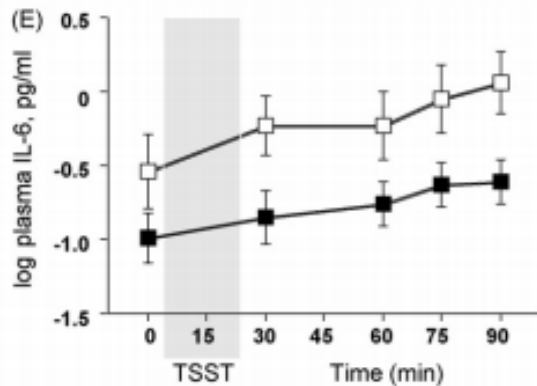


Cognitively based compassion training (CBCT®)

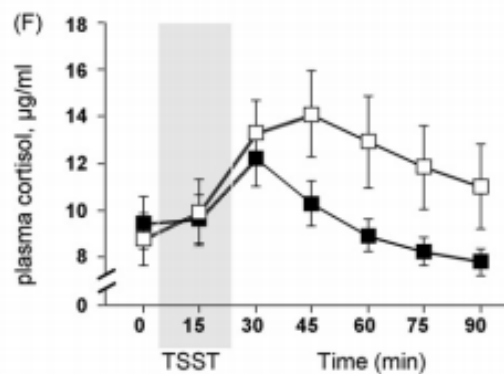
- Emory Center for Contemplative Science and Compassion-Based Ethics
- Goal to improve resilience and develop/maintain compassion for yourself and others
- Work with Emory students, healthcare workers, general public
- Courses in compassion meditation
 - Access to materials and meditations after the course
- Evidence
 - Reduced stress, inflammation, depression
 - Increased empathy and compassion

CBCT[®] research

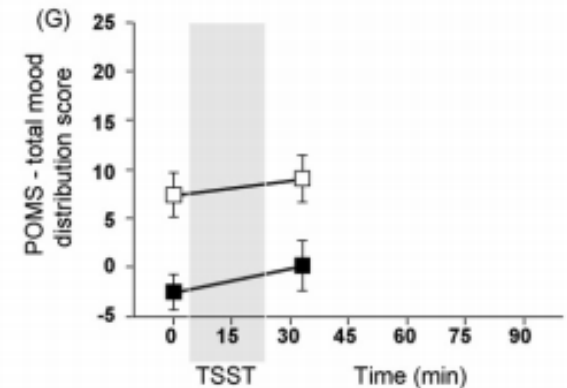
- Compassion meditation training vs. control
- Trier social stress test
- Evaluated cortisol, IL-6, Profile of Mood States



IL-6



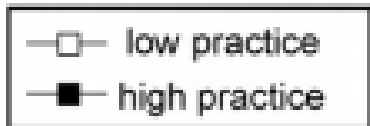
Cortisol



POMS

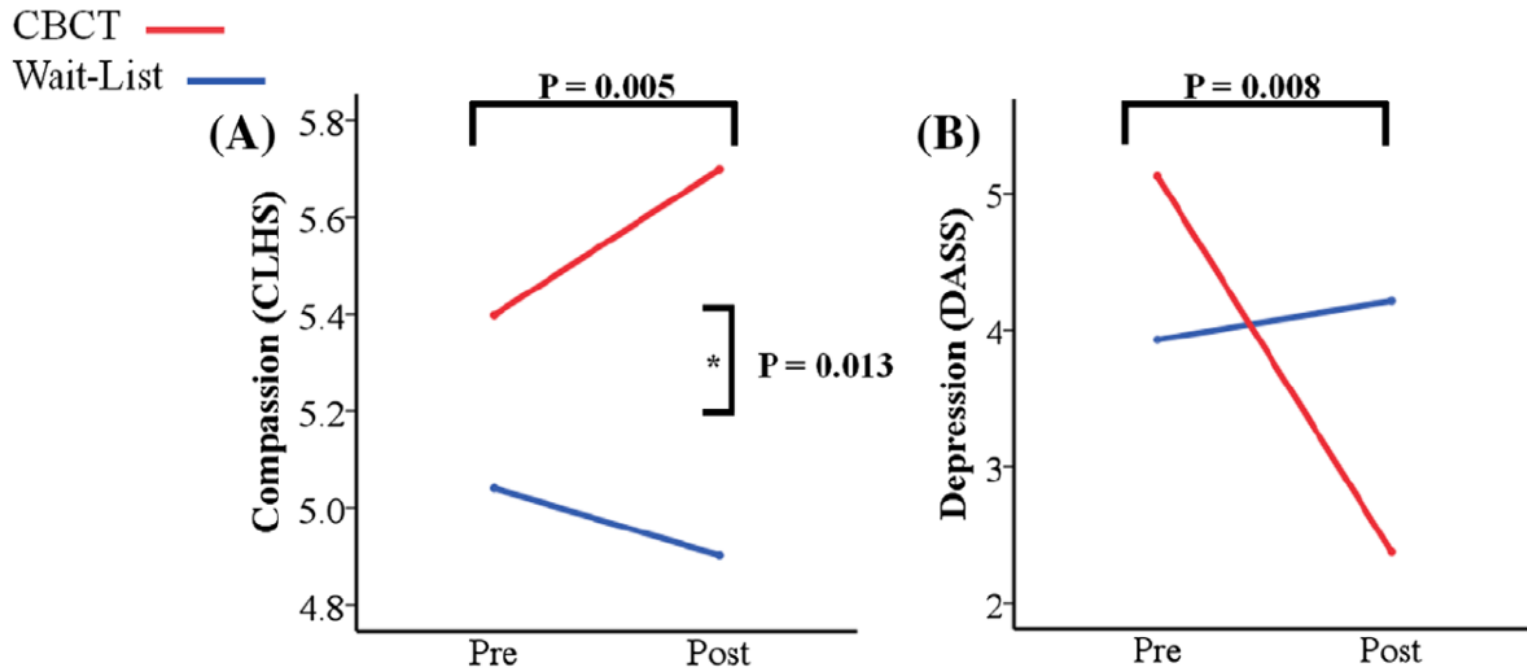
Pace et al. 2009. Psychoneuroendocrinology 34:87-98

Pace et al. 2010. Psychoneuroendocrinology 35:310-315



CBCT[®] research

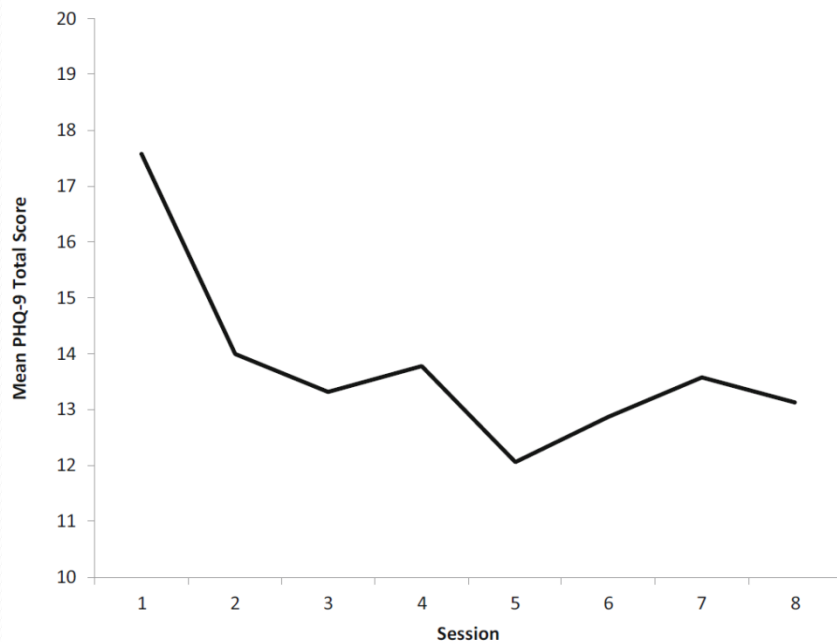
- Medical students: increased compassion, decreased loneliness and depression (Mascaro, 2016)



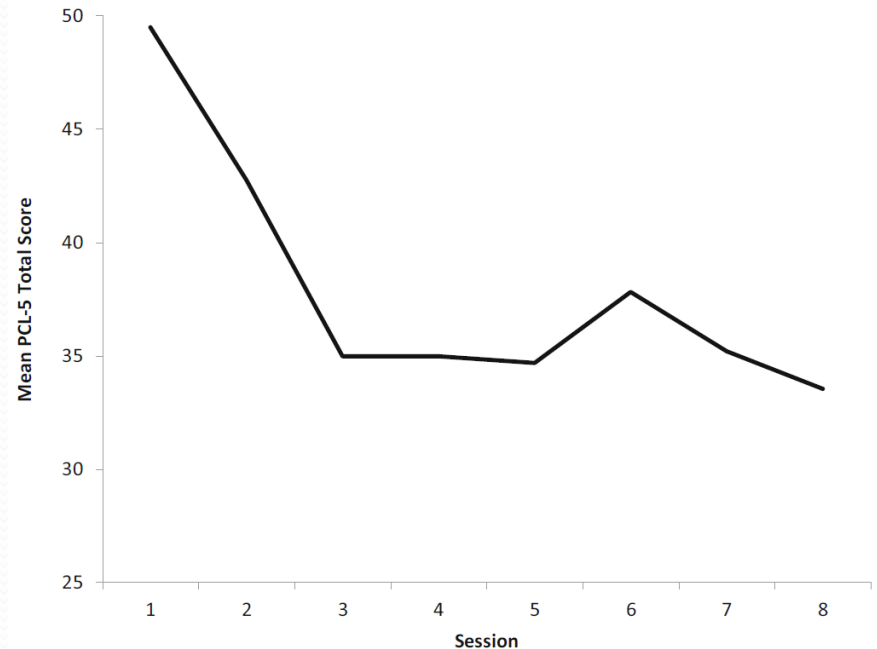
CBCT[®] research

- Veterans showed reduced symptoms of PTSD and depression (Lang, 2017)

PTSD



Depression



Future directions

- **Goal: Reduce sources and impacts of stress**
- **Individual**
 - Personal care and resilience
 - Counseling, education, CBCT, recognition
- **Team**
 - Peer support
 - Allow some time to focus on work they find most meaningful
- **Organizational**
 - Promote work flexibility
 - Measuring and assessing well-being
 - Improve workflow, reduce unnecessary burdens
 - Supervisor training and support
 - Strategic investment and culture of wellness

Novice



Expert