Beyond ACES: Burnout, Compassion Fatigue and Vicarious and Secondary Trauma

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OF ALL THE PLACES YOU COULD HAVE CHOSEN TO BE, WHAT MADE YOU CHOOSE TO SHARE THIS SPACE AND THIS WORK WITH US?
Are you ready to be...

SUPPORTED?
REJUVENATED?
EMPOWERED?
Learning Objectives
HEALING OCCURS IN RELATIONSHIPS AND WITHIN THE CONTEXT OF COMMUNITY

UBUNTU

I am because we are.
EVERYONE HAS A STORY
(KNOWLEDGE OF SELF AND OTHERS)
YOU CAN’T FIX WHAT AIN’T BROKEN

“You are perfect, whole & complete”
- SY Bowland

You fix things, people heal”
- Hasshan Batts
Quadruple Aim:
• More Satisfied Providers
• From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider (Bodenheimer & Sinsky, 2014)
Permission to take care of YOU!!!
WHAT IS TRAUMA?

A traumatic event is one in which a person experiences (witnesses or is confronted with):

- Actual or threatened death
- Serious injury
- Threat to the physical integrity of self or another
# The 6 Realms of Trauma

<table>
<thead>
<tr>
<th>Individual Trauma (Primary)</th>
<th>Vicarious/Secondary</th>
<th>Family</th>
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<tbody>
<tr>
<td>Sexual assault</td>
<td>Patient to therapist</td>
<td>Domestic violence</td>
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<td>Emotional and/or physical abuse</td>
<td>Friend to friend</td>
<td>Divorce</td>
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<tr>
<td>Domestic violence</td>
<td>Student to teacher</td>
<td>Imprisonment</td>
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<tr>
<td>Neglect</td>
<td>Child to parent/parent to child</td>
<td>Poverty</td>
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<tr>
<td>Violence</td>
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<td>Abuse</td>
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<td>Incarceration</td>
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<td>Oppression/racism/discrimination</td>
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<thead>
<tr>
<th>Community</th>
<th>Organizational</th>
<th>Historical</th>
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<tr>
<td>Neighborhood violence</td>
<td>Patient or staff injuries/deaths</td>
<td>Holocaust</td>
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<tr>
<td>Police abuse</td>
<td>Loss of funding</td>
<td>Genocide</td>
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<tr>
<td>Schools</td>
<td>Media attacks</td>
<td>Colonialism</td>
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<tr>
<td>Poverty</td>
<td>Bullying</td>
<td>Slavery</td>
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<td>Oppression</td>
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<td>Broken Windows Theory</td>
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- **Broken Windows Theory**: A theory that suggests that visible signs of disorder (such as crime) in a neighborhood may lead to increased policing and law enforcement activity, which in turn exacerbates the perceived level of disorder.
TRAUMA HAPPENS ON THE INSIDE

“Often times we’re left alone to manage our injuries because our pain lacks a witness”
-Dr. Batts

I See you....
RESPONSES TO TRAUMA
### TRAUMA RESPONSES

**THE 4TH “F”**

**FAWN**

<table>
<thead>
<tr>
<th>Fight</th>
<th>Flight</th>
<th>Freeze</th>
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<tr>
<td>Irritability</td>
<td>Avoidance</td>
<td>Numbing</td>
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<tr>
<td>Loss of Temper</td>
<td>Anxiety</td>
<td>Detachment</td>
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<tr>
<td>Defensiveness</td>
<td>Fear</td>
<td>Giving Up Easily</td>
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Normal Defensive Responses to High Threat
• WHAT IS YOUR DEFAULT TRAUMA RESPONSE?
• WHERE/HOW DID YOU LEARN IT?
• HOW HAS IT HELPED YOU OVER THE YEARS?
• HOW HAS IT EVOLVED?
• HOW DOES IT NEED TO CONTINUE TO EVOLVE?
PEOPLE WHO HAVE EXPERIENCED TRAUMA ARE:

- 4 Times More Likely To Become An Alcoholic
- 4 Times More Likely To Develop A Sexually Transmitted Disease
- 4 Times More Likely To Inject Drugs
- 3 Times More Likely To Use Antidepressant Medication
- 3 Times More Likely To Be Absent From Work
- 15 Times More Likely To Commit Suicide
- 2.5 Times More Likely To Smoke Tobacco
- 3 Times More Likely To Have Serious Job Problems
- 3 Times More Likely To Experience Depression
Allostatic Load

1. Cost of Allostasis
2. Wear and tear on body
3. Ultimate effects are a broad range of chronic conditions
THE QUADRUPLE THREAT OF STAFF BURNOUT

Stress Management

Secondary & Vicarious Trauma

Working Conditions

Compassion Fatigue
THREAT 1: COMPASSION FATIGUE

Compassion Fatigue:
stress resulting from helping or wanting to help people who are experiencing trauma or suffering.
Compassion Fatigue

- Work Related Symptoms
  - Tardiness, increased absenteeism, decreased empathy towards patients and families

- Physical Symptoms
  - Muscle tension, headaches, GI upset, insomnia

- Emotional Symptoms
  - Mood swings, anxiety, depression, poor concentration, anger
THREAT #2: HOW DO YOU MANAGE STRESS?
OUR LIVES DEPEND ON IT....
EUSTRESS AND DISTRESS
LIFE CHANGE STRESS TEST

Eustress
- Positive
- Energises
- Generally short-term
- Can improve performance
- Believed within coping mechanisms (i.e. something we can handle)

Distress
- Generally feels unpleasant
- Often depletes energy
- Short-term or long-term
- Decreases overall performance
- Perceived outside coping mechanisms (i.e. something we cannot handle)
- Can lead to physical illness/ mental fatigue/ emotional depletion
STRESS MANAGEMENT

- LIFE WORK BALANCE
- FINANCIAL
- PHYSICAL
- RELATIONSHIP
- SOCIAL SUPPORT
- PRIORITIES
- SPIRITUAL

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THREAT #3: SECONDARY AND VICARIOUS TRAUMA

• SECONDARY TRAUMATIC STRESS IS THE EMOTIONAL DURESS THAT RESULTS WHEN AN INDIVIDUAL HEARS ABOUT THE FIRSTHAND TRAUMA EXPERIENCES OF ANOTHER. ITS SYMPTOMS MIMIC THOSE OF POST-TRAUMATIC STRESS DISORDER (PTSD).

• VICARIOUS TRAUMA IS THE EMOTIONAL RESIDUE OF EXPOSURE THAT COUNSELORS HAVE FROM WORKING WITH PEOPLE AS THEY ARE HEARING THEIR TRAUMA STORIES AND BECOME WITNESSES TO THE PAIN, FEAR, AND TERROR THAT TRAUMA SURVIVORS HAVE ENDURED. IT IS IMPORTANT NOT TO CONFUSE VICARIOUS TRAUMA WITH “BURNOUT”.
VICARIOUS TRAUMA

VICARIOUS TRAUMA: AN OCCUPATIONAL CHALLENGE FOR PEOPLE WORKING AND VOLUNTEERING IN THE FIELDS OF VICTIM SERVICES, LAW ENFORCEMENT, EMERGENCY MEDICAL SERVICES, FIRE SERVICES, “EDUCATOR” AND OTHER ALLIED PROFESSIONS, DUE TO THEIR CONTINUOUS EXPOSURE TO VICTIMS OF TRAUMA AND VIOLENCE.

WWW.VTT.OVC.OJP.GOV
VICARIOUS TRAUMA

• HTTPS://WWW.YOUTUBE.COM/WATCH?V=ZSAORJIO1YC
How do we protect ourselves from the trauma & suffering we support others in healing from?
THREAT #4: WORKING CONDITIONS

• UNREALISTIC EXPECTATIONS
• CONFLICT
• OPPRESSION
  • MICRO-AGGRESSIONS
• RELATIONSHIP WITH SUPERVISOR
• BULLYING
• LACK OF PURPOSE
Workplace Bullying

Bullying is a threat to employees in many American workplaces. According to a recent study by the U.S. Workplace Bullying Institute, bullies on the job can cause serious health problems in their victims. In some cases, bullied employees are temporarily or even permanently disabled because of cruel treatment at work.

WHAT IS WORKPLACE BULLYING?

Workplace bullying is a complex set of behaviors that can have a devastating effect on its targets. These forms of abusive conduct may include all of the following:

- Threats
- Intimidation
- Verbal or physical abuse
- Deliberate humiliation
- Sabotage
- Withholding of necessary resources
“IF THE ONLY TOOL YOU HAVE IN THE TOOLBOX IS A HAMMER EVERYTHING BEGINS TO LOOK LIKE A NAIL”
-MASLOW
WHAT ARE YOUR TOP 3 STRENGTHS? WHAT ARE YOU GREAT AT?
• DEVELOP SELF CARE TECHNIQUES
• KNOW YOUR LIMITS
• LET IT OUT
  • JOURNALING
  • TALKING
• HEALING OCCURS IN RELATIONSHIPS
  • STARTING 5
SOCIAL NETWORK

- Me
- Starting 5
- Family
- Friends
- Acquaintances/Associates
STARTING 5

1)

2)

3)

4)

5)
LIST A FEW ENERGY GAINERS AND DRAINERS IN YOUR LIFE (PEOPLE, PLACES OR ACTIVITIES)

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<th>Energy Gainers</th>
<th>Energy Drainers</th>
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WHAT IS ONE GOAL YOU WILL COMMIT TO DOING TO CARE FOR YOURSELF?

It's easy to care for others. How do we care for ourselves?
## SELF CARE ACTIVITY DEVELOPMENT PLAN
*(THE PROMISE)*

<table>
<thead>
<tr>
<th>Current</th>
<th>30 days</th>
<th>90 days</th>
<th>12 months</th>
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Accountability partner: ________________________________
Phone Number: ________________________________
Email: ________________________________

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WHAT BARRIERS TO SUCCESS DO YOU FACE?
CHAPTER 1:

What's your story?
STORYHEALING©

Knowledge of Purpose ➔ Knowledge of Self

Knowledge of Journey ➔ Knowledge of Community

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WE BELIEVE:

• HEALING OCCURS IN RELATIONSHIPS AND WITHIN THE CONTEXT OF COMMUNITY

• TRANSFORMATION OCCURS IN AUTHENTIC RELATIONSHIPS

• LEARNING IS MAXIMIZED THROUGH CONVERSATION AND COLLECTIVE INTELLIGENCE

• EVERY INDIVIDUAL, FAMILY, ORGANIZATION AND COMMUNITY HAS A STORY TO SHARE

• EVERYONE BRINGS GREAT VALUE AND HAS SOMETHING TO CONTRIBUTE

• THE SUM OF ALL THE PARTS ARE GREATER THAN THE WHOLE

• EVERYONE HAS A VOICE SOME HAVE JUST BEEN IGNORED, SILENCED OR UNHEARD
You are the:

• Director
• Producer
• Writer
• Leading Man/Woman

Own Your Story
"When we own the story, we can write a brave new ending"
-Brene Brown
KNOWLEDGE OF SELF

WHO AM I?
• ORIGIN
• FAMILY OF ORIGIN
• LOCATION
KNOWLEDGE OF COMMUNITY

INFLUENCES
• INDIVIDUALS
• GROUPS
• COMMUNITY
• VALUES
• BELIEFS
KNOWLEDGE OF JOURNEY

JOURNEY
• PAIN
• LOVE
• SUCCESS
• DISAPPOINTMENT
• LEARNING
• EXPERIENCES
KNOWLEDGE OF PURPOSE

FUTURE
• STRENGTHS
• MISSION
• VISION
• DREAMS
• GOALS
TAKE 15 MINUTES FOR YOU AND DEVELOP YOUR STORY

• Tell your story in 2-4 minutes
STARTING @ HOME

IMPROVED PRODUCTIVITY AND RESULTS START WITH:

• SELF CARE AND COMPASSION
• AUTHENTIC RELATIONSHIPS
• TAKING CARE OF OURSELVES AND OUR TEAMS (TEAM CARE & COMPASSION)
• ADDRESSING HARM
• COMMITTING TO RESTORING AND BUILDING COMMUNITY
• SELF REFLECTIVE PRACTICES
3 CRITICAL QUESTIONS

“How are you?
Are you safe?
How can I help?”
Domestic Violence and the Workplace
We all have a role to play!

Domestic Violence knows no boundaries

Nearly 1/2 of domestic violence victims lose their jobs due to frequent absenteeism and health issues.

#kNOWDV

safehorizon.org /safehorizonny /safehorizon /safehorizon
THE WORK

• The Work is reflective
• Engage your heart
• Ask the question then reflect openly

Adopted from “The Work” by Byron Katie
The 4 Questions

• IS IT TRUE? (YES OR NO. IF NO, MOVE TO 3.)

• CAN YOU ABSOLUTELY KNOW THAT IT'S TRUE? (YES OR NO.)

• HOW DO YOU REACT, WHAT HAPPENS, WHEN YOU BELIEVE THAT THOUGHT?

• WHO WOULD YOU BE WITHOUT THE THOUGHT?
HOW DO WE HELP BUILD CAPACITY IN THE INDIVIDUALS, FAMILIES AND COMMUNITIES WE SERVE?

• ENCOURAGEMENT
• SUCCESS
• RECOGNITION
• ACCOMPLISHMENT
• SUPPORT
• STIMULATION
• REST
• SAFETY
• TRUST
• FORGIVENESS
• MODELING
• RESILIENCE

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Beyond the Nightmare Resilience and Wellness Model

- WE TEACH THROUGH MODELING AND DEMONSTRATION
- ANTI OPPRESSIVE SUPERVISION PRACTICES
- TRAUMA INFORMED SUPERVISION PRACTICES
- CULTURAL HUMILITY
- STORIES MATTER
- TRAUMA INFORMED CARE, EQUITY AND RESTORATIVE PRACTICES MEET AT THE INTERSECTIONS OF PAIN, POWER AND PRIVILEGE.

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Beyond the Nightmare Resilience and Wellness Tools

Stop & Think

Stay Engaged

Find my Safe Space

Reflect

Feel

Communicate (Speak my Truth)

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ADDITIONAL TOOLS AND ACTIVITIES TO SUPPORT HEALING

- BREATHING
- SINGING
- JOURNALING
- STORYTELLING
- SELF REGULATION
- MINDFULNESS
- MOVEMENT
- FIDGET SPINNER
- DOODLING
- SELF REGULATION CARDS OR BOXES
- WHAT DOES SAFETY LOOK LIKE TO YOU?
RESILIENCE & CAPACITY BUILDING

REPEAT AFTER ME:

1. THIS IS A MARATHON NOT A SPRINT
2. THIS IS ABOUT THE JOURNEY NOT THE DESTINATION
3. THIS IS NOT ABOUT ME
4. I AM NOT ALONE!!!!
HOW DO WE BUILD RESILIENCE IN INDIVIDUALS AND CAPACITY IN TEAMS & ORGANIZATIONS?
WHAT IS SELF-COMPASSION?

Mindfulness
Self-compassion involves recognising when we’re stressed or struggling without being judgmental or over-reacting.

Self-Kindness
Being supportive and understanding towards ourselves when we’re having a hard time, rather than being harshly self-critical.

Connectedness
Remembering that everyone makes mistakes and experiences difficulties at times. We are not alone!
I AM...
“The way we talk about people dictates how we treat them”
-Dr. Batts
Language

- Lazy
- Stupid
- Manipulative
- Difficult
- Non-Compliant
- Incorrigible
- Aggressive
- Defiant
- Victim
- Criminal

“The Diagnosis Dictates the Treatment”
-Dr. Jones

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THE ME I FORGOT.....
NEXT STEPS

1. Control your story
2. Accountability Partners
3. Utilize your Starting 5
4. Utilize the 4 Questions
5. Abandon Negative Self Talk
6. Increase Protective Factors
7. Utilize your team


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