



Self-care is Quality Care

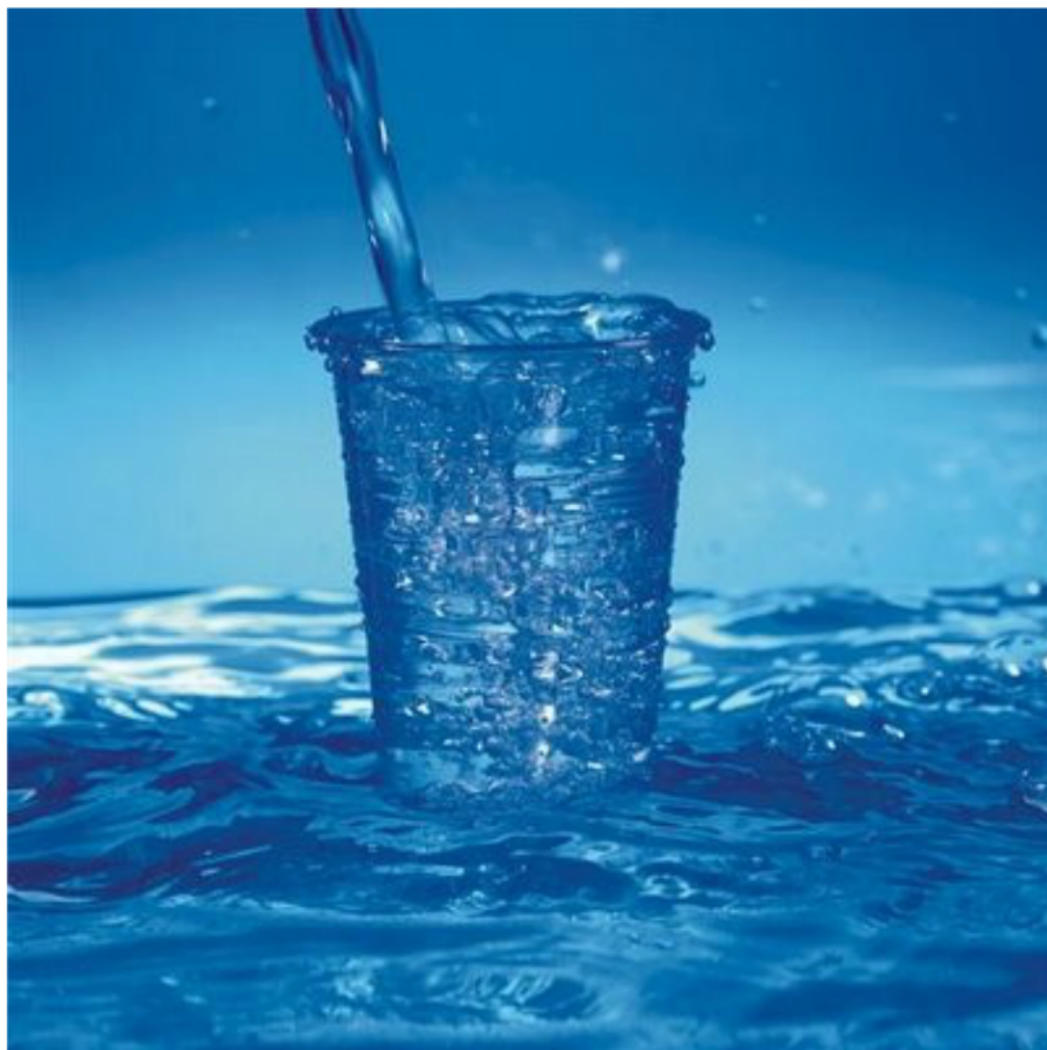
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**Self-care
is Quality
Care**

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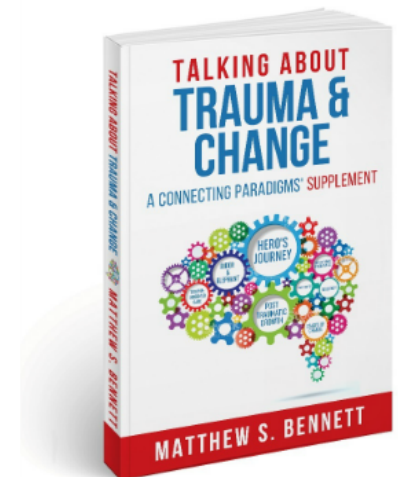
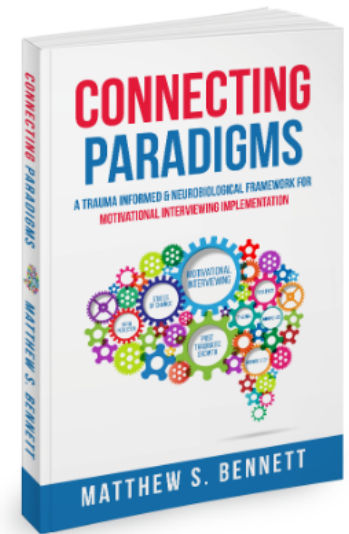
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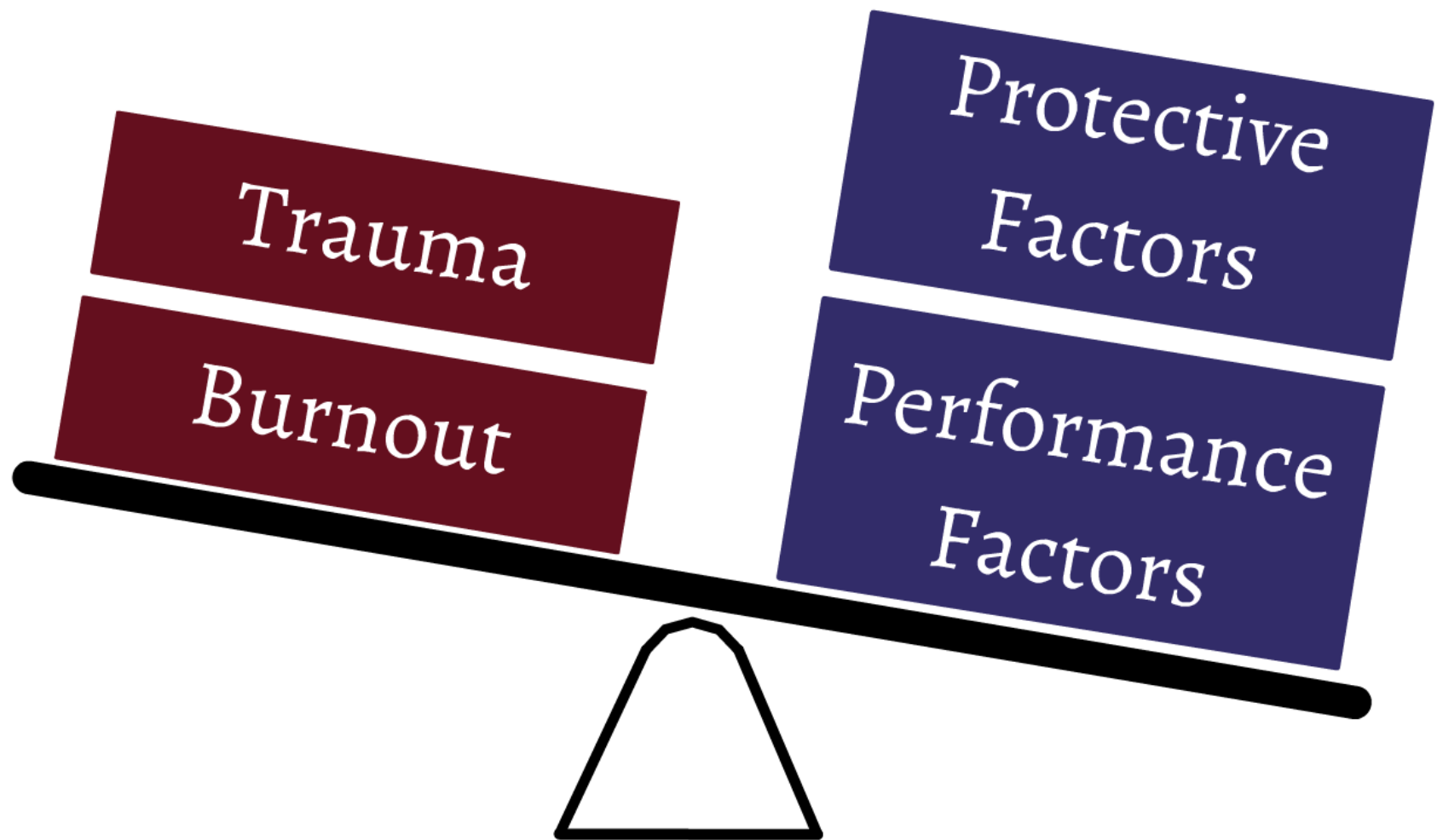
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Helping
Fatigue

Helping
Satisfaction



Empathetic Intensity

The transfer of emotions and pain from a person experiencing trauma to an empathetic professional

Witnessing a traumatic experience and the resulting empathetic intensity
Cost of walking through hell with someone

Secondary Trauma
Something about the person's second exposure with something in the past personality or past experience
The result is that the trauma is passed to us in a neurobiological response

Burnout
Cup capacity is our capacity over long periods of time without adequate recovery
Workload Burnout
Stress + Intensity = Cup Capacity
Expectation Burnout
Balance of Expectations + Intensity = Cup Capacity



Speed it up a little!

The things that end up in our cups



You **Tube**

Intensity: Duration, Uncertainty, & Importance

Trauma: Events involving intense stress that overwhelms the nervous systems capacity for regulation, resulting in an existence dominated by the trauma



Compassion Fatigue

When empathetic intensity fills up the
our cup over time

Often present with burnout



Vicarious Trauma

Witnessing a traumatic experience
and the resulting empathetic intensity

Cost of walking through hell with
someone

Energy

Second

Somet

Secondary Trauma

Something about the person's trauma connects with something in the our personality or past experience

The result is that the trauma is passed to us in a very real way

Re-traumatization response

Burnout

Cup capacity is near capacity over long periods of time without adequate recovery

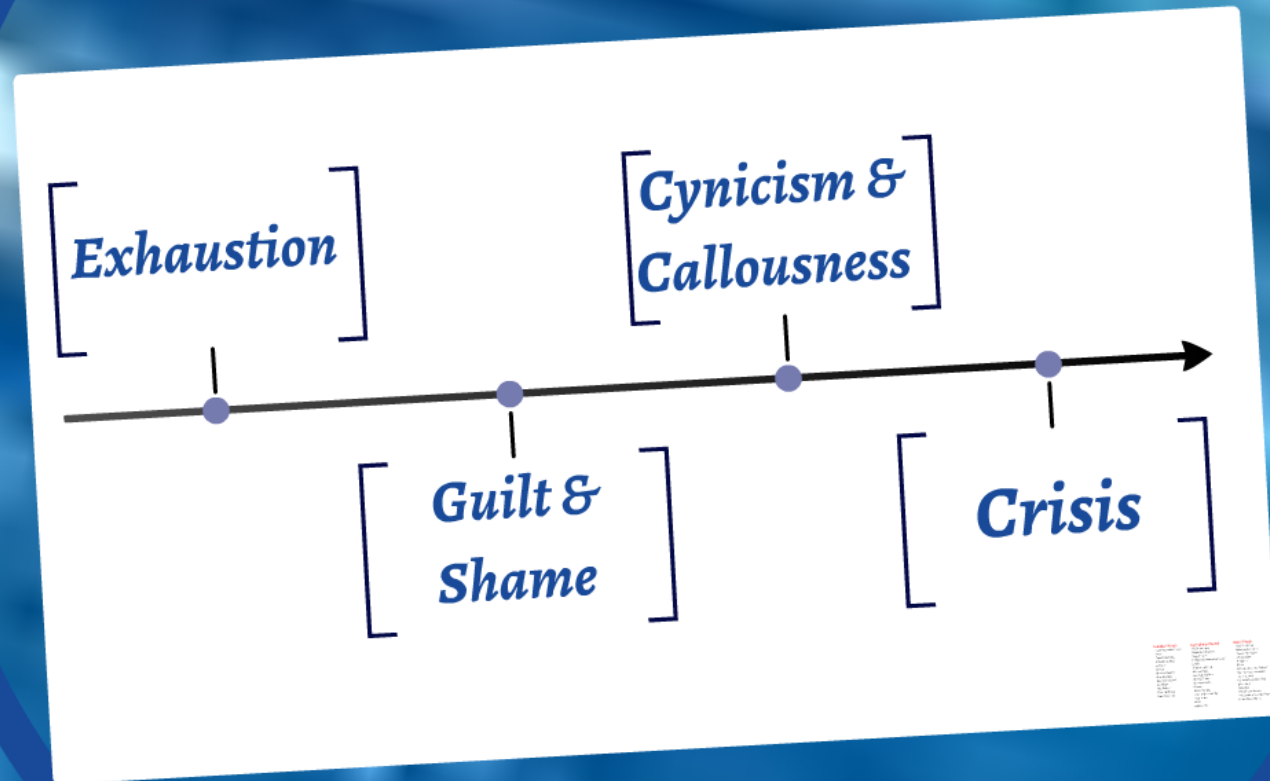
Workload Burnout

Stress + Intensity > Cup Capacity

Expectation Burnout

Failure of Exceptions + Intensity >
Cup Capacity

Stages of Helping Fatigue



[*Exhaustion*]

[*Cynicism & Callousness*]



[*Guilt & Shame*]

[*Crisis*]

Multiple Risk
Individual Risk
Role/Status
Organizational
Social
Cultural
Economic
Political
Environmental
Technological
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Biological Health

Cardiovascular Disease
Stroke
Type II Diabetes
Musculoskeletal disorder
Cancer
Physical fatigue
Sexual issues
Gastrointestinal problems
Headaches
Physical illness
Back problems

Psychological Health

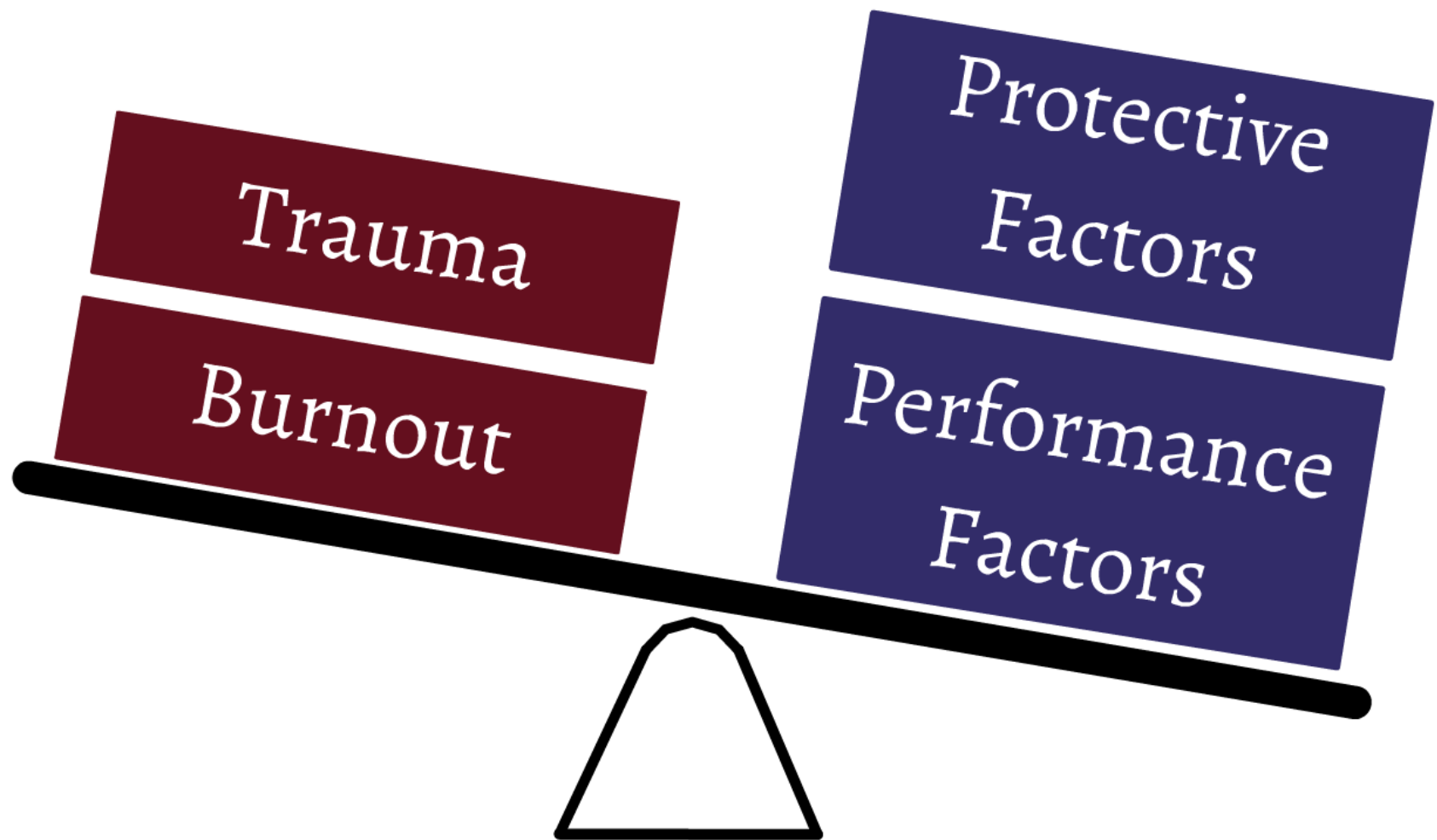
PTSD reactions
Negative worldview
Hopelessness
Feeling of incompetence and doubt
Negative attitude
Memory loss
Cognitive decline
Mental illness
Sleep problems
Shame
Mental fatigue
Anxiety & irritability
Depression
Guilt
Aggression

Social Health

Social isolation
Relationship issues
Poor performance
Absenteeism
Tardiness
Theft
Dehumanization of clients
Turnover (at least 40% is stress related)
Client & Employee-filed grievances
Litigation
Low job satisfaction
Disruption of relationships
Blurred boundaries

Helping
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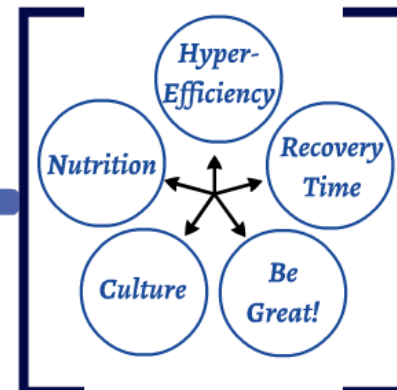


*Protective
Factors*

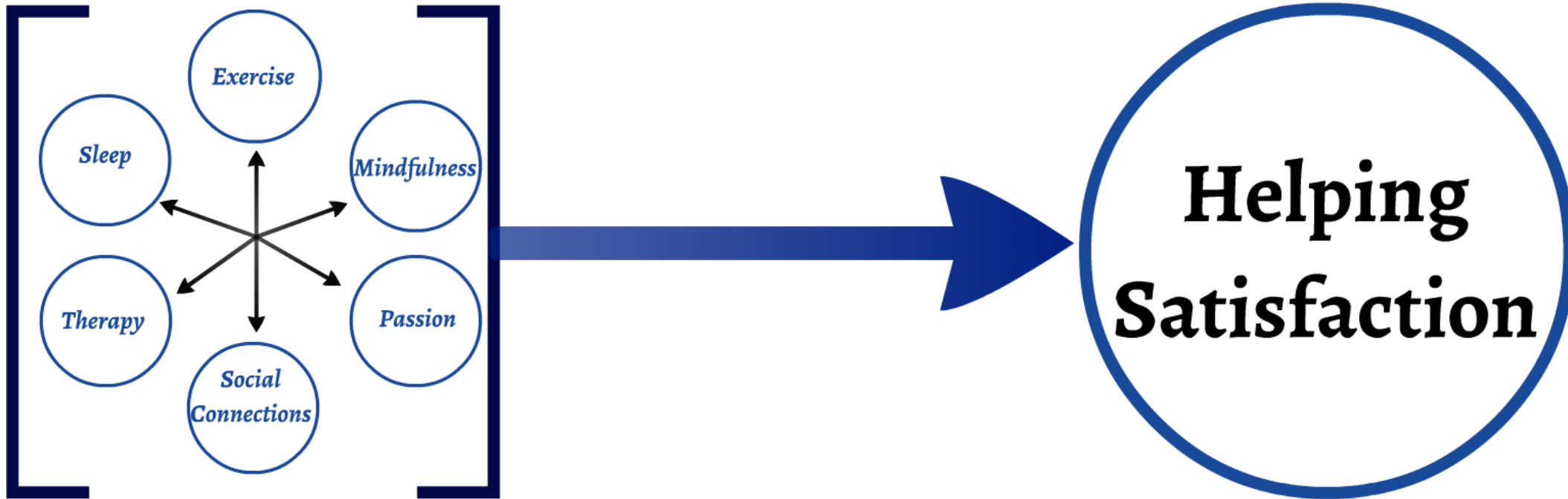


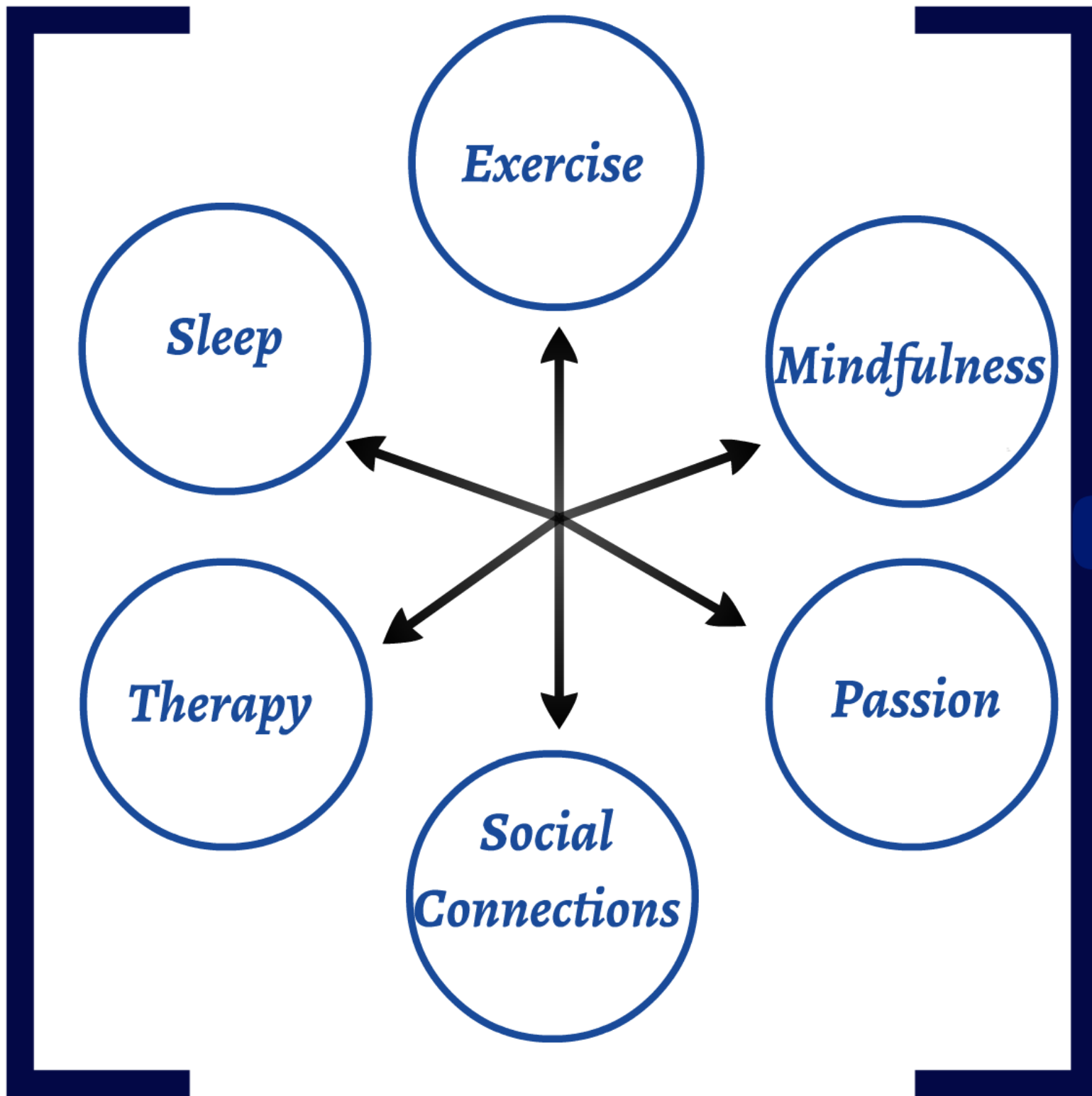
**Helping
Satisfaction**

*Performance
Factors*



Protective Factors

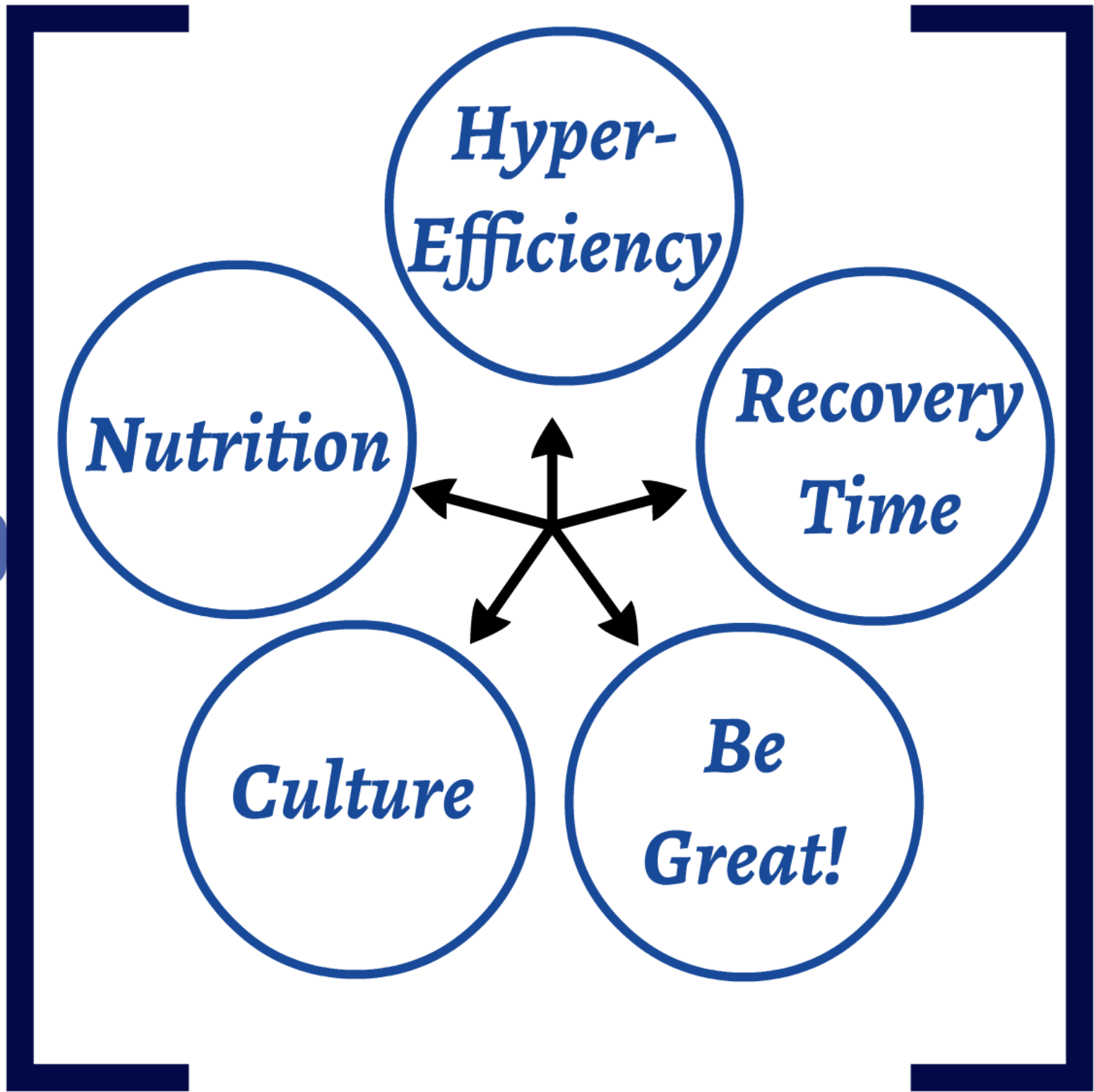




*Performance
Factors*



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