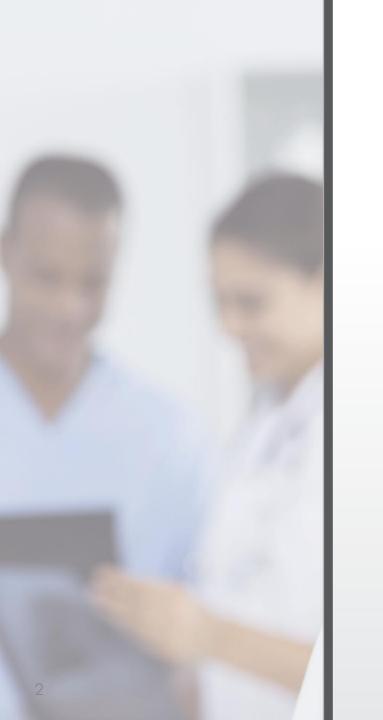
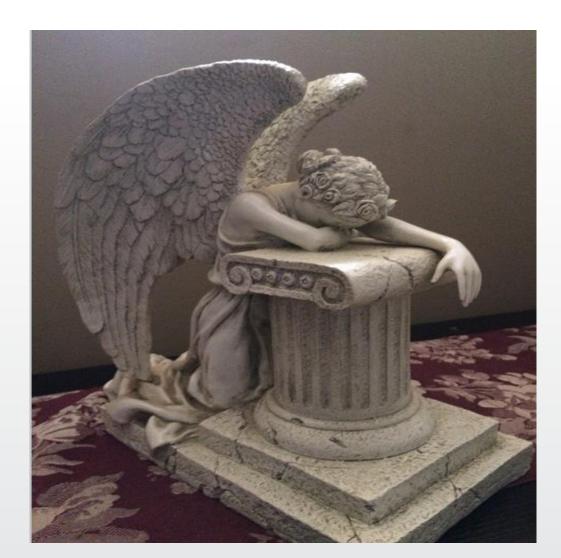
# The Human Cost of Providing Care

Brenda Senger, RPN, MMOT Director, Physician Support Programs Jessica Richardson, MSW Clinical Coordinator, Physician Health Program





### Many days are feeling like this!

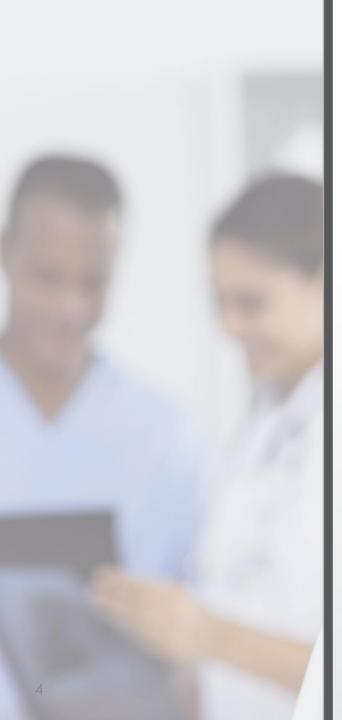




#### Other days feel like this!







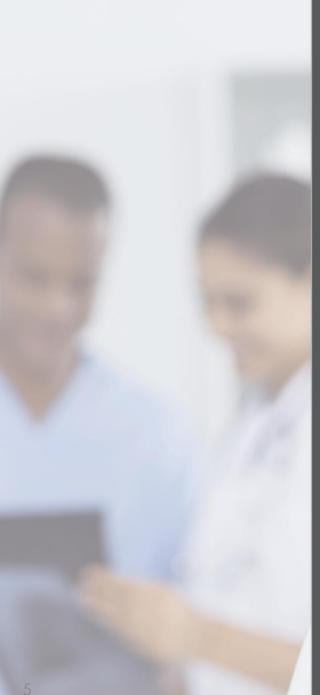
## Compassion Fatigue/Burnout/Moral injury

Compassion fatigue results from our relationships/interactions with people

Burnout results from interactions with our work

Moral injury results from having to make ethical choices about who receives care and there is a mismatch with our values



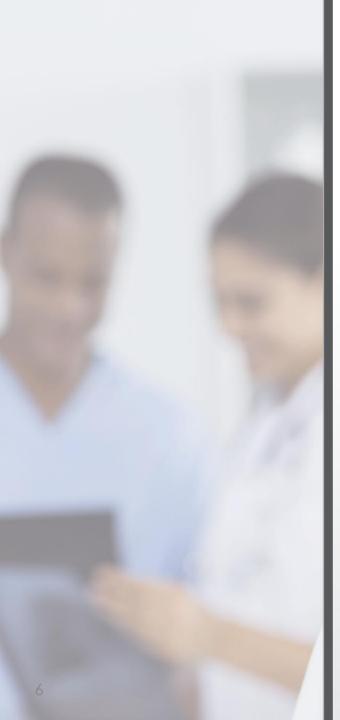


# **Compassion Fatigue**

#### What does it look like?

- **Cognitive:** perfectionism, preoccupation with trauma, spacing out, self-doubt, intrusive thoughts
- Emotional: sadness, grief (for what we've lost and for what we've been through), anger, guilt, anxiety, irritability, dread
- Behavioral: sleep disturbance, nightmares, withdrawal, impatience, hypervigilance, decreased empathy, avoidance
- **Physical:** somatic complaints
- **Relational:** withdrawal, mistrust, overprotectiveness, loneliness
- **Spiritual:** loss of purpose/meaning, lack of satisfaction





# Compassion Fatigue

#### Risks for developing compassion fatigue:

- Personal characteristics
- Previous exposure to trauma
- Loss of empathy and emotional energy
- Prolonged exposure to patient trauma
- Our response to stressors
- Work environment
- Work related attitudes



#### What is resiliency?

" Resilience is the ability to bounce back after being psychologically stressed."



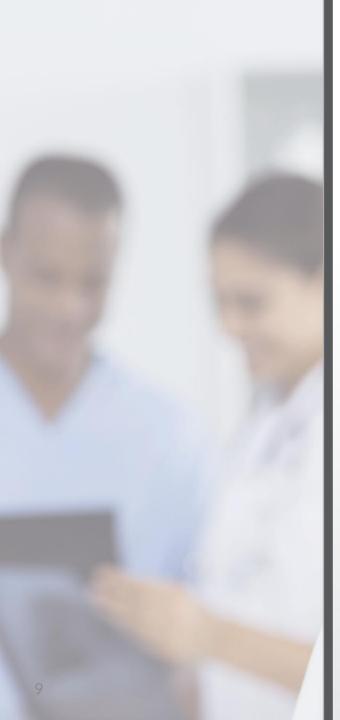
### Compassion Fatigue

#### What to do?

- Understand the impact of our work on us – self-awareness
- Remember & reconnect with purpose
- Set boundaries at work & at home
- Refuel
- Self-care strategies
  - -Physical eat, sleep, exercise
  - -Emotional self-reflect, manage stress, reframing, faith
  - -Social connect with friends, family
  - -Workplace connect with trusted others, challenge old medical culture beliefs, advocate for a healthy work environment

#### Permission to ask for help/support





### Establishing Self-Care

Permission

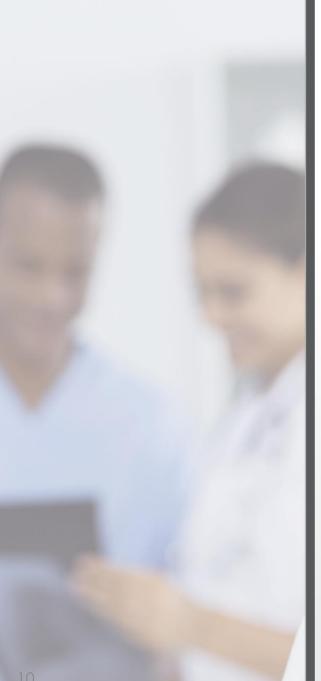
Creating Space

**Getting Creative** 

Realistic and Attainable Goals







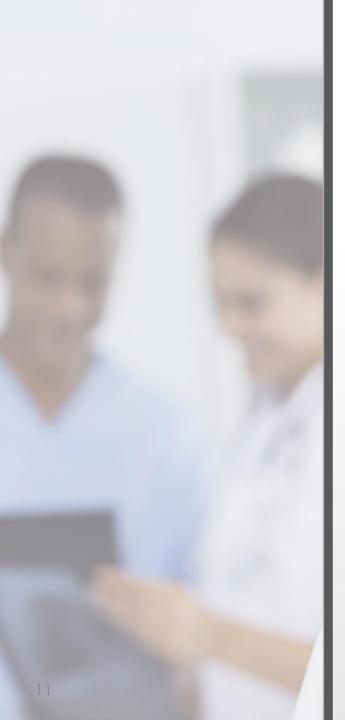
# Self-Care Activities

in 10 minutes or less

Stretch Get Fresh Air Have a warm drink Hydrate or nourish yourself Listen to your favorite music Color Use a scent you enjoy Put your feet up Dance Connect with someone Meditate

Read (for enjoyment) Clip or Paint (toe) nails Gratitude lists or affirmations Hot shower Watch a funny video Go for a walk Draw a cartoon character Book an appointment you have been meaning to

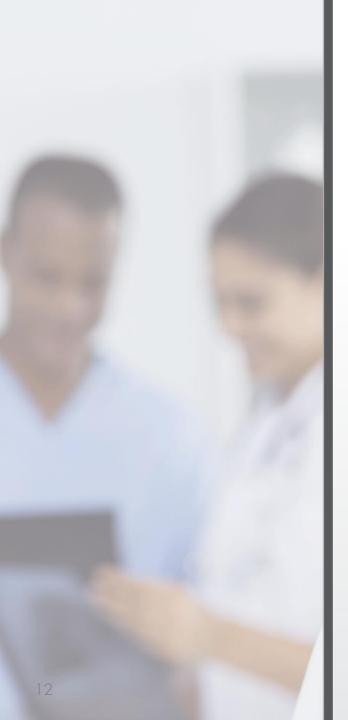




#### A resilient person has:

- A sense of AUTONOMY
- A sense of MASTERY
- A sense of PURPOSE
- A sense of CONNECTION





# Physician Health Program

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