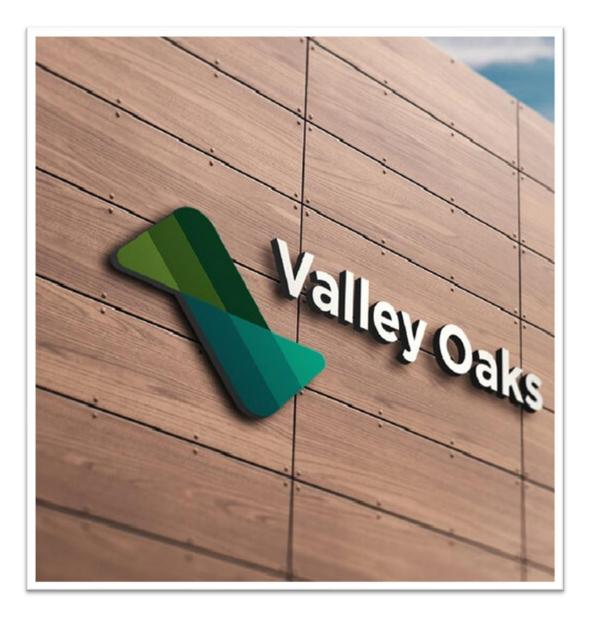


Compassion







About Us

Angie Gibson – Valley Oaks Health Chief Human Resources Officer

Jade Schluttenhofer – Valley Oaks Health Grant Administrator

Nathan Worster – Valley Oaks Health Training Coordinator

The Signs

- Performance issues
- Bottled up emotions
- $_{\circ}$ Sadness
- Problems outside of work
- Continued physical ailments and work absences
- Seems to complain more
- Does not seem to care for self
- 。 Isolation from others
- Overuses negative coping skills
- Trauma Responses
- Ethical Concerns
- In denial about problems





Treatment

- Taking additional time off or breaks
- Psychoeducation on compassion fatigue
- Ensuring ethics are intact
- Taking the guilt off
- Balancing need for support and others own journey
- Setting boundaries for work/life
- Be specific with your needs
- Managing life outside of work

Our Experience

Nathan and Jade's personal experiences with Compassion Fatigue

Valley Oaks' Response

Agency Wide Responses

>>

- » Generous PTO and the promotion of using it
- » so Copays for Mental Health services
- » Predictive Index Training and Implementation





Valley Oaks' Response

Responses Directed towards Clinical Staff

- Developing a Mentoring program to get struggling staff the support they need in a way they are willing to engage with
- » Varying supervision styles
- » Various opportunities at the agency to break up clinical work



Valley Oaks' Response

Staff Advocacy Initiatives

- » Biweekly self-care reminders
- » Employee Appreciation activities focused on developing conversation between staff
- » Retreats

Why should we care?

- » Ultimately, compassion fatigue matters because of the negative affects it has on CMHC staff
 - Higher rates of absences and arriving late to work
 - Poor performance and lack of motivation
 - Negative impact on other staff's morale
- » Benefits for Valley Oaks Health
 - Current Turnover Rate: 33.7%
 - Total Filled Positions: 82%
 - Increase in staff engagement as evidenced by higher rates of committee involvement, quality improvement projects, and communication

