



# Compassion

## *Fatigue*





# 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
- 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
- » \$0 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





Questions or Comments?