



Beyond Burnout: Moral Distress, Compassion Fatigue, and What to Do Next

YOU Matter Program

Objectives

- 1 Determine what you are experiencing.
- 2 Identify causes and constraints.
- 3 Gauge the severity of your distress.
- 4 Take action to move you forward.

Jeopardy



What is...

A prolonged response to chronic emotional and interpersonal stressors on the job. It is defined by the three dimensions of emotional exhaustion, depersonalization, and reduced feeling of personal accomplishment. - Christina Maslach & Michael P Leiter

What is...

The cost of caring for others or for their emotional pain, resulting from the desire to help relieve the suffering of others. Results in personal suffering and distress to other's suffering. - Dr. Charles Figley

What is...

The social, emotional, spiritual, and physical impact of your wellbeing, when your actions do not align with your values. This can feel similar to a disappointment in yourself or knowing the right thing but are unable to do the right thing. - Jonathan Shray, MD, PhD



How do they compare?

Burnout

Triggers: Systemic and other work-related stressors.
Symptoms: Increased irritability, frustration, low motivation, self-doubt or negative self-talk.

Compassion
Fatigue

Triggers: Interpersonal. Hearing traumatic stories.
Symptoms: Disconnected from others, self-doubt, negative self-talk.

Moral Injury

Triggers: Not being able to do what you believe is right. Systemic or Interpersonal.
Symptoms: Blame, Shame, Self-Doubt, Impact on wellbeing, Disconnected from others.

Impact on Us

Emotions

- Anger, guilt, frustration, anxiety.
- Fear: legal action, you're not good enough, judgment, failure.
- Easily distracted by emotions. Tearful.

Physical Health

- Changes to eating, struggling to eat health foods, cravings.
- Changes to sleeping, feeling rested, nightmares.
- Pain or Discomfort: Headaches, Stomach Aches, Tension.

Relationships

- Co-workers, friendships, family, patients.
- How you see the world.
- How you see yourself.

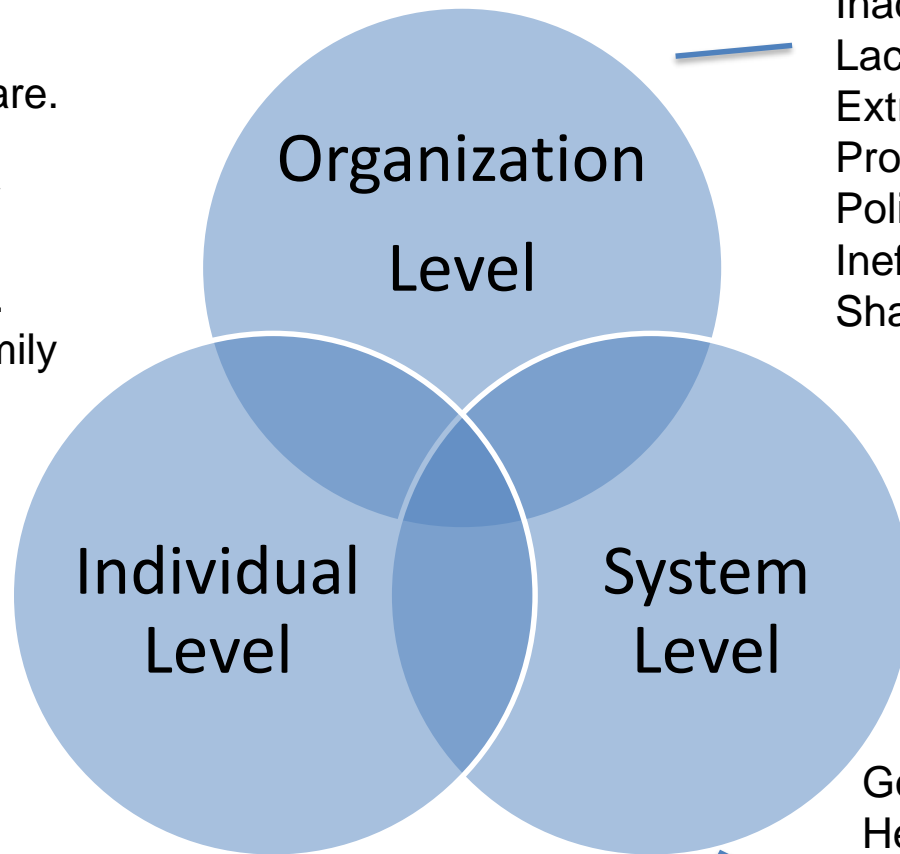
Workplace

- Job retention and satisfaction.
- Patient Care.
- Job performance.

Causes



Self-Doubt.
Providing end-of-life care.
Witnessing suffering.
Sense of false hope or causing harm.
Personal life stressors.
Witnessing patient/ family aggression.



Inadequate staffing.
Lack of resources.
Extra time for interpreters.
Productivity.
Policies.
Ineffective communication.
Sharing equipment.

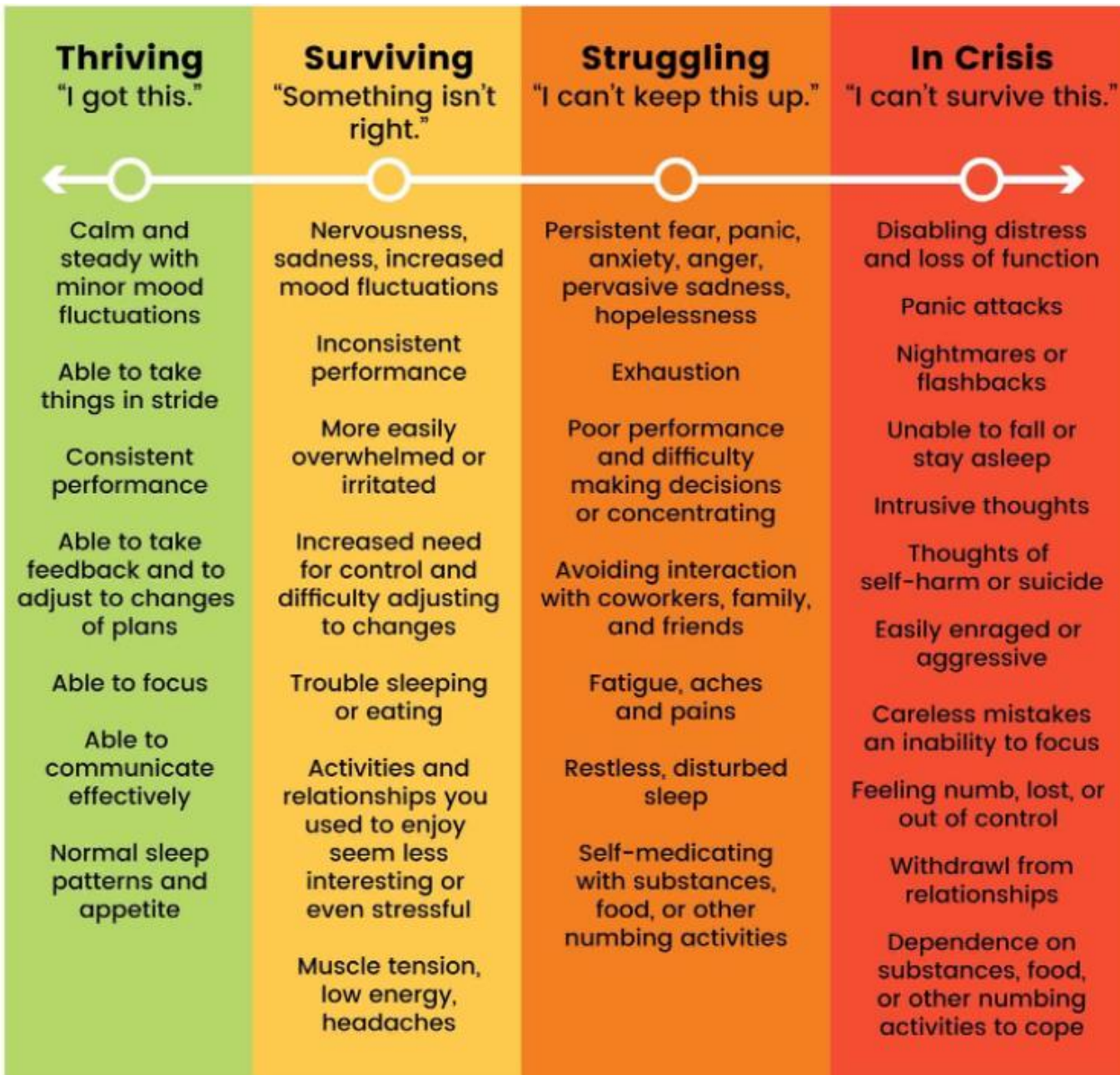
Government Laws / Policy.
Health Insurance.
Cost to practice.



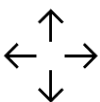
Measuring our Stress



Stress First Aid



Adapted from: Watson, P., Gist, R., Taylor, V., Evlander, E., Leto, F., Martin, R., Vaught, D., Nash, W.P., Westphal, R., & Litz, B. (2013). Stress First Aid for Firefighters and Emergency Services Personnel. National Fallen Firefighters Foundation.



slido



Where are you on the Stress Continuum?

① Start presenting to display the poll results on this slide.

Moral Distress Scale



Measure of Moral Distress – Healthcare Professionals (MMD-HP)

Moral distress occurs when professionals cannot carry out what they believe to be ethically appropriate actions because of constraints or barriers. This survey lists situations that occur in clinical practice. If you have experienced these situations they may or may not have been morally distressing to you. Please indicate how frequently you have experienced each item. Also, rank how distressing these situations are for you. If you have never experienced a particular situation, select “0” (never) for frequency. Even if you have not experienced a situation, please indicate how distressed you would be if it occurred in your practice. Note that you will respond to each item by checking the appropriate column for two dimensions: Frequency and Level of Distress.

	Frequency					Level of Distress				
	Never	1	2	3	4	None	1	2	3	4
1. Witness healthcare providers giving “false hope” to a patient or family.										
2. Follow the family’s insistence to continue aggressive treatment even though I believe it is not in the best interest of the patient.										
3. Feel pressured to order or carry out orders for what I consider to be unnecessary or inappropriate tests and treatments.										
4. Be unable to provide optimal care due to pressures from administrators or insurers to reduce costs.										
5. Continue to provide aggressive treatment for a person who is most likely to die regardless of this treatment when no one will make a decision to withdraw it.										
6. Be pressured to avoid taking action when I learn that a physician, nurse, or other team colleague has made a medical error and does not report it.										
7. Be required to care for patients whom I do not feel qualified to care for.										
8. Participate in care that causes unnecessary suffering or does not adequately relieve pain or symptoms.										
9. Watch patient care suffer because of a lack of provider continuity.										



What can we do?



Stress Recovery Skills



Rewiring Techniques



Sleep

Meditation

Exercise

Goal Setting



Gratitude

Kindness

Savoring

Social
Connection



NATIONWIDE CHILDREN'S
When your child needs a hospital, everything matters.

Sleep



Goal: Sleep 7 to 9 hours.

Sleep Routine:

Find what calms you + repeat it.

Ex.

Temperature, sound, comfiness, distractions.

Journal: If you wake up with a thought or dream, write it down.

Improves: mood over time, cognitive performance, risk of heart disease, diabetes, and cancer.



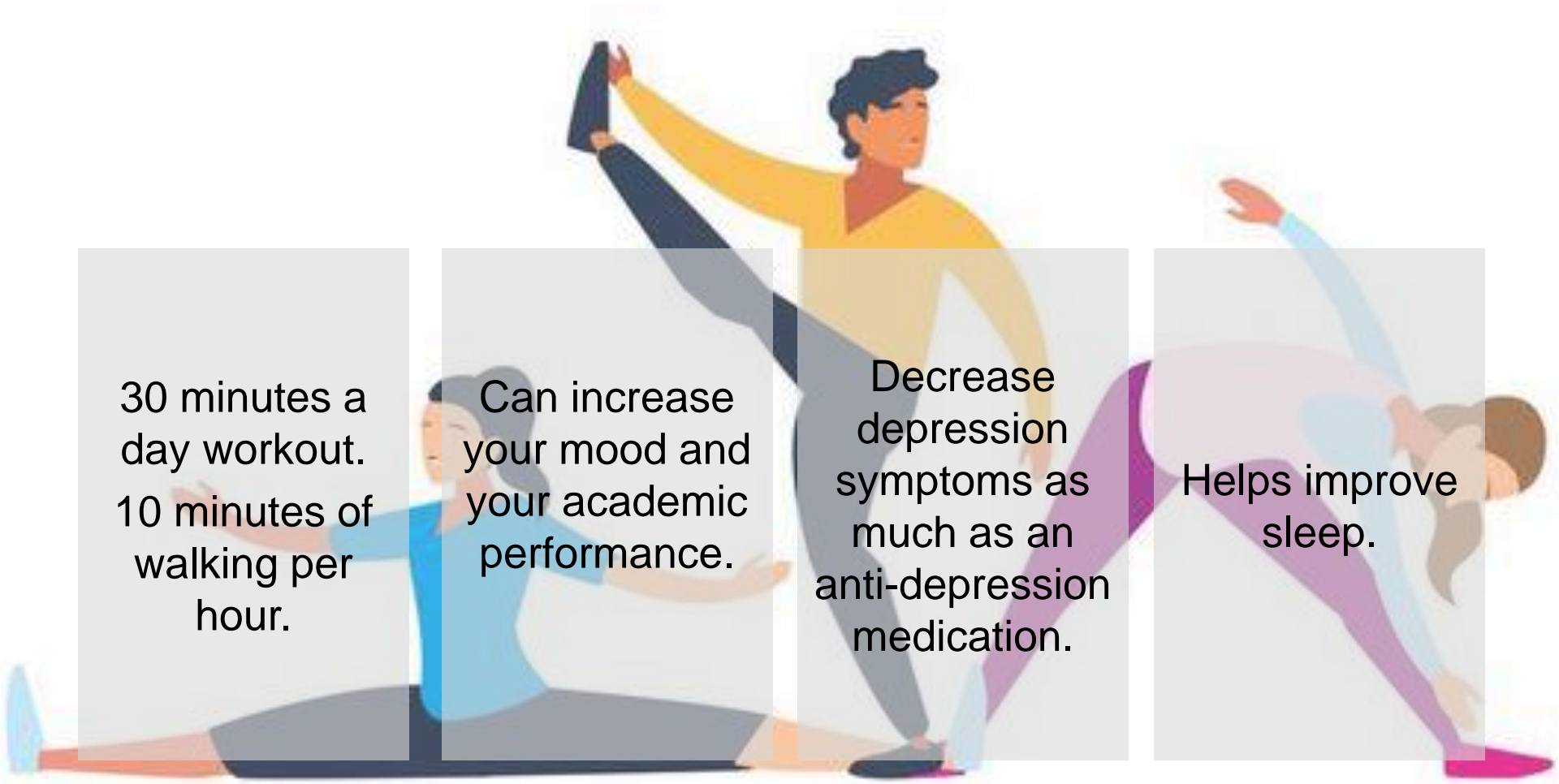
slido



**How many hours of
sleep do you get
uninterrupted on
average?**

① Start presenting to display the poll results on this slide.

Exercise



30 minutes a day workout.
10 minutes of walking per hour.

Can increase your mood and your academic performance.

Decrease depression symptoms as much as an anti-depression medication.

Helps improve sleep.



Gratitude & Hope



Stronger Social Connection.
Focus on the good or okay.
Lowers blood pressure.
Better immune.
Better mood.

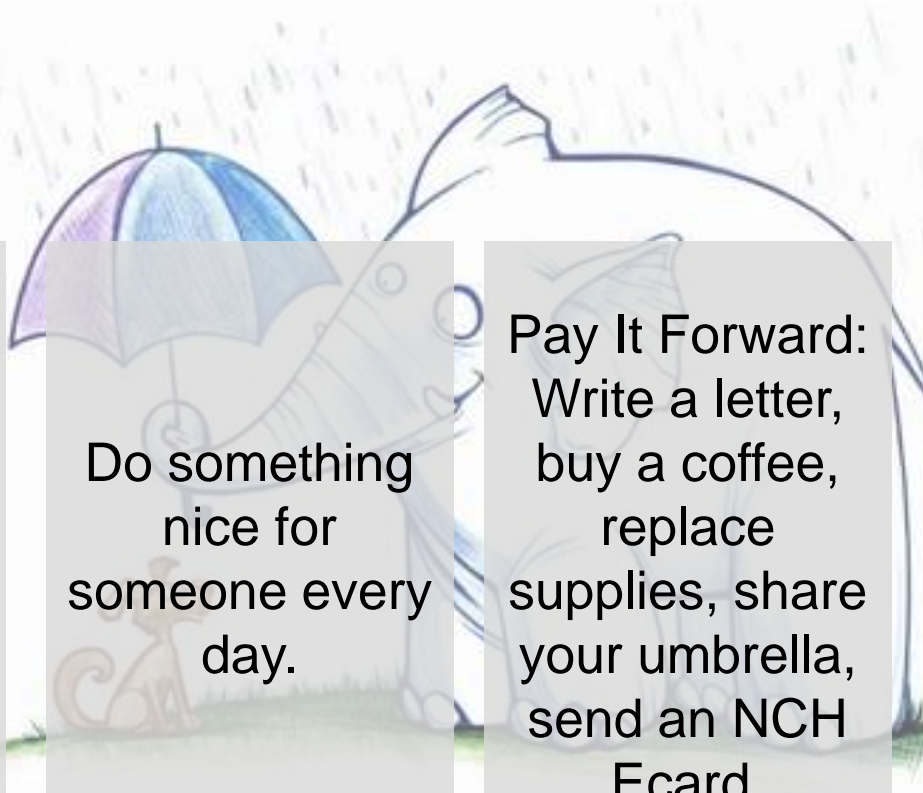
Hope needs intention.
Start with small & realistic things.
Know what is within your control to act upon.

For sharing:
Thank you notes
Office shout outs or Fill the Cup challenge

At home:
Journal 3 things each day that bring joy, happy moments, or things that are "okay".



Kindness

A faint, artistic illustration of a person holding a large, colorful umbrella (purple, blue, and green) in the rain. The person is wearing a long coat and has their hand on their forehead. The background shows falling rain and a small figure of a child sitting on the ground.

Kindness has many physical and emotional benefits.

[Random Acts of Kindness Foundation.](#)

Do something nice for someone every day.

Pay It Forward:
Write a letter, buy a coffee, replace supplies, share your umbrella, send an NCH Ecard.

Check U, Check Two:
Simple awareness of how others are doing.

Social Connection



We all need social connection for self-esteem, happiness, and health.

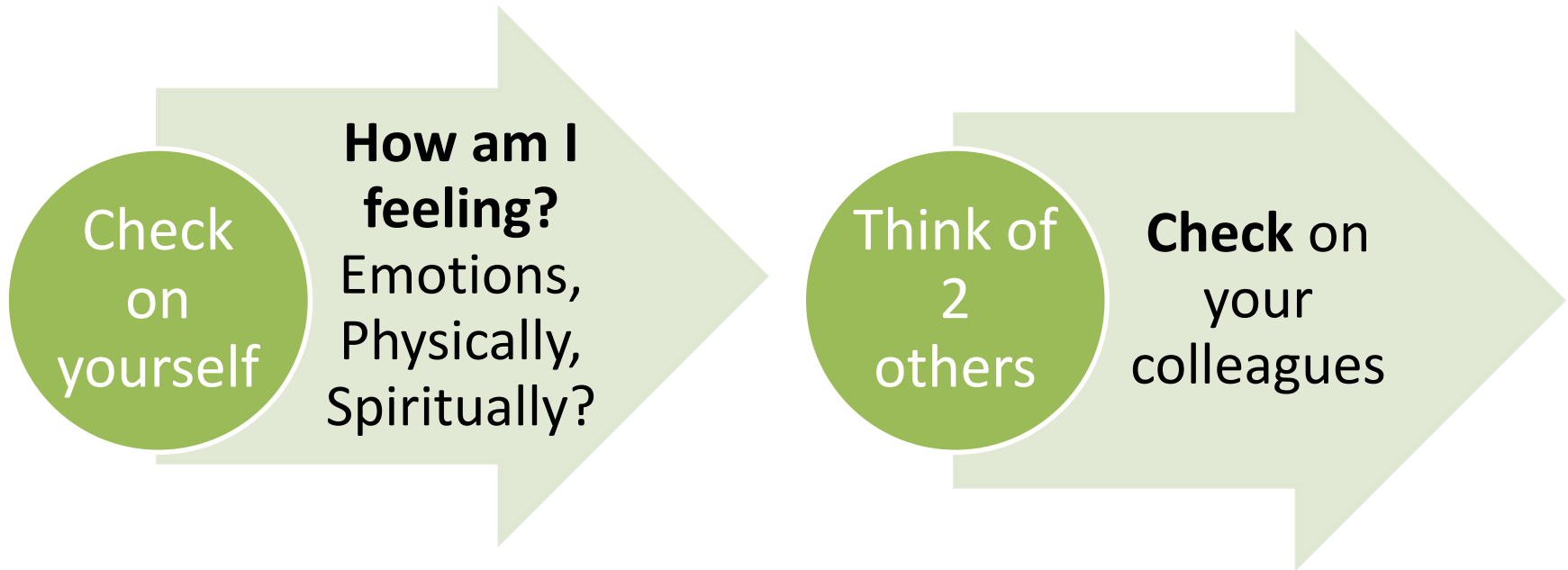
Know your co-workers. Know your neighbors.

One of the top 5 ways to regulate.

Check U, Check Two.



Check U, Check Two...



Savoring



3 Benefits:
Stops hedonic
adaptation,
spotlight –
focus on the
good, increase
gratitude.

Pause in the
present
moment and
put your
attention on the
experience
while it's
happening.

Nature Walks
Mindful Eating
Photography

Don't let work
distract you
from joyful
moments.
Work will be
there
tomorrow.

shutterstock.com · 2334427149



NATIONWIDE CHILDREN'S
When your child needs a hospital, everything matters.

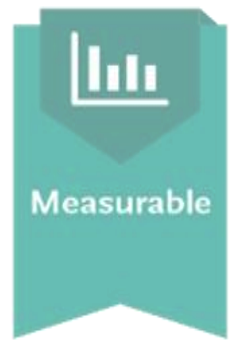
Goal Setting

S



Specific

M



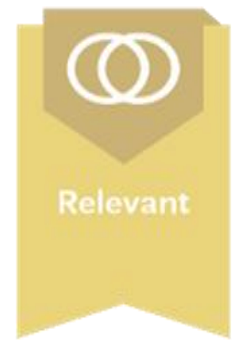
Measurable

A



Attainable

R



Relevant

T



Time Based

Forward Thinking

Happiness Driven.

Realistic.

Plan B.

Meditation



Decreases wandering, focusing on the negative, helps regulate, mood boost, decreases stress.

Be present vs mind wandering. Where is your spotlight?

Rewires your brain so you can process information accurately and in return respond appropriately.

Sit comfortably and slow your breathing. Let thoughts float away.



“Just Breathe”





**What other helpful strategies
do you use?**



Resources



AMERICAN
ASSOCIATION
of CRITICAL-CARE
NURSES

RECOGNIZE & ADDRESS Moral Distress

This tool is intended to help nurses recognize and mitigate moral distress, a painful problem that occurs all too often in ethically complex environments such as acute and critical care units, and is distinct from burnout and compassion fatigue.

Recognizing the symptoms, causes and constraints associated with moral distress is the first step. Developing strategies to address moral distress and build resilience is next, bringing new meaning to the essential work we do and helping us make our optimal contribution to patient care.

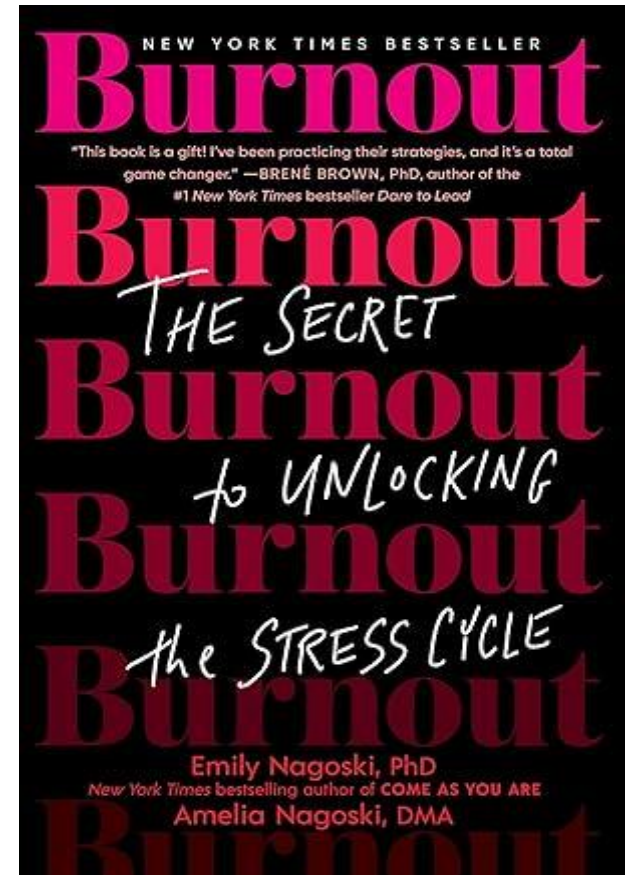
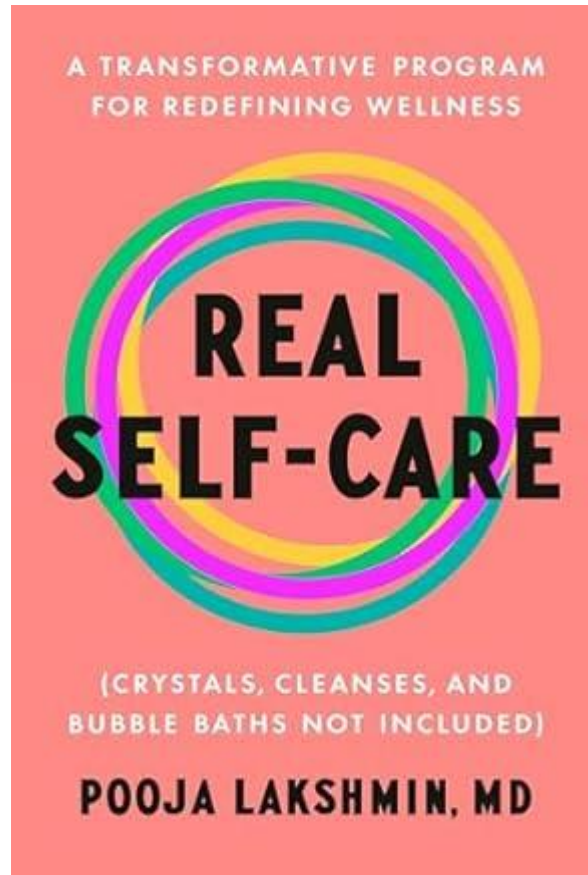
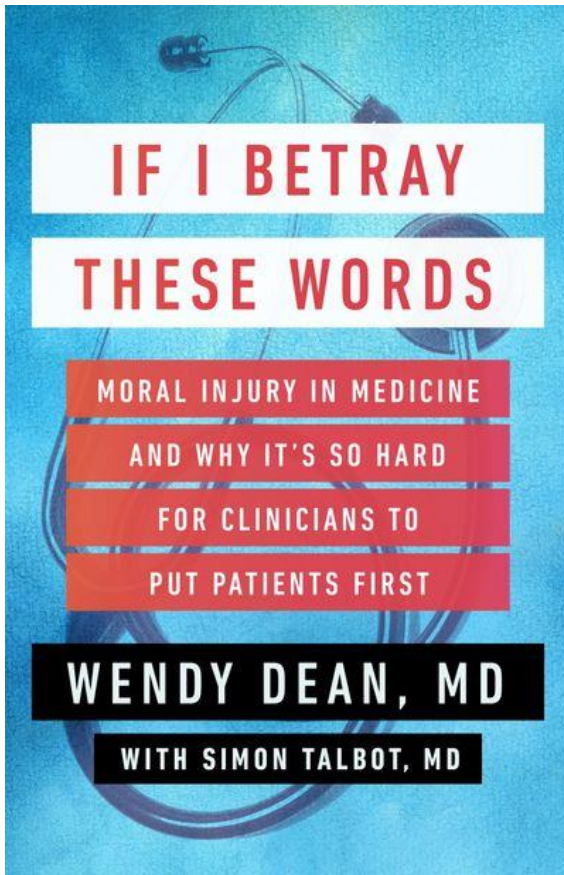
001008 • Rev 07/20

AACN



NATIONWIDE CHILDREN'S®
When your child needs a hospital, everything matters.

Books to Check Out



Podcasts to Tune In



Websites to Visit



The Emotional PPE Project



**DR. LORNA BREEN
HEROES' FOUNDATION**



NATIONWIDE CHILDREN'S®
When your child needs a hospital, everything matters.



Trainings to Take

- Duke WellB – Virtual wellbeing series.
- Ohio Health – MBSR Series.
- Kelly McGonigal – Post-Traumatic Growth.
- Karen Leitner, MD – “How to Feel Better for Women Physicians” Masterclass.
- OSU National Summit on Promoting Well-being and Resilience in Healthcare Professionals.
- The Schwartz Center – Stress First Aid & Second Victim Peer Support.

NCH Employees:



YOU Matter Hotline 24/7 **Ext. 25005 or 614-722-5005**



Non-Urgent Requests: youmatterprogram@nationwidechildrens.org



Find us on ANCHOR. [YOU Matter \(sharepoint.com\)](https://sharepoint.com)

If you are outside of NCH, but would like to learn more about our program, please reach out to our program manager via email.



Program Manager: Kristy DeVries kristy.devries@nationwidechildrens.org

Citations



- Kabat-Zinn, Jon, Dr. Professor of Medicine Emeritus and creator of the Stress Reduction Clinic and the Center for Mindfulness in Medicine, Health Care, and Society at the University of Massachusetts Medical School
- Mindful Schools. (2015). “Just Breathe” by Julie Bayer Salzman & Josh Salzman (Wavecrest Films). In YouTube.
<https://www.youtube.com/watch?v=RVA2N6tX2cg>
- Moral Distress. (n.d.). <https://www.aacn.org/~media/aacn-website/clincial-resources/moral-distress/recognizing-addressing-moral-distress-quick-reference-guide.pdf>
- Santos, L. R. (2020, April). The Science of Well-being. The Science of Well-being. New Haven. Retrieved from <https://www.coursera.org/learn/the-science-of-well-being/home/welcome>
- Watson, Patricia & Taylor, Vickie & Gist, Richard & Elvander, Erika & Leto, Frank & Martin, Bob & Tanner, Jim & Vaught, Don & Nash, William & Westphal, Richard & Litz, Brett. (2015). Stress First Aid for Firefighters and Emergency Medical Services Personnel.