



The Advocate & Crime Prevention Strategies (Handouts)

**Gloria Salazar, RN, MSN,
MA, CA-CP SANE, LPC**

Table of Contents

◆ **Professional Quality of Life Scale**

http://www.proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf

◆ **Burnout, Compassion Fatigue, & Vicarious Traumatization**

<http://www.nursingworld.org/MainMenuCategories/ANAMarketplace/ANAPeriodicals>

◆ **Compassion Fatigue Symptoms**

http://cmc.utmb.edu/cmchome/archive_page/Feb%202011/community_news%20February%202011.html

◆ **Signs of Prolonged Stress Response Requiring Clinical Care**

<http://www2.luriechildrens.org/ce/online/article.aspx?articleID=242>

◆ **Military Families/Children Exposure to Violence**

<http://blogs.extension.org/militaryfamilies/tag/family-advocacy/>

◆ **Resilience**

<https://peerj.com/articles/216/>



Professional Quality of Life Scale



Professional Quality of Life Scale (ProQOL)
Compassion Satisfaction and Compassion Fatigue
(ProQOL) Version 5 (2009)

When you *[help]* people you have direct contact with their lives. As you may have found, your compassion for those you *[help]* can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a *[helper]*. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the *last 30 days*.

1=Never 2=Rarely 3=Sometimes 4=Often 5=Very Often

- _____ 1. I am happy.
- _____ 2. I am preoccupied with more than one person I *[help]*.
- _____ 3. I get satisfaction from being able to *[help]* people.
- _____ 4. I feel connected to others.
- _____ 5. I jump or am startled by unexpected sounds.
- _____ 6. I feel invigorated after working with those I *[help]*.
- _____ 7. I find it difficult to separate my personal life from my life as a *[helper]*.
- _____ 8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I *[help]*.
- _____ 9. I think that I might have been affected by the traumatic stress of those I *[help]*.
- _____ 10. I feel trapped by my job as a *[helper]*.
- _____ 11. Because of my *[helping]*, I have felt "on edge" about various things.
- _____ 12. I like my work as a *[helper]*.
- _____ 13. I feel depressed because of the traumatic experiences of the people I *[help]*.
- _____ 14. I feel as though I am experiencing the trauma of someone I have *[helped]*.
- _____ 15. I have beliefs that sustain me.
- _____ 16. I am pleased with how I am able to keep up with *[helping]* techniques and protocols.
- _____ 17. I am the person I always wanted to be.
- _____ 18. My work makes me feel satisfied.
- _____ 19. I feel worn out because of my work as a *[helper]*.
- _____ 20. I have happy thoughts and feelings about those I *[help]* and how I could help them.
- _____ 21. I feel overwhelmed because my case [work] load seems endless.
- _____ 22. I believe I can make a difference through my work.
- _____ 23. I avoid certain activities or situations because they remind me of frightening experiences of the people I *[help]*.
- _____ 24. I am proud of what I can do to *[help]*.
- _____ 25. As a result of my *[helping]*, I have intrusive, frightening thoughts.
- _____ 26. I feel "bogged down" by the system.
- _____ 27. I have thoughts that I am a "success" as a *[helper]*.
- _____ 28. I can't recall important parts of my work with trauma victims.
- _____ 29. I am a very caring person.
- _____ 30. I am happy that I chose to do this work.



YOUR SCORES ON THE PROQOL: PROFESSIONAL QUALITY OF LIFE SCREENING

Based on your responses, place your personal scores below. If you have any concerns, you should discuss them with a physical or mental health care professional.

Compassion Satisfaction _____

Compassion satisfaction is about the pleasure you derive from being able to do your work well. For example, you may feel like it is a pleasure to help others through your work. You may feel positively about your colleagues or your ability to contribute to the work setting or even the greater good of society. Higher scores on this scale represent a greater satisfaction related to your ability to be an effective caregiver in your job.

The average score is 50 (SD 10; alpha scale reliability .88). About 25% of people score higher than 57 and about 25% of people score below 43. If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 40, you may either find problems with your job, or there may be some other reason—for example, you might derive your satisfaction from activities other than your job.

Burnout _____

Most people have an intuitive idea of what burnout is. From the research perspective, burnout is one of the elements of Compassion Fatigue (CF). It is associated with feelings of hopelessness and difficulties in dealing with work or in doing your job effectively. These negative feelings usually have a gradual onset. They can reflect the feeling that your efforts make no difference, or they can be associated with a very high workload or a non-supportive work environment. Higher scores on this scale mean that you are at higher risk for burnout.

The average score on the burnout scale is 50 (SD 10; alpha scale reliability .75). About 25% of people score above 57 and about 25% of people score below 43. If your score is below 43, this probably reflects positive feelings about your ability to be effective in your work. If you score above 57 you may wish to think about what at work makes you feel like you are not effective in your position. Your score may reflect your mood; perhaps you were having a “bad day” or are in need of some time off. If the high score persists or if it is reflective of other worries, it may be a cause for concern.

Secondary Traumatic Stress _____

The second component of Compassion Fatigue (CF) is secondary traumatic stress (STS). It is about your work related, secondary exposure to extremely or traumatically stressful events. Developing problems due to exposure to other’s trauma is somewhat rare but does happen to many people who care for those who have experienced extremely or traumatically stressful events. For example, you may repeatedly hear stories about the traumatic things that happen to other people, commonly called Vicarious Traumatization. If your work puts you directly in the path of danger, for example, field work in a war or area of civil violence, this is not secondary exposure; your exposure is primary. However, if you are exposed to others’ traumatic events as a result of your work, for example, as a therapist or an emergency worker, this is secondary exposure. The symptoms of STS are usually rapid in onset and associated with a particular event. They may include being afraid, having difficulty sleeping, having images of the upsetting event pop into your mind, or avoiding things that remind you of the event.

The average score on this scale is 50 (SD 10; alpha scale reliability .81). About 25% of people score below 43 and about 25% of people score above 57. If your score is above 57, you may want to take some time to think about what at work may be frightening to you or if there is some other reason for the elevated score. While higher scores do not mean that you do have a problem, they are an indication that you may want to examine how you feel about your work and your work environment. You may wish to discuss this with your supervisor, a colleague, or a health care professional.



© B. Hudnall Stamm, 2009-2012. *Professional Quality of Life: Compassion Satisfaction and Fatigue Version 5 (ProQOL)*. www.proqol.org. This test may be freely copied as long as (a) author is credited, (b) no changes are made, and (c) it is not sold. Those interested in using the test should visit www.proqol.org to verify that the copy they are using is the most current version of the test.

WHAT IS MY SCORE AND WHAT DOES IT MEAN?

In this section, you will score your test so you understand the interpretation for you. To find your score on **each section**, total the questions listed on the left and then find your score in the table on the right of the section.

Compassion Satisfaction Scale

Copy your rating on each of these questions on to this table and add them up. When you have added them up you can find your score on the table to the right.

3. _____
 6. _____
 12. _____
 16. _____
 18. _____
 20. _____
 22. _____
 24. _____
 27. _____
 30. _____

Total: _____

| The sum of my Compassion Satisfaction questions is | So My Score Equals | And my Compassion Satisfaction level is |
|--|--------------------|---|
| 22 or less | 43 or less | Low |
| Between 23 and 41 | Around 50 | Average |
| 42 or more | 57 or more | High |

Burnout Scale

On the burnout scale you will need to take an extra step. Starred items are "reverse scored." If you scored the item 1, write a 5 beside it. The reason we ask you to reverse the scores is because scientifically the measure works better when these questions are asked in a positive way though they can tell us more about their negative form. For example, question 1. "I am happy" tells us more about

- *1. _____ = _____
 *4. _____ = _____
 8. _____
 10. _____
 *15. _____ = _____
 *17. _____ = _____
 19. _____
 21. _____
 26. _____
 *29. _____ = _____

Total: _____

| The sum of my Burnout Questions is | So my score equals | And my Burnout level is |
|------------------------------------|--------------------|-------------------------|
| 22 or less | 43 or less | Low |
| Between 23 and 41 | Around 50 | Average |
| 42 or more | 57 or more | High |

| You Wrote | Change to |
|-----------|-----------|
| | 5 |
| 2 | 4 |
| 3 | 3 |
| 4 | 2 |
| 5 | 1 |

the effects of helping when you are *not* happy so you reverse the score

Secondary Traumatic Stress Scale

Just like you did on Compassion Satisfaction, copy your rating on each of these questions on to this table and add them up. When you have added them up you can find your score on the table to the right.

2. _____
 5. _____
 7. _____
 9. _____
 11. _____
 13. _____
 14. _____
 23. _____
 25. _____
 28. _____

Total: _____

| The sum of my Secondary Trauma questions is | So My Score Equals | And my Secondary Traumatic Stress level is |
|---|--------------------|--|
| 22 or less | 43 or less | Low |
| Between 23 and 41 | Around 50 | Average |
| 42 or more | 57 or more | High |

Burnout, Compassion Fatigue, & Vicarious Tramatization



Table Overview of Burnout, Compassion Fatigue and Vicarious Traumatization

| BURNOUT | COMPASSION FATIGUE | VICARIOUS TRAUMATIZATION |
|--|---|---|
| <p>HALLMARK SIGNS</p> <ul style="list-style-type: none"> • Anger & frustration • Fatigue • Negative reactions towards others • Cynicism • Negativity • Withdrawal | <p>HALLMARK SIGNS</p> <ul style="list-style-type: none"> • Sadness & grief • Nightmares • Avoidance • Addiction • Somatic complaints • Increased psychological arousal • Changes in beliefs, expectations, assumptions • ‘witness guilt’ • Detachment • Decreased intimacy | <p>HALLMARK SIGNS</p> <ul style="list-style-type: none"> • Anxiety, sadness, confusion, apathy • Intrusive imagery • Somatic complaints • Loss of control, trust & independence • Decreased capacity for intimacy • Relational disturbances (crossover to personal life) |
| <p>SYMPTOMS</p> <ul style="list-style-type: none"> • Physical • Psychological • Cognitive • Relational disturbances | <p>SYMPTOMS (mirror PTSD)</p> <ul style="list-style-type: none"> • Physical • Psychological distress • Cognitive shifts • Relational disturbances | <p>SYMPTOMS (mirror PTSD)</p> <ul style="list-style-type: none"> • Physical • Psychological distress • Cognitive shifts • Relational disturbances • **permanent alteration in individual’s cognitive schema |
| <p>KEY TRIGGERS</p> <ul style="list-style-type: none"> • Personal characteristics • Work-related attributes • Work/organizational characteristics | <p>KEY TRIGGERS</p> <ul style="list-style-type: none"> • Personal characteristics • Previous exposure to trauma • Empathy & emotional energy • Prolonged exposure to trauma material of clients • Response to stressor • Work environment • Work-related attitudes | <p>KEY TRIGGERS</p> <ul style="list-style-type: none"> • Personal characteristics • Previous exposure to trauma • Type of therapy • Organizational context • Healthcare structure • Resources • Re-enactment |

Compassion Fatigue Symptoms



Example of Compassion Fatigue Symptoms

**Cognitive Emotional Behavioral Spiritual Personal Physical Work
Relationships Somatic Performance**

| | | | | | | |
|---|---------------------------|---------------------------|-----------------------------|------------------------------------|-----------------------------|-----------------------|
| Intrusive thoughts | Numbness | Weak/tired | Questioning Meaning of Life | Isolation from Others | Shock | Workaholism |
| Lowered concentration | Rage/Anger | Nightmares | Loss of Purpose | Projection of Anger/Blame | Sweating | Absenteeism |
| Preoccupation with Trauma | Survivor Guilt | Appetite Changes | Loss of Faith | Mistrust | Rapid Heartbeats | Avoiding Tasks |
| Thoughts of failure/decreased self-esteem | Helplessness/Hopelessness | Hypervigilance | Lack of Self-Satisfaction | Loneliness | Gastrointestinal Complaints | Low Morale/Motivation |
| Disorientation | Depression | Sleep Disturbance | Anger at God | Decreased Interest in Sex/Intimacy | Aches/Pains/Headaches | Lack of Appreciation |
| Preoccupied with Client | Anxiety | Elevated Startle Response | Skepticism about Religion | Withdrawal from Family/Friends | Hypertension | Detachment |

Signs of Prolonged Stress Response Requiring Clinical Care



Table 3

Signs of Prolonged Stress Response Requiring Clinical Care

Re-experiencing

- ❖ Nightmares and trouble sleeping
- ❖ Thinking about the trauma frequently
- ❖ Becoming very scared or upset and feeling like the event is happening again
- ❖ Trouble concentrating at home or school
- ❖ Acting or feeling like event is reoccurring

Avoidance

- ❖ Wanting to NOT think or talk about the event at all
- ❖ Avoiding places, people or things that trigger thoughts about the event
- ❖ Avoiding and not enjoying activities and people that were previously fun
- ❖ Feeling like other people do not understand (including friends and family members)
- ❖ Feeling hopeless about the future or feeling unable to avoid bad experiences again

Hyperarousal

- ❖ Feeling out of control
- ❖ Being “on guard” all of the time
- ❖ Over-reacting to sudden noises
- ❖ Easily angered and irritable
- ❖ Feeling shame, guilt, or sadness
- ❖ Having physical problems and complaints

Military Families/Children Exposure to Violence



Did You Know?

- **Exposure to violence affects almost 2 in every 3 children within the U.S. (1)**
- **46 of the 76 million children living in the U.S. are exposed to violence, crime, and abuse each year (NatSCEV) (1)**
- **Poverty increases the risk and adverse impact of exposure to violence in children. (1)**
- **1 in 10 children in the U.S. are polyvictims, having been exposed multiple forms of violence, involving family violence, child physical/sexual abuse, and/or community violence. (1)**
- **Physical abuse is the leading substantiated report of child maltreatment in military families. (3)**
- **Military children have an increased risk of abuse when caregivers are deployed. (2)**
- **In military families, children's physical abuse was twice as likely to be found in families with spousal abuse present. (3)**

- physical injuries
- death
- fright
- traumatized
- sleep disturbances
- eating disturbances
- colicky/sick
- nervous, jumpy
- crying often
- insecurities
- unresponsiveness

Womb-1 year

- speech problems
- verbalizes seeing abuse
- acting out aggressively
- withdrawn
- problems relating to other kids
- delaying toilet training
- eating problems
- nervous/jumpy
- sleep problems
- insecurity, fear
- depression

2-4 years

- Insecurity
- low self-esteem
- depression, withdrawal
- Running away
- early interest in alcohol/drugs
- school problems
- OVER/UNDER achiever
- bed-wetting
- sexual promiscuity
- becomes caretaker (parentified)
- aggression/violence
- develops problems to divert parents from fighting
- becomes embarrassed of his/her family

5-12 years

Resilience



Life Events, Environment & Heredity

