

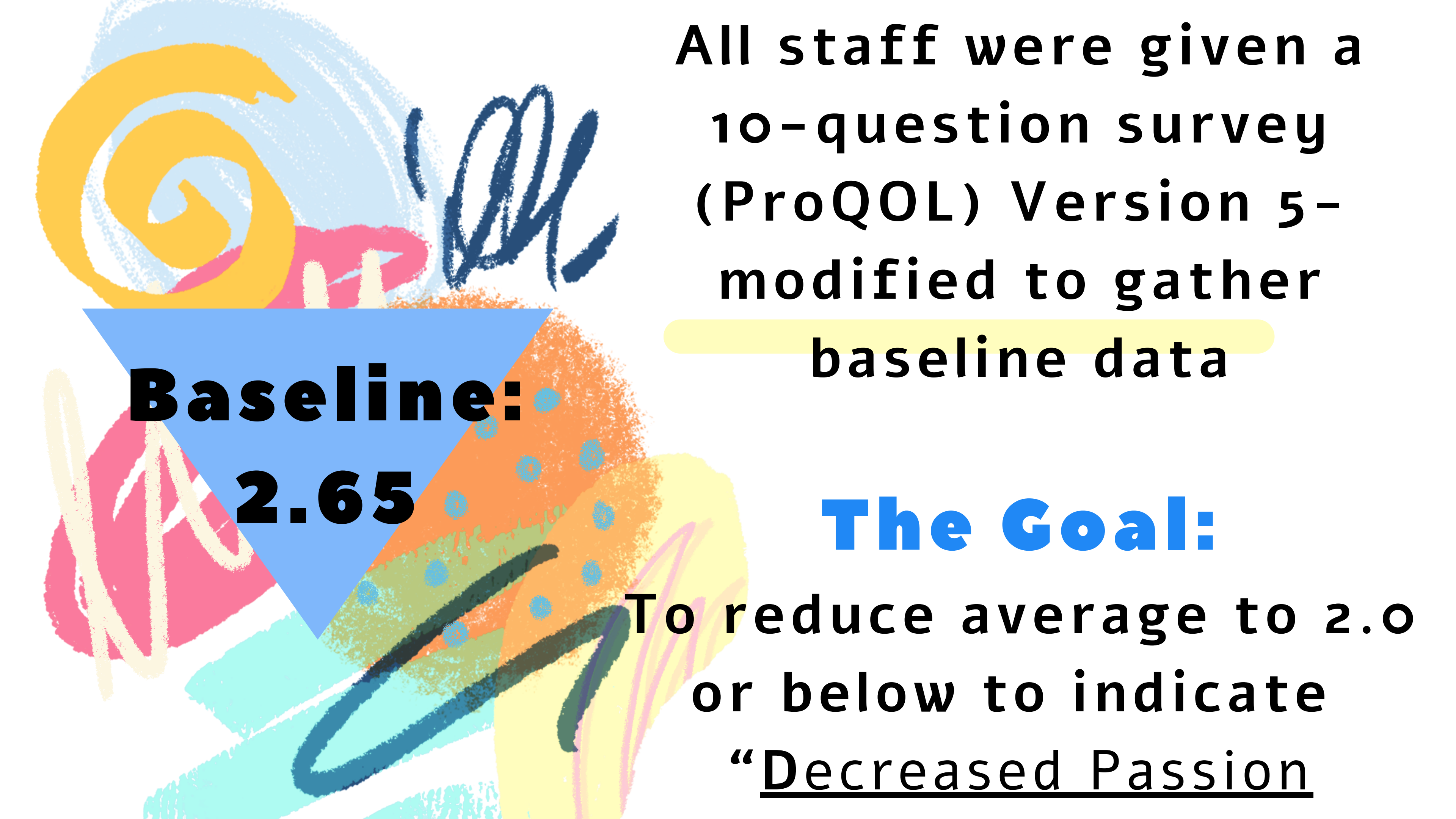
Alternatives in Psychological Consultation

COMPASSION IS OUR PASSION

NiaTX Project



AIM: To Improve Employee Satisfaction by reducing Compassion Fatigue for all Agency Staff



All staff were given a
10-question survey
(ProQOL) Version 5-
modified to gather
baseline data

Baseline:
2.65

The Goal:

To reduce average to 2.0
or below to indicate
“Decreased Passion

The Survey

Round Results

| | |
|----|---------------------------------------------------------------------------------------------------------|
| 1 | I am preoccupied with more than one person I help. |
| 2 | I don't feel connected to others. |
| 3 | I find it difficult to separate my personal life from my life as a helper. |
| 4 | I am not as productive at work because I am losing sleep over traumatic experiences of a person I help. |
| 5 | I feel trapped by my job as a helper. |
| 6 | My work does not make me feel satisfied. |
| 7 | I feel worn out because of my work as a helper. |
| 8 | I feel overwhelmed because my case (work) load seems endless. |
| 9 | I don't believe I can make a difference through my work. |
| 10 | I feel "bogged down" by the system. |

5-point scale:

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

Cycle 1:

Helped staff Strengthen their ability to implement boundaries through discussion and trainings at individual and team meetings.

Results:

Score of 2.21 from 2.65--Decrease of .44



Cycle 2:

Helped staff feel more connected with others by sharing success stories.

Results:

**Score of 2.59 from 2.61--Increase of .38
(but had a low response rate)**

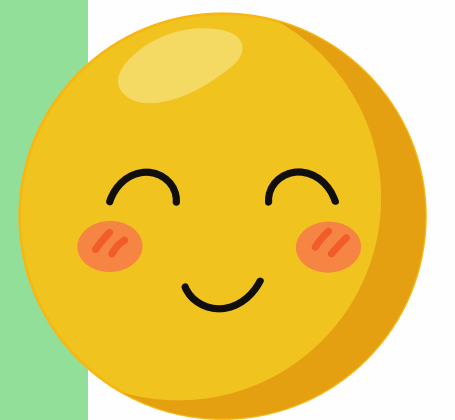


Cycle 3:

Repeated cycle 2 of sharing
Success Stories and focussed on
“Baby Steps” achieved.

Results:

Score of 2.44 from 2.59--Decrease of .15



Summary

Lessons Learned

- Recognition for baby steps helped with gratitude and fatigue.
- Working on boundaries helped staff identify more realistic expectations for themselves and others.

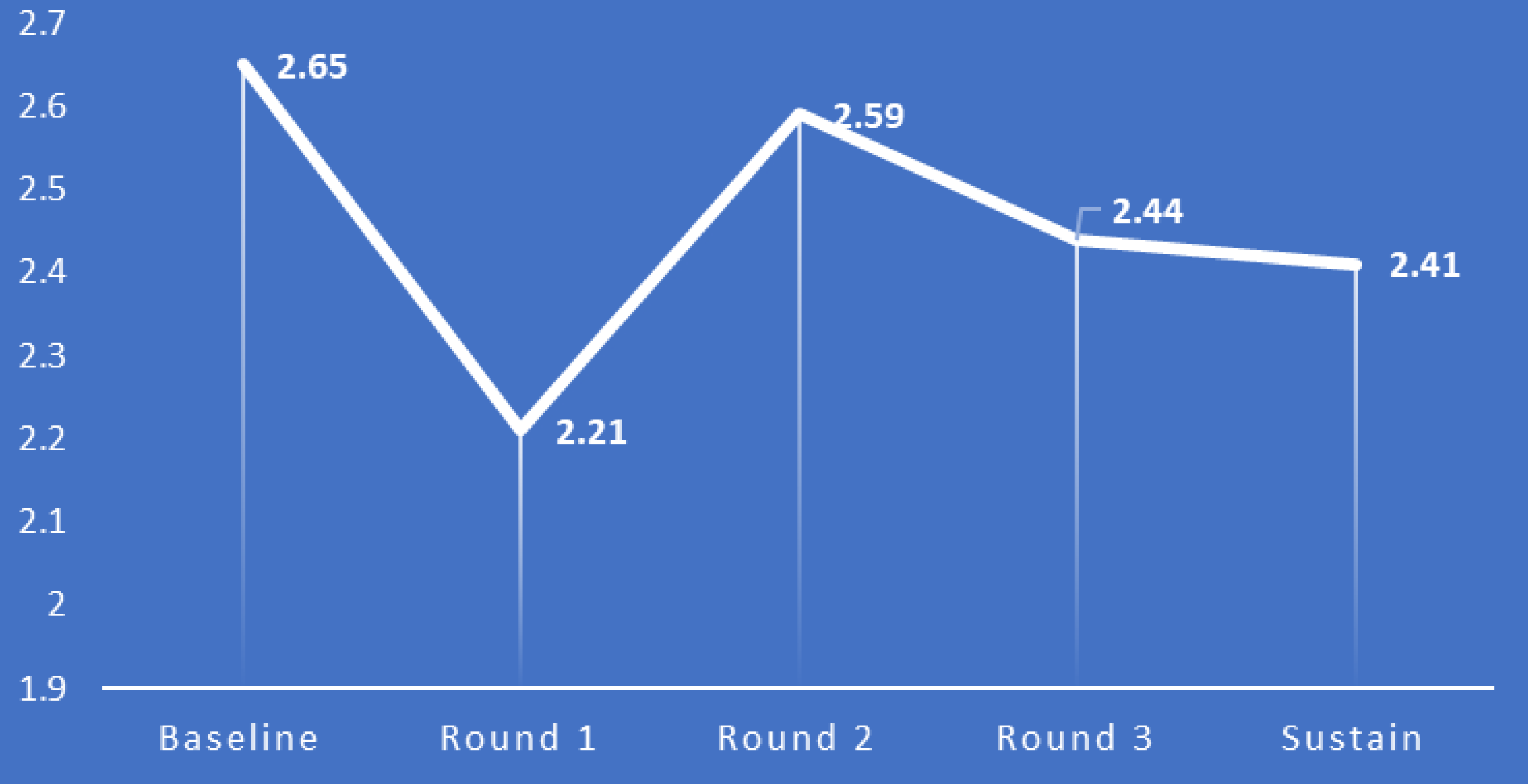
Sustain Plan/Results

- Continued discussion on Success Stories and Compassion Fatigue at all department staff meetings
- Continue to survey staff every 6 months (May and November 2023) and analyze data.

May Sustain Result:

2.41

RESULTS BY ROUND



Goal was to have below 2.0.

While this wasn't achieved, we decreased the score and are below our baseline.