Caring Safely
Module 8-2

Organizational Compassion Fatigue Risk and Resiliency Factors

In This Module

- Organizational risk and resiliency factors
- What are your goals for each factors?

Resilience

Resilience is not: a judgement on an individual (e.g.: some people are or are not resilient).

Resilience is:

Our capacity to cope with stress and serious challenges.

Our ability to tolerate future negative events

Dependent on the overall context (internally and externally)

Organizational Risk Factors

What is your goal be for each area?

Are you already meeting it?

Do you have the ability to control it or influence it?

What can you realistically begin to address?

Module 8-3 will discuss a model for change and provide strategies for how to approach change. Take one of these factors that you'd like to make change in as you review the next module.

Social Supports/ Isolation

Factor:	Risk Factors	Resiliency Factors	Org Goals
Social Supports/ Isolation	Lack of connection with colleagues/peers. Geographical Isolation.	Regular opportunities to connect with colleagues and peers. Buddy Groups. Peer supervision. Face-to-face connection.	

Time off

Factor:	Risk Factors	Resiliency Factors	Org Goals
Time off	Employees not taking vacation time. Organizations not providing time off. Lack of flexibility to attend to needs/appointments. Language that stigmatizes self-care.	Encouraging people to use vacation time and sick time if needed. Providing approval for flex time to attend to personal obligations or medical appointments. Ability for work share positions.	

Workplace Boundaries

Factor:	Risk Factors	Resiliency Factors	Org Goals
Workplace boundaries	Expectations that employees are available outside of work hours, either via phone or email - with the exception on call work. Working through lunches/breaks. Working after hours.	Encouragement to turn phone/email off outside of work. If on call work, providing adequate time not on call. Encourage taking proper breaks. Workload assessment – what is sustainable.	

Job Role/Description

Factor:	Risk Factors	Resiliency Factors	Org Goals
Job role/ description	Lack of clarity around job role/description – taking on additional responsibilities. Lack of regular evaluations with feedback - sudden "big problem" Lack of understanding of expectations.	Be clear about what the role is trying to accomplish. What is goal and how are you monitoring outcomes. Providing regular evaluation and positive feedback.	

Workplace Stressors

Factor:	Risk Factors	Resiliency Factors	Org Goals
Workplace Stressors	Frequent change in leadership/management/supervisors. High staff turnover Frequent change to programming. Lack of infrastructure - space/technology/tools.	Addressing physical space (safety, ergonomics), tools (computers, phones, resources). Open communication with staff about changes. Mastering one change before incorporating another. Including staff in program development.	

Workload

Factor:	Risk Factors	Resiliency Factors	Org Goals
Workload	The workload (type/amount) requires more resources than are available. Time/Skills/Training/Resources to complete workload are not available or adequate.	Reviewing job demand - what is sustainable. Providing enough time/skills/training/resources to adequately complete work.	

Population Needs

Factor:	Risk Factors	Resiliency Factors	Org Goals
Population needs	High needs/risk population Complex factors - lack of financial resources Trauma background Lack of access to services	Trauma informed compassion fatigue resiliency skills. Adequate training/skills/supervision. Workplace wellness programs for relaxation (wellness programs - yoga at lunch).	

Trauma Exposure

Factor:	Risk Factors	Resiliency Factors	Org Goals
Exposure to trauma - direct and secondary	Direct Trauma Secondary Trauma Level of trauma - being disclosed	Can you reduce amount of exposure - balance workload - clinical with something else - part workload with no trauma. Ongoing Clinical Supervision Peer Supervision	

Workplace Recognition

Factor:	Risk Factors	Resiliency Factors	Org Goals
Workplace Recognition Compassion Fatigue	Lack of understanding from leadership/management on impact of compassion fatigue. Language used (shaming vs normalizing). No discussion - stigma. No supports for managing impact of the work.	Incorporating the concepts of compassion fatigue and a trauma informed way to approach the impacts on employees. Normalizing the concepts and addressing in supervision or with workplace wellness programs. Requires more than one time presentation/training.	

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