Title:
Compassion Fatigue: When Caring Takes a Toll

Denise Caldwell, DNP, RN
School of Nursing, Lewis & Clark Community College, Godfrey, IL, USA

ACCEPTED

Session Title:
Rising Stars of Research and Scholarship Invited Student Posters

Slot:
RS PST1: Sunday, 17 November 2019: 11:45 AM-12:15 PM

Applicable Category:
Clinical, Leaders, Researchers

Keywords:
compassion fatigue, compassion satisfaction and nurses

References:


Abstract Summary:

Compassion fatigue is a growing issue amongst care providers. Through needs assessments and development of customized training, care providers gain knowledge to identify, treat, and even prevent compassion fatigue. By decreasing compassion fatigue there is an increase in compassion satisfaction, work-life balance, and improved outcomes for care providers and clients.

Content Outline:

- Background/significance
- Problem statement
- Theoretical framework
- Project description/design
- Expected outcomes
- Implementation
- Results/outcomes

Topic Selection:

Rising Stars of Research and Scholarship Invited Student Posters (25201)

Abstract Text:

The purpose of this project was to determine the needs of intensive care unit (ICU) nurses and emergency room (ER) nurses regarding compassion fatigue. The nurses' needs and risks areas were identified, and training was developed to address compassion fatigue awareness, prevention, interventions, and resources. Anticipated outcomes included career enrichment and increased compassion satisfaction among nursing staff, overall improvements in patient outcomes related to improved care, and sustainability options to grow compassion fatigue awareness organization wide. Methodology included the dissemination of Professional Quality of Life (ProQOL) survey packets to all full time, part time, and per diem ICU and ER nurses employed in an acute care facility. The nurses
completed the ProQOL survey packets to determine areas of concern related to compassion fatigue. Quantitative data was gathered and analyzed. A Compassion Fatigue Training Module was created based on the data. The Compassion Fatigue Training Module was assigned to the ICU and ER nurses. Nurses completed the training, including a quiz and learning evaluation. Quantitative data was collected in two phases. The first phase of data collection and analysis was comprised of the ProQOL survey data. Data from the ProQOL survey was utilized to generate the creation of the Compassion Fatigue Training Module. The Compassion Fatigue Training Module was assigned to the ICU and ER nurses. Nurses were given six weeks to complete the training, quiz, and learning evaluation. The second phase of data collection involved analysis of the learning evaluations completed by the nurses. The results of the learning evaluations demonstrated significant learning occurred with 98.6% of nurses reporting knowledge gained, 100% were able to list resources and interventions to counteract compassion fatigue, and 97.2% felt the program was valuable. Compassion fatigue training improved ICU and ER nurse awareness about the condition while infusing knowledge about prevention, interventions and resource utilization. Implications for practice are plentiful with nurses gaining the ability to self-reflect, improve work-life balance, improve career satisfaction, provide compassionate patient care, and improve outcomes for themselves and patients while promoting a supportive work environment. The project sparked many ideas for growth with sustainability suggestions including the development of a compassion fatigue awareness committee to oversee training, keep educational materials up to date with current research and expand the program to include all providers of patient care throughout the organization encompassing the main facility and all ancillary facilities.