



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.

# RECOGNIZING AND COPING WITH PROVIDER TRAUMA, COMPASSION FATIGUE & MORAL INJURY RESOURCES

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Los Angeles County Department of Mental Health  
Family & Community Partnerships

June 23, 2021



## ARMS (Assess, Recover, Mitigate, Strengthen) A Wellbeing Regimen for Human Service Professionals

Feelings of burnout, moral distress, and moral injury can happen to anyone. During a crisis, when fast decision making, new protocols, and changing guidelines may be in conflict with personal moral beliefs, human service professionals can be especially affected.

The ARMS wellbeing regimen, developed by Dr. Bill Nash, helps identify and address the negative impacts of moral distress and moral injury. Enroll in this self-guided course to learn more about adapting this regimen into your routine.



**Dr. Bill Nash**, is a leading researcher, educator, and clinician in psychological health. He is a pioneer and expert in the prevention, recognition, and treatment of moral injury.

To take this course:

1. [Create a Wellbeing4LA account.](#)
2. Once you're logged in, [enroll in the ARMS online course.](#)

Steps to create a free account:

## Wellbeing for LA Learning Center



Start at [learn.wellbeing4la.org](https://learn.wellbeing4la.org) and create your free account today

Click 'create an account.'  
Tell us a bit about you so that we can customize your experience.

Our account creation process enhances your learning experience and takes less than 5 minutes.

Our home page offers a preview of what is available and recommended for you.

New resources are added regularly and featured in the rotating slides.

Click on the learn menu to access courses, learning communities, watch videos, and download resources.



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Public Partnership for Wellbeing

[learn.wellbeing4la.org](https://learn.wellbeing4la.org)



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Public Partnership for Wellbeing

UCLA Division of Population Behavioral Health is approved by the American Psychological Association to sponsor continuing education for psychologists. UCLA Division of Population Behavioral Health maintains responsibility for this program and its content.

# Team Care CONNECTIONS

A workforce training magazine for primary care teams

<http://teamcareconnections.org/books/exou/#p=1>

Moral Distress  
what it is and why it's important

EXPERTS share  
INSIGHTS and  
SOLUTIONS

Preventing Moral Injury  
in your team members

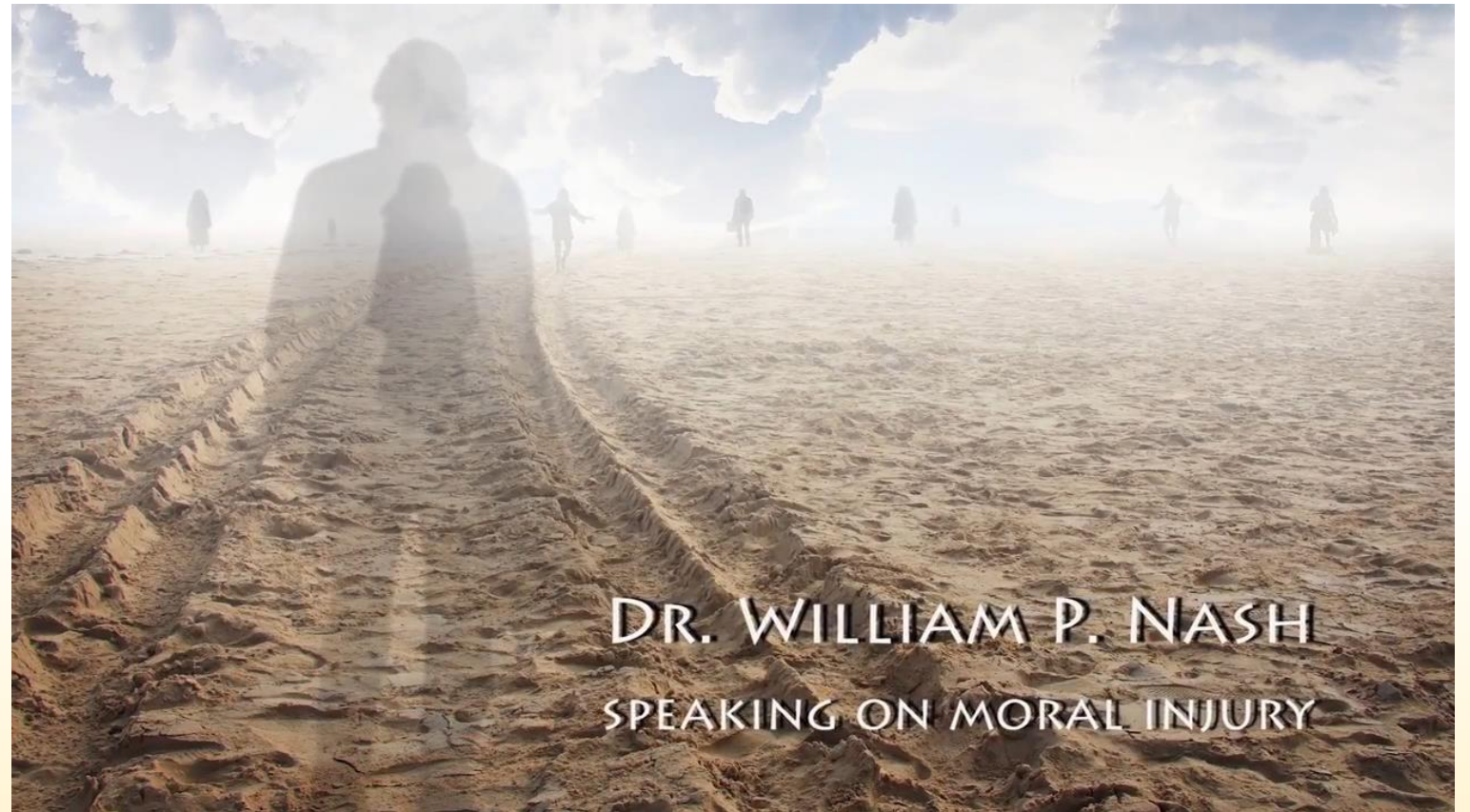
HOW TO CREATE  
a safe environment to  
talk about moral distress



conversations about  
moral distress and moral injury



Dr. William  
Nash Discusses  
Moral Injury  
Beyond the  
Military  
Context



<https://www.youtube.com/watch?v=fpFoWAXCJcc>

2min 7sec

# ProQOL – Professional Quality of Life

[https://proqol.org/uploads/ProQOL\\_5\\_English\\_Self-Score.pdf](https://proqol.org/uploads/ProQOL_5_English_Self-Score.pdf)

- A 30-item self-report measure of the positive and negative aspects of caring – not a medical or psychological test
- Measures Compassion Satisfaction and Compassion Fatigue
  - Compassion Fatigue has two subscales:
    - Burnout
    - Secondary Trauma
- Assists in resiliency planning
- The most widely internationally used measure of the positive and negative aspects of helping
- Proven to be a valid measure, developed with data from over 3,000 people, used over 25 years

[https://proqol.org/ProQol\\_Test.html](https://proqol.org/ProQol_Test.html)

# ProQOL – Professional Quality of Life

[https://proqol.org/uploads/ProQOL\\_5\\_English\\_Self-Score.pdf](https://proqol.org/uploads/ProQOL_5_English_Self-Score.pdf)

## 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.					

## 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	And my Compassion Satisfaction level is
22 or less	Low
Between 23 and 41	Moderate
42 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

You Wrote	Change to
2	5
3	4
4	3
5	2

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

\*1. \_\_\_\_ = \_\_\_\_  
\*4. \_\_\_\_ = \_\_\_\_  
8. \_\_\_\_  
10. \_\_\_\_  
\*15. \_\_\_\_ = \_\_\_\_  
\*17. \_\_\_\_ = \_\_\_\_  
19. \_\_\_\_  
21. \_\_\_\_  
26. \_\_\_\_  
\*29. \_\_\_\_ = \_\_\_\_  
Total: \_\_\_\_

The sum of my Burnout Questions is	And my Burnout level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

### 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	And my Secondary Traumatic Stress level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

## 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.

If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 23, 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. (Alpha scale reliability 0.88)

### 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.

If your score is below 23, this probably reflects positive feelings about your ability to be effective in your work. If you score above 41, 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. (Alpha scale reliability 0.75)

### 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.

If your score is above 41, 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. (Alpha scale reliability 0.81)

# SAFETY: Social Connections

Chat your questions / comments  
or Text to (213) 305 - 3553

## YOUR CIRCLE of Support – What You Have

Name: \_\_\_\_\_ Date: \_\_\_\_\_







## 3 Ways to Create Psychological Safety - 4m 21sec

<https://www.youtube.com/watch?v=jbLjdFqrUNs>



# Step One: Take Stock

**1**  
**Track your Stress**

at home and at work

# Step 2 Enhance Self Care and Balance Work/Life



Dr. Maya Angelou: "Be a Rainbow in Someone Else's Cloud"  
<https://youtu.be/IgTFhijrXgQ>

1m 52sec



# Step

## Resiliency through Relaxation Training and Stress Reduction Techniques



# UCLA MARC Free Guided Meditations

## <https://www.uclahealth.org/marc/mindful-meditations>

UCLA Health | myUCLAhealth | School of Medicine | Translate

Search this site... Q

**UCLA Health** UCLA Mindful Awareness Research Center

About MARC | Classes and Events | Facilitating Mindfulness | Free Programming & Resources | Free Guided Meditations | Subscribe to Our Newsletter

## Free Guided Meditations

Free Guided Meditations  
Getting Started  
Guided Meditations  
Health and Wellness Meditations  
Weekly Podcast at the Hammer

Home > Free Guided Meditations > Guided Meditations

### Guided Meditations

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**LISTEN TO THE PODCAST**

For an introduction to mindfulness meditation that you can practice on your own, download the [UCLA Mindful App \(iTunes / Google Play\)](#), stream, or download the guided meditations below. Recorded by UCLA MARC's Director of Mindfulness Education, Diana Winston.

For a more in-depth class experience, see our 6-week [online classes](#)

Download the [UCLA Mindful App \(iTunes / Google Play\)](#)

To stream: click the "Play" button

To download: right click the "Play" button and then click "Save Link As"

To download: right click the "Play" button and then click "Save Link As"

**ENGLISH:**


Breathing Meditation (5 mins)	<a href="#">Play</a>	<a href="#">Transcript</a>
Breath, Sound, Body Meditation (12 mins)	<a href="#">Play</a>	<a href="#">Transcript</a>
Complete Meditation Instructions (19 mins)	<a href="#">Play</a>	<a href="#">Transcript</a>
Meditation for Working with Difficulties (7 mins)	<a href="#">Play</a>	<a href="#">Transcript</a>
Loving Kindness Meditation (9 mins)	<a href="#">Play</a>	<a href="#">Transcript</a>
Body and Sound Meditation (3 mins)	<a href="#">Play</a>	<a href="#">Transcript</a>
Body Scan Meditation (3 mins)	<a href="#">Play</a>	<a href="#">Transcript</a>
Body Scan for Sleep (13 mins)	<a href="#">Play</a>	<a href="#">Transcript</a>

**ESPAÑOL:**

Meditación Básica (5 mins)	<a href="#">Reproducir</a>	<a href="#">Transcripción</a>
Meditación comiendo (8 mins)	<a href="#">Reproducir</a>	<a href="#">Transcripción</a>
Meditación de bondad amorosa (9 mins)	<a href="#">Reproducir</a>	<a href="#">Transcripción</a>
Meditación completa (14 mins)	<a href="#">Reproducir</a>	<a href="#">Transcripción</a>

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All meditations by MARC's Director for Mindfulness Education, Diana Winston; Spanish versions by Eric Lopez Ph.D.



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# Mindful Meditation Moment

UCLA Mindful Awareness Research Center

<https://www.uclahealth.org/marc/mindful-meditations>

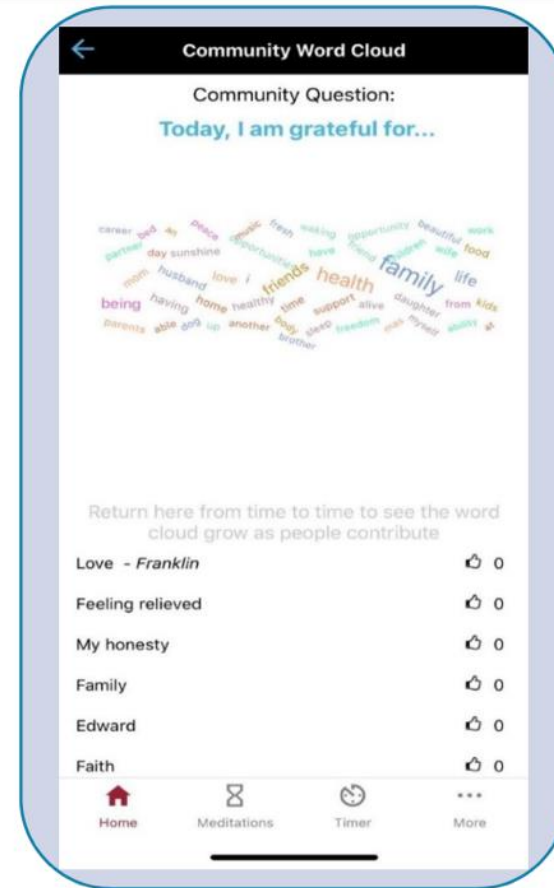
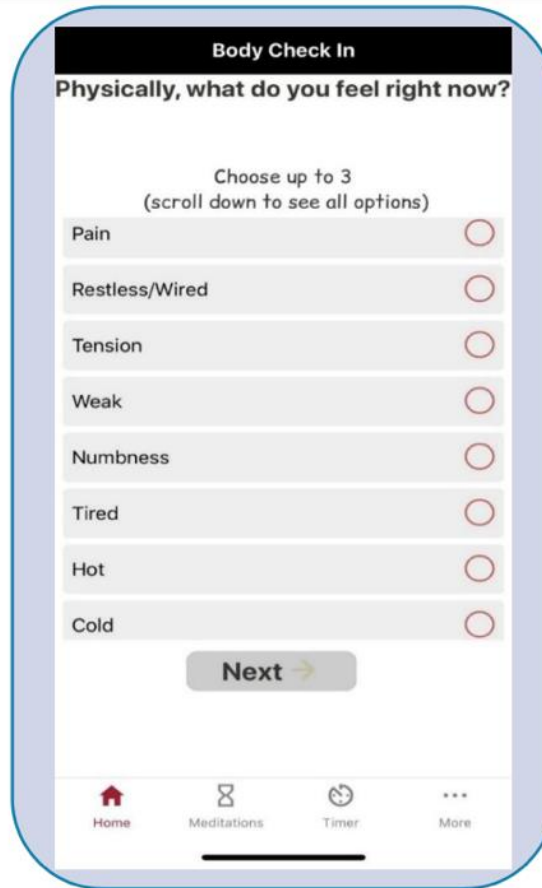
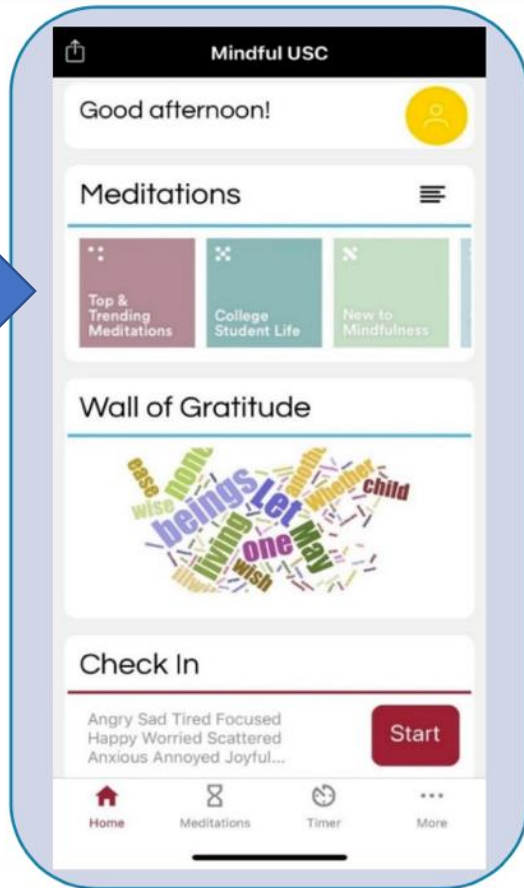


**Diana Winston**  
Director of Mindfulness Education

2m 44sec



Includes 7) 2-minute meditations which you can download on your phone offline



Step

4  
Commit



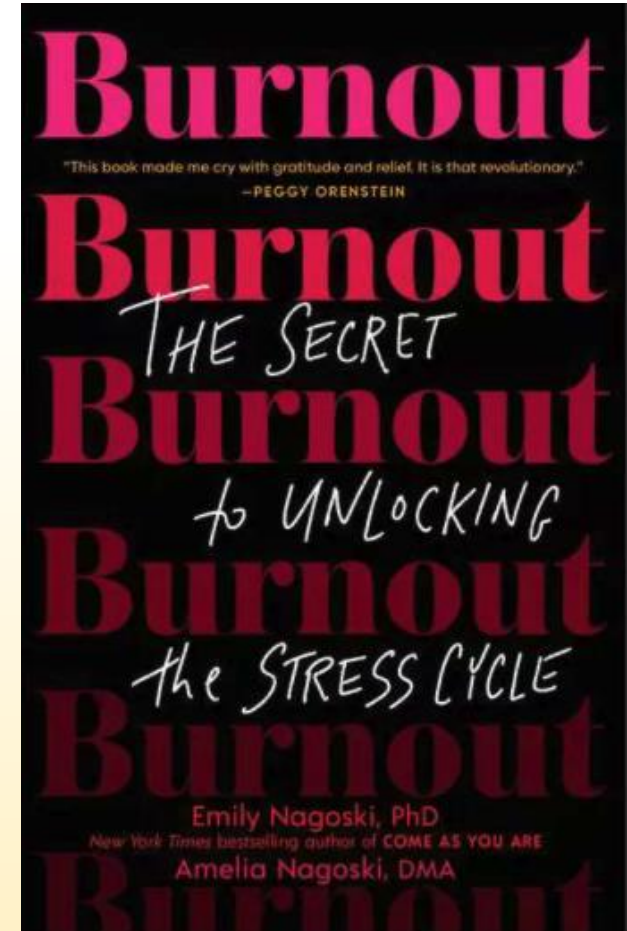
# Importance of Completing the Stress Cycle

Emily & Amelia Nagoski, “Burnout”

## 7 Ways to complete the Stress Cycle:

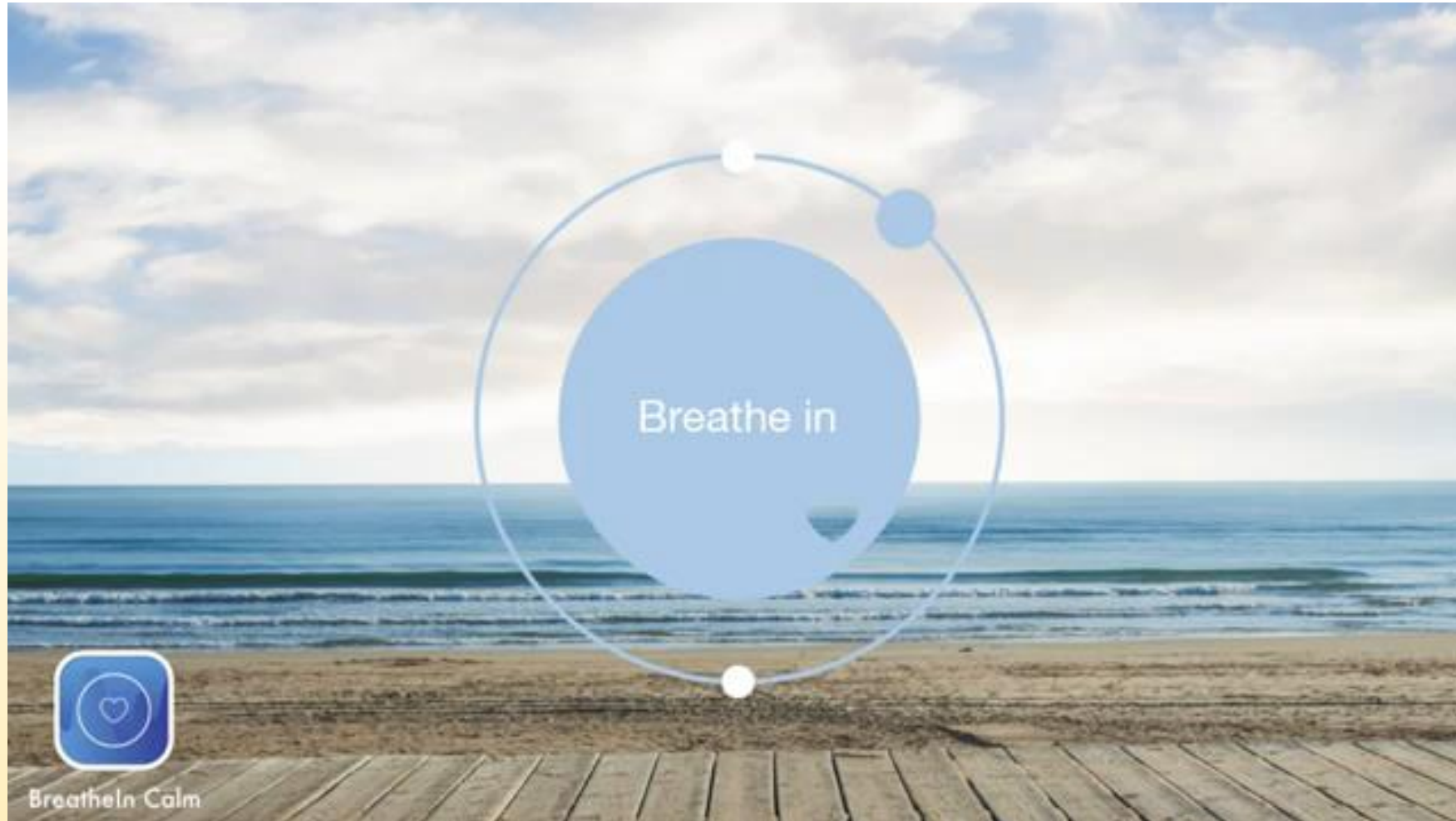
1. Physical activity
2. Breathing
3. Positive social activity
4. Real laughter
5. Affection
6. A big cry
7. Positive creative expression

- <https://brenebrown.com/podcast/brene-with-emily-and-amelia-nagoski-on-burnout-and-how-to-complete-the-stress-cycle/>
- [https://www.ted.com/talks/emily\\_nagoski\\_and\\_amelia\\_nagoski\\_the\\_cure\\_for\\_burnout\\_hint\\_it\\_isn\\_t\\_self\\_care?language=en#t-642342](https://www.ted.com/talks/emily_nagoski_and_amelia_nagoski_the_cure_for_burnout_hint_it_isn_t_self_care?language=en#t-642342)



# breathe

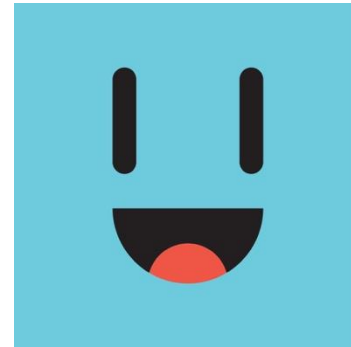
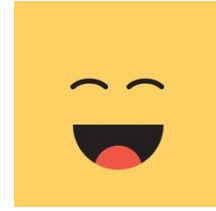
[https://www.youtube.com/watch?v=9tOJZQhO\\_Uw](https://www.youtube.com/watch?v=9tOJZQhO_Uw)



# smile

Even a fake smile can change your mood

- Releases neurotransmitters to encourage an emotionally positive state  
- F. Marmolejo-Ramos, PhD
- Can increase levels of hormones like dopamine and serotonin  
- Isha Gupta, Neurologist
- AND can change the mood of people who see you smile




# More Resources on Mindfulness and Happiness

- UCLA Mindful Awareness Research Center:  
<https://www.uclahealth.org/marc/about-marc>
- Berkeley Greater Good Science Center:  
[https://ggsc.berkeley.edu/what\\_we\\_do/event/the\\_science\\_of\\_happiness](https://ggsc.berkeley.edu/what_we_do/event/the_science_of_happiness)
- Yale Good Life Center: <https://www.yaleglc.com/>
  - Free online course: Science of Wellbeing:  
<https://www.coursera.org/learn/the-science-of-well-being>
- Harvard Wellbeing: <https://wellness.huhs.harvard.edu/your-wellbeing>



# HOW TO INCORPORATE EMPATHY AT WORK

- 
1. CREATE A CULTURE OF TEAMWORK
  2. ACCEPT PEOPLE AS THEY ARE
  3. BE TRANSPARENT + AUTHENTIC
  4. CHOOSE AN ATTITUDE OF GRATITUDE
  5. ASK QUESTIONS
  6. PRIORITIZE LISTENING
  7. DON'T MAKE IT ABOUT YOU

## **National Suicide Prevention Lifeline:**

- **1-800-273-TALK (8255)**
- Veterans: Press 1 or TEXT 838255
- Para Español: oprima el numero 2

## **Crisis Text Line (24/7):**

- **Text LA to 741741**

## **DMH Warmline: (800) 854-7771**

- **Ext 1: Access Center**
- **Ext 2: Emotional Support**
- **Ext 3: Veteran Peer Access Network (VPAN) Warmline**

## **CLUE (Clergy and Laity United for Economic Justice) - Spiritual Care Hotline:**

- **(213) 477-7468**
- Available: Mon-Fri, 12pm to 8pm

## **LAUSD Student and Family Wellness Hotline**

- **213-241-3840**
- Mon-Fri, 8am-5pm

## **Teen Line:**

- **Text TEEN to 839863 ( 6-9pm PST)**
- **1-800-TLC-TEEN (6pm-10pm PST)**

**Trevor Project (24/7):** <https://www.thetrevorproject.org/about/>

- **1-866-488-7386**

## **Trans Lifeline**

- **1-877-565-8860**
- Available 7am-1am

## **LGBT National Hotline**

- **1-888-843-4564**

## **VA- Greater Los Angeles**

- **1-800-273-8255 (Press 1) or text 838255**

## **The Marine Corps DSTRESS Line (24/7):**

- **1-877-476-7734**

## **Rocky Mountain MIRECC for Suicide Prevention**

- **[www.mirecc.va.gov/visn19/consult](http://www.mirecc.va.gov/visn19/consult)**
- **SRMconsult@va.gov**

## **Combat Call Center**

- **1-800-9278387**

## **Disaster Distress Helpline**

- **1-800-985-5990**
- **Available 24/7, 365-day-a-year**





### MY3

- Create a support system
- Build a safety plan
- Access Important Resources



### Breathe2Relax

- Stress management
- Breathing exercises



### Teen Talk

- Chat
- Peer-to-peer
- Only I-Phone



### Youth Yellow Pages

- Resources in Southern CA
- Helps connect teens with resources



### **Mindful USC**

- Guided meditation
- Track progress
- Community word cloud



### **UCLA Mindful**

- Basic meditation
- English & Spanish
- Videos
- Weekly Podcast



### **Headspace**

- Guided meditations
- Available on Netflix



### **Virtual Hope Box**

- Distraction
- Inspiration
- Relaxation
- Coping Skills



<https://youtu.be/6fnLKyRJsrs>

# Thank you!

Daphne Quick-Abdullah, MS  
Lisa Schoyer, MFA

LACDMH  
Family and Community Partnerships

Contact Us:  
[FCPTrainings@dmh.lacounty.gov](mailto:FCPTrainings@dmh.lacounty.gov)