



**Burn out or Shine! Provide Quality  
Care and Enhance Your Quality of  
Life**









# Career Satisfaction

How to SHINE!



# Definition Burnout

Burnout is a response to negative work environment triggers such as workload resulting in the inability to achieve work goals.

- Gradual wearing down
- Negative consequences



# Definition of Compassion Fatigue

“A heavy heart, a debilitating weariness brought about by repetitive, empathetic responses to pain and suffering in others”

(LaRowe, 2005, p. 21).



# The Shine Study

What provides caregivers with career satisfaction?

Tell me about moments in your career when you were satisfied you had chosen the “right” career.

Sample – over 100 narratives

Data – stories of moments

Analysis – multi-level, multi-angle thematic analysis using three points of reference

# How to Shine....

1. Create meaningful connections
2. Provide optimal quality of care
3. Seeing people through their situation

The result is reduced compassion fatigue

# Theme 1- Meaningful Connection

“Connecting with a patient through something is my greatest reward” (Julie).

“It keeps me functioning effectively when I remember that we are all essentially the same” (Sophie).



# Connecting Through Affirming the Value of

No matter how  
debilitated, disfigured,  
confused, or troubled  
YOU still matter.





# Connecting Moments

A shared smile.

A caring glance.

A slowed step.

A touch more gentle than it  
needs to be.

Times of connection  
integrated into the ordinary  
moments of a caregivers'  
day.





# Seeing the Shine

Every pebble,  
No matter how chipped  
and broken,  
Potentially contains,  
A dusting of gold.



## Theme 2 – Meeting Care Challenges with Quality Care

“I don’t have to look far every day to see my purpose in life. It is right in front of me”  
(Maureen).

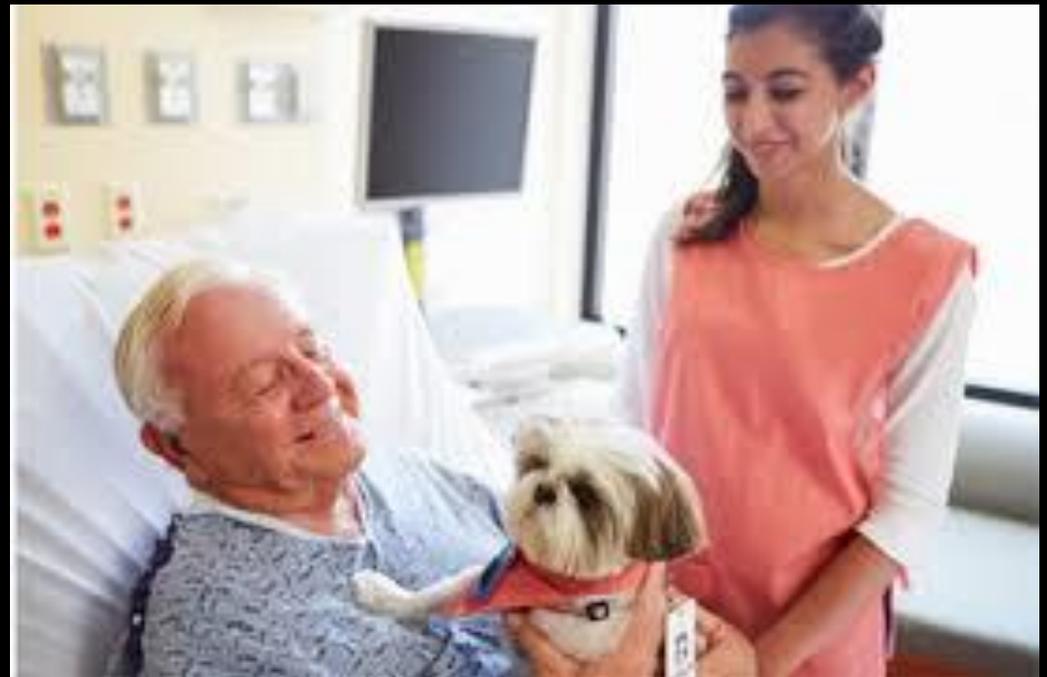
“What other professional daily confronts the real essence of living – relating to another person” (Jackie)?





You alone know what  
you need.  
All I need to do is ask....

It is probably something  
quite small,  
That I can do with great  
love,  
And change your life.



# Meeting Care Challenges by Shielding Dignity





# Dignity

Only you know what dignity means to you.  
I am yours, here to meet your needs, as you  
define them.

I doing so I offer you what you really desire.  
I could never guess what is right for you

# Providing Quality Care by Enabling Hope

*I help people see they  
have possibilities for the  
future, even in tragic  
circumstances.*



Hope is an anchor  
for the soul



# Hope is to Life

Hope.

Without it what is life?

Desolate, onerous,  
unthinkable.

Hope.

With it what is life?

Bearable, promising,  
possible.



# Providing Quality Care by Helping Others Find Meaning

*It is professionally  
satisfying to assist  
patients and families  
with the seemingly  
impossible.*





# Making Meaning

From sadness may  
spring joy.

From hopelessness  
may come hope.

From disharmony may  
appear peace.

Anguish may melt into  
harmony

Discord may change  
into melody.



# Theme 3 – Seeing People Through Their Situation/Journey

Caregivers who reported professional fulfillment shared a belief that no matter how difficult things became they would never abandon their patients and their families.





# Nothing is Everything

Caring involves being  
Rather than doing.

Sometimes,  
Doing nothing  
Is  
Doing everything.



# Discussion/Implications

1. Acknowledging times when a difference is made.
2. Encouraging caregivers to share their stories of positive moments in their work days.



3. Providing time and opportunity for caregivers to establish connections.

4. Reassuring new caregivers that connection is appropriate.



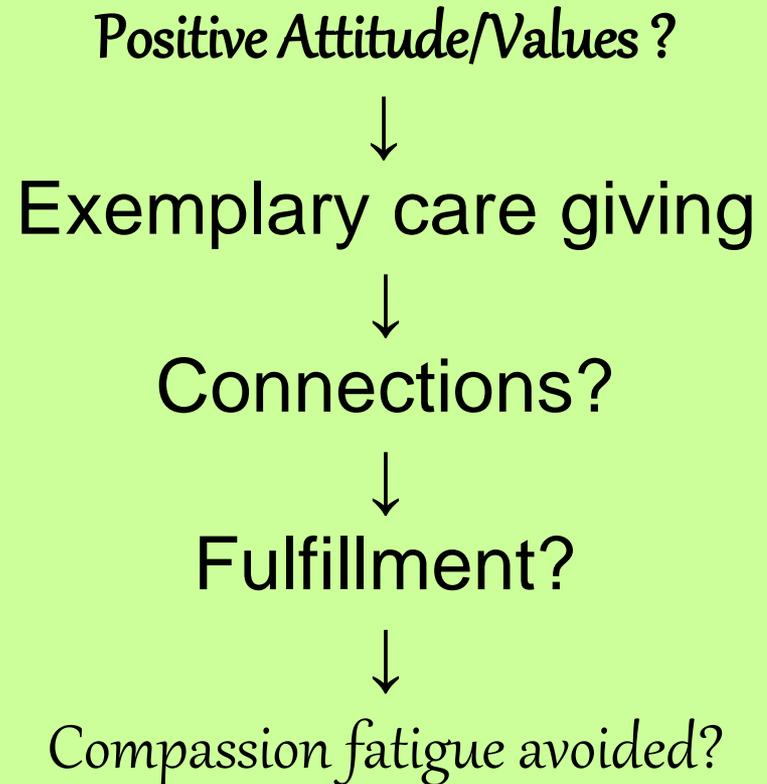
# Discussion

How can we encourage meaningful patient-caregiver moments of connection?



# Beginning Model of Career Satisfaction

It seems there is something within the lived experience of exemplary caregivers that facilitates the avoidance of compassion fatigue.



# Cycle of Connection?





# The Miracle Circle

Sometimes,  
When I think about the vastness and complexity of the world,  
I am overwhelmed.  
I feel so unimportant - so insignificant.

Then, I meet you,  
And with a small gesture, lovingly given  
I make you feel valued.

The result is a miracle.  
When you feel important, so do I .  
It's so simple – it's so profound.

# See Then Through

Entwine yourselves with others, learn and grow as you share the journey through the care trajectory.



# References and Contact

LaRowe, K. (2005). Compassion fatigue: The heavy heart. Retrieved March 22, 2207, from <http://compassion-fatigue.com/index.asp?PG=55>

Perry, B. (2008). Why exemplary oncology nurses seem to avoid compassion fatigue. *Canadian Oncology Nursing Journal*, 18(2), 87-92.

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