



2021 NCODA Fall Summit

Identifying and Overcoming Patient and Caregiver Fatigue

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Oncology Social Work Role

- Biopsychosocial assessments and screen for distress – NCCN, PHQ
- Provide counseling for patients and families
- Connect to community resources
- Assist with home health and durable medical equipment
- Arrange transportation
- Navigate insurance and financial assistance
- Advanced Directives
- Facilitate family and team meetings
- Cancer support and wellness



Utilizing The Multidisciplinary Team

What if we don't have a social worker?

- Nurse Navigators
- Case Managers
- Insurance Case Managers
- Dietician
- Cancer support centers
- Volunteers
- American Cancer Society
 - 1-800-227-2345
- Cancer Care
 - 1-800-813-4673
- United Way
 - 211

Transportation

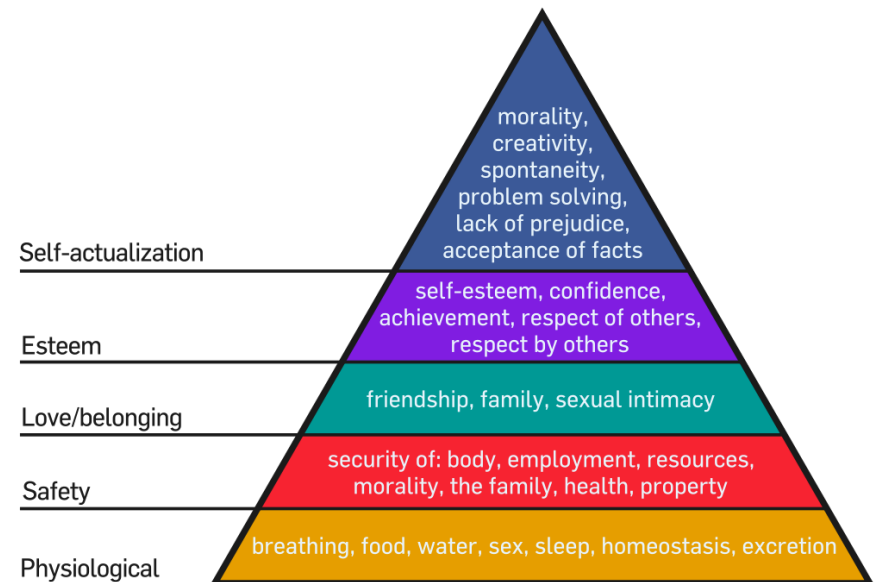
- Insurance provided – call 1-800 on insurance card
- American Cancer Society*
- Stretcher transportation
- Hospital provided transportation
- Get creative!
 - Use grant funding (local organizations, Cancer Care)
 - Ask friends, family, church community
 - Public transportation – potentially not available at this time

Social Determinates of Health

- **Economic Stability**
- **Education**
- **Access to health care**
- **Community and neighborhood**
 - Access to nutritious foods
 - Parks for exercise and recreation
- **Environmental factors**
- **Life stressors**
 - Racism, discrimination, violence

Maslow's Hierarchy of Needs

- How can we focus on cancer treatment if basic needs are not being met?
- Social workers provide intervention at every level
- When someone is “non-compliant”, explore what need is not being met.
- “Person in Environment”
 - A person is heavily influenced by their environment; therefore, their problems and issues can largely be understood by environmental influences



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- *Director of Social Work and Palliative Care, Texas Oncology*

The logo for NCODA (National Council on Oral and Dysphagia Assessment) is a large, light-orange circle with a thin blue border. The letters "NCODA" are written in a bold, white, sans-serif font across the center of the circle.

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A decorative horizontal bar at the bottom of the slide, consisting of three segments: a blue segment on the left, a dark blue segment in the middle, and an orange segment on the right.

What happens when there just isn't enough?

- Emotional Exhaustion
- Mental Exhaustion
- Isolation
- Depersonalization (symptoms disconnected from real causes)
- Reduced sense of personal accomplishment or meaning in work
- Physical Exhaustion



Compassion Fatigue vs Burnout

Compassion Fatigue

Also called “vicarious traumatization” or secondary traumatization (Figley, 1995).

The physical, emotional, and psychological impact of helping others who are experiencing stress or traumatic events.

Compassion Fatigue can occur due to exposure on one case or can be due to a “cumulative” level of trauma.

Burnout

Cumulative process marked by emotional exhaustion and withdrawal associated with increased workload and institutional stress, NOT trauma-related.

Can be exacerbated by loss of economic security or diminished control

Compassion Fatigue (CF)

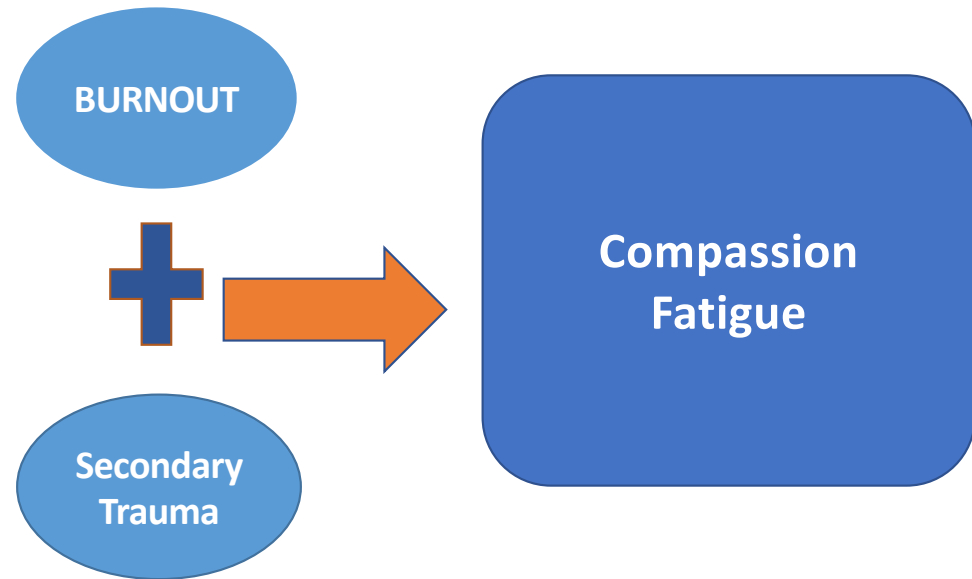
Awareness is Key: Know the signs and symptoms

- Intrusive imagery
- Difficulty Concentrating
- Feeling discouraged about the world
- Hopelessness
- Exhaustion and irritability

Professional hazard, it is the “cost of caring” (Figley,1982)

Factors that can affect how CF will impact you:

- Current life circumstances
- Your history
- Coping style
- Personality type



Professional Quality of Life [Scale](#) (ProQOL)

EMOTIONAL PPE

Personal or organizational tools established and implemented to protect the emotional and psychological well being and resiliency of health care workers



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Stress Activation Personal/ Professional



- **Stressor Combined with a perception (brains neuroception) results in Stress or autonomic nervous system activation**

Stress Activation

- **Faster Breathing**
- **Tightness in chest or belly**
- **Faster heart rate**
- **Nausea**
- **Dry mouth**
- **Clenched jaw**
- **Sweaty palms**
- **Dizziness**
- **Reduced visual field/tunnel**
- **Hair standing on end**
- **Losing bladder/bowel control**
- **Rumination/looping thoughts**
- **Anxiety/panic**
- **Impatience, irritation, rage**
- **Sadness**
- **Shame**
- **Overwhelm**

Tolerance

- We leave our ability to tolerate stress when there is a lack of integration between left and right brain
- Corporate left-brain overload with a lack of attention on body sensation and need
- Any event that creates a neuroception of challenge or threat

Beyond Tolerance

Logic

Language

Linear

Literal

Abilities degrade

Regain Tolerance

- Focus on body sensation and emotion
- Step back with nonjudgmental acceptance without need to be different
- Change of perspective

Burnout on any level

- Is a mind body reaction
- Awareness allows right and left-brain integration
- Right brain body sensation can rebalance
- Left brain logic alone will not allow recovery from Right brain stress activation





Surviving and Succeeding:
Elevating the Standard of Patient Care in
Medically Integrated Oncology Practices



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