

# 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 <u>last 30 days.</u>

3=Somotimos

1=Novor

2=Daroly

5=VorvOfto

1=Often

1=Never	2=Rarely	3=Sometimes	4=Otten	5=VeryOtten
1. I am happy.				
2. I am preoccu	pied with more thar	n one person I [help].		
3.   get satisfact	ion from being able	to [help] people.		
4. I feel connec	ted to others.			
5. I jump or am	startled by unexpec	cted sounds.		
6. I feel invigor	ated after working w	vith those I [help].		
7. I find it difficu	It to separate my pe	ersonal life from my life	as a [helper].	
		ecause I am losing slee	p over traumatic e	experiences of a
person I [help	o].			
9. I think that I n	night have been affe	ected by the traumatic s	tress of those I [he	lp].
10. I feel trapped	l by my job as a [he	lper].		
11. Because of m	ny [helping], I have	felt "on edge" about vo	rious things.	
12. I like my wor	k as a [helper].			
13. I feel depress	ed because of the t	raumatic experiences o	f the people I [hel	p].
14. I feel as thou	gh I am experiencin	g the trauma of someor	ne I have [helped]	
15. I have beliefs	that sustain me.			
16. I am pleased	with how I am able	to keep up with [helpir	ng] techniques and	d protocols.
17. I am the pers	on I always wanted	to be.		
18. My work ma	kes me feel satisfied			
19. I feel worn o	ut because of my wo	ork as a [helper].		
20. I have happy	thoughts and feelin	ngs about those I [help]	and how I could h	nelp them.
21. I feel overwh	elmed because my	case [work] load seem	s endless.	
22. I believe I ca	n 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].

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- \_\_\_\_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.

## 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)

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#### 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)

#### 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 then up you can find your score on

the table to the right.

3 6 12 16 18	The sum of my Compassion Satisfaction questions is	And my Compassion Satisfaction level is
20 22.	22 or less	Low
22 24 27	Between 23 and 41	Moderate
30 Total:	42 or more	High

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#### **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 = *4 = 8 = 10 = *15 =	The sum of my Burnout Questions is	And my Burnout level is
* 17= 19=	22 or less	5
21= 26=	Between 23 and 41	Moderate
*29=	42 or more	High

1. "I am happy" tells us more about Total:

You Wrote	Change to	The effects of helping
	5	when you are not
2	4	happy
3	3	so you
4	2	reverse the score
5	1	

#### **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 then up you can find your score on the table to the right.

2 5 7 9 11 13	The sum of my Secondary Trauma questions is	And my Secondary Traumatic Stress level is	
14	22 or less	Low	
23 25 28.	Between 23 and 41	Moderate	
Total:	42 or more	High	

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