

SECTION 8: THE PROQOL TEST AND HANDOUT 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 <i>[help]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 3. | I get satisfaction from being able to <i>[help]</i> 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 <i>[help]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 7. | I find it difficult to separate my personal life from my life as a <i>[helper]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 8. | I am not as productive at work because I am losing sleep over traumatic experiences of a person I <i>[help]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 9. | I think that I might have been affected by the traumatic stress of those I <i>[help]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 10. | I feel trapped by my job as a <i>[helper]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 11. | Because of my <i>[helping]</i> , I have felt "on edge" about various things. | | | |
| _____ | _____ | _____ | _____ | _____ |
| 12. | I like my work as a <i>[helper]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 13. | I feel depressed because of the traumatic experiences of the people I <i>[help]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 14. | I feel as though I am experiencing the trauma of someone I have <i>[helped]</i> . | | | |
| _____ | _____ | _____ | _____ | _____ |
| 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.
- _____

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.

The average score is 50 (SD 10; alpha scale reliability .88). About 25% of people score higher than 57 and about 25% of people score below 43. If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 40, 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.

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.

The average score on the burnout scale is 50 (SD 10; alpha scale reliability .75). About 25% of people score above 57 and about 25% of people score below 43. If your score is below 18, this probably reflects positive feelings about your ability to be effective in your work. If you score above 57 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.

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.

The average score on this scale is 50 (SD 10; alpha scale reliability .81). About 25% of people score below 43 and about 25% of people score above 57. If your score is above 57, 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.

WHAT IS MY SCORE AND WHAT DOES IT MEAN?

In this section, you will score your test and then you can compare your score to the interpretation below.

To find your score on **each section**, total the questions listed on the left in each section and then find your score in the table on the right of the section.

Compassion Satisfaction Scale:

3. ____

6. ____

12. ____

16. ____

18. ____

20. ____

22. ____

24. ____

27. ____

30. ____

Total: ____

| The sum of my Compassion Satisfaction questions | So My Score Equals | My Level of Compassion |
|---|--------------------|------------------------|
| 22 or less | 43 or less | Low |
| Between 23 and 41 | Around 50 | Average |
| 42 or more | 57 or more | High |

Burnout Scale:

*1. ____ = ____

*4. ____ = ____

8. ____

10. ____

*15. ____ = ____

*17. ____ = ____

19. ____

21. ____

26. ____

*29. ____ = ____

| The sum of my Burnout Questions | So My Score Equals | My Level of Burnout |
|---------------------------------|--------------------|---------------------|
| 22 or less | 43 or less | Low |
| Between 23 and 41 | Around 50 | Average |
| 42 or more | 57 or more | High |

Reverse the scores for those that are starred.

0=0, 1=5, 2=4, 3=3, 4=2, 5=1

Total: ____

Secondary Trauma Scale:

2. _____

5. _____

7. _____

9. _____

11. _____

13. _____

14. _____

23. _____

25. _____

28. _____

Total: _____

| The sum of my Secondary Traumatic Stress questions | So My Score Equals | My Level of Secondary Traumatic Stress |
|--|-----------------------|---|
| 22 or less | 43 or less | Low |
| Between 23 and 41 | Around 50 | Average |
| 42 or more | 57 or more | High |