



# Impact of a Provider Resiliency Program in an Army Burn Center



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## Introduction

- Compassion Fatigue is defined as “the emotional residue or strain of exposure to working with those suffering from the consequences of traumatic events.”
- The US Army Institute of Surgical Research (USAISR) Burn Center provides care for burned combat casualties and civilians.
- Observed psychological symptoms in the ISR Burn Center staff is believed to be compassion fatigue.
- A Process Improvement Project was developed to assess the impact of caring for burn patients

## Demographics Of Burn Center Staff

- Occupation:
  - Nurses - 53%
  - Physicians - 5%
  - Other - 42%
- Work status:
  - Military - 34%
  - Civilian - 21%
  - Contractor - 45%
- Workplace:
  - ICU - 39%
  - Progressive care unit - 25%
  - Burn clinic - 5%
  - Other - 31%
- Duration of employment:
  - 1 month to 15 years
  - Mean - 2.8 years

## Process

- The Professional Quality of Life (ProQOL IV) questionnaire was administered twice: at the beginning of PI project and one year later
- USAISR ProQual IV scores were compared to Great Plains Regional Medical Center (PRMC) and Army Medical Command (MEDCOM) scores

## Instrument

### ProQOL IV:

- Timeframe is a 30 day recall
- 30 item questionnaire
- 6 level Likert scale (never to very often)
- Consist of three discrete scales:
  - Compassion Satisfaction
  - Burnout
  - Compassion Fatigue
- All 3 scores range from 0 to 50
- Cut off scores:
  - > 33 for Compassion Satisfaction (higher scores are better)
  - => 25 for Burnout (higher scores are worse)
  - =>17 for Compassion Fatigue (higher scores are worse)

## Conclusions

- The ISR Burn Staff have similar rates of Compassion Satisfaction as GPRMC and MEDCOM
- The higher rate of Burnout and Compassion Fatigue ISR staff may be related to the intensity of taking care of burn patients
- Future studies should focus on individual response to interventions over time

## Results

Table 1. CS, BO, CF Rates in ISR Burn Center Staff at year 1, 2, and both years

	Year 1 (n = 234)	Year 2 (n = 193)	Both years (n = 70)
Compassion Satisfaction (CS)	74%	72%	70%
Burnout (BO)	29%	24%	21%
Compassion Fatigue (CF)	30%	28%	34%

Table 2. Mean and Standard Deviation of CS, BO, CF scores on Pro Qual IV across time

	Year 1 (n = 234)	Year 2 (n = 193)	Both years (n = 70)
Compassion Satisfaction (CS)	38, 8	38, 8	38, 8
Burnout (BO)	21, 8	20, 7	20, 8
Compassion Fatigue (CF)	14, 9	13, 8	13, 9

Table 3. Comparison of ProQual Scores between USAISR, GPRMC, and MEDCOM

