

Compassion Satisfaction and Fatigue Subscales – Revision III  
PROFESSIONAL QUALITY OF LIFE

Helping others puts you in direct contact with other people's lives. As you probably have experienced, your compassion for those you help has both positive and negative aspects. Consider each of the following questions about you and your current situation. Write in the number that honestly reflects how frequently you experienced these characteristics in the last 30 days.

0=Never 1=Rarely 2=A Few Times 3=Somewhat Often 4=Often 5=Very Often

- \_\_\_\_\_ 1. I am happy.
- \_\_\_\_\_ 2. I am preoccupied with more than one person I help.
- \_\_\_\_\_ 3. I get satisfaction from being able to help 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 help.
- \_\_\_\_\_ 7. I find it difficult to separate my personal life from my life as a helper.
- \_\_\_\_\_ 8. I am losing sleep over a person I help's traumatic experiences.
- \_\_\_\_\_ 9. I think that I might have been "infected" by the traumatic stress of those I help.
- \_\_\_\_\_ 10. I feel trapped by my work as a helper.
- \_\_\_\_\_ 11. Because of my helping, I have feel "on edge" about various things.
- \_\_\_\_\_ 12. I like my work as a helper.
- \_\_\_\_\_ 13. I feel depressed as a result of my work as a helper.
- \_\_\_\_\_ 14. I feel as though I am experiencing the trauma of someone I have helped.
- \_\_\_\_\_ 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. Because of my work as a helper, I feel exhausted.
- \_\_\_\_\_ 20. I have happy thoughts and feelings about those I help and how I could help them.
- \_\_\_\_\_ 21. I feel overwhelmed by the amount of work or the size of my caseload I have to deal with.
- \_\_\_\_\_ 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 plan to be a helper for a long time.
- \_\_\_\_\_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 an unduly sensitive person.
- \_\_\_\_\_30. I am happy that I chose to do this work.
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**SELF-SCORING DIRECTIONS (REVISED 7/12/03)**

1. Be certain you respond to all items.
2. On some items the scores need to be reversed. Next to your response write the reverse of that score. (i.e. 0=0, 1=5, 2=4, 3=3) Reverse the scores on these 5 items: 1, 4, 15, 17 and 29  
0 is not reversed as its value is always null.

3. Mark the items for scoring:

- a. Put an x by the following 10 items: 3, 6, 12, 16, 18, 20, 22, 24, 27, 30
- b. Put a check by the following 10 items: 1, 4, 8, 10, 15, 17, 19, 21, 26, 29
- c. Circle the following 10 items: 2, 5, 7, 9, 11, 13, 14, 23, 25, 28

4. Add the numbers you wrote next to the items for each set of items. Note scores in table below.

	High	Average	Low
Compassion Satisfaction (items marked by "x")	41+	40-33	32-
Burnout (items marked by check)	28+	27-20	19-
Compassion Fatigue (circled items)	17+	16-9	8-

Note: Research is ongoing on this scale. The scores above should be used as a guide, not confirmatory data.

Look at the combination of scores and determine in which category your profile fits.

**Low** Burnout, **Low** Compassion Fatigue, **High** Satisfaction:

**Enjoy Your Job!**

**High** Burnout, **High** Compassion Fatigue, **Low** Satisfaction:

**Change** Careers

**High** Burnout, **Low** Compassion Fatigue, **High** Satisfaction:

**Change** Jobs

**Low** Burnout, **High** Compassion Fatigue, **High** Satisfaction:

**Stay and Manage** the Emotional Toll of the Work

**Low** Burnout, **Low** Compassion Fatigue, **Low** Satisfaction:

**Change** Population Served

## **Your Scores On The ProQOL:**

### **Professional Quality of Life Screening**

For more information on the ProQOL, go to <http://www.isu.edu/~bhstamm>

Based on your responses, enter 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 your ability to be an effective caregiver in your job.

The average score is 37 (SD 7; alpha scale reliability .87). About 25% of people score higher than 41 and about 25% of people score below 32. If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 32, 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 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 23 (SD 6.0; alpha scale reliability .72). About 25% of people score above 28 and about 25% of people score below 19. If your score is below 19, this probably reflects positive feelings about your ability to be effective in your work. If you score above 28, 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.

### **Compassion Fatigue/Secondary Trauma \_\_\_\_\_**

Compassion fatigue (CF), also called secondary trauma (STS), and related to Vicarious Trauma (VT) is about your work-related, secondary exposure to extremely stressful events. For example, you may repeatedly hear stories about the traumatic things that happen to other people, commonly called VT. If your work puts you directly in the path of danger, such as being a soldier or humanitarian aide worker, this is not secondary exposure; your exposure is primary. However, if you are exposed to others' traumatic events as a result of your work, such as in an emergency room or working with child protective services, this is secondary exposure. The symptoms of CF/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 13 (SD 6; alpha scale reliability .80). About 25% of people score below 8 and about 25% of people score above 17. If your score is above 17, 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.