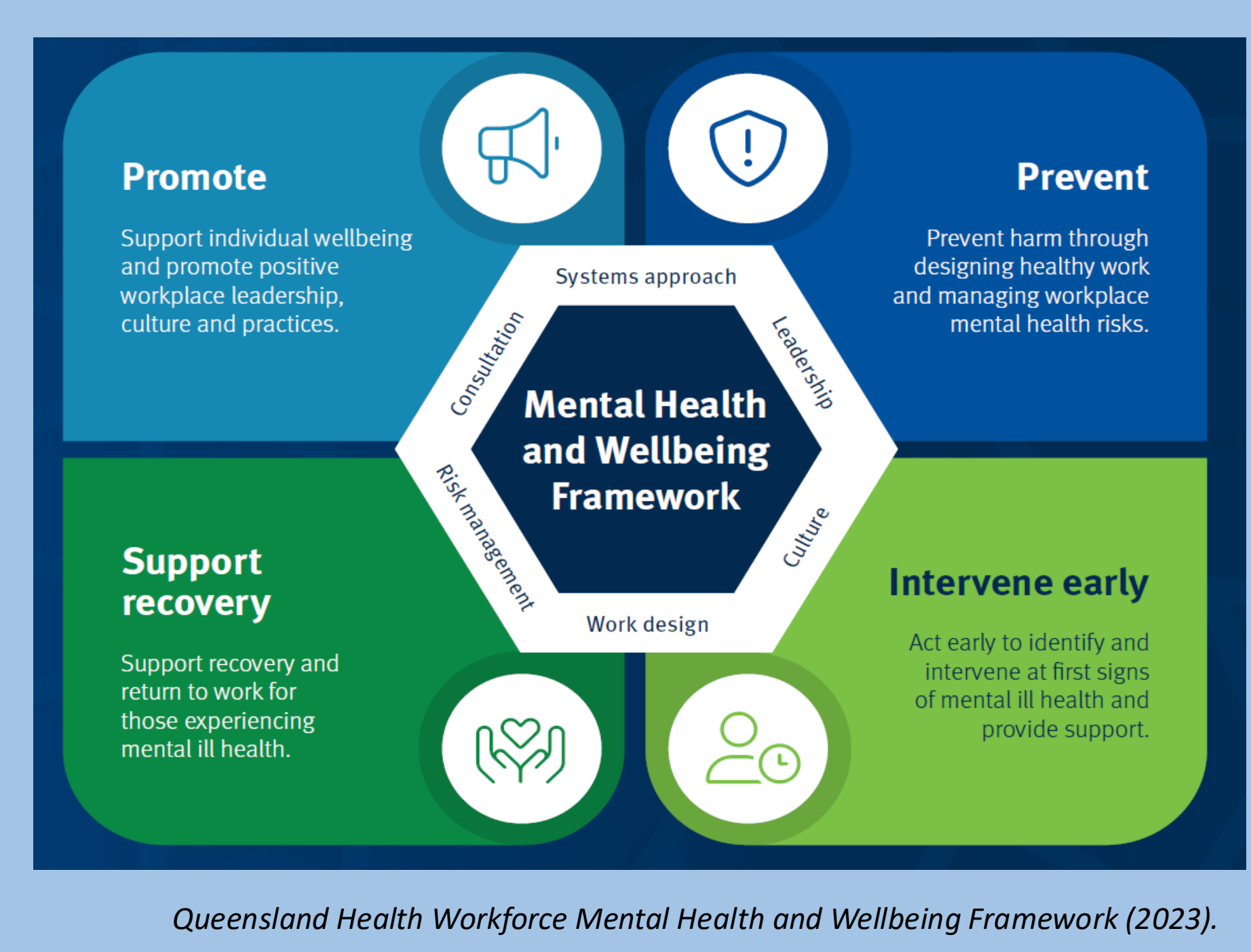


Does Helping Hurt?

Professional Quality of Life of Metro North Peer Responders

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INTRODUCTION

Metro North has 350 Peer Responders that provide Psychological First Aid (PFA) to their colleagues following exposure to psychological hazards such as high job demands, poor workplace relationships or justice, critical incidents, violence or aggression.

By providing a listening ear, Peer Responders promote safety, calm, connectedness, self-efficacy and hope.

While we know the peer support program is of benefit to those staff receiving care, prior to this study, there was a significant gap in evidence as to how this effects the staff offering the care.

OBJECTIVES

Using the Professional Quality of Life Tool (ProQoL 5) this study explores the potential risks to the Metro North Peer Responders of

- **Compassion Satisfaction:** pleasure derived from being able to do your helping job well
- **Burnout:** frustration, anger and depression related to work
- **Secondary Traumatic Stress:** feeling fear in relation to work-related primary or secondary trauma aka vicarious trauma

RESULTS

The proportion of participants reporting professional quality of life in Substantive role versus in Peer responder role

	Burnout (%)	Secondary Traumatic Stress (%)	Compassion Satisfaction (%)
QoL in Substantive role			
Low (≤22)	33 (47.8)	44 (66.7)	0
Moderate (23-41)	36 (52.2)	21 (31.8)	35 (51.5)
High (≥42)	0	1 (1.5)	33 (48.5)
QoL in Peer responder role			
Low (≤22)	59 (85.5)	61 (91.0)	0
Moderate (23-41)	10 (14.5)	6 (9.0)	33 (47.8)
High (≥42)	0	0	36 (52.2)

Note. For Burnout and Secondary Traumatic Stress, the distribution of low levels and moderate levels were compared while the distribution of moderate and high levels of compassion satisfaction were examined.



Compassion Satisfaction: No significant difference between nominal role and the Peer Responder role $t(66) = 1.459, p = .149$

Burnout: Perceived level significantly higher for nominal role than PR $t(67) = -7.065, p < .001, d = -.857$

Secondary Traumatic Stress: Perceived level significantly higher for nominal role than PR $Z = -3.284, p = .001, r = -.413$

When in their Peer Responder role, Professional Quality of Life was higher than when in their nominal role.

Helping does not hurt.

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