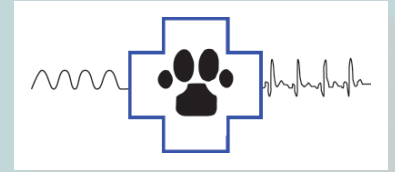


The Central Line



1st Quarter, 2011

The Animal Emergency Clinic — Puget Sound Veterinary Referral Center, PLLC

What's New?

NEW SOUTH SOUND LOCATION!

Puget Sound Veterinary Referral Center announces our **new location at Olympia Pet Emergency!** Dr. Dan Hicks is now providing **neurology services at the new location** in addition to his mobile neurology services in the South Sound. Services available at OPE include consultation, recheck exams, and minor diagnostic procedures. Complete neurology services, including MRI, continue to be available at our Tacoma facility. Beginning in April, Dr. Barbro Nordquist's service will also expand to bring **surgical consults and rechecks to the Olympia location**. Scheduling for either location is done via our Tacoma front desk at 253-474-0791.

Due to the great response from our recent Tacoma and Port Orchard CE events, we are pleased to announce plans for a **2011 CE series**. The next event is a **FREE CE in Tumwater** at the River's Edge on Wednesday, March 16th at 6pm. Topics, speakers and details are available on our website. Last minute RSVPs welcome...please email tparker@theaec.com. Tentatively, we are planning on a Puyallup CE in May, an on-site technician CE in June, and a Federal Way CE in July. As these dates draw closer more details will be available on our website.

We're here to support your patients and your practice!

Please let us know how we can help...

- Call us
- info@theaec.com
- www.theaec.com

We appreciate your referrals—we couldn't do it without you!

This month we welcome **Michelle Savigny, DVM, MS, DACVECC** and **Emmy Finley, DVM** to our practice. • **Dr. Savigny** completed vet school at Texas A&M University in 2004 and went on to complete a residency in emergency and critical care at Auburn University. After completing her residency and Master's thesis program, Dr. Savigny became board-certified by the American College of Veterinary Emergency and Critical Care in 2008. • **Dr. Finley** graduated from vet school at Colorado State University in 2007, and went on to complete a small animal medical and surgical internship at Oregon State University. We look forward to the knowledge these doctors will contribute to our ER, and welcome them to our team.

Also new this month is the availability of **arthroscopy** provided by Dr. Barbro Nordquist. This is a fantastic diagnostic and therapeutic tool—let us know if you have a patient who may benefit from this service and we'll get you in touch with Dr. Nordquist.

Employee Spotlight

Kelly Morris has been working in the customer service/veterinary field since 1995 and has been at the Animal Emergency Clinic since 2007. Since her hire, Kelly has continually delivered exceptional service to our clients and referring clinics with a smile, and is always willing to help. She enjoys working with people and their pets and finds emergency medicine exciting and rewarding.

Kelly is a native Washingtonian with an infinite love for Southern California and its beaches. She is married and has one two-legged child and two four-legged children that keep her very busy. Kelly enjoys spending time with family, friends and working with a local rescue fostering dogs.

At the end of March, unfortunately, we will say goodbye as Kelly re-locates away from the area. We are very grateful for her service and contributions over the years and wish her all the best!



Featured Non-Profit

This quarter we recognize the **Kindred Souls Foundation**, a 501(c)3 non-profit organization committed to animal welfare advocacy. Through specially designed programs, community involvement, and networking with other organizations, Kindred Souls strives to ensure all animals they work with are given the opportunity to be loved and well cared for. Board Members and Volunteers are dedicated to encouraging compassion towards all animals.

This organization's efforts are best described through their mission statement: *"Kindred Souls Foundation provides sanctuary to abandoned, abused, and neglected cats and dogs of all ages, a holistic approach to their care, and education on the rewards and responsibilities of animal companionship."* A variety of ways exist in which you can help support Kindred Souls Foundation. For more details, see www.kindredsoulsfoundation.org.

Compassion Satisfaction and Compassion Fatigue:

Carolyn La Jeunesse, DVM, CT, CCFE

The Joys and Trials of the Animal Health Care Provider

Veterinarians and their animal health care team, who provide compassionate care to clients and their animal wards, are at high risk for suffering negative psychoemotional, physical, social and spiritual/existential consequences from that work. Providing such care requires empathy. Empathy requires that we actually experience what those we are helping share with us of their experiences, their traumas, stressors, concerns and pain. Interestingly, those who are the most empathetic are at greatest risk for the stress fallout from caring for others. Of course, there are many rewards and positive experiences that result from the work we do. Loosely speaking, this positive reaction...enjoying what we do, deriving a sense of joy and satisfaction from our work, and knowing that what we do is essential...has been termed "compassion satisfaction".

First identified in 1992 as a phenomenon in caretakers working with traumatized people, the constellation of symptoms known as "Compassion Fatigue (CF)" is the end result of an accumulation of compassion stress which has not been effectively addressed. CF is sometimes confused with "burn out." Burn out has more to do with the "nuts and bolts" of practice...work schedule, time constraints, policies/procedures, administration, etc. Compassion stress is the constellation of things we feel, (and the effects those things have on us), related to the ongoing normal, but stressful, interactions with those we serve. Charles R. Figley, (the "grandfather" of CF studies) gives this explanation of CF:

"a state experienced by those helping people in distress; it is an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it is traumatizing for the helper. The helper is traumatized or suffers through their own efforts to empathize and be compassionate. Often, this leads to poor self care and extreme self sacrifice in the process of helping. Together, this leads to compassion fatigue and symptoms similar to post-traumatic stress disorder (PTSD)."¹

CF has been correlated with ethical lapses, decreased clinical competency, as well as global adverse personal symptoms. Studies² show that animal health care providers, while being at very high risk for compassion fatigue, also have potential to experience very high levels of "compassion satisfaction."

All of us know the edict "first, do no harm." Knowing that CF correlates with diminished clinical competency and ethical breaches, we all have an duty to educate ourselves and develop self-care plans to mitigate the negative consequences we experience while providing care to others. Veterinary medicine has not yet incorporated self-care requirements into its ethical guidelines, but other helping professions do³. The ProQOL⁴, a self-assessment tool to assess compassion stress and fatigue, is a place to start. A variety of other self-assessments are available, and tools available to help you sort out if what you might be experiencing is more likely to be burn out or compassion stress/fatigue. Innate resources can be drawn upon, and behaviors can be learned to increase resiliency. It will, not, however, happen without a conscious, formal and dedicated approach to your individual life/work management. In addition, counselors familiar with compassion fatigue, and compassion fatigue educators, are other professionals who can help you accurately assess and manage your work, personal life, and self-care as they relate to your overall life balance and satisfaction. Ideally, you will find joy and be effective in what you do, and enjoy the longevity in the profession that you desire.

A complex and multi-faceted area of ongoing research, this article clearly is not meant to be comprehensive, but merely a starting point for reflection on the impact your work has on you, and to provide some direction in finding and maintaining a healthy approach that will sustain a rewarding and productive work experience over time.

Carolyn (Carrie) La Jeunesse, DVM, CT, CCFE has been practicing as a companion animal veterinarian, primarily in the area of emergency and critical care, for 27 years. She holds a Certificate in Grief Counseling and Thanatology. She is in private practice as a Certified Thanatologist (Death, Dying and Bereavement), and as a Certified Compassion Fatigue Educator. Carrie also serves as a consultant, bereavement facilitator and spiritual director. She speaks and presents workshops internationally on topics related to grief, loss, spirituality and compassion fatigue, particularly as they relate to veterinary medicine and the human-animal bond.



Carrie can be reached at carrie_lajeunesse@gmail.com or 360.731.0493.

¹ Compassion Fatigue: An Expert Interview with Charles R. Figley, MS, PhD, Posted 10/17/2005, Medscape.com

² Humane Society of the United States (HSUS) 2003-2004

³ Standards of Self Care Guidelines: Green Cross Academy of Traumatology. www.greencross.org

⁴ www.proqol.org/ProQol_Test.html