Meet-the-Expert Webinar: How to Avoid Burnout

Thursday, October 15, 2020
5:00-6:00 p.m. ET
Webinar Agenda

5:00-5:10 p.m. ET Overview: Welcome and Introductions
5:10-5:25 p.m. ET 1st Presentation – Dr. Bauman
5:25-5:40 p.m. ET 2nd Presentation – Dr. Close
5:40-5:55 p.m. ET Question and Answer Session
5:55-6:00 p.m. ET Closing Remarks
How to Submit Questions

• Click the “Q&A” icon located on your Zoom control panel

• Type your question in the Q&A box, then click “Send”

• All questions will be answered in the Question & Answer session at the end of the webinar (as time permits)
Webinar Faculty

Glenn Bauman, MD, FRCPC – University of Western Ontario

Julia Close, MD – University of Florida Health

Priscila Gonçalves, MD, – Regeneron
Definition
"Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions: 1) feelings of energy depletion or exhaustion; 2) increased mental distance from one’s job, or feelings of negativism or cynicism related to one's job; and 3) reduced professional efficacy. Burnout refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life."
FIGURE 1. Personal and professional repercussions of physician burnout.
Measuring the Issue

FIGURE 1. Burnout (A) and satisfaction with work-life integration (WLI) (B) by specialty, 2017, 2014, and 2011.
Triple Aim to Quadruple Aim

The IHI Triple Aim

- Population Health
- Experience of Care
- Per Capita Cost

Quadruple Aim

- Patient Experience
- Population Health
- Care Team Well-Being
- Reducing Costs
Civility and respect
Safety
Leaders
Strategic priority

Culture of Wellness

The Five Fundamentals of Civility for Physicians:

initiating an important conversation — series introduction

by Michael Kaufmann, MD
OMA Physician Health Program

http://php.oma.org/well-being/civility/
Taking care of each other - empathy

“Could a greater miracle take place than for us to look through each other’s eyes for an instant?”

– Henry David Thoreau

https://www.youtube.com/watch?v=Xytn4fuxok4
“Road to wellness” - Years 1-2

**Culture of Wellness**

- Strategic Plan – not just a “checkbox”
- Leadership endorsement
- Wellness committee
  - MDs, Trainees, Staff, LHSC and Schulich reps
- Regular grand rounds on wellness topics
- Collaboration
- Policy development
- Physician Lead
Efficiency of Practice

“Health care organizations must embrace their responsibility to build an efficient practice environment and to foster a culture of wellness while also supporting physicians’ efforts to improve their own resilience. This model in no way relieves physicians of their own professional obligation.”


Moral Injury
Efficacy of Intervention

Organization

Individual
Joy In Work

the feeling of success and fulfilment that results from meaningful work...

Joy in work is more than just the absence of burnout or an issue of individual wellness; it is a system property

It is generated (or not) by the system and occurs (or not) organization-wide..

Institute for Healthcare Improvement
Joy in Work – Link to Quality and Safety
Introducing JIY – What matters to you?
Joy in Work – What gets in your way

Pebbles
• Problems with solutions
• Simple or complicated
• “We need another WOW”
  • Action plan/map

Boulders
• Dilemmas
• Complex/wicked
• “Not enough space”
  • Strategy
Personal Resiliency

Necessary

The profession
The work
Life

...but not sufficient
“Road to wellness” - Years 1-2

Personal Resilience

• Wellness resources
  – Wellness manual
  – “Stop Physician Burnout” book
• Meditation retreat
• Meditation and leadership course
• Faculty Lunches
• Narrative medicine
• Grand Rounds/workshops
• Fountains
If Every Fifth Physician Is Affected by Burnout, What About the Other Four? Resilience Strategies of Experienced Physicians
Julika Zwack, PhD, and Jochen Schweitzer, PhD

Job related sources of Gratification
Practices and routines
Useful attitudes
YOU CAN be a Happy MD

https://www.thehappymd.com/
Personal Resiliency - ``Bank of Bauman``

You can`t give what you don`t have ....
Personal “Hygiene”
- Be present
- Listen
- Share

Personal mission statement “care, teach, grow, learn”

Professional “Hygiene”
- Civility
- “Good enough”
- Prioritize

Avoid -ve balances

Maximize the overlap

Create new worlds

Seek
- Autonomy
- Mastery
- Purpose

Personal Values “Phronesis” “Aequanimitas”

Leadership
- Persistence
- Humility
- Trust
The Impression That I Get – Mighty Mighty Bosstones
Have you ever been close to tragedy
Or been close to folks who have?
Have you ever felt a pain so powerful
So heavy you collapse? No?
Well I’ve never had to knock on wood
But I know someone who has
Which makes me wonder if I could
It makes me wonder if
I’ve never had to knock on wood
And I’m glad I haven’t yet
Because I’m sure it isn’t good
That’s the impression that I get

World Leader Pretend – REM
I sit at my table and wage war on myself
It seems like it’s all, it’s all for nothing
I know the barricades
And I know the mortar in the wall breaks
I recognize the weapons, I used them well
I know this is my mistake
Let me make it good
I raised the wall and I will be the one to knock it down
I’ve a rich understanding of my finest defenses
I proclaim that claims are left unstated
I demand a rematch
I decree a stalemate
I divine my deeper motives
I recognize the weapons
I’ve practiced them well, I fitted them myself
It’s amazing what devices you can sympathize (empathize)
This is my mistake
Let me make it good
I raised the wall and I will be the one to knock it down
Reach out for me and hold me tight
Hold that memory
Let my machine talk to me, let my machine talk to me
This is my world and I am world leader pretend
This is my life
And this is my time
I have been given the freedom
To do as I see fit
It’s high time I razed the walls that I’ve constructed
It’s amazing what devices you can sympathize (empathize)
This is my mistake
Let me make it good
I raised the wall and I will be the one to knock it down

Once in a lifetime – Talking Heads
And you may find yourself
Living in a shotgun shack
And you may find yourself
In another part of the world
And you may find yourself
Behind the wheel of a large automobile
And you may find yourself in a beautiful house
With a beautiful wife
And you may ask yourself, well
How did I get here?

Lost in Translation

http://www.studiodrift.com
You need 3 people on your side...

Dr. Andrea Lum
What about COVID?

• VUCA
• Burning platform for wellness
• Crisis=opportunity
• Silver linings
THANK YOU
HOW TO AVOID BURNOUT

Julia Close, MD, FACP
Associate Dean, Graduate Medical Education
Designated Institutional Official
University of Florida College of Medicine
DISCLOSURES

- I may currently be burned out
  - COVID
  - Children
  - Started my MBA
HOW TO AVOID BURNOUT – AT A PERSONAL LEVEL

- Requires self exploration:
  - What is your signpost?
  - Who are you?
  - What brings you joy?

- Set realistic expectations for yourself
- Life already started – stop waiting for it to start
How do you know when you are burned out?
Is there someone in your life who can tell you (and you will listen)?
WHOA ARE YOU?

Teach and see patients!

Being a chief resident
WHAT BRINGS ME JOY:

- Talking to patients and establishing a relationship with them
- Meetings (well run ones)
- Committees (with goals)
- PDSA cycles
- Spreadsheets

- Spending time with my family
- (not on my list: writing grants)
ACTUAL THINGS MY BRAIN TELLS ME

I am so far behind!

- Why haven't I written more papers? I'm not focused enough.
- I probably won't get promoted.
- I'm not on enough national committees.
- I should have written more grants.
- I'm a terrible mother/wife/daughter and need to focus on my family.
- I need to run faster.

Everything is awesome!

- I love my job.
- I worked hard to get where I am and I deserve this.
- I take great care of patients.
- I'm a great mom/wife/daughter.
- I'm running. That's pretty amazing.
SET REALISTIC GOALS FOR YOURSELF
IMPOSTER SYNDROME

- Collection of feelings of inadequacy that persist despite success

- **NOT**
  - Low self esteem
  - Low self confidence

- Certain populations more at risk
- Links to **perfectionism**...
PERFECTIONISM

- Distinct from the drive to excel
- Setting of impossibly high standards / self critical
  - Motivated out of duty and obligation rather than enthusiasm and challenge

- Habitual perfectionism leads to
  - Emotional distress
  - Procrastination
Opinion

What Straight-A Students Get Wrong

If you always succeed in school, you're not setting yourself up for success in life.

By Adam Grant
Dr. Grant is an organizational psychologist and a contributing opinion writer.

Dec. 8, 2018
BREAKING FREE OF PERFECTIONISM

- Accept B- (ok, B+) work
- OK to not have all the answers
- Identify perfectionist thoughts

- FAIL!!!!
**GROWTH MINDSET**

- “I can learn to do anything I want”
- “Challenges help me to grow”
- “My effort and attitude determine my abilities”
- “Feedback is constructive”
- “I am inspired by the success of others”
- “I like to try new things”

**FIXED MINDSET**

- “I’m either good at it or I’m not”
- “My abilities are unchanging”
- “I don’t like to be challenged”
- “I can either do it, or I can’t”
- “My potential is predetermined”
- “When I’m frustrated, I give up”
- “Feedback and criticism are personal”
- “I stick to what I know”
If you know who made this graphic tell me so I can credit them!
WHO IS YOUR AUTHENTIC SELF?
Are you trying to be something someone else wants you to be?
What are you role modeling to others?
“One of my heme/onc attendings presented herself as having all of her [stuff] together. She did not (as I learned through the years). This created an inauthentic representation of her and of women/physician moms. (One thing to put on a professional presentation for colleagues and patients but another to be that inauthentic that it affects the wellness of your female mentees...)

My experience with her included personal mentoring advice that essentially said “look at me, I have my [stuff] together- you should too”...with a husband out of town m-f and Premie newborn twins and start of fellowship in new city...”
Lost favorite animal. Tears later.

Unbrushed hair, not rat’s nest

Fake-it-’til-you-make-it smile. “This is all exactly how I planned it” (may cry later)

Unknown stains.
Breakfast? Baby food? Worse?

Actual photo of me trying to get to work in 2011
SET REALISTIC EXPECTATIONS FOR YOURSELF

- Am I trying to do too much?
  - This year?
  - This month?
  - Today?

- One way to do this – Bullet journaling
NOT THIS (UNLESS IT BRINGS YOU JOY)
Tuesday October 13th

Quality

From Webinar
Demystify
Excel

26 Slides for Site
Meeting

New Postions

Ass and update
Articles to PI.

Running

Control all materials

Point

Argin ion

Logistic

AEU 15-
To Do List - May 2020

**UF DO**
- Big Macs
- Student Keyboard
- Presentation Project
- Wordpress Updates
- MFE Meeting 1
- “RFH Fridge”
- Review New Kiosk“ Kiosk Plans”
- Review Kiosk Plans

**TRAVEL**
- Meet 2 July

**PERSONAL**
- Glasses
- Making Extra Vacation?
- Skincare Routine

**TRAVEL**
- Trip Ideas
- RPE Author Posts
- Medical Notes

**PERSONAL**
- Skincare Routine
- Medical Notes
- Author Posts

**TRAVEL**
- Trip Ideas
- RPE Author Posts
- Medical Notes
- Author Posts
SET REALISTIC EXPECTATIONS FOR YOURSELF

- Say no...
  - Will it help me/my career/something that is important to me?
  - Will it bring me joy?
SET REALISTIC EXPECTATIONS FOR YOURSELF

- NO ONE expects you do it all alone

- Ask for help when you need it at work and in your personal life

- It is okay to ask for an extension sometimes

- Find a village

- Find a therapist
KEEP CALM AND IT'S OKAY TO CRY
LIFE ALREADY STARTED....STOP WAITING FOR IT START

- If you are aware of this webinar – your to do list will never be done

- Schedule time for yourself
  - Exercise
  - Time with friends and family
  - Hobbies

- Give yourself goals (if that helps you to make time for above)
  - Example: run a half marathon

- It is okay to “just survive it” sometimes... but not forever
  - Think about making a change if this is your new baseline
Yes, I could have written more papers BUT 3/3 kids agree papers are no good for cuddling
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Upcoming Meet-the-Expert Webinar

“Careers in Government”
Monday, December 7, 2020, 2:00-3:00 p.m. ET

Moderator:
Chris Langsdorf – Thermo Fisher Scientific

Presenters:
Jennifer Gao, MD – FDA
Kathryn Lurain, MD, MPH – NCI

To register and view past Meet-the-Expert Webinars visit:
sitcancer.org\mtewebinar
• REGISTRATION IS OPEN AND FREE TO ALL SITC MEMBERS
• Meet-the-Expert Sessions throughout the week
• Virtual Networking Opportunities - virtual happy hours, one-on-one messaging chat technology and more!

For more information visit: sitcancer.org/2020
Career Connections Online Job Board

The Career Connections Online Job Board gives job seekers the key information on talent seekers and the job openings they need to make the next step in their career, including:

• Search jobs by location
• Set personal notifications and preferences
• Learn more about talent seekers
• Directly apply for open positions

Questions/Comments: connectED@sitcancer.org

sitcancer.org/careerconnections