Balance & Self-Care: Helping Learners Avoid Burnout & Depression

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Introduction

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Balance & Self-Care
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- Clinical psychologist & consultant in behavioral medicine, graduate medical education & physician well-being
- Legacy Health in Portland – directed behavioral medicine training in the internal medicine residency for 29 years
- Facilitates retreats and training in physician well-being, communication skills and managing medical errors for healthcare organizations
What’s the Problem?

• 1 million patients lose their physicians to suicides every year
• 10% medical students are clinically depressed
• 48% of physicians have at least 1 symptom of burnout
• Emotional exhaustion
• Depersonalization in relationships
  – With coworkers
  – With patients
  – With spouse and family
• Perceived clinical ineffectiveness

Spickard, Gabbe, & Christensen. JAMA 2002;288:1447-1450
What are the Causes?

- Imposter Syndrome: am I good enough?
- Compulsivity: a normal clinician trait
- Psychology of postponement
- Hidden Curriculum
What are the Ramifications?

• Unreached potential as healers
• Not present for patients
• Risk factor for impairment
  – Chemical dependency
  – Depression
  – Disruptive behavior
• Erosion of one’s spirit
Continuum of Professional Health

Individual

Organization

Well-being  Burnout  Impairment
Ecological model of well-being & burnout

• “Carrying capacity” is the maximum size of a species or load that environment can sustain indefinitely

• Carrying capacity of a system is finite:
  – Earth
  – Ecosystem
  – Healthcare organization
  – Individual clinician
Sustainability

• Land use planning
• \( C - L = M \) (capacity - load = margin)
• \(+M = \) Sustainable growth
• \(-M = \) Degradation of landscape & resources
Signs of Negative Margin

• Personal
  – Sleep deprivation
  – Fatigue
  – Irritability
  – Attention deficit
  – Dissociation
  – Decontextualization
Signs of Negative Margin

• Organizational
  – Decreased patient satisfaction
  – Decreased clinician satisfaction
  – Staff turnover
  – Quality decrements
  – Inefficiency
  – Erosion of morale
  – Measuring & incentivizing “instrumental behavior”
Signs of Negative Margin

• Planetary
  – Global warming
  – Air pollution
  – Ocean acidification
  – Groundwater contamination
  – Depletion of fisheries
  – Deforestation
  – Species extinction
Sustainability

- C – L = M
- Individual physician
- Health care organization
- The Earth
Building Capacity

• Self-awareness
• Emotional intelligence
• Physical wellness
• Intimacy
• Creativity, play, humor
• Meaning and transcendence
• Appreciative inquiry
Reducing Load

• Partnership/teamwork
• Time & value management
• Assertiveness
• Clarity about influence vs. control
• Sufficiency (money, achievement, esteem)
• Simplification (paperwork, technology, information, knowledge)
What Can Training Programs Do?

• Measure trainee wellness as quality indicator
• Integrate well-being into curriculum
• Provide trainee support groups (collegiality)
• Well-being retreats
• Mindfulness training
Measurement

• Measure trainee wellness as program quality indicator
  – Maslach Burnout Inventory (burnout)
  – Areas of Worklife Survey (engagement)
    • http://www.mindgarden.com/184-areas-of-worklife-survey-maslach-burnout-inventory
• Aggregate scores for classes & total program
• Individual scores provided confidentially
Well-being in Curriculum

- Integrate well-being topics into curriculum
- Consider as component of Professionalism competence
- Evidence base from positive psychology and resident well-being literature
- Resources
  - DocCom module on “Balance & Self-Care”
  - Chapter on “Trainee Well-Being” from Behavioral Medicine: a Guide for Clinical Practice
Well-Being Curricular Topics

• Maintaining health
• Personal philosophy
  – Influence vs control
  – Change
  – Uncertainty
• Managing medical mistakes
• Dealing with failure and shame
• Management of time and values
• Emotional intelligence
Well-Being Curricular Topics

- Cultivating relationships
- Intimate partners
- Self-disclosure
- Assertiveness
- Renewing influence of time in nature
- Spiritual growth
- Meditation
- Sleep hygiene
- Giving and receiving feedback
Collegial Support

• Support groups
  – Skilled facilitator not in major evaluative role
  – Confidential exploration of challenges, feelings, fears, joys, failures, successes, meaning
  – Scheduled and “ad hoc” (e.g., ICU team)

• “Finding Meaning” discussion groups
Well-being Retreats

• Full or half-day retreat in relaxed setting
• Scheduled on “work day”
  – Clinics & elective rotations closed
• Three times a year
• Deepen reflections & skills on well-being
• Build community
Well-being Retreats

• Examples
  – Team-building (ropes course or hike in nature)
  – “Wisdom of the body” (introduction to tai-chi, yoga, meditation & massage)
Mindfulness
Impact of Mindfulness Training on Physicians

- 70 primary care physicians in Rochester
- Intensive educational program in mindfulness
- Significant outcomes
  - Improvements in mindfulness
  - Burnout reduced
  - Mood disturbance decreased
  - Empathy toward patients increased
  - Improvement in personality factors of conscientiousness and emotional stability

Krasner MS, et al. JAMA 2009;302:1284-1293

Literature reflects that promoting well-being influences organization’s performance
What Can Training Programs Do?

- Well-being committee
- Attention to learning climate and “hidden curriculum”
- Each resident required to have PCP
- Provide free, confidential counseling
- Annual workshop on resident impairment
- Annual memorial service for deceased patients
- Mentor program
DocCom Facts

Co-founded in 2003 by AACH

>75 Institutions: Harvard, Yale, Stanford & Johns Hopkins, etc.

6 Journal articles re value of DocCom

>20,000 Subscribers

9 Countries

3 Languages: German, Japanese & Portuguese
Overview

• Module authors - leading faculty
• 42 multimedia-rich interactive on-line modules
  – Balance & Self-Care – more info available in Module
• >400 videos realistic interviews – Faculty can use videos in presentations
• Annotated interactive videos
• Assignments
• Assessment questions
• Grading matrix
• Resources
• Curriculum guides for faculty.
Evidence-Based Importance of Communication Skills

- Improve medical outcomes
- Decrease malpractice claims
- Enhance physician/provider satisfaction
- Improve patient satisfaction scores (HCAHPS surveys mandated by the government if hospital receives Medicare funds from the government)
Sample Module

- Consistent format across modules
- Rationale
- Patient and Clinician Views
- Content
- Videos interspersed
Annotated Video Examples

Express interest concern and willingness to discuss
Show interest about patient and her context
Guide dialog to behavior change issue
Reflect understanding of patient's perspective
Assess patient's willingness to discuss behaviors
State respect for patient's choice
Focus on diet
Assess conviction about changing behavior
Assess confidence in ability to change
Framing it as partial success not a failure
Elicit patient's ideas about how to increase confidence
Demonstrate a collaborative stance
Review barriers and support system
Assess readiness to change behavior
Reflect understanding of patient's perspective

In this movie, Rob Shochet, MD, is the physician.

16: Promoting Adherence and Health Behavior Change - by Carol Chou MD, Michael B. Goldstein, MD, F. Daniel Duffy, MD, Rob Shochet, MD
Empathy Understanding

In this video, Dr. Bird does not act on opportunities to provide empathic comments. If you feel while watching the video that such an opportunity is passing by, you may click the button "missed opportunity for empathic comment". After you are done, you may click submit - and you will receive visual feed-back on how you did!

You may reload this page if you like to start another attempt!
Assignments

Click the question mark icon for a video tutorial.

No Assignments

Create Assignment
Compose Group E-Mail
Back to My Profile

Students will receive an email and see the screen below when they log in:
### Export to Excel

**Return to Institution Administration**

**Results of Exam:**

[Table showing exam results with columns for different modules showing scores ranging from 0 to 100.]

Remark: The list below shows only results of MCQ Exams. To see short question answers, you must choose the module first, than click the "Refresh Grades" button above.

**Filter By Group:**

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**Progress Report for students at St. George's University School of Medicine from 2014-04-04 to 2015-04-04:**

*Hover the mouse over a score to see details - Click a score to view options | Export to Excel*
Resources: Facilitator Guides

Advanced Communication Topics

Facilitation Guide

Series of 12 One-Hour Learning Sessions
For More Information

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