



Provider Burnout Prevention and Treatment

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Family Medicine and
Osteopathic Manipulative
Medicine

Objectives

1. Define Provider Burnout
2. Describe ways to prevent Burnout
3. Present options for providers who are burned out.

Question #1

Provider Burnout is defined as

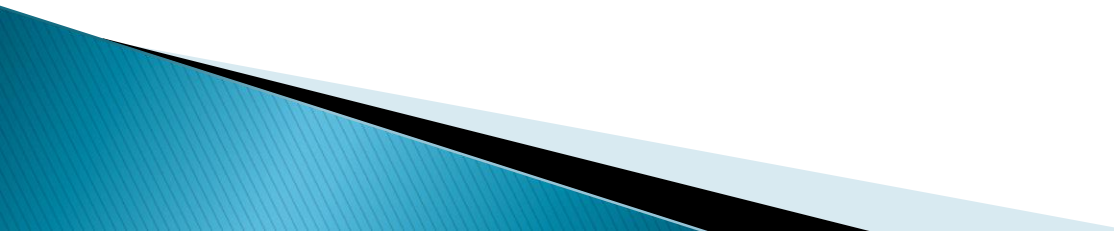
- a. Depersonalization
- b. Emotional and Physical exhaustion
- c. Loss of sense of accomplishment
- d. All of the above

Question #1 Answer

Provider Burnout is defined as

- a. Depersonalization
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- * d. All of the above

Definition of Burnout– 3 parts to Burnout

1. Depersonalization
 2. Emotional and Physical exhaustion
 3. Loss of sense of accomplishment
- 

Definition of Burnout

Part 1

Depersonalization

Thinking of patients like objects such as pawns on a chess board or chairs

e.g “The cough in room 4” instead of “Mrs. Daniels with a bad cough in room 4.”

Feeling put upon by patients

multiple requests

demands



Emotional and Physical Exhaustion



Definition of Burnout

Part 2

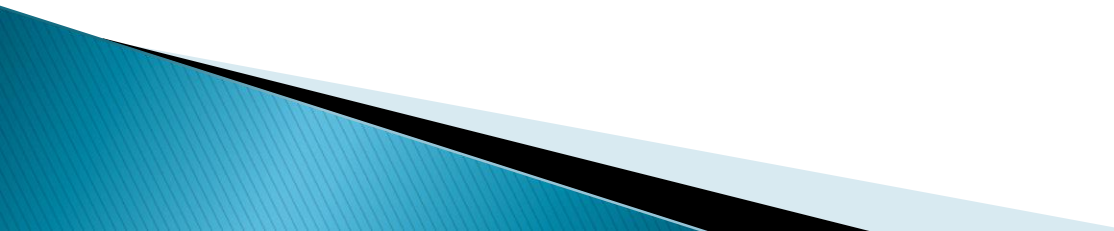
Emotional and Physical Exhaustion

- *emotionally drained
- *feel empty
- *not being able to care about things like used to
- *compassion fatigue



DRAINED

How Burnout Can Feel

- ▶ Terrible!
 - ▶ Despair, angry, fearful, shameful
 - ▶ Confused, anxious, panicky, overwhelmed
 - ▶ Isolated, lonely, afraid to ask for help
 - ▶ Numb, “dead inside”, beat down
 - ▶ Vulnerable
- 

Loss of sense of accomplishment?



Definition of Burnout

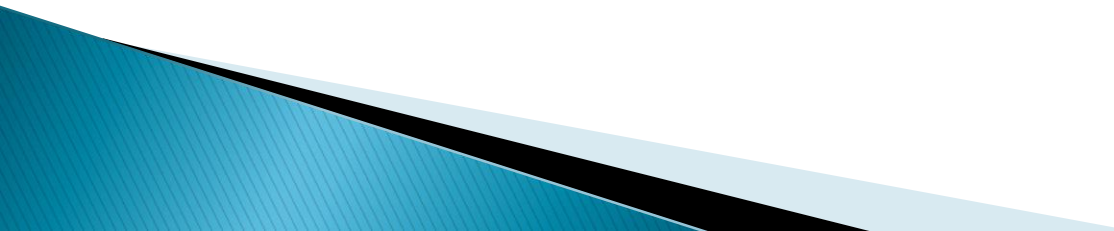
Part 3

Loss of sense of accomplishment

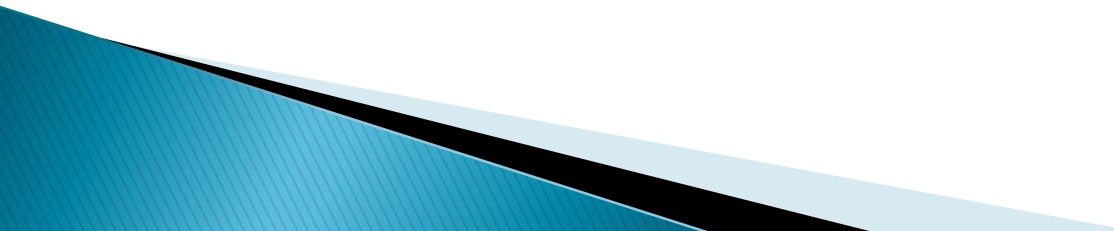
- *think “why bother?” “What’s the use?”
- *doubt that your work makes any difference
- *see yourself as incompetent
- *feel a loss of meaning and purpose



Thoughts in Burnout

- ▶ I can't take this anymore.
 - ▶ It's all too much.
 - ▶ I hate this job.
 - ▶ Why me?
 - ▶ I can't stand the way medicine is now.
- 

More Thoughts in Burnout

- ▶ I am so overwhelmed.
 - ▶ I will never catch up.
 - ▶ I don't want to learn a new EMR system.
 - ▶ Take this job and shove it I ain't working here no more.
- 

Thoughts Hard to Think in Burnout

I am human and don't have to be perfect.

I am doing the best I can.

This too will pass.

I make a positive difference in the world.

It is important to take some time for me.

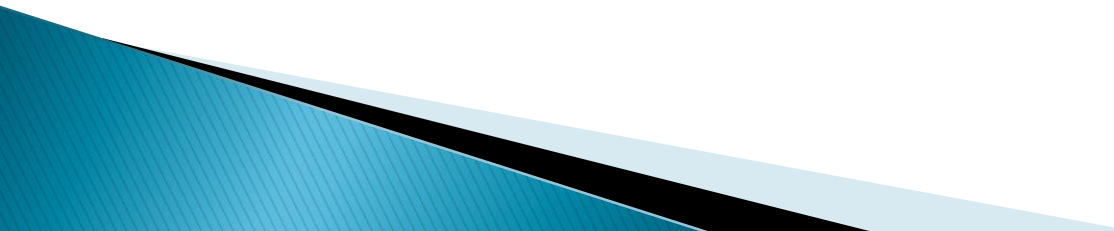


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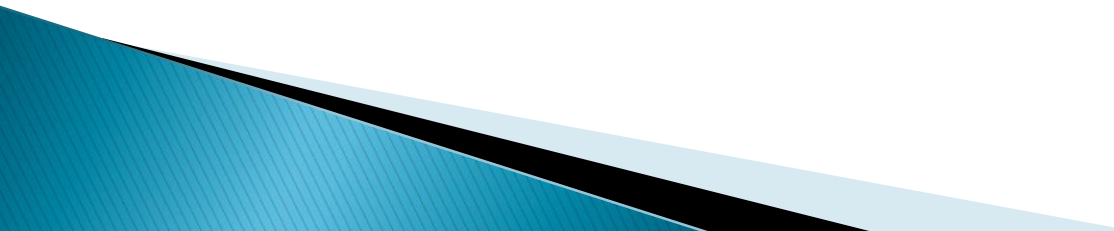
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Drivers of Burnout – Work

- ▶ High responsibility with low control working environment
 - ▶ Workload
 - ▶ EMR struggles
 - ▶ Lack of autonomy
 - ▶ Work inefficiency
 - ▶ Continuing to be a “Lone Ranger”
 - ▶ Lack of meaning in work
- 

Drivers of Burnout – Personal

- ▶ Limited down time
 - ▶ Not making time for fun and relaxation
 - ▶ Work and home life conflict
 - ▶ Not seeking treatment for depression and or anxiety
 - ▶ Ignoring substance abuse
- 

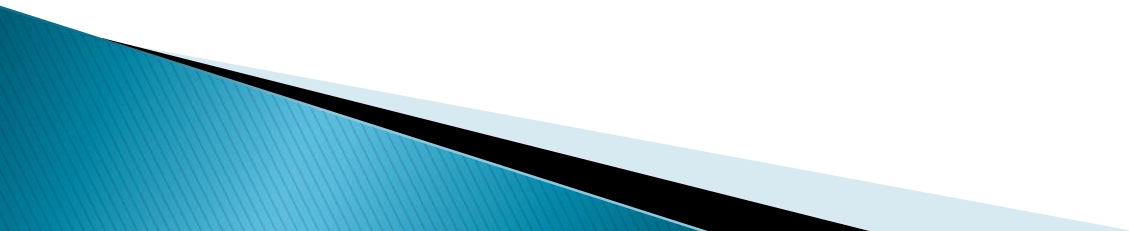
Burnout is not a

Diagnosis or a

Weakness or a

Failure or a

Problem with one solution



Burnout is a Dilemma

A dilemma is a situation in which a difficult decision is to be made between 2 or more alternatives.



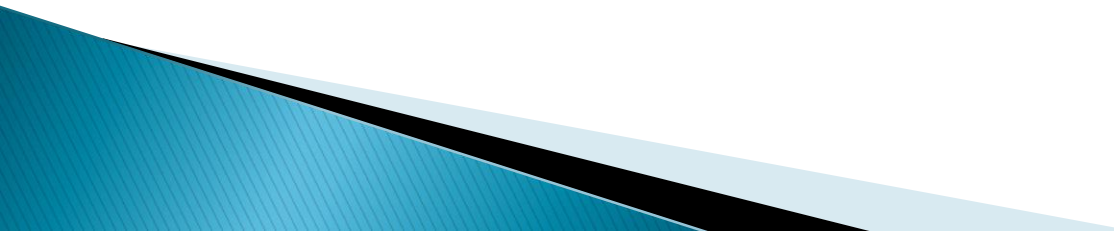
Dilemmas in Burnout

Taking good care of patients and also taking good care of your family and yourself.

Chart efficiently, meet Quality Measures as well as leave the office at a decent hour.

Reading medical journals versus playing with your child.

Feeling torn between wanting to be a great doctor, great parent, friend, partner, colleague, and neighbor.



Question #2

Choose the incorrect statement.

- a. Stress is being drained and able to recover between work shifts.
- b. Burnout is being drained and NOT able to recover between work shifts.
- c. Burnout is decreasing among providers.
- d. Burnout is increasing among providers.

Question #2 Answer

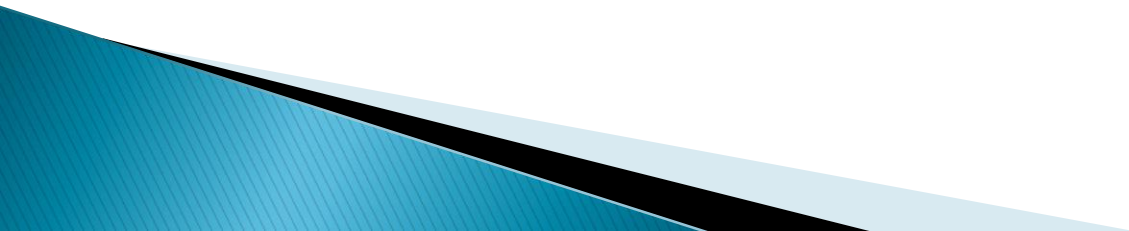
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Stress and Burnout

Stress – being drained and able to recover between work shifts

Burnout – being drained and NOT able to recover between work shifts



How big of a problem is Burnout?

Burnout is a

big problem.

BIG



Maslach Burnout Inventory

- ▶ www.mindgarden.com
 - Pay \$15 to take the one for medical personnel
 - If you are a member of the American Academy of Family Physicians (AAFP) you can take it for free.

Who is more burned out?

Over or under age 55 providers?



Over age 55	– 25% burnout rate
Under age 55	– 37% burnout rate

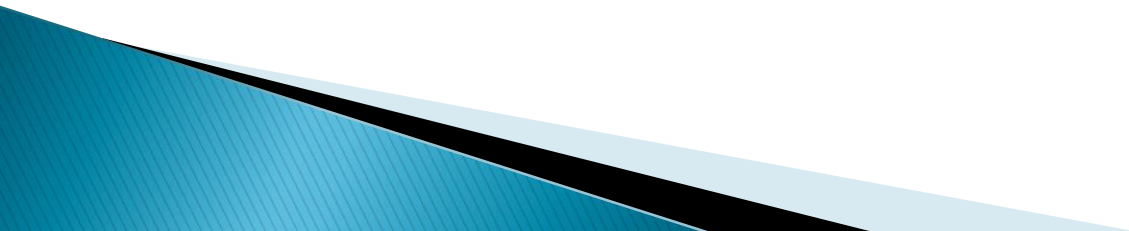


Who has higher Burnout rate?

men or women?



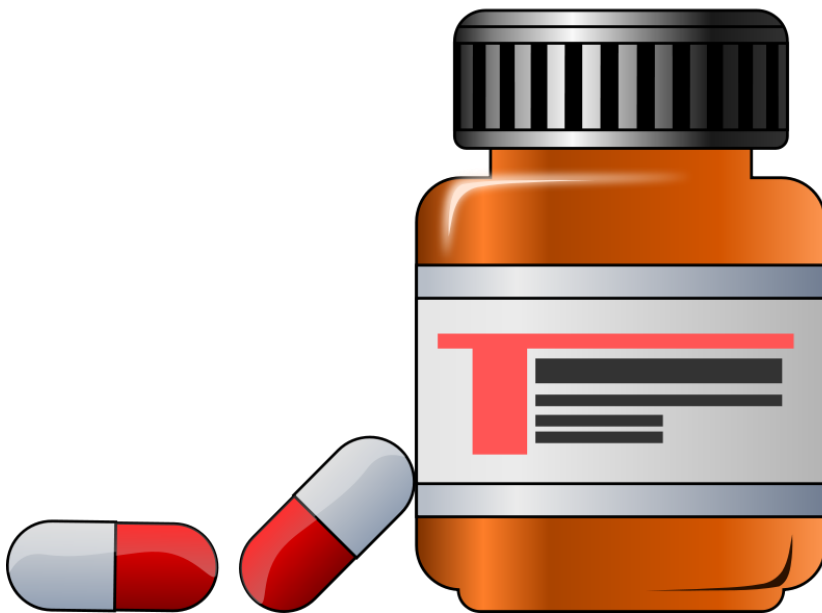
Percentage of provider Burnout by specialties



Emergency Medicine 67%



Family Medicine 50%
Internal Medicine 50%



Dermatology 33%
Oncology 33%



Question # 3

- ▶ Which of the following are ways to prevent Provider Burnout?
 - a. meditation, mindfulness and movement
 - b. yoga and dance
 - c. sleeping and eating well
 - d. get bodywork (OMT)Osteopathic Manipulation, massage, spa treatments)
 - e. remind yourself of the difference you make in patient's lives as well as their families
 - f. appreciate all the things that go well in a day
 - g. all of the above
 -

Question # 3 Answer

- ▶ Which of the following are ways to prevent Provider Burnout?
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 - e. remind yourself of the difference you make in patient's lives as well as their families
 - f. appreciate all the things that go well in a day
 - *g. all of the above
 -

Quote

When you come to the end of your rope,
tie a knot and hang on.

Franklin D Roosevelt
32nd president of US.
He served for 12 years.



Burnout Prevention Studies

- ▶ Providers who took a 2 week vacation every year had the lowest burnout rate.



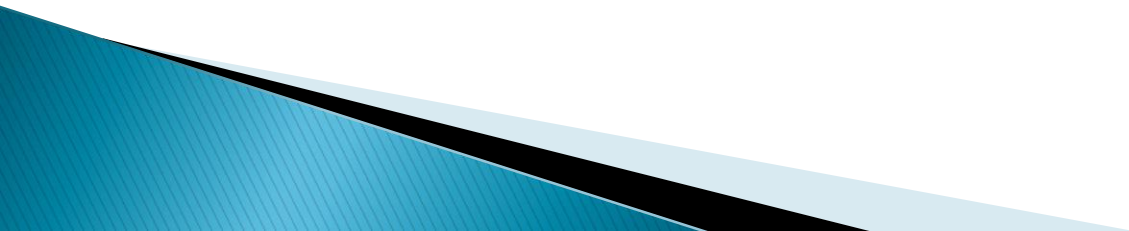
The core of provider Burnout



Core of Burnout

energy is sapped, depleted

energy and passion for medicine has been
drained



Energy Bank Account

A large, stylized representation of the equation E=mc^2. The 'E' is yellow, the equals sign is green, 'm' is blue, 'c' is red, and the '2' is grey. The characters have a slight 3D effect with shadows.



Ways to prevent Provider Burnout

Decrease the drain on energy.

Make more energy deposits into the energy bank account.



Ways to decrease energy drain

- ▶ Sleep 7–8 hours a night
- ▶ Limit use of snooze button because it robs you of stage 1 sleep
- ▶ Leave for work 10 minutes earlier
- ▶ Learn one new thing about your EMR every week that will increase your efficiency



How do you increase energy?

$$E = mc^2$$

To increase energy

make deposits into your
energy bank account.

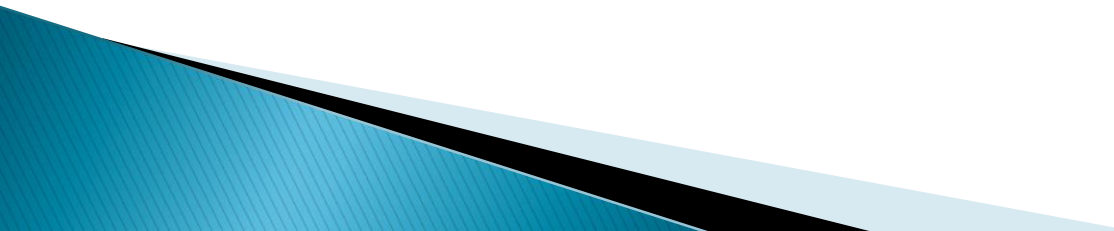


Areas to make energy deposits into

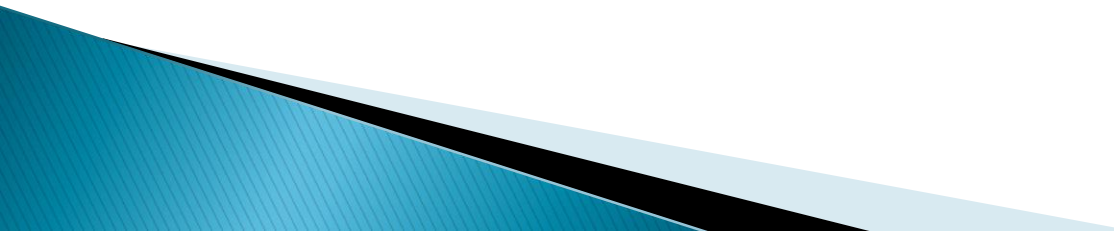
- *restoring your passion for medicine
- *self care to feel good
- *meditation
- *mindfulness
- *movement

$$E = mc^2$$

Ways to restore your passion for medicine – focus and attention

1. Create a way to review successes. (notebook or file)
 2. Remind yourself of the difference you make in patient's lives and lives of their families.
 3. Recall what inspired you to go into medicine.
- 

Ways to restore your passion for medicine– focus and attention

4. Do more of what inspires you in medicine.
 5. Change your passwords to encourage/uplift.
 6. Appreciate what goes well in a day.
 7. At lunch time think about one thing that went well during the morning.
 8. When leave the office think about one thing that went well in the afternoon.
- 

Self care to feel good

Do more of what makes you feel good in your body, mind and soul.



What makes you feel loved?

The 5 Love Languages by Chapman

- *words of affirmation
- *quality time
- *acts of service
- *physical touch
- *receiving gifts



Self care to feel good

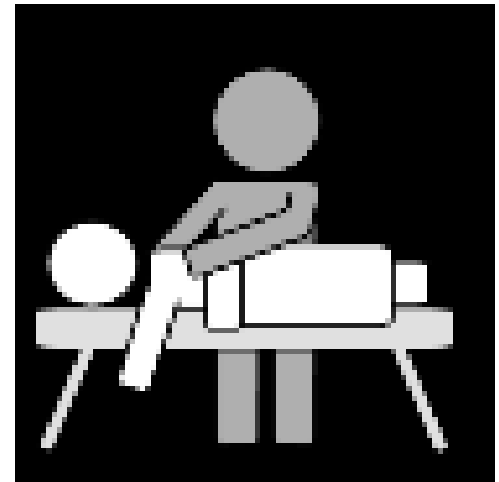
- ▶ *sex – Slow Sex by Richardson
 - Come As You Are by Nagoski



Self care to feel good continued

BODY

- *Osteopathic Manipulative Medicine OMM
- *massage
- *acupuncture
- *Zero Balancing
- *spa treatments
- *pedicures



Self care continued

Mind and Soul

- *Attending church, faith, spirituality
- *Looking at things in a positive way
- *Journaling



Meditation

*20 minutes a day of meditation for 8 weeks increases telomerase. This protects the the telomeres at the end of our chromosones.

*start with 5 minute guided meditations on You Tube at bedtime to help sleep

* To discharge frustration and irritation go to You Tube and type in **F__k that: An Honest Meditation**. It is 2.5 minutes long.



Mindfulness



Movement

Do something you enjoy.

*Dance

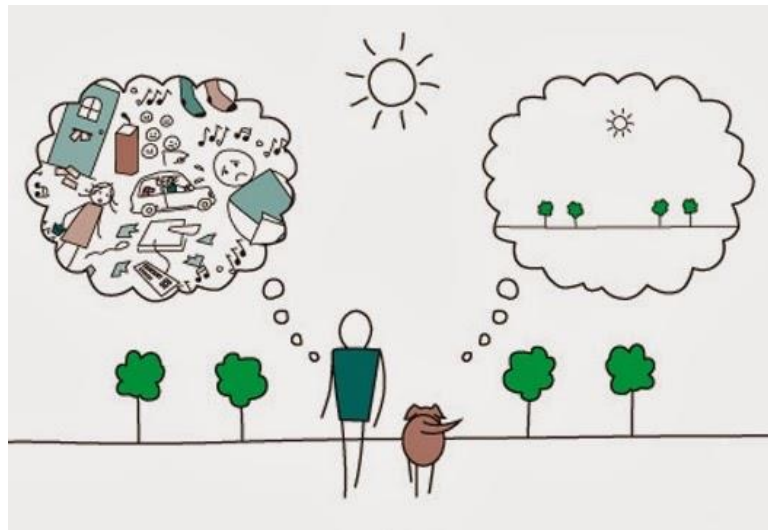
*Tai Chi

*Sports

*Martial arts

*Walking

*Yoga



Question #4

Options for burned out providers include which of the following.

- a. Mentor coaching
- b. Weekly Cognitive Behavioral Therapy
- c. Share with a trusted friend
- d. Get confidential help for substance abuse from the Arizona Medical Board
- e. All of the above

Question #4 – Answer

Options for burned out providers include which of the following.

- a. Mentor coaching
- b. Weekly Cognitive Behavioral Therapy
- c. Share with a trusted friend
- d. Get confidential help for substance abuse from the State Licensing Medical Board
- e. All of the above

Options for Providers already Burned Out

- ▶ Reading and coaching
 - www.thehappymd.com
 - Dike Drummond MD does coaching with providers
 - Free book and articles

The Artist's Way by Julia Cameron

Kitchen Table Wisdom by Rachel Naomi Remen MD
Rachelremen.com

Options for Providers already Burned Out

Mentor coaching

Weekly Cognitive Behavior Therapy (CBT)



Options for Providers already Burned Out continued

- ▶ Share with a trusted friend.

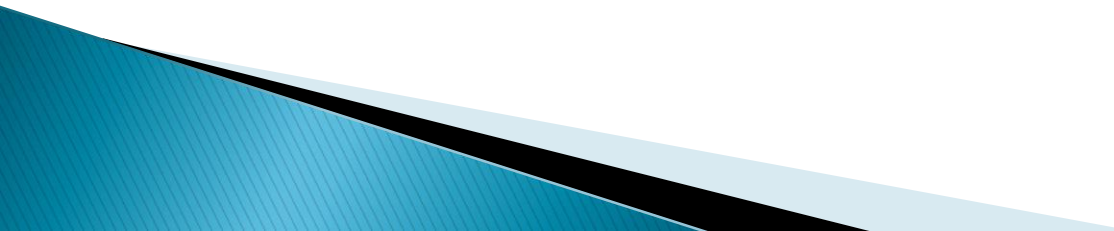


DO NOT

- ▶ Work harder and longer
- ▶ Look for a new job
- ▶ Go into administration
- ▶ Buy a new car
- ▶ Get a divorce
- ▶ Buy whole new wardrobe
- ▶ Have an affair
- ▶ Self-medicate



Substance Abuse

- ▶ 10% among US population
 - ▶ 15% among providers
 - ▶ Remember that the person with the substance abuse problem is going to be the last one to see it.
 - ▶ Say to the person with substance abuse “I believe you can feel better.”
- 

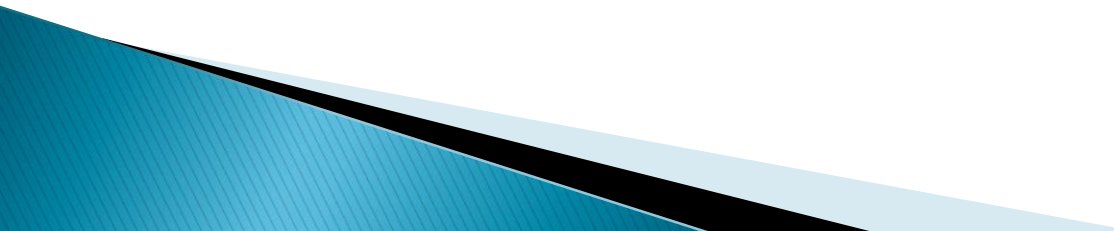
Get confidential help for substance abuse

Arizona Medical Board sponsors the
Physician Health Program for MDs and PAs
Addiction specialist runs it
85–90% success rate
volunteer enrollment does not trigger
reporting to Federation of State
Medical Boards or National
Practitioner Data Bank

www.azmd.gov
(480) 551–2700



Case Study – Stress or Burnout?

- ▶ 32 y/o male Emergency Department physician works four 12 hour shifts a week at the local hospital.
 - ▶ Sleeps 7 hours a night. Upon waking finds himself thinking about some of the patients he saw the day before. Wonders if he did the right thing with a patient that was admitted.
 - ▶ If he keeps thinking about the patient will talk with the attending physician.
 - ▶ Rides his bicycle 90 minutes 3 times a week. Says “Everything gets clear after I ride.”
- 

Stress

- ▶ This doctor is able to recover between shifts so is experiencing stress.

Case Study – Stress or Burnout?

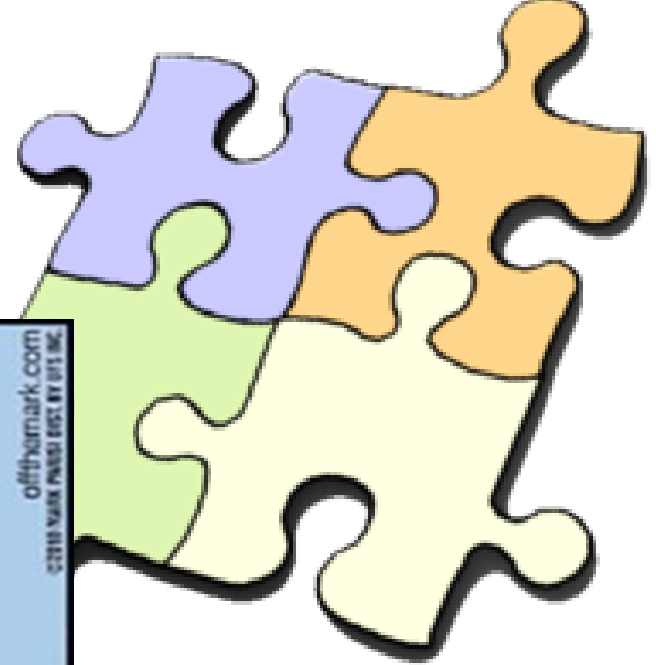
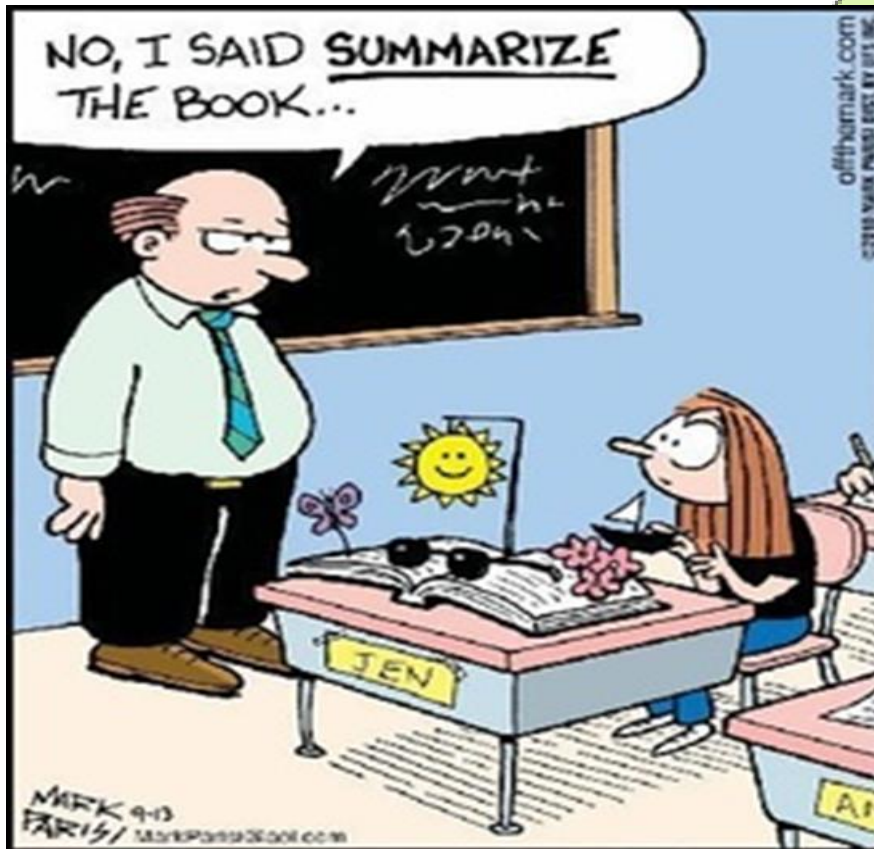
- 42 y/o female family medicine physician works 4 and ½ days a week in a clinic. In the last 3 weeks she has been arriving 15 minutes late to work. Tells a colleague that she cannot seem to get enough sleep and is “so tired”. Finds it hard to be empathetic with her patients “they go on and on and don’t answer my questions directly.”

Recently eating with family at her favorite restaurant she found herself fantasizing about going back to waitressing. “I didn’t worry about customers like I do patients.”

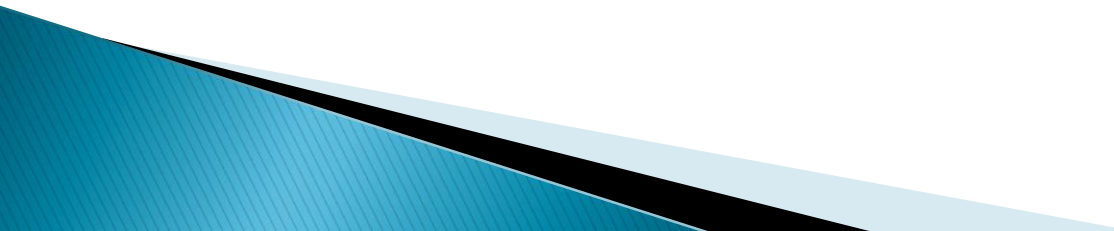
Burnout

- ▶ This doctor is experiencing emotional and physical exhaustion. She also has a loss of a sense of accomplishment. She is not recovering between work shifts. Having 2 out of 3 of the signs of burnout means she has burnout.

Summary



Definition of Burnout

1. Depersonalization
 2. Emotional and Physical exhaustion
 3. Loss of sense of accomplishment
- 

Preventing Provider Burnout.

Areas to make energy deposits into

meditation

mindfulness

movement

nutrition

restore passion for medicine

self care to feel good

$$E = mc^2$$

Options for Providers already Burned Out

Mentor coaching

Weekly Cognitive Behavioral Therapy



In Summary

Do more of what you love.

Do more of what feeds your heart
and soul.



Thank you very much.

Pam Laubscher DO

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