Faculty Education Initiatives
Medical Education Seminar Series
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The following individuals reported relevant financial relationships with commercial interests:
Planning Committee Members: Karen F. Novak, DDS, MS, PhD, spouse is a consultant for Biomedical Development Corporation; Teri Turner, MD, MPH, MEd, educational consultant for Abbott Pharmaceuticals

Presenter(s): None

The following individuals reported no relevant financial relationships with commercial interests:
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The Professional Health and Wellness of the Faculty Member

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Associate Professor of Medicine
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Chair, Faculty and Physician Wellness committee
Director, Educator Development Core

Baylor College of Medicine – Center for Professionalism in Medicine
October 16, 2014
Conflict of Interest

Charlene Dewey

….has **NO financial relationships** to disclose.
Goals

The purpose of the session is to provide an overview of the professional health and wellness spectrum, review the symptoms and treatments for each area, and provide opportunity for participants to reflect on their risks, as well as, identify measures to help reduce stress, prevent burnout and avoid impairment.
Objectives

Participants attending this session will be able to:

1. Describe the professional health and wellness spectrum.
2. Compare and contrast symptoms, treatments, and preventive measures for stress, burnout and impairment.
3. Assess their personal risk factors for burnout and impairment.
4. Express their willingness to modify behaviors that promote self-care and wellness.
Agenda

1. Introduction
2. PHW spectrum – overview
3. Stress and burnout
4. Impairment
5. Prevention & Treatment
6. Resources
7. Summary
Reflective Practice
Professional Health & Wellness
Professional Health & Wellness

- Work Environment
  - Mind
  - Soul
- Home Environment
  - Body
  - Emotion
- Self-Care
Stress

Image from: http://www.bing.com/images/search
Stress

- What stresses you out?
- Measure your stress level

<table>
<thead>
<tr>
<th>The Doctor Dewey Inst-O-Matic, Stress-O-Meter</th>
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<tbody>
<tr>
<td><strong>Anxious</strong></td>
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<tr>
<td>Engaged</td>
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<tr>
<td>Enthusiastic</td>
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<tr>
<td>Relaxed</td>
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<td>Stress free</td>
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</tbody>
</table>
Stress

Prolonged Stress

Declining Function
- Reduced Cognition
- Impairment

Situational Stress

Productive Stress

Stressed
- Lasts Minutes
- Lasts Hours-Days

Burnout / Impairment
- Lasts Weeks-Months

Created by: Charlene M. Dewey, M.D., M.Ed., FACP & William H. Swiggart, M.S., L.P.C./MHSP – Vanderbilt’s Center for Professional Health© - All rights reserved. 2013
Identifying Stress Reactions

- How do you know you are stressed?
  - What would other’s say about your stress behaviors?
- How do you reduce or manage stress?
Managing Stress and Flooding

• Self-awareness: recognize stress behaviors & feelings
• Things to do when acutely stressed or flooded:
  ▪ Step away from the situation (restroom)
  ▪ Self-regulate, breathe, relax
  ▪ Practice mindfulness techniques
  ▪ Tend to the conflict
• Reflect on event triggers, symptoms, behaviors
• Seek coaching & mentoring
Self-Regulation Exercise

- 1 minute
- Think about a trigger that stresses you
- Monitor and regulate breathing and heart rate
- Categories – practice foods in grocery store, sports teams, favorite book characters, movie titles, colors, etc.

Things in a grocery store…
1. Milk
2. Eggs
3. Bread
4. Carrots
5. Apples
6. A restroom
7. Check out station
8. Ice cream…
Burnout
Burnout

Exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration

~Webster’s dictionary

“In the current climate, burnout thrives in the workplace. Burnout is always more likely when there is a **major mismatch** between the nature of the job and the nature of the person who does the job. Burnout is ‘an erosion of the soul.’” ~Christina Maslach

External & Internal Systems

The External System

Functional & Nurturing

“Personal & Institutional Vitality”

The Internal System

Professionally Competent

Work Environment

Physician

Dysfunctional

“The Perfect Storm”

Unprofessional

Burnout

- “The seeds of burnout may be sown in medical school and residency training, where fatigue and emotional exhaustion are often the norm.” ~Spickard
  - Up to 50% of medical students
  - 78% of residents
  - 48% of physicians (range 30-60% meet one criteria/experience burnout.)

- Emergency medicine and primary care specialties with increased prevalence of burnout
- Scientist ?? Nurses – varies 21-54%
Six Sources of Burnout

1. Work overload
2. Lack of control
3. Insufficient reward
4. Unfairness
5. Breakdown of community
6. Value conflict


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Risk Factors for Burnout

- Single
- Family of origins
- Personality types
- Gender/sexual orientation
- Minority/international
- ># of children at home
- Family problems & Life’s transitions
- Mid-late career
- Poor self-care

- Fatigue & sleep deprivation
- Lack of resiliency/coping
- General dissatisfaction
- Previous mental health issues (depression)
- Alcohol and drugs
- Practice types; teaching & research demands
- Potential litigation

4) Center for Professional Health, course data.
Symptoms of Burnout

1. Chronic exhaustion
2. Cynical and detached
3. Emotions: Anger, Sadness, & Fear
4. Increasingly ineffective at work
5. Leads to:
   1. Leads to professional isolation
   2. Avoidance
   3. Interpersonal conflicts
   4. High turnover

Burnout

- Consequences of burnout:
  - Reduced satisfaction
  - Negative emotions
  - Professional isolation - individual is often blamed
  - Poor relationships (work & home)
  - Risk of errors (work & home)
  - Possible legal or financial costs
  - Increased turnover
  - Lack of coping
  - Risk of suicide (MH & SA)
  - Potential to “spiral” into impairment

http://www.bing.com/images/search
Impairment

“Every physician is responsible for protecting patients from an impaired physician and for assisting an impaired colleague.”

~ACP Ethics Manual

“Physicians have an ethical obligation to report impaired, incompetent, and/or unethical colleagues in accordance with the legal requirements in each state…”

~AMA


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Impairment

AMA: “…any physical, mental or behavioral disorder that interferes with ability to engage safely in professional activities…”

1. Physical impairment
2. Cognitive impairment
3. Psychological impairment
   - Substance use disorders (licit and illicit drugs)
   - Mental health disorders (depression & suicide)
4. Behavioral – behaviors that undermine a culture of safety

Progression of Substance Use

- At Risk
- Normal Use
- Abuse
- Intervention & Treatment

Experimentation
At Risk Use
Dependence
Recovery
Substance Abuse

“Addiction doesn’t come heralded by a brass band, it sneaks up on you, and sometimes with extraordinary speed.”

~C. Everett Koop (former US Surgeon General), 2003
Resiliency
Resiliency

- Resiliency is one’s ability to experience events and adapt or overcome the situation, hardship or stress.
- Resiliency can be taught and helps reduce stress and prevent burnout in physicians.

Inner calm  →  Emotional resilience  →  Cognitive resilience

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The Road To Resilience – APA article @ http://www.apa.org/helpcenter/road-resilience.aspx#
Four Strategies for Enhancing Resiliency

- Self-Care
- Manage Energy
- EI
- Mindfulness
Self-Care
Self-Care

- Do you feel empowered to demand your own self care?
  - Place yourself as #1 on the ‘to do’ list
  - Identify your own needs & fill them
  - Listen to your body = practice self-care
Self-Care

Seven self-care issues:
1. Sleep
2. Balanced meals
3. Physical activity
4. Socialization/hobbies
5. Vacations/downtimes
6. Spiritual engagement
7. Having a personal physician and mentor(s)
Self-Care

“The medical academy's primary ethical imperative may be to care for others, but this imperative is meaningless if it is divorced from the imperative to care for oneself. How can we hope to care for others, after all, if we ourselves, are crippled by ill health, burnout or resentment?”

“…medical academics must turn to an ethics that not only encourages, but even demands care of self.”
Self-Care

“To preserve the quality of their performance and advance the welfare of patients, dentists are encouraged to maintain their health and wellness, construed broadly as preventing or treating acute or chronic diseases, including mental illness, addictive disorders, disabilities and occupational stress.”

~ADA Policy Statement
Four Strategies for Enhancing Resiliency

- Self-Care
- Manage Energy
- EI
- Mindfulness
Managing Energy

1. Physical Energy

2. Emotional Energy

3. Spiritual Energy

4. Mental Energy

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Managing Energy

“Longer days at the office don’t work because time is a limited resource. But personal energy is renewable...By fostering deceptively simple rituals that help employees regularly replenish their energy, organizations build worker’s physical, emotional, and mental resilience.”

~Schwartz & McCarthy

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Physical Energy

- Eating and sleeping well
- Physical activity
- Take breaks
- Identify your stressors
- Manage and reduce stress
  - Home stressors
  - Work stressors

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Emotional Energy

- Fuel positive emotions & defuse negative emotions
  - Express appreciation to others
  - Tell a different story “Power of Positive Thinking”
  - Use a different lens: reverse, long and wide
- Have mentors, coaches, confidants
- Self-identify which method works best for you

Spiritual Energy

- Identify your “sweet spots”
  - What you enjoy the most?
  - What you do the best?
  - What is most important to you?
- Allocate time and energy to the positives
- Live your core values
- Engage in spiritual renewals

Mental Energy

- Reduce interruptions “switching times”
- Designate “sprint zones” 90-120 m
- Plan, prioritize, and accomplish
- Self-identify how you plan best
  - Showers, car drive in/out, exercising, etc.
  - Check lists or to do lists
  - Others help provide directions

Family

- Family – it is your crystal ball!!
- Every other ball bounces
- Family ball:
  - Delicate
  - Precious
  - Irreplaceable
  - Indispensable
  - Full of love
Energy: Case Discussion

Dr D is a 46 yo female physician-educator with 2 kids and spouse with significant travel/work schedule. She wears 5 different hats on any given day and is involved in several community activities. Dr D finds emails and other interruptions distracting and is feeling stressed due to a grant and several submissions that are due in the next 6 weeks. She has cut down on sleep and exercise to meet the deadlines.

- Is Dr D stressed or burned out?
- What are her risk factors for burnout? Will this lead to burnout?
- What changes could we suggest to control energy at work?
Four Strategies for Enhancing Resiliency

- Self-Care
- Manage Energy
- Mindfulness
- EI
Emotional Intelligence (EI)

- Emotion influences behavior such that an individual is “reasonable” in one instance and “irrational” and emotional the next moment.
- Five components of EI:
  1. Self-awareness – knowing one’s emotions
  2. Self-regulation – managing one’s emotions
  3. Motivation – motivating oneself
  4. Empathy – recognizing emotions in others
  5. Social skills – handling relationships
Four Strategies for Enhancing Resiliency

Self-Care

Manage Energy

EI

Mindfulness
Mindfulness

- The purposeful effort of training your attention
- Can be used to enhance self-awareness and self-regulation
- Improves self-wellbeing, self-confidence, creativity and happiness
- Decreases stress and pain
- Various methods:
  - Meditation (sitting, laying, walking, other activity)
  - Journaling
  - Art
  - Conversations
Mindfulness (MBSR) Practice

- 1 min
- Relaxation Exercise:
  - Visualization
  - Mindful body scan
- Mindfulness exercise:
  - Breathing
Reflection

- Which area needs your attention?
- Think of one activity you will do to:
  - Promote your wellness
  - Manage stress
  - Reduce your risk of burnout
  - Seek assistance for impairment
  - Build resiliency:
    - Self-care
    - Manage energy
    - Build emotional intelligence
    - Practice mindfulness
Making it Happen

- Identify & manage stress
- Identify & prevent burnout
- Build resiliency
  - Practice self-care
  - Manage your energy
  - Strengthen your EI
  - Practice mindfulness
- Protect your crystal ball
- Define limits - Just Say NO!

Resources
Resources

- EAP program
- Center for Professionalism in Medicine (BCM)
- State Physician Health Programs (PHP)
- Federation of State Physician Health programs (FSPHP)
- Vandy resources: CPH, FPWC, EAP, CIH, VCAP & CPPA programs
- Private counseling services
- Professional Coaching - Center for Women in Med: Debbie Smith (www.cwmedicine.org)
Resources

• Treatment programs
• Suicide prevention hotline: 1-800-273-TALK
• Substance use: (AA, NA, Evelyn Fry, etc.)
• Community-based programs: YMCA/YWCA, Massage envy, etc.
Summary

1. Described the professional health and wellness spectrum.
2. Compare and contrast symptoms, treatments, and preventive measures for stress, burnout and impairment.
3. Assessed your own personal risk for burnout and impairment.
4. Express your willingness to modify behaviors that promote self-care and wellness by adjusting current behaviors in any or all areas needed.