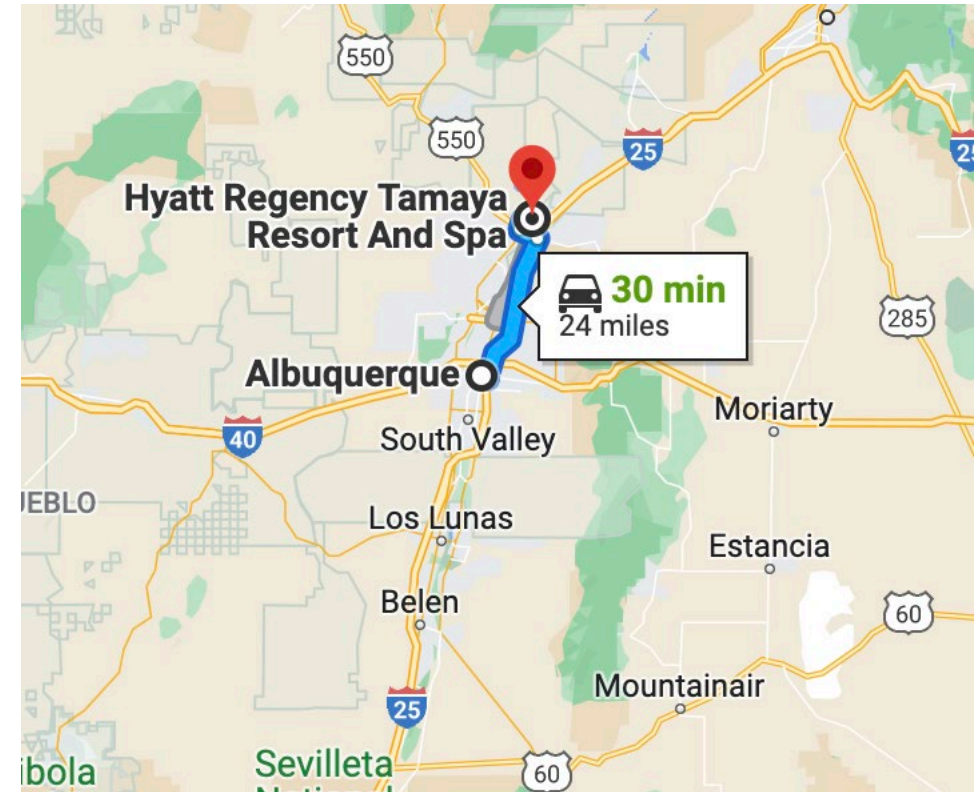


Prioritizing Professional Fulfillment to Fight Burnout

Eileen Barrett, MD, MPH
barrett.eileen@gmail.com



- Acknowledge burnout and it's causes
- Discuss 'wins' for improving professional sustainability
- Make a plan to improve satisfaction and fulfillment in your practice





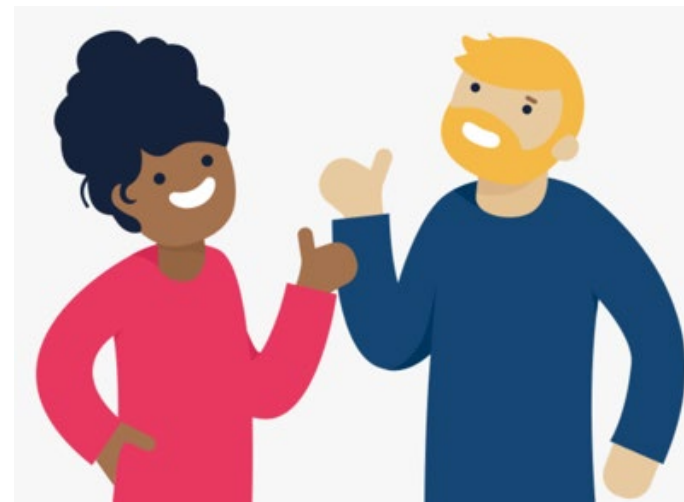
Original Investigation | Psychiatry

Resilience and Burnout Among Physicians and the General US Working Population

These results suggest that, although higher levels of resilience might protect against burnout to a degree, physicians are not collectively deficient in resilience and even the most resilient physicians are at substantial risk of burnout. Therefore, although efforts to maintain or strengthen resilience are appropriate, equal or greater emphasis should be placed on alternative and complementary efforts, especially those addressing characteristics of the practice and external environments (eg, regulatory requirements) that contribute to burnout.^{4,28-30} For example, targets for improvement include inefficient workplace processes, excessive workloads, and negative leadership behaviors.³⁰ This approach aligns with evidence to date supporting equal or greater effectiveness of organizational

Burnout Is About Your Workplace, Not Your People

- Partner with a neighbor
- Introduce yourself
- What surprised or didn't surprise you about what you just heard?



Instead of fixing the workplace, we tend to try to fix the worker



Adi

@IDdocAdi



Health care worker: I feel burnt out

.

.

System: say no more



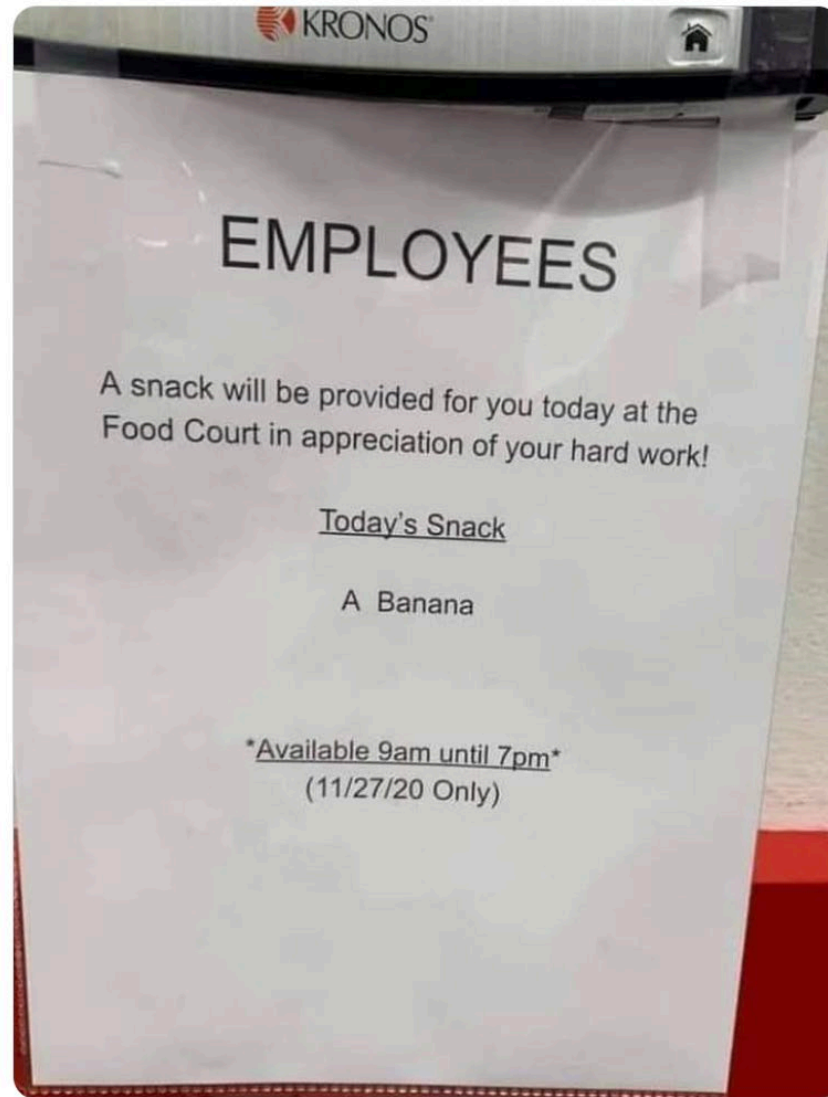
1,775 Retweets **278** Quotes **13.7K** Likes



bnuybunbunynunynunynubynubynubun
@Bass_Buny



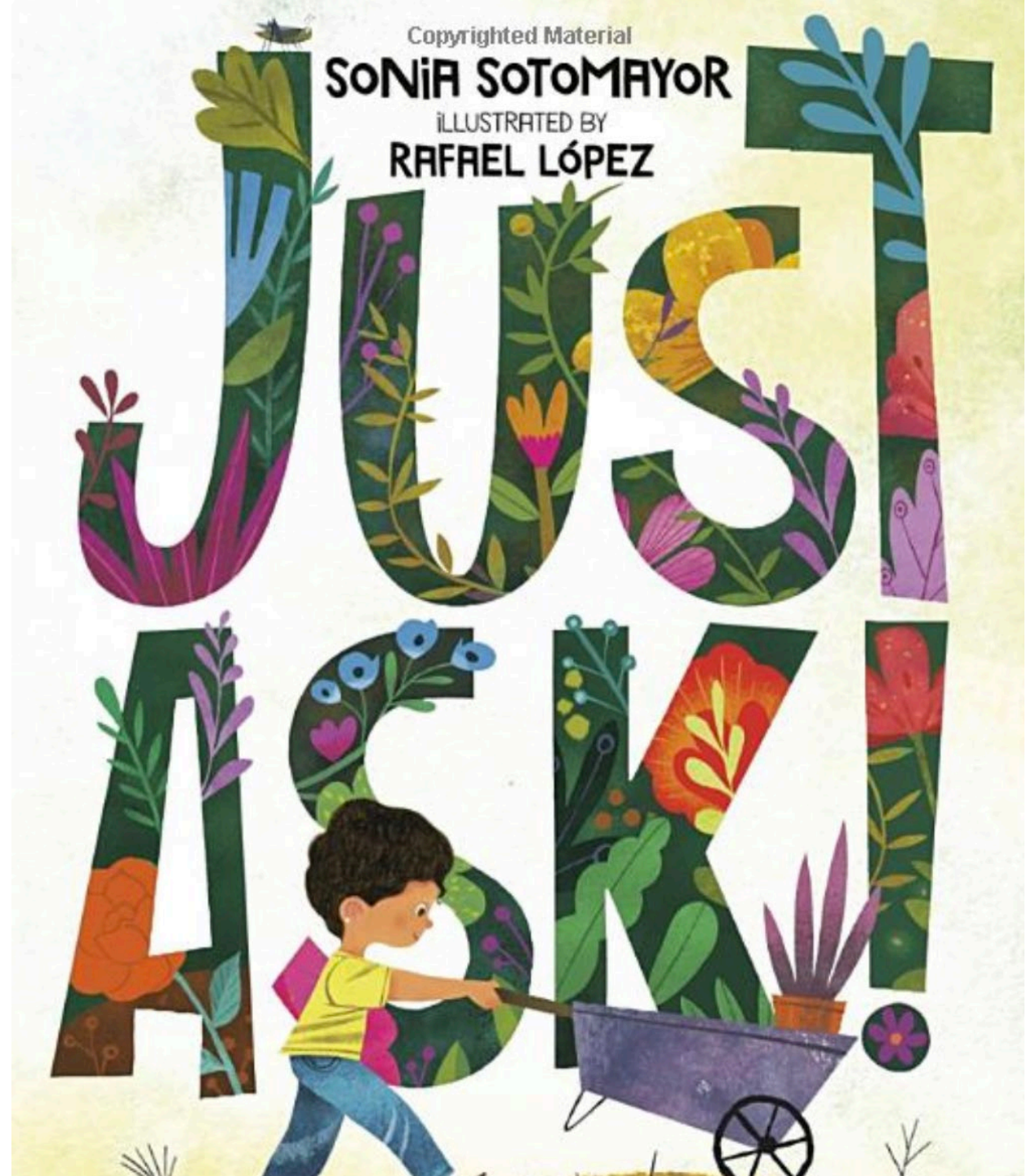
Thank you corporation very cool



3:03 PM · Nov 30, 2020

41.3K Retweets 5,937 Quotes 518.2K Likes 2,804 Bookmarks

So what to do?



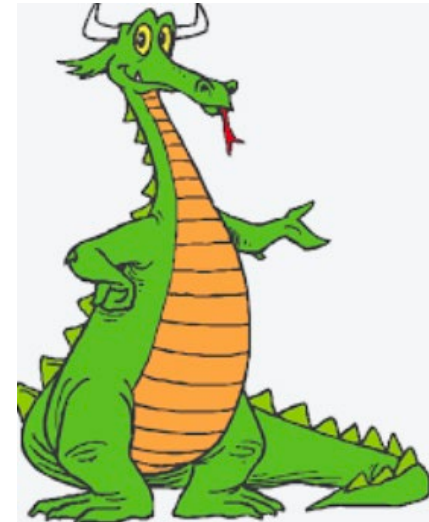
Getting Rid of Stupid Stuff

Reduce the Unnecessary Daily Burdens for Clinicians



Reduce unnecessary clicks

- Review & revise the most common templates for unnecessary clicks and information
- Provide dictation software training & hacks during existing meeting times



Add widescreen monitors



Put printers where they are needed



Provide a meaningful orientation



Getting Rid of Stupid Stuff

Reduce the Unnecessary Daily Burdens for Clinicians



- Partner with a neighbor
- What one action can you take?



People have different experiences in the same workplace

Respect diverse holidays



Support sex and gender minorities



Accessibility of Lactation Stations to Residents and Students

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HOSPITAL

INTRODUCTION

- Less than half of female physicians are breastfeeding at 6 months, and only 29% are exclusively breastfeeding at 6 months. Up to 20% used empty patient rooms, bathrooms, locker rooms or closets.
- The objective of this project is to evaluate the accessibility of lactation stations to residents and students, considering most trainees return to work at a time they are still encouraged to breastfeed⁶.

METHODS

- Using the smartphone “Health” app steps were measured from resident work rooms to the lactation station and back to the work room.
- The number of steps was then multiplied by four as a proxy to the number of times a resident may pump at work.
- This number was then multiplied by six given that most trainees work six days per week.

RESULTS

- There are 13 lactation stations on the medical school campus, but only 2 are located in the main hospital where most residents work.
- The closest work room to the lactation station ‘A’ belongs to ob-gyn departments and requires a trainee to take walk an extra 1.8 miles per week (Table 1). Traveling from the trauma surgical ICU takes an extra 5.46 miles walked per week. Walking from the pediatrics ward to this lactation station takes an extra 5.22 miles per week
- The nearest lactation station (‘B’) to the internal medicine residency program’s work area requires only 1.4 miles of extra walking per week. However, pumping surgery trainees would walk an extra 5.5 miles per week (Table 2).
- If one lactation stations is occupied, the trainee would have to take up to 23 thousand steps weekly to reach the other lactation station located on the other side of the hospital.
- Pregnant trainees face a lack of support from colleagues and faculty ^{10, 11}.

DISCUSSION

- Poor access to lactation stations due to distance from work areas represents a barrier to physicians planning on breastfeeding.
- Improving accessibility of well-equipped lactation stations can decrease interruption of clinical responsibilities, improve physician training and can promote continuation of breastfeeding.

Table 1: Distance to and from Lactation Station A
2,000 steps equals approximately 1 mile.

Work Room	Distance
General Pediatrics	(435 steps x 4) x 6 = 10,440 or 5.22 mi
Medical ICU	(235 steps x 4) x 6 = 5,640 or 2.82 mi
Neuroscience ICU	(296 steps x 4) x 6 = 7,104 or 3.55 mi
Emergency Department	(435 steps x 4) x 6 = 10,392 or 5.1 mi
Trauma/Surgical ICU	(455 steps x 4) x 6 = 10,920 or 5.46 mi
L&D	(443 steps x 4) x 6 = 10,632 or 5.3 mi
Mother Baby Unit	(154 steps x 4) x 6= 3,696 or 1.8 mi
Cafeteria	(894 steps x 4) x 6 = 21,456 or 10.7 mi

Table 2. Distance to and from Lactation Station B
2,000 steps equals approximately 1 mile.

Work Room	Distance
Internal Medicine	(123 steps x 4) x 6 = 2,952 or 1.4 mi
General Surgery	(459 steps x 4) x 6 = 11,016 or 5.5 mi
Radiology	(655 steps x 4) x 6 = 15,720 or 7.86 mi
Neurology	(396 steps x 4) x 6 = 9,504 or 4.7 mi
General OR/Anesthesia	(391 steps x 4) x 6 = 9,384 or 4.6 mi
General Pediatrics	(951 steps x 4) x 6 = 22,824 or 11.41 mi
Mother Baby Unit	(993 steps x 4) x 6 = 23,832 or 11.9 mi

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Update your art



Imposter phenomenon contributes to burnout



**You speak
excellent
English!**

**WHAT IS A
MICROAGGRESSION?**

**Everyone can
succeed if you
just work hard
enough.**

**Where are
you from?**

**All lives
matter.**

**You are so
articulate!**

- You belong here
- I'm glad you're here
- This place is better for having you among us



Teach being an ally





Principle	Suggested Language
1. Ensure the patient is clinically stable	
2. Address the comment: name the behavior as inappropriate	<p>“I’m surprised you thought that would be an appropriate comment/joke.”</p> <p>“Let’s keep it professional.”</p> <p>“I think you are trying to compliment me, but I am here to focus on your health.”</p>
3. Inform the patient you are there to improve his or her health	<p>“I am/we are here to focus on your health.”</p>
4. Share your perspective	<p>“When you said XX, I felt YY.”</p>
5. (Re)educate the patient about the roles of team members	<p>“Your care team is made up of many different people who are all working to improve your health. I respect every member of your team and ask you to do the same.”</p> <p>“Dr. Jones is the physician in charge of your day-to-day care.”</p> <p>“Maria is a highly trained nurse who is working hard to provide your daily care.”</p>
6. Temporarily remove learners from the setting if behavior continues	<p>“We are going to come back in 30 minutes and hope you will be ready to focus on your health.”</p>

- Work with your partner
- Practice saying:
 - I'm surprised you thought that would be appropriate. Let's keep it professional.



Reduce barriers to colleagues receiving mental health care by revising your application and credentialing form



[IHI H3 coalition slides.pptx](#)



[Talking points when asking an organization to support physicians.pdf](#)



[Send this email to your privileging or credentialing office to request changing your application.docx](#)



[Helping Healthcare Heal Coalition references and resources.pdf](#)



Adopt strong policy on bias and harassment

Addressing Patient Bias Against Health Care Workers: Time for Meaningful Change



Have zero tolerance policy for harassment and violence



Occupational Safety and Health Administration



- Partner with a neighbor
- What one action can you take to make your work place better?





Send a thank you text
to a colleague or
friend who has had
your back



**You do not rise to the level
of your goals. You fall to
the level of your systems.**

JAMES CLEAR
Atomic Habits

Success Story: COMPASS Groups Rejuvenate Relationships and Reduce Burnout



Make it easy to show gratitude by adding it to to
your existing meetings

Expressions of Gratitude and Medical Team Performance





Send another thank
you text to a
colleague or friend
who has had your
back



- Open your phone
- Send an email to yourself with one thing you will do to decrease burnout and increase caring at work



