



GHAPP

Gastroenterology & Hepatology
Advanced Practice Providers

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Avoiding Burnout

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Objectives

- Consider your personal experiences with burnout
- Review the prevalence of burnout
- Understand risk factors and consequences of burnout
- Identify skills to prevent burnout and promote well being

Do You Feel Like You Are Working Too Much?

- You aren't alone
- “All work and no play makes Jack a dull boy...It should be “makes Jack a dead boy” says the latest contribution to the literature of overwork, this one from the World Health Organization and the International Labor Organization
- New York Times editorial, 5/29/21



It's Not You...It's All of Us...

- WHO/ILC released a report May 17 on the morbidity and mortality associated with excessive work
- Those who worked more than 55 hours a week carried an excess risk of heart disease (RR 1.17) and stroke (R 1.33)
- WHO/ILC estimates that up to 2.1% of the US population works over 55 hours a week

What Is Your Definition of Burnout?

- What does it look or feel like in your personal life?
- What does it look or feel like in your practice?
- Where do the two overlap and influence each other?

Burnout Is a Syndrome Characterized By...

- Emotional exhaustion (stress)
- Depersonalization/cynicism (negativity)
- Decreased sense of accomplishment (negative self evaluation)
- Driven by workplace stressors

Impact of Burnout

- Lower work satisfaction
- Reduced productivity
- Increased relationship conflict
- Higher job turnover
- Lower patient satisfaction
- Reduced quality of care
- Medical errors
- Depression
- Substance misuse
- Suicide

Measuring Burnout... How Would You Answer the Following?

Two items from the Maslach Burnout Inventory

Rated on a Likert scale (never, rarely, sometimes, frequently, always)

- (1) I feel burned out from my work
- (2) I have become more callous toward people since I took this job

Overall, based on your definition of burnout, how would you rate your level of burnout?

- (1) I enjoy my work, I have no symptoms of burnout
- (2) Occasionally I am under stress and I don't always have as much energy as I once did, but I don't feel burned out
- (3) I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion
- (4) The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot
- (5) I feel completely burned out and often wonder if I can go on. I am at a point where I may need some changes or may need to seek some sort of help.

It's Not You...It's Healthcare Workers

- More than the general US working population, vast numbers of healthcare providers are overworkers
- According to the Physicians Foundation
- 26.1% of physicians and 13% of APRNS work between 51-60 hours per week
- 37.3% of physicians and 11% of APRNs work 61 or more hours per week

Rewarded for Hard Work or Over Work?

- Healthcare workers are often praised and rewarded for overwork.
- Our institutions are compensated by volume and complexity of work. Therefore, more work means more revenue.
- Financial incentives support overwork, and as healthcare professionals emerge from school with the burden of student loans the temptation to overwork is huge.

- Burnout of health care workers is at an all time high following the pandemic, a direct result of overwork.
- The stress of over work can lead to decreased overall health, fitness, poor nutrition, poor sleep, weight gain, elevated cholesterol, poor circulation, heart problems, anxiety, difficulties with concentration, and on an extreme level even death.

Burnout: The Organization or the Individual

- **Burnout is an organizational problem related to work environment & organizational culture.**
- **Organizational change strategies can reduce burnout.** *Examples include workload reduction, shift changes, leadership/structural changes, fostering communication between team members, cultivating sense of job control.*
- **Provider-directed interventions are associated with smaller, but significant reductions in burnout.**



Burnout: The Organization and the Individual

Burnout is driven by the organizational culture + **individual factors, including:**

- # of hours worked, time off
- Level of control w/ scheduling and taking on extra work/patients
- Conflict between work and home (e.g., child care issues, interruption to family activities, missed family meals, lack of time for partner)
- Perfectionism
- Insufficient self care (poor sleep, unstructured meals, low physical activity)
- Level of social connectedness (time with family and friends)
- % time spent on meaningful work

Professional Fulfillment: Helping Yourself

Personal resilience is defined as individual skills, behaviors, and attitudes that contribute to physical, emotional, and professional well-being



Resilience

- Healthy coping and problem-solving skills
- Self-knowledge/self-awareness
- Positive orientation: being able to experience a sense of hope and enjoyment
- Strong relationships
- Motivation, sense of values, and purpose

Burnout Prevention: Promoting Resilience & Well-Being

- Recognize Burnout:
 - Emotional exhaustion, depersonalization, decreased sense of accomplishment
 - Identify in yourself
 - Look for it in your colleagues
 - and reach out
- Prioritize:
 - Determine your priorities
 - Identify your strengths and values
 - Consider what brings you meaning and fulfillment as an Advanced Practice Provider



Burnout Prevention: Promoting Resilience & Well-Being

- Strategize:
 - Build more time in focused on activities that bring you meaning at work (>20% time)
 - Create boundaries and schedule in personal time/activities/self-care
 - Identify burnout triggers – what is in your control and what is not?
 - Solve problems that are solvable
 - Use adaptive emotion-focused coping strategies* to address those that are uncontrollable



*Emotion-focused coping strategies help you get through difficult emotions.

Adaptive ones help you do this without making things worse.

Examples include: acceptance, letting go, deep breathing, positive activities, cognitive restructuring mindfulness, distraction, prayer, exercise.

Separate Your Stress From Your Stressors

- Even once you have removed your stressors you need to complete the stress cycle, how do you do this? With:
 - Physical Activity
 - Sleep
 - Breathing
 - Imagination
 - Creative Self Expression
 - A Big Cry
 - Superficial Social Connection (compliment a stranger)
 - Intimate Connection (20 second hug or a 6 second kiss)
 - Connection with nature (plants, animals, landscapes)
 - Spiritual Connection
 - Laughter (belly laughter)
 - Mindful Self Compassion

Burnout Prevention: Promoting Resilience & Well-Being

Pick a few – do not try to tackle this whole list!

Do things that promote resilience, meaning, and manage stress

- *Build self awareness of strengths and values on an ongoing basis*
- *Seek peer support (stop by the lounge or break room, join formal peer support programs)*
- *Notice perfectionism – experiment with aiming for good enough (or even mediocre)*

Burnout Prevention: Promoting Resilience & Well-Being

Pick a few – do not try to tackle this whole list!

Take care of yourself (like you would a toddler)

- *Spend time with family and friends (if they're work friends, do non-work things)*
- *Plan fun things outside of work*
- *Be in the moment, and relax (practice mindfulness and relaxation strategies)*
- *Practice + cultivate gratitude*
- *Spend time in nature (or just outside)*
- *Eat actual, regular (structured/scheduled) meals + nutritious food*
- *Sleep – ideally at regular times + address sleep problems*
- *Move! This does not have to be formal exercise if you're strapped for time. Find ways to incorporate into your commute; take a break and walk; involve kids or partners; suggest walking meetings*

Mindfulness

- The practice of focused attention on the present moment
- Most definitions also emphasize *willingness to experience* and a *nonjudgmental stance* as important elements of mindfulness
- Preoccupation with past and future experiences lead to missed opportunities to experience and appreciate the here and now



Insight Timer



THE SCIENCE BLOG FOR WORK HOW TO MEDITATE HELP | LOG IN

WHAT IS MEDITATION? TROUBLE MEDITATING? FAQ

What is meditation?

Meditation isn't about becoming a different person, a new person, or even a better person. It's about training in awareness and getting a healthy sense of perspective. You're not trying to turn off your thoughts or feelings. You're learning to observe them without judgment. And eventually, you may start to better understand them as well.



Calm

Find Your Calm

Our goal is to help you improve your health and happiness.

What can we help with today?

- Improve sleep quality
- Reduce stress or anxiety
- Improve focus
- Self-improvement

Additional Resources

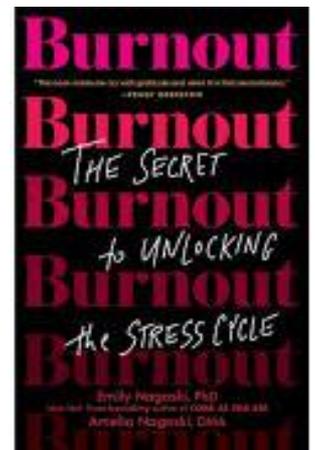
- Duke Center for Healthcare Safety and Quality Well-Being Tools: <https://www.hsq.dukehealth.org/tools/>
- Stanford Medicine WellMD: <https://wellmd.stanford.edu/test-yourself.html>
- Penn Authentic Happiness questionnaires on strengths and values: <https://www.authentichappiness.sas.upenn.edu/testcenter>
- Seeking professional mental health care:
 - Find someone familiar with challenges you are facing
 - <https://www.psychologytoday.com/us/therapists>
 - Fit is important but may not be obvious immediately
 - When possible, have a few goals in mind and frame in positive terms (what you'd like more of)

Takeaways...Promote Your Well Being!

- **Burnout is a state of emotional exhaustion, depersonalization, and decreased sense of accomplishment**
- Burnout is common in health care providers, and those earlier in their career are at greater risk
- Both organizational and individual factors contribute to burnout
- **Awareness of and self monitoring for burnout helps with prevention**
- **Incorporate this information into your life!**
 - Choose a job where more than 20% of your work will be doing the things **you** find meaningful
 - Build resilience and practice/learn a variety of effective coping strategies
 - Set boundaries, practice self care, manage stress, do fun things

Instead of Lean in...Lean On.

- The cure for burnout is not self care...it's just care
- Care for each other
- Instead of more grit, maybe you need more help
- Instead of more discipline, maybe more kindness
- For yourself and others



Special Thank You....

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Questions or Comments?



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Thank You So Much for Your Time Today!

Now Go Do Something Fun!