

Healing Healthcare



SO WE MAY FLOURISH AND SERVE



Objectives

1. Recall both the elements and prevalence of burnout among physicians
2. Recognize the importance of well-being work at the individual, team, and system levels
3. Develop skills for promoting well-being, including a personal tolerations inventory and plan for implementing improvement



What is well-being?



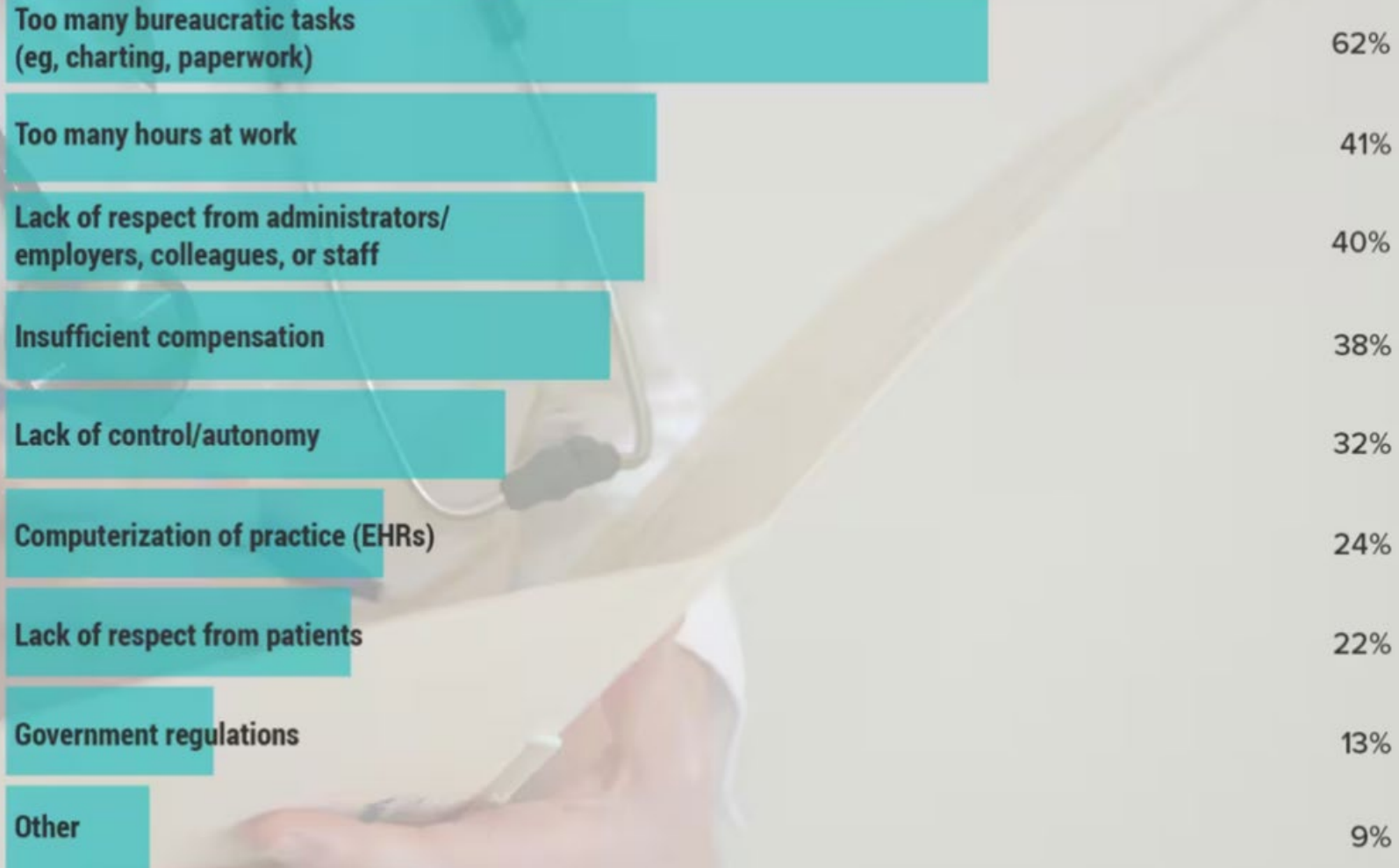


WHAT IS
BURNOUT?



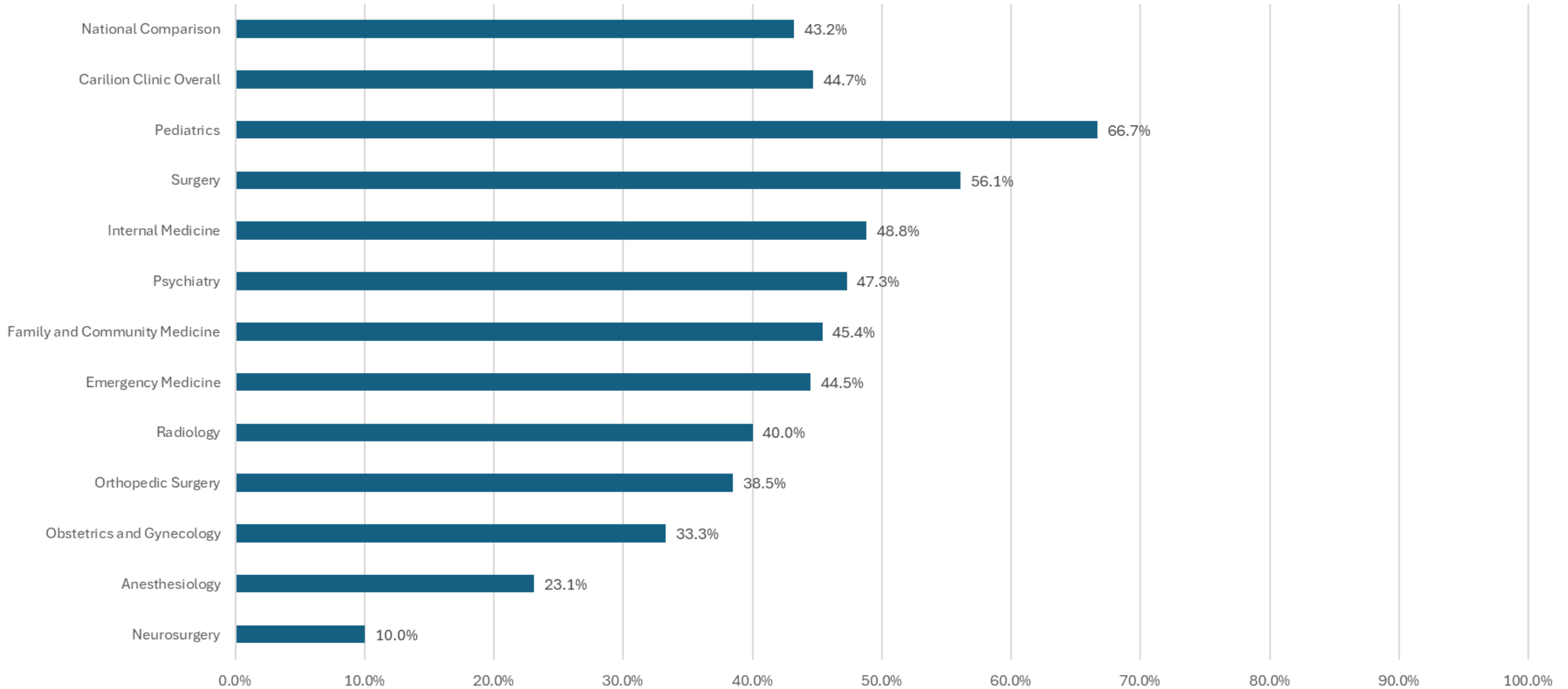
WHAT CAUSES
BURNOUT?

What Contributes Most to Your Burnout?



Respondents could select up to three.

Carilion Burnout Rates 2024



Feeling Valued is Protective

Feeling Valued

I feel valued by my organization.



■ To a great extent

■ Moderately

■ Somewhat

■ Not at all

Carilion Clinic, 2024 (N=623)

21.5%

30.0%

35.2%

13.3%

“What Would Make You Feel Valued?”

- Acknowledgements of our unique strengths or impact, coming from leaders, peers, or patients
- Streamlining the process that turns improvement ideas into action
- Flexibility and input in rewarding and retaining key, talented staff
- Lounges for recharging and connection, rather than workstations

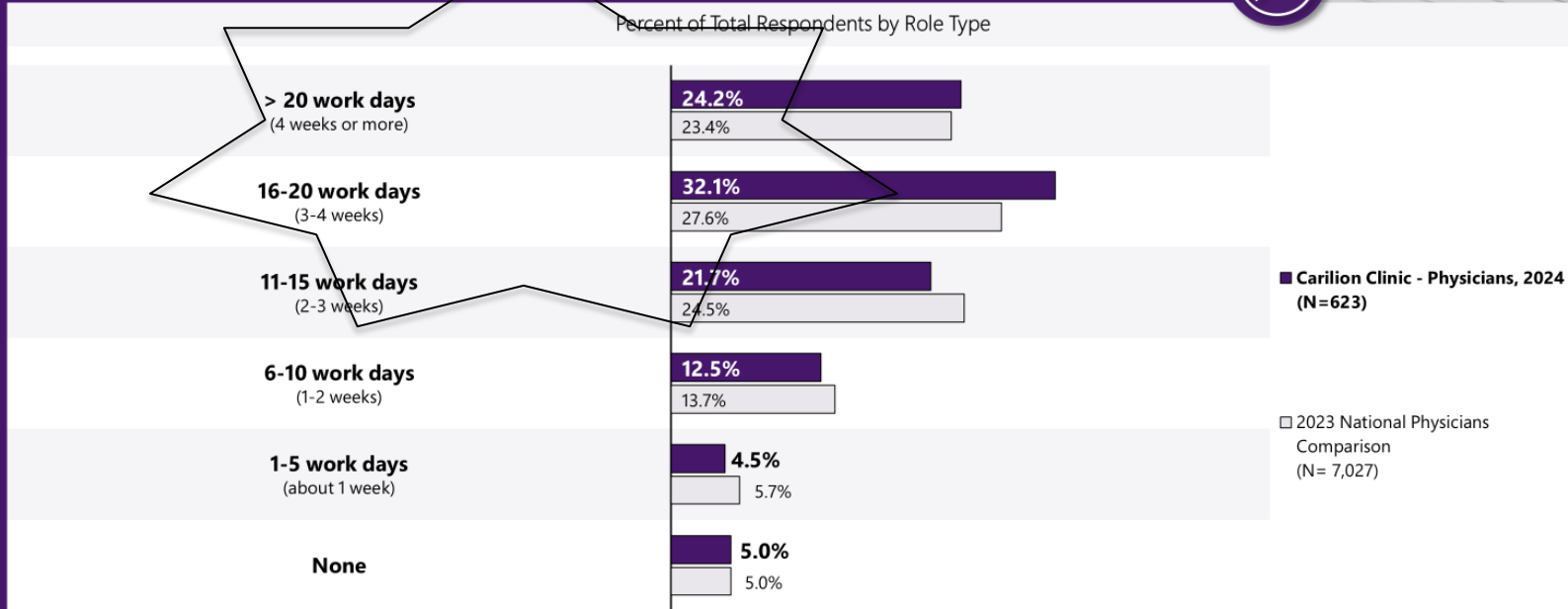
4 Weeks of Vacation is Protective

Vacation Time

How vacation time is defined and allocated varies greatly across practice setting. Using the definition that applies to your practice, please answer: How many days of vacation did you take in the last 12 months?



Physician Data



Note | The 2023 AMA National Physician Comparison and 2023 AMA National APP Comparison include data from organizations that closed their assessment in 2023. The Vacation Time question is not required for organizations/respondents. N values may vary.



© 2024 American Medical Association. All rights reserved.

25

Supportive Leadership is Protective

Leadership

Please indicate to what degree do you agree or disagree with the following statements:
My immediate specialty leader (i.e. Division Chief or Department Chair)...



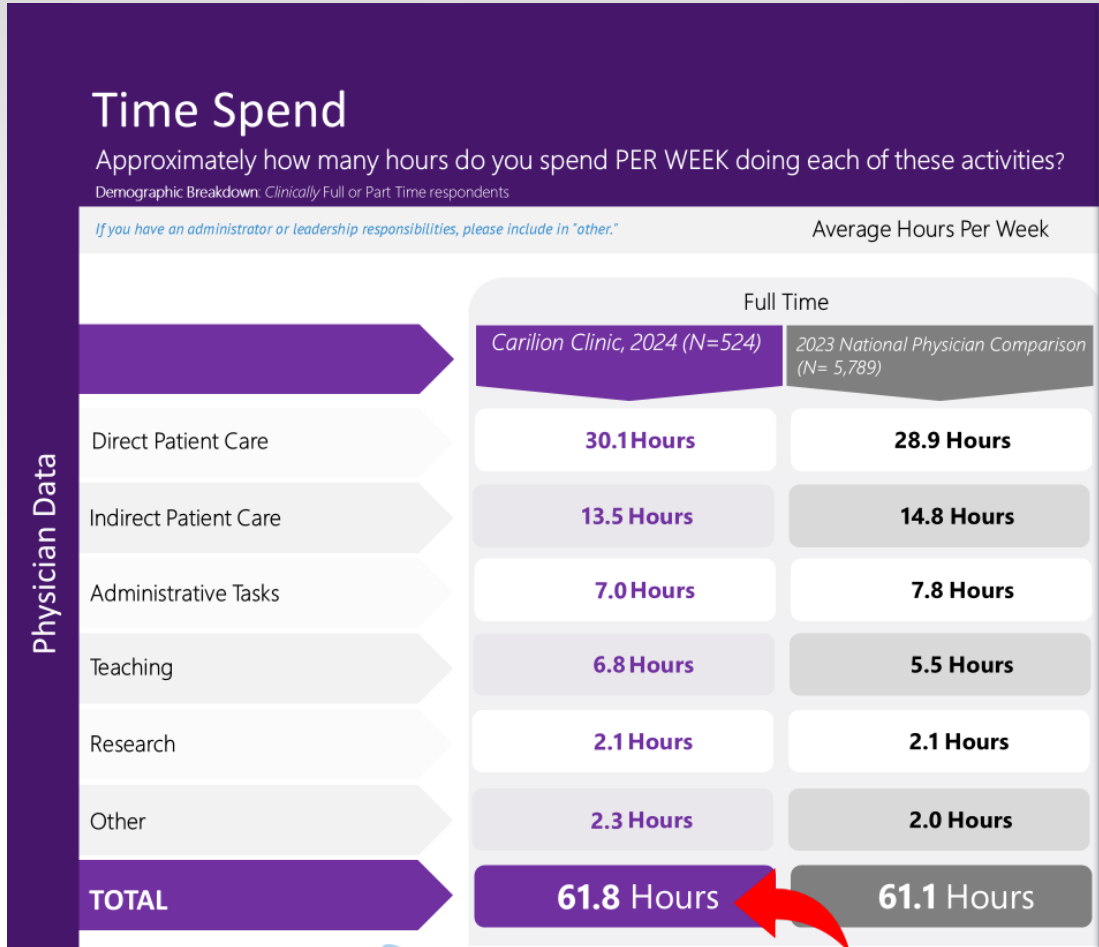
Strongly agree or Agree
(Positive Responses)

Supports me in my work
(i.e. by clearing obstacles to patient care)

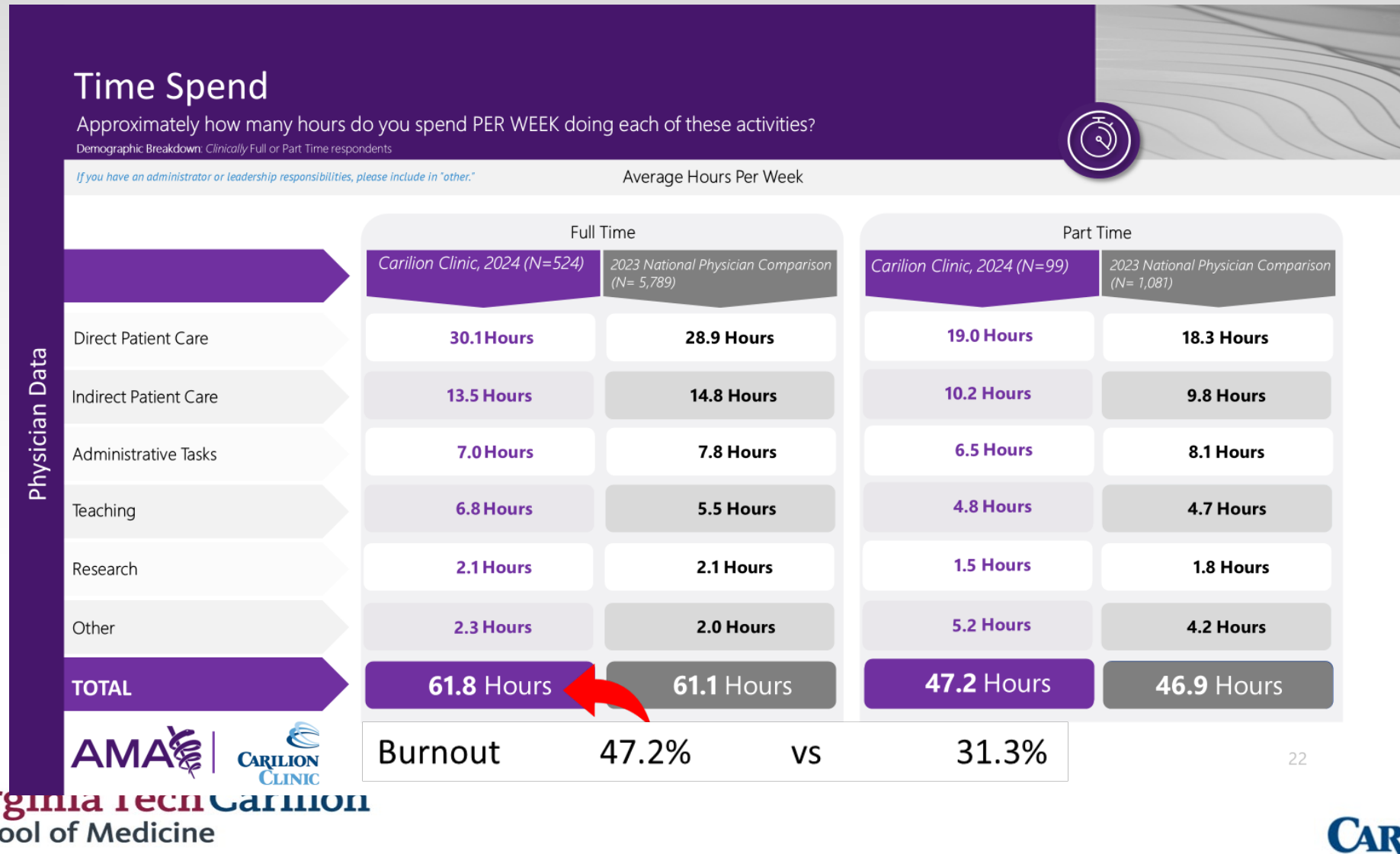
71.5%

67.5%

Working less than 55 hours a week is protective



Working less than 55 hours a week is protective



Areas of Opportunity



Other Areas of Opportunity



Burnout 48.3%

Valued 48.3%



Burnout 40.9%

Valued 54%

Other Areas of Opportunity



Key Take Aways

- People want a voice in processes that affect their work
- Good ideas can get lost in complexity
- More meaningful recognition is needed
- Manageable work weeks with regular time off is important

Clinical Take Aways

- EHR burdens are high
- Patient flow and scheduling inefficiencies have significant consequences for well-being
- Friction and inefficiencies in patient care weigh heavy on us

Medicine is Hard in 2 Ways

1. The right kind of hard

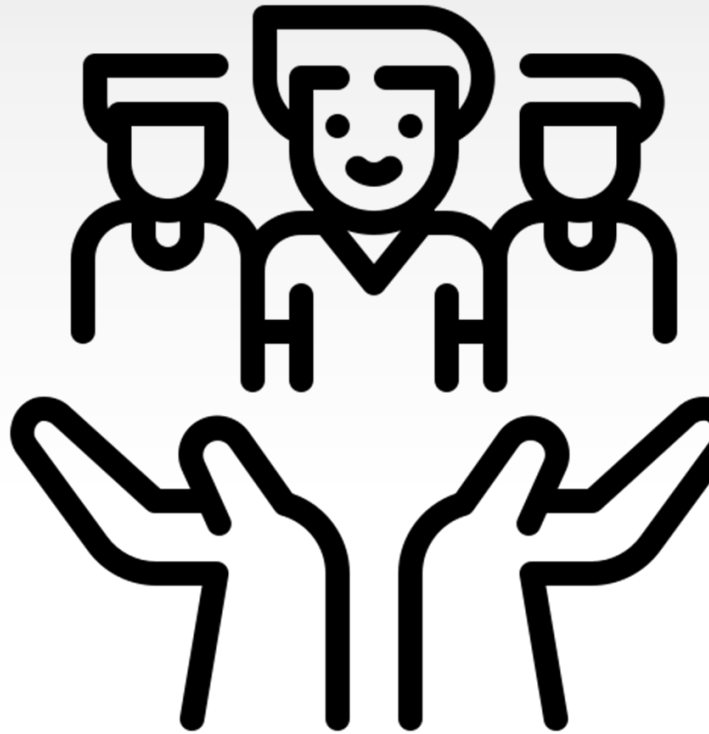


2. The unnecessarily hard



Lightening the load

1. The right kind of hard



2. The unnecessarily hard



A Focus on Workplace Culture and Efficiency



The Large Gears

Workplace Culture

- In a well-being centered workplace culture, employees feel valued, cared for, and supported.

Workplace Efficiency and Function

- A well-being centered, efficiency-focused workplace is one in which job roles and responsibilities are clearly defined and feasible and teams work well together.

Departmental Well-Being Directors

Anesthesiology
Emergency Medicine
Family and Community Medicine
Internal Medicine

Neurosurgery
Obstetrics and Gynecology
Orthopedic Surgery
Pediatrics
Psychiatry
Radiology
Surgery

Maxine Lee, MD
Carla Williams, MD
Beth Polk, MD
Carl Henderson, DO and
Sarah Harendt, PhD
Cara Rogers, DO
Manjusha Sahni, MD
Julie Zielinski, MD
Lori Dudley, PhD
Laura Taylor, LPC
Dan Karolyi, MD, PhD
Bryan Collier, DO

Meet the Wellness at Work team



Kim Butterfield, MPH
Well-being Manager



Julie Blanchard, MS
Wellness Programs
Manager

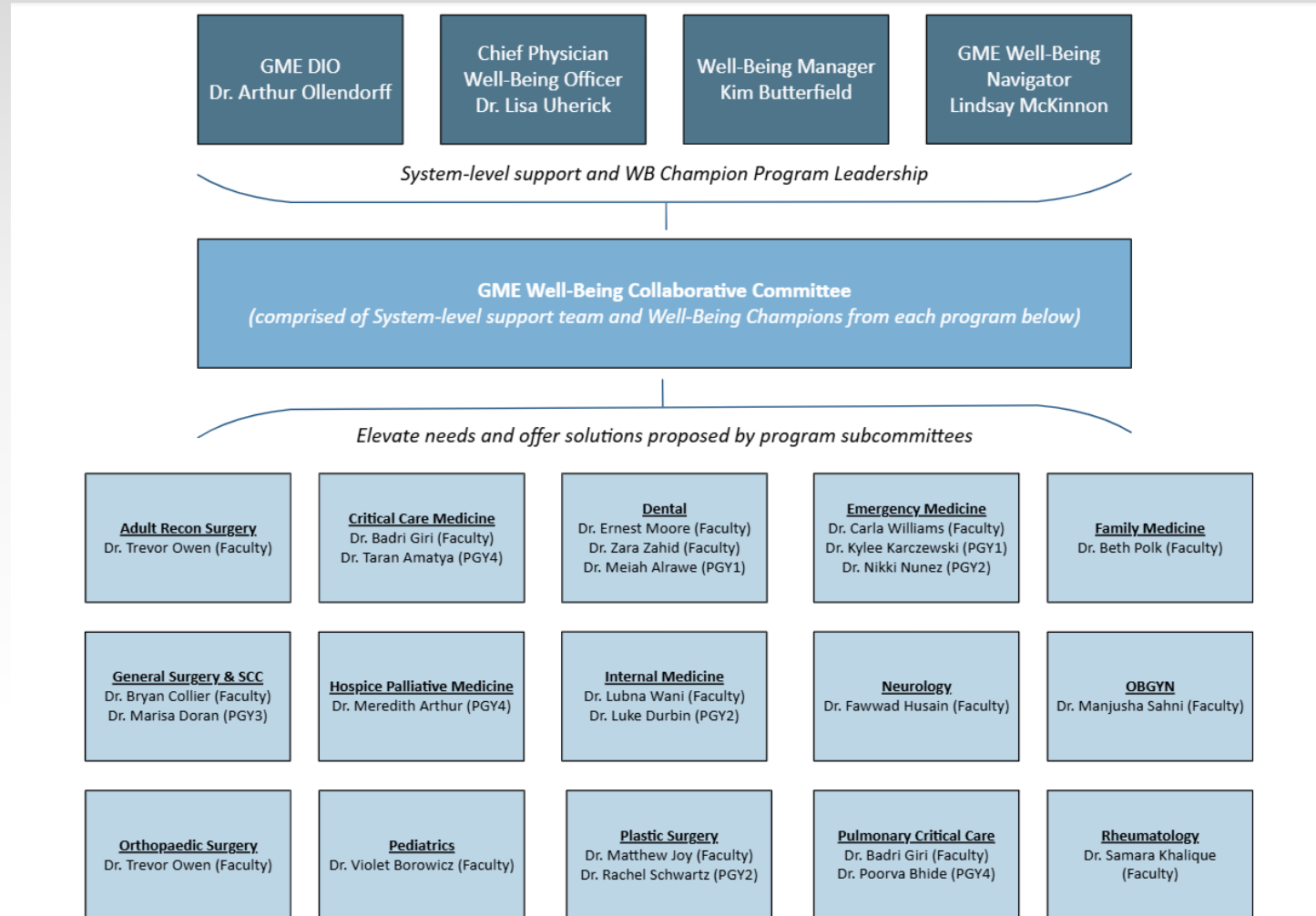


Kari Decker, MS
Well-being Navigator, CMC



Lindsay Mckinnon
Well-being Navigator, GME

GME Well-Being Champions





Group Check-In

- EnOF?
 - Energy
 - Openness
 - Focus



Tolerations

- (n) The act or practice of allowing or putting up with something

(.v. t)
/'tɑ:lə,reit/ - [tol·er·ate]

tolerate

To suffer to be, or to be done, without prohibition or hindrance; to allow or permit negatively, by not preventing; not to restrain; to put up with; as, to tolerate doubtful practices.

Subscribe our channel to get more helpful videos

© learn2pronounce.com

"Examine what you
tolerate.
What you put up with,
you end up with.
What you allow
continues.
Reevaluate the costs
and your worth."
~ Karen Salmansohn

#habitsforwellbeing

www.habitsforwellbeing.com



When we allow tolerations to pile up, we unknowingly create an environment where stress thrives.

What are you tolerating?

- 1. **Independently** write down 5 things that you have been tolerating. (5 minutes)



What are you tolerating?

- 1. **Independently** write down 5 things that you have been tolerating. (5 minutes)
- 2. **Pair up and share** what you feel comfortable sharing. What is on your list? What are the down sides of these tolerances on your well-being? (10 minutes)
- 3. **Independently** take time to prioritize your list and choose at least 1 that you want to commit to do something about in the next 2 weeks (5 minutes)
- 4. **Pair back up and share** your plan. Option to hold each other accountable. (5 minutes)



What are
you going
to take
with you
from
today?

From the CWO

- Be a part of the solution

And

- Take care of yourself
as you care for others



PeerRxMed™



No One
Should Care
Alone

© 2018 PeerRxMed, Inc. All rights reserved.

www.PeerRxMed.org

