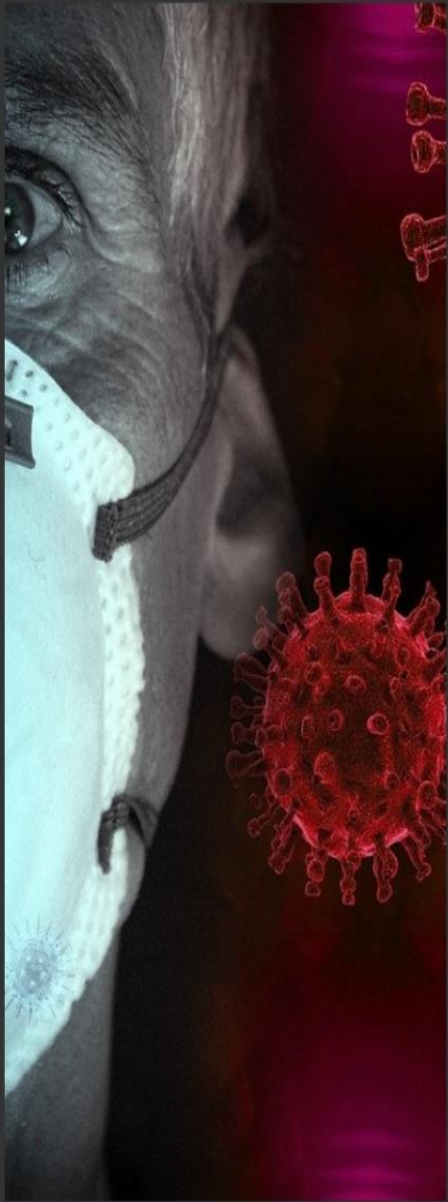


Getting Our Groove Back: Well-Being in Healthcare

Nerissa M. Price MD

Child, Adolescent, & Adult Psychiatrist

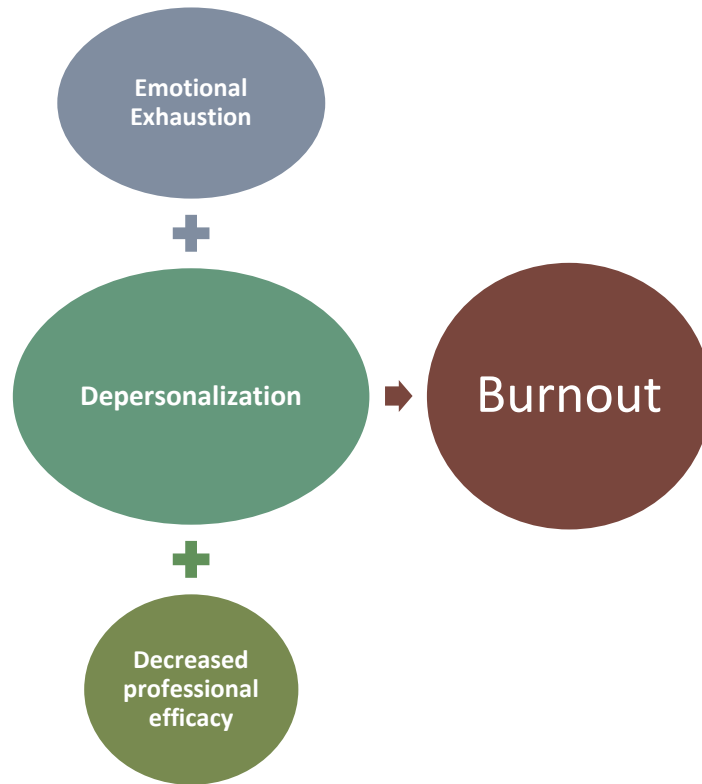
WPP Medical Director for Well-Being Initiatives



THE PROBLEM....

Am I burnout?

- Burnout is a work-related stress syndrome resulting from chronic exposure to job stress



Question #1

1. Overall, I am satisfied with my current job:

5=Agree strongly

4=Agree

3=Neither agree nor disagree

2=Disagree

1=Strongly disagree

Before COVID-19...

Burnout Epidemic

- 43% of US nurses working at US hospitals reported emotional exhaustion
- 75% of nurses surveyed in 2005 reported that nursing shortages led to increased stress levels among nurses, decreased the quality of patient care nurses provided, and drove many workers to leave the profession
- 54.4% of US physicians reported at least one symptom of burnout in 2014 as compared to 45.5% in 2011; down slightly in 2017 (43.9%)

Nursing Shortage and Burnout

- Nursing and other healthcare professions are greatly affected by the steadily retiring baby boomer generation
- It is estimated that one million RNs will retire by 2030
- Nursing schools have been unable to expand capacity to meet need
- As a result, many nurses are asked to work longer or double shifts which can lead to exhaustion and job dissatisfaction
- The nursing shortage will increase the rate of burnout



Question #2

2. Using your own definition of “burnout”, please choose one of the numbers below:

5=I enjoy my work. I have no symptoms of burnout.

4= I am under stress, and don't always have as much energy as I did, but I don't feel burned out.

3=I am beginning to burn out and have one or more symptoms of burnout, e.g. emotional exhaustion.

2= The symptoms of burnout that I am experiencing won't go away. I think about work frustrations a lot.

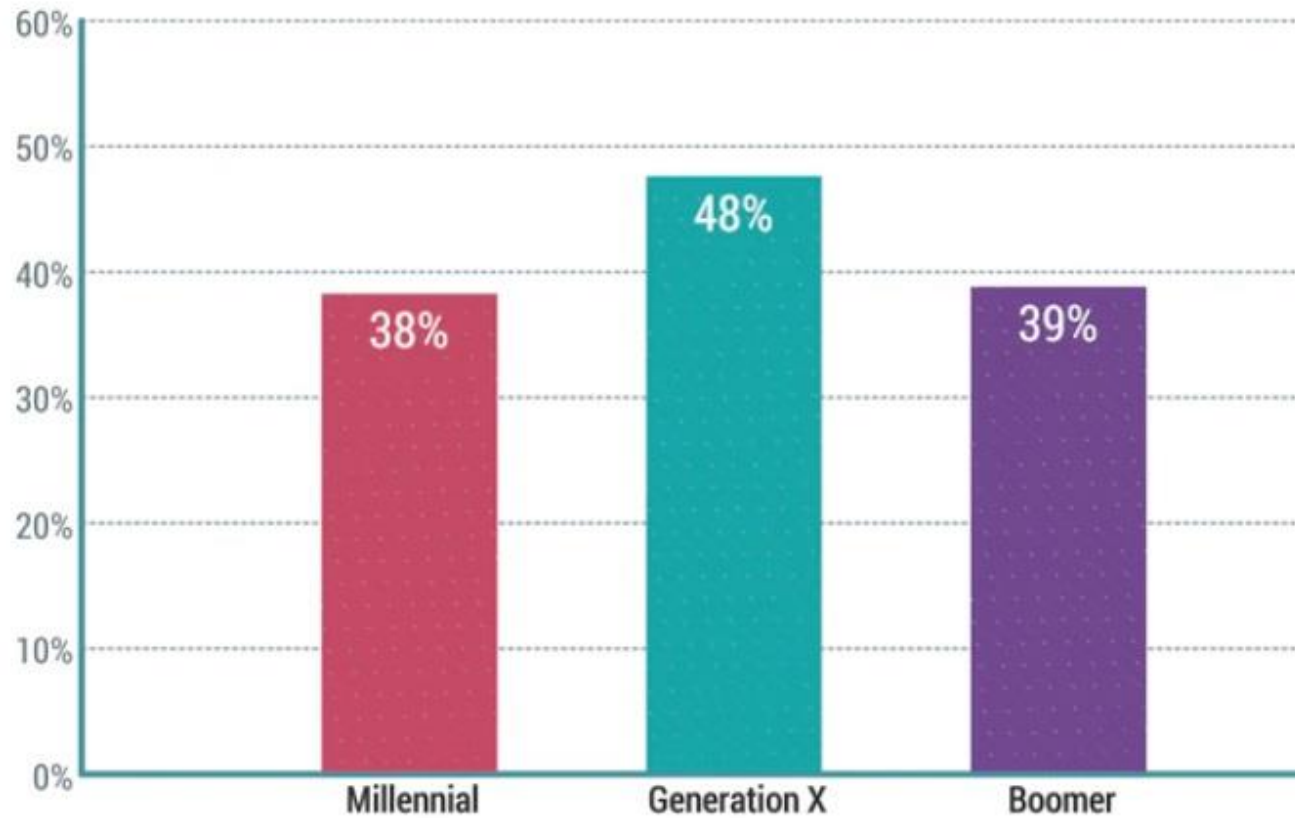
1=I feel completely burned out. I am at the point where I may need to seek help.

Nurses and Burnout

- Nurses who have more than four patients experience higher rates of burnout
- Burnout is 2.5x more common in nurses who work shifts of 10-13 hours vs. 8-9 hours
- Certain specialties more at risk for burnout: Critical care, ED, Oncology
- The highest sources of work stress:
 - Teamwork (more likely the lack of it)
 - Job characteristics (work satisfaction, employer and patients' demands).

Burnout

Which Generation Is Most Burned Out?



'Death by 1000 Cuts': Medscape National Physician Burnout & Suicide Report 2021

Question #3

3. My professional values are well aligned with those of my clinical leaders:

5=Agree strongly

4=Agree

3=Neither agree nor disagree

2=Disagree

1=Strongly disagree

The Struggle

Resiliency

Burnout

Self-Care

Connection with
Others

Organizational
Strategies

Lack of control over
work conditions

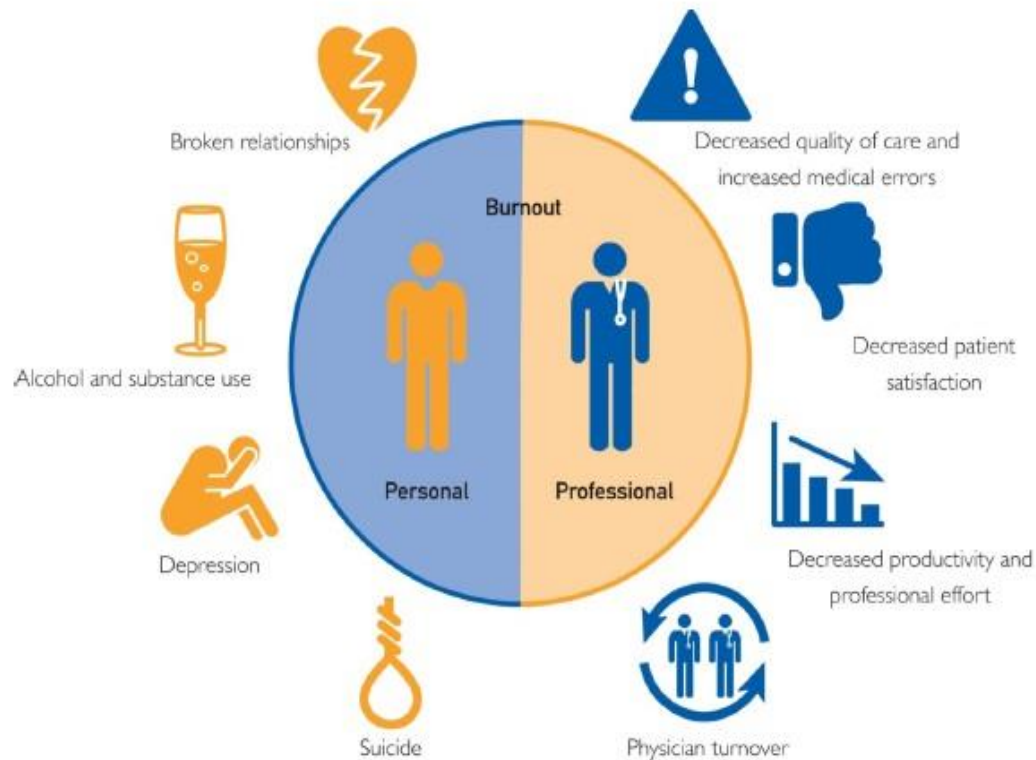
Time pressures

Chaotic workplaces

Lack of alignment
of values

West, C.P., Dyrbye, L.N., & Shanafelt, T.D. (2018). Physician burnout: Contributors, consequences and solutions. *Journal of Internal Medicine*, 283(6), 516–529.

Consequences of Burnout



Question #4

4. The degree to which my care team works efficiently together is:

1=Poor

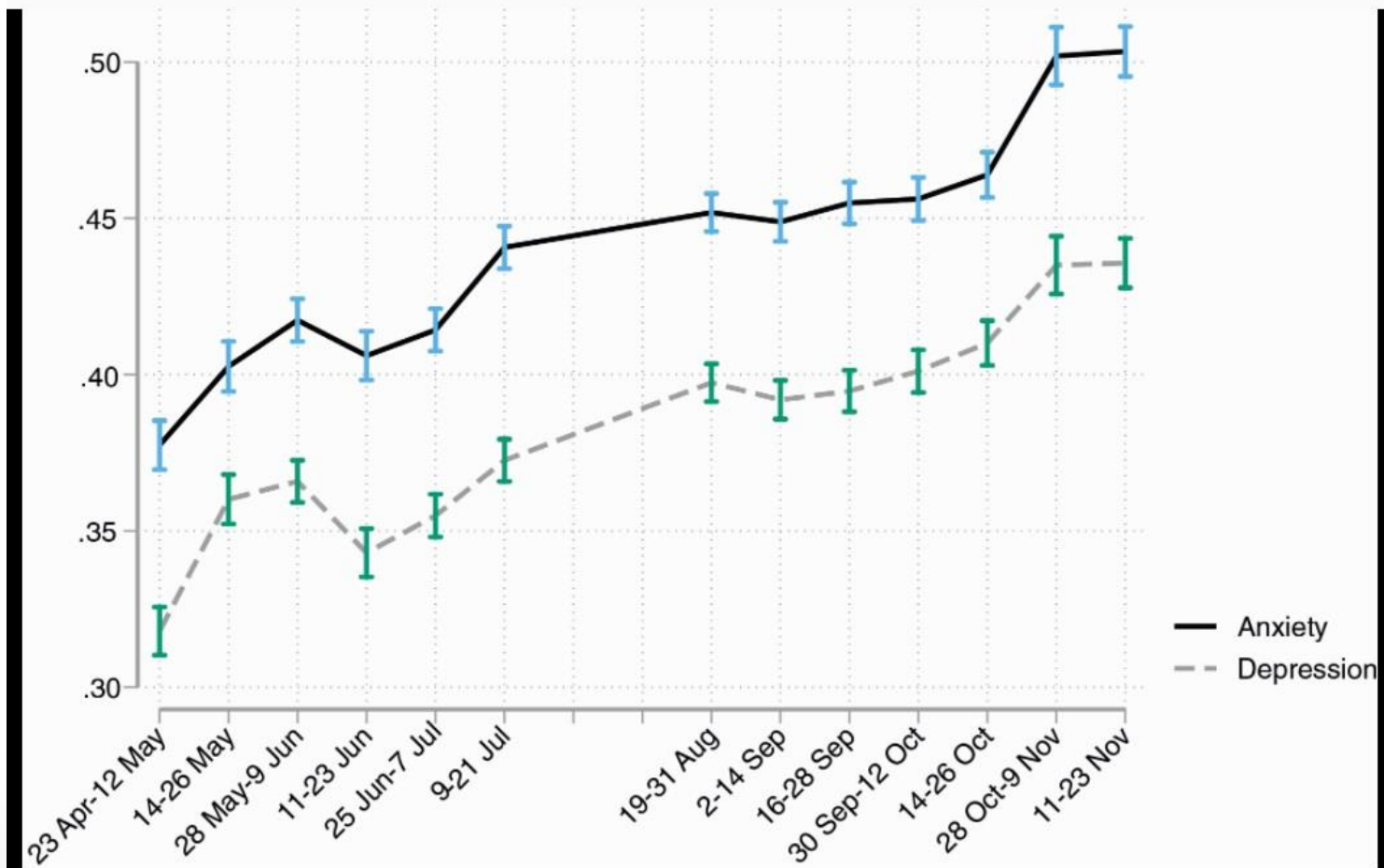
2=Marginal

3=Satisfactory

4 =Good

5 =Optimal

Depression & Anxiety Rates



Depression

Depression Rates in US Tripled When the Pandemic First Hit—Now, They're Even Worse

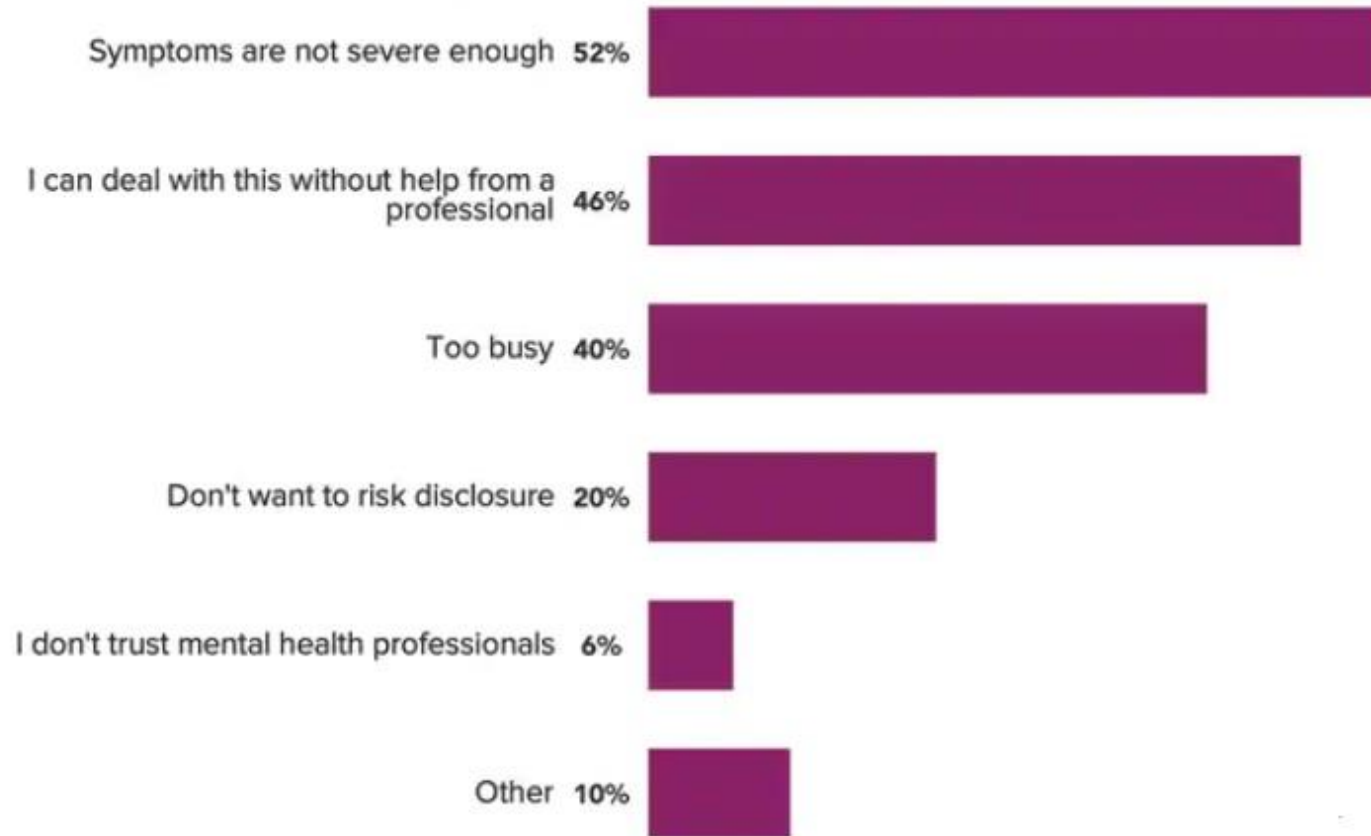
Public health researchers say biggest depression risks for American adults include having low income, being unmarried



Photo by iStockphoto / iStockphoto

Burnout

Why Have You Not Sought Help for Burnout or Depression?



Question #5

5. My control over my workload is:

1 = Poor

2 = Marginal

3 = Satisfactory

4 = Good

5 = Optimal

THE SOLUTIONS...

Fixing Burnout



Question #6

6. I feel a great deal of stress because of my job.

1=Agree strongly

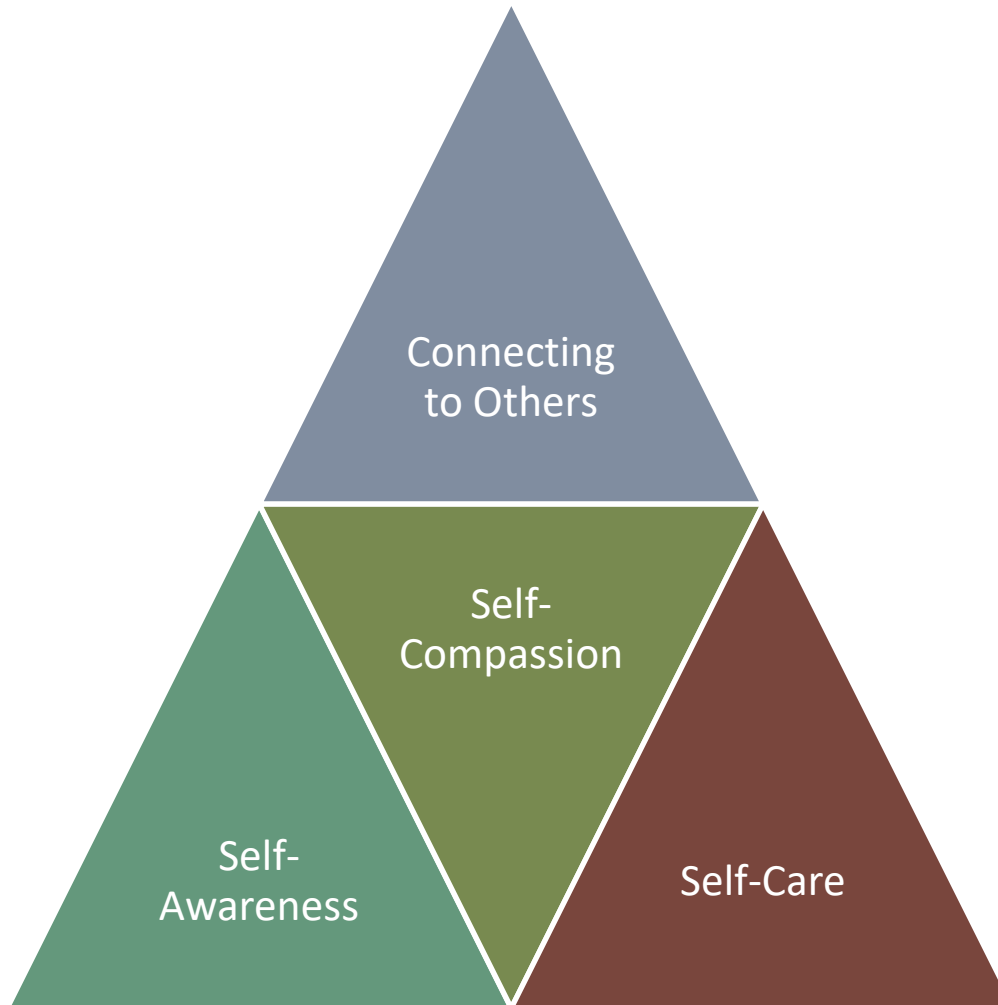
2=Agree

3=Neither agree nor disagree

4=Disagree

5=Strongly disagree

Personal Resilience: Steps Towards Getting Your Groove Back



Self-Awareness

- Checking your emotional temperature!
- Not always easy
- Red flags:
 - Insomnia
 - Mood changes: depressed, anxious, irritability that persist
 - Isolation
 - Avoidance
 - Indifference
 - Low energy or motivation
 - Poor concentration
 - Relationship conflicts
 - Problems at work
 - Suicidal ideation



self-a·ware·ness

noun

conscious knowledge of one's own character, feelings, motives, and desires.

Question #7

7. Sufficiency of time for documentation is:

1 = Poor

2 = Marginal

3 = Satisfactory

4 = Good

5 = Optimal

Self-Compassion

- Treating yourself the way you would treat a friend or patient who is having a hard time
- Learning to embrace yourself and your imperfections give you the resilience needed to thrive.

Neff and Germer 2018



Question #8

8. Which number best describes the atmosphere in your primary work area?

1=Calm

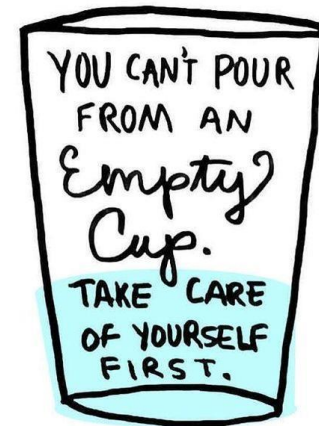
2=

3=Busy, but reasonable

4=

5=Hectic, chaotic

Self-Care



- Exercise
- Good nutrition and hydration
- Adequate sleep
- Avoid Illicit drugs, responsible ETOH intake
- Allow for time to recover (i.e take a break 😊)
 - Journaling, vacation, rituals to honor memories/losses
- Restorative health measures: e.g. meditation, talking to friends or family, having quiet time, listening to music, dance party, Reading, taking a walk, gardening, prayer, etc.
- Take an electronic sabbatical
- Most restorative self-care strategies are: *pleasurable, meaningful and/or involve mastery of a skill*
- SEEK HELP!

Question #9

9. The EMR adds to the frustration of my day:

1=Agree strongly

2=Agree

3=Neither agree nor disagree

4=Disagree

5=Strongly disagree

Connecting to Others

- Seek out contact with your support system, even if far away
- Be open to different types of support
- Connect with others around honoring a critical incident, and/or around moving forward and resilience
- Discipline yourself to have conversations people who know you well enough to know when something is bothering you
- Reprioritize your schedule to spend more time with those who mean the most to you



Question #10

10. My work day is mainly frustrating:

1=Agree strongly

2=Agree

3=Neither agree nor disagree

4=Disagree

5=Strongly disagree

Organizational Strategies

- 1. Acknowledge organizational responsibility in fixing burnout.
- 2. You can't manage what you don't measure. Select a well-being assessment tool and measure in your department. Measure regularly.
 - e.g. AMA Mini-Z, Well-Being Index, Maslach Burnout Inventory, Oldenburg Burnout Inventory, Stanford Professional Fulfillment survey, etc.
- 3. Adopt the lens of well-being through every departmental decision.
- 4. Convene a group of colleagues tracking well-being and recommendations.

Examples of Strategies to Fix Burnout

To improve feelings of control

- Provide flexible scheduling options for providers, such as:
 - More part-time options
 - Seven days on, seven days off for ambulatory practices
 - Flexible scheduling at the beginning and end of the day for clinicians who are parents
- Consistently schedule support staff (e.g., MAs, RNs, etc.) with the same providers.
- Outsource time-consuming tasks, such as coding, to other departments or other staff members in the organization.

To improve communication:

- Provide a mechanism for providers to give ongoing feedback, such as:
 - Setting aside dedicated time at staff meetings to share concerns
 - Holding office hours with leader
 - Putting out a comment box
- Begin meetings by sharing patient case studies.
- Work with your electronic health record (EHR) vendor or IT department to provide better EHR templates that are consistent, easy to read and clinically meaningful.

To improve team spirit and teamwork:

- Recognize accomplishments of providers at staff meetings or through one-on-one recognition.

What are we doing at WakeMed?

WakeMed Well-Being Community

Well-Being Committee

- Sachin Patel (Pulmonary and Critical Care)
- Theresa Amerson (Population Health)
- Karina Meza (Urology)
- Tiffany Lowe-Payne (Internal Medicine)
- Chelsea Ngongong (Cardiology)
- John Holly (Primary Care)
- Claudia Cadet (Neonatology)
- Paul Bobryshev (WEPPA)
- Seth Brody (Executive Leadership)

Wellness Collaborative

- Jeremy Gilmore Director, Spiritual Care Services
- Jessica Tomasula (Manager, Children's Behavioral Health)
- Susan McFarland Director, Employee Relations
- Karen Robbins, Manager, Corporate & Community Health
- Jessica Kilduff Director, Provider Recruitment & HR
- Bob Nelson Employee Wellness, HR Specialist
- Kristi Blankenship Trauma Nurse Coordinator, WakeMed Cary Hospital
- Claudiu Apahidean Manager, Respiratory Care Services, WakeMed North Hospital

Well-Being Initiatives



- **Snack Relief:** Snacks delivered to COVID units, unsung heroes
- **Banners:** placed in Raleigh Hospitalist office, Physician dining
- **Micro-grants:** Apply for up to \$1000 for your well-being idea
- **Water for Well-Being:** Water coolers, bottle attachments to fountains



WPP Peer Support Program: SideKicks Training

- Based on National Center of PTSD peer support Stress First Aid program
- Once training completed, participants identified as “Sidekick-Certified” and available to peers for support
- Interested: WakeMed U-coming soon!



WakeMed Resources



Now Available: Enhanced Behavioral Health Referral Process

- 
One phone number:
1-800-327-2251
- 
100s of behavioral health providers
(in-network with the WakeMed Medical Plan)
- 
Appointments within 2-3 business days

Getting Our Groove Back



ACTIVITIES & OPPORTUNITIES

Snack Relief

Take time to enjoy a meal together – with your team or your family. Options include a catered staff meal or family dinner to go.

Water Cooler

Staying hydrated is important to everyday well-being! Request a water cooler for your practice or work area.

Chair Massages

Take a break and release stress with a chair massage, provided on-site by Incorporate Massage.

Cooking Demonstration

Get some new ideas for healthy meals with a cooking demonstration led by registered dietitians from WakeMed Corporate & Community Health.

Mindfulness Session

Take time out to learn about and practice mindfulness, led by Corporate & Community Health.

COVID S*cks Group

Sponsored by WakeMed Spiritual Care, this group offers support to staff and providers from inpatient COVID areas as we navigate the ongoing pandemic.

To request a service or learn more, email
WPPWellBeing@wakemed.org

Please note: Availability of services and programs are subject to change at any time due to staffing and funding.

WPP Well-Being is available to facilitate a number of activities and opportunities to support stress relief, resilience and overall wellbeing for WakeMed providers and their teams.

ADDITIONAL RESOURCES

WPP Sidekicks

WPP Sidekicks is a peer support program to help participants identify signs of stress reactions in themselves and coworkers and begin dialogue to help support the distressed colleague.

Coming soon! Want to become a Sidekick? Training will soon be available on WakeMedU!

Employee Assistance Program (EAP)

BHS, WakeMed's EAP provider, offers in-the-moment support, individual counseling sessions and a dedicated care team to expedite connection to long term outpatient care including counseling and psychiatry. Call 1-800-327-2251 for more information.

Well-Being Support & Resources

Nerissa Price, MD, medical director, WPP Well-Being Initiatives is available to facilitate discussions about well-being and connect providers with well-being resources in the community.

Behavioral Support Resources

WakeMed offers numerous resources for employees to help manage and improve their mental health and well-being. For more information, scan the QR code.



Well-Being Index

Available for both iOS and Android devices, the Well-Being Index Mobile app makes using the Well-Being Index easier than ever. Once downloaded, participants can access the tool anytime, anywhere, and make assessing wellness part of their routine.

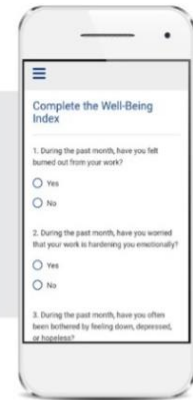
Features of the Well-Being Index Mobile App:

- TouchID for authentication
- Text message notifications
- In-App reminders for reassessment eligibility
- Resources on-the-go
- As always, 100% anonymous



**Download the
Well-Being Index App**

wbi.link/getwbi



Scoring of Mini-Z

Total Score

- Scoring your Mini Z: add the numbered responses from questions 1-10.
- Range 10-50
- 10-20 Needs immediate evaluation, major mismatch, high risk of burnout
- 20-40 Not too bad but could use improvement
- ≥ 40 is a joyful workplace!