

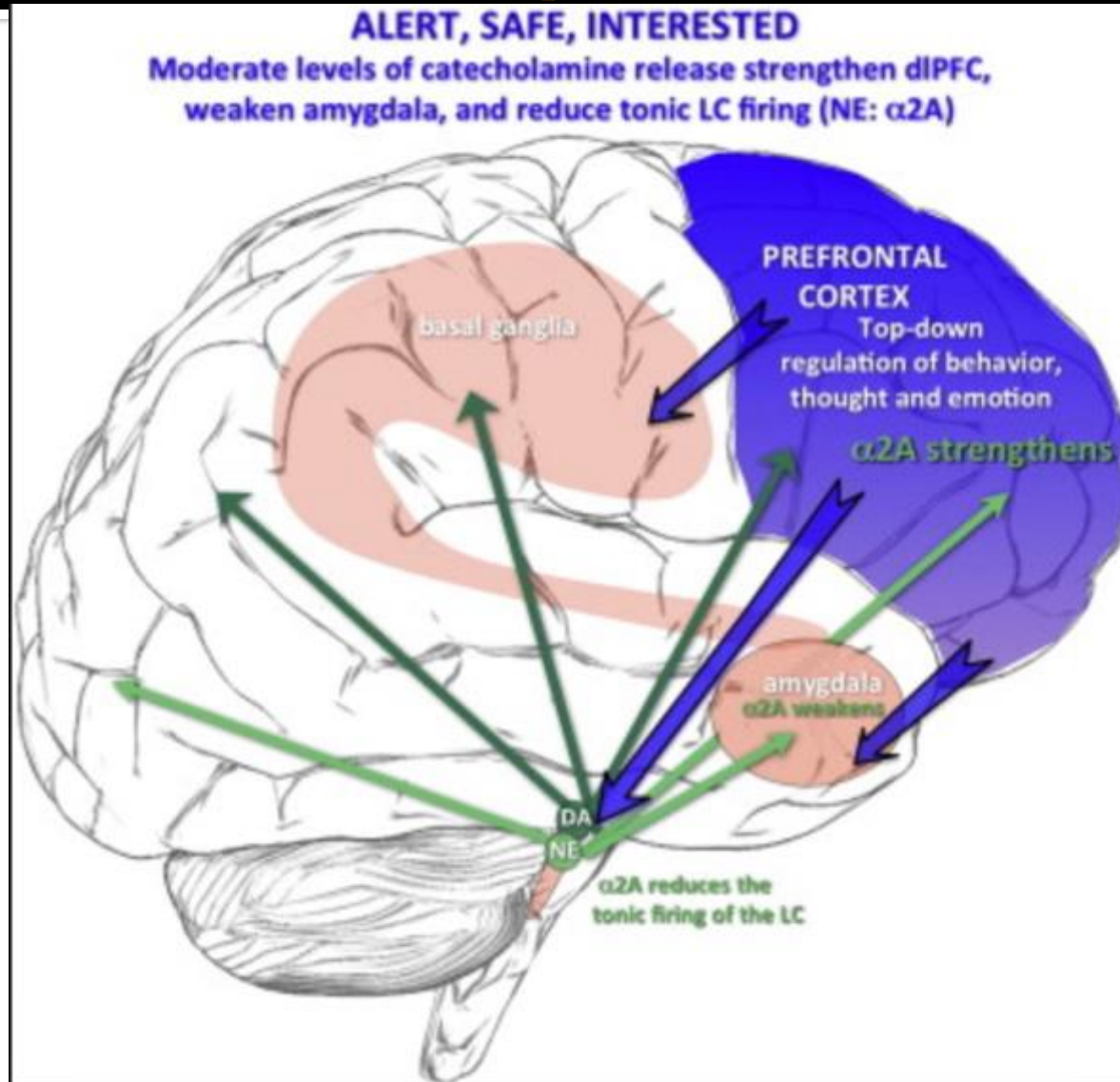
Burn out in Health care

- Rafael Llinas, MD
- Professor of Neurology
- Program Director Neurology Residency
- I am very grateful to Dr. Sexton for his talk on Thriving vs. Surviving during challenging times: Science of Enhancing Resilience

Mental & Emotional

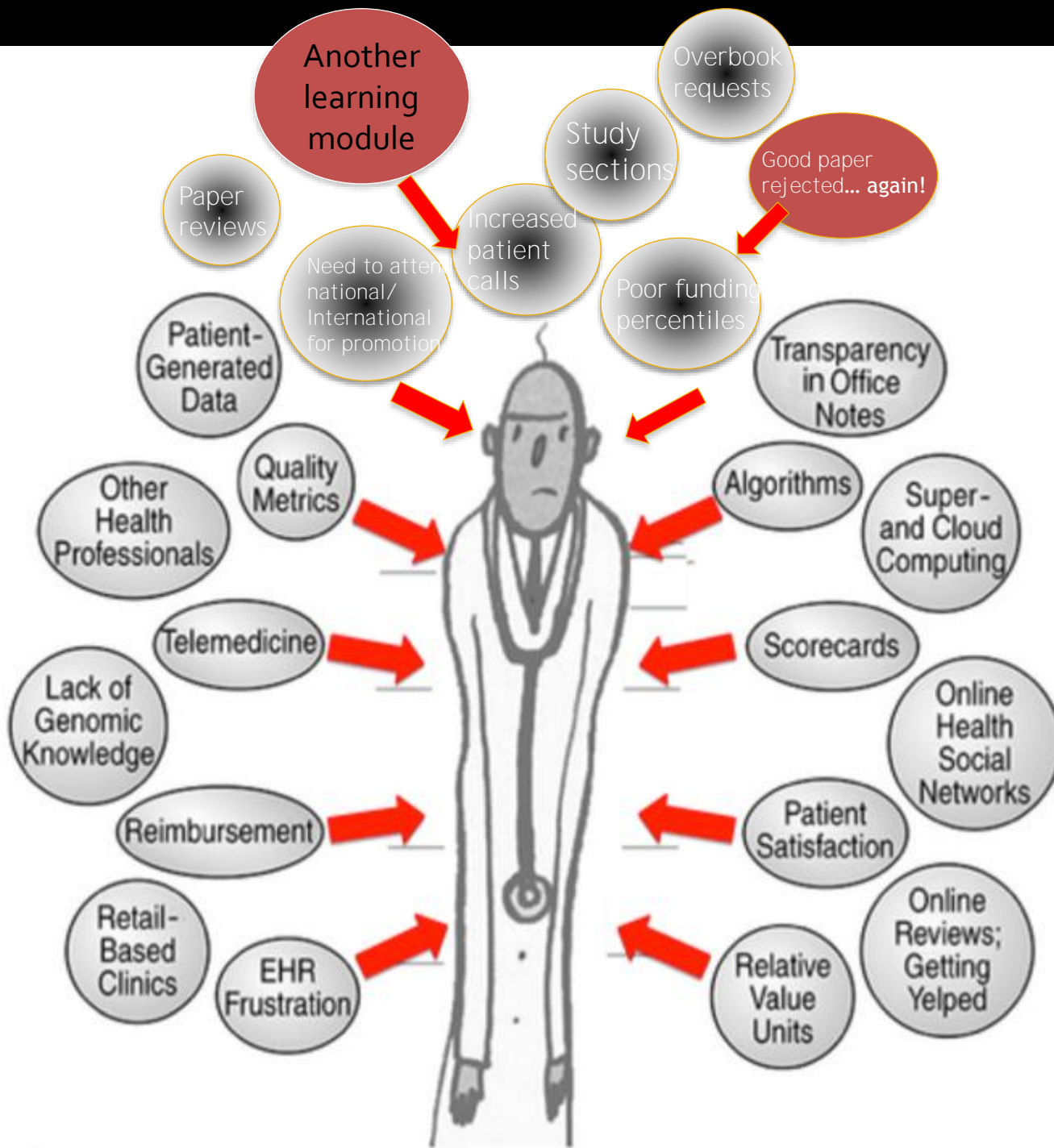
- Feeling of loss of control
- Loss of meaning
- Feeling inadequate/incompetent
- Forgetful
- Resistant to suggestions
- Feeling trapped
- Difficulty concentrating
- Boredom
- Feeling work doesn't fit in with personal values
- Loss of sense of humor
- In denial
- Detached
- Sad
- Fearful/anxious
- Frustrated
- Overwhelmed

So what happens when one area is overused. It stops functioning



**I HATE THAT I CRY WHEN
I'M FRUSTRATED BECAUSE
PEOPLE THINK I'M HURT
WHEN I'M REALLY JUST
TRYING NOT TO KILL YOU.**

What causes burn out



Factors Associated with Burnout

Academic Practice

- Autonomy in job
- Hours worked per week
- % Clinical time

Clinical Practice

- Autonomy in job
- Age
- Effective support staff
- Meaningful work
- Reasonable amount of direct clerical tasks
- Number of outpatients
- Epilepsy subspecialty compared to generalist

Physician Distress: Key Drivers

- Excessive workload
- Inefficient work environment, inadequate support
- Problems with work-life integration
- Loss autonomy/flexibility/control
- Loss of values and meaning in work



BURNOUT

ATTITUDES ARE CONTAGIOUS. MINE MIGHT KILL YOU.

The Washington Post

Solitude in a wired world: More people, even employers are setting aside tech-free time

By Associated Press, Published: October 28

“When I think about truly disconnecting, I look to my truly techy friends,” says Cathy Davidson, a Duke University professor who co-directs the school’s PhD Lab in Digital Knowledge.

Those friends, she says, take long, unwired vacations and set “away messages” telling people to write back after they return. “And they stick to it,” Davidson says, wishing she could do the same.

“They’ve come up with a socially acceptable convention for their own absence from the world of technology and everybody recognizes it.”

In the past 20 years...

- Productivity up 21%
- Ability to make well-informed decisions is remarkably better
 - 20 year ago due diligence = reference book
 - Today there is the internet, google, smartphone apps
- Stress levels have soared
- Worklife Balance Plummeted
 - Intergenerational warfare

In the past 10 years...

- The unintended consequences of “smart phones”
 - Information fatigue harms ability to make smart, creative, successful decisions
 - Sacrificing accuracy and thoughtfulness for immediacy
 - Even objectively better decisions result in less satisfaction

Angelika Dimoka, Director of the Center for Neural Decision Making at Temple University

- The opportunity vs. requirement to multitask
 - 2001 Multitasking = Thrill
 - 2011 Multitasking = Frustration

What can we do?

Johns Hopkins Solution to Burn out

Stress Reduction Kit



Directions:

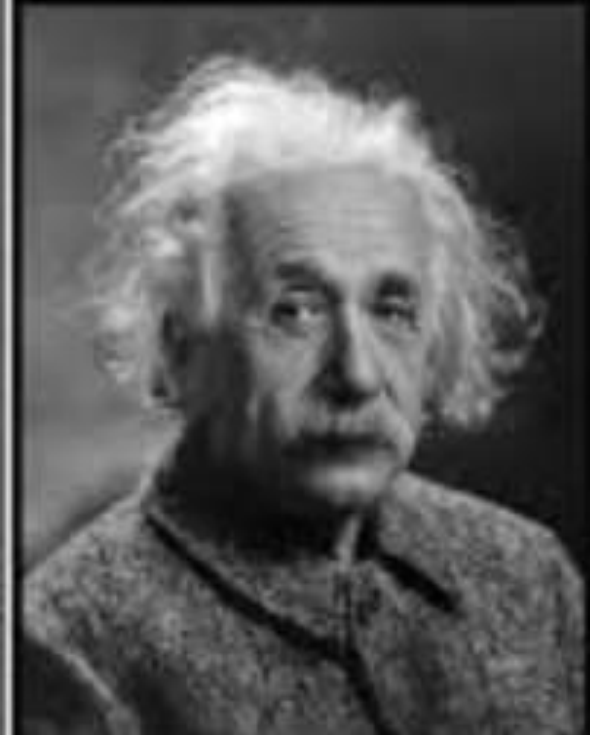
1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.

Victory per unit time-Inpatient



Victory per unit time-Outpatient





When one sits with a beautiful person for an hour, it seems like a minute. but let them sit on a hot stove for a minute and it's longer than any hour.

That's relativity.



Active Destructive
Responding

Finding the bad in the
good: where you find
the cloud in the silver
lining

Passive Destructive
Responding

Not caring at all about
their news

Passive Constructive
Responding

Not making a big deal
out of it

Active Constructive
Responding

Reacting positively,
being interested and
caring about their
news.

Take Home

- Redefine Quality
- Burnout/Resilience predicts quality
 - 1 out of 3 are burned out in healthcare
 - Almost half of USA docs are burned out
 - Burnout linked to:
 - clinical quality
 - Handoffs
 - patient mortality
 - patient satisfaction
 - depression and suicide
- Protect prefrontal reserves
- Build resiliency



Three Good Things

