

Clinician Wellness

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Clinician Wellness

- Not Hokey.....US.....
- You, You, YOU!!!!-INVEST_YOU-Owner's manual
- Stakeholders
- Family
- Patients
- Colleagues
- Practice
- Hospital
- Community



Have you seen a Primary Care Clinician for a physical in the past year?

- 1-Yes
- 2-No

Have you seen a Primary Care Clinician for a physical in the past 5 years?

- 1-Yes
- 2-No

Have you thought of retiring early or changing job description because of the stress of Practice?

1-Yes

2-No.

Have you frequently wished someone acknowledged how stressful your daily work is or gave you mechanisms to better deal with your stressors?

- 1-Yes
- 2-No

PURSUIT OF EXCELLENCE

ORLANDO HEALTH



Embrace
Quality & Safety



Earn Physician
Loyalty



Become The Best
Place To Work



Drive Growth
& Innovation



Strengthen
Economics



Enhance
Ease Of Use

Self-Awareness

“Self-awareness means having a deep understanding of one’s emotions, strengths, weaknesses, needs, and drives. People with strong self-awareness are neither overly critical nor unrealistically hopeful. Rather, they are honest – with themselves and with others.”

Great Gifts...Achilles Heel.....

ALL OF US....

Highly intelligent

Determined

Goal oriented

Selfless

Willing to sacrifice- delay gratification

Responsibility- Inappropriate sense of responsibility

Control/Understand situation

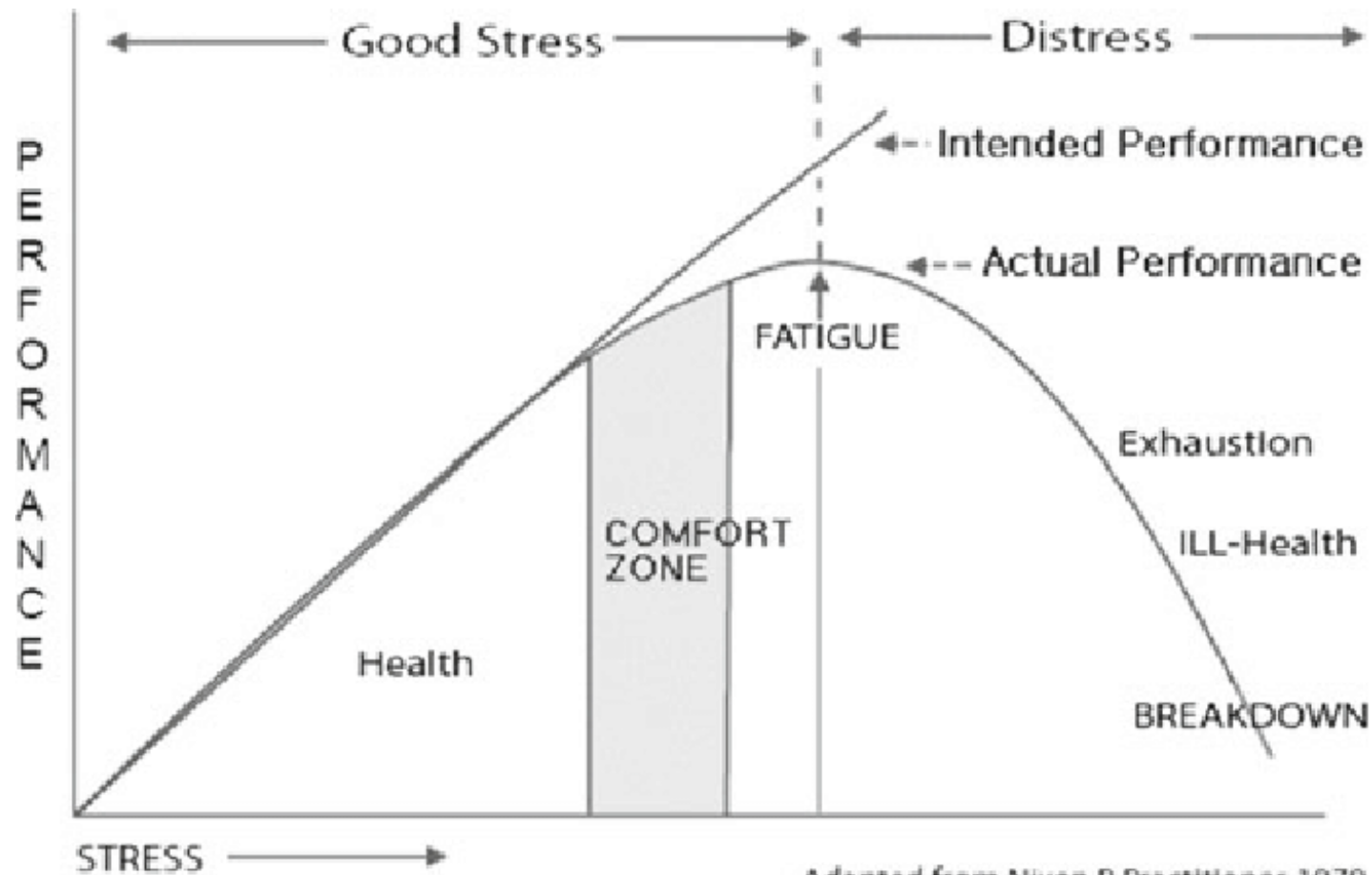
Please/help others

Chronic self doubt

Uncomfortable with approval



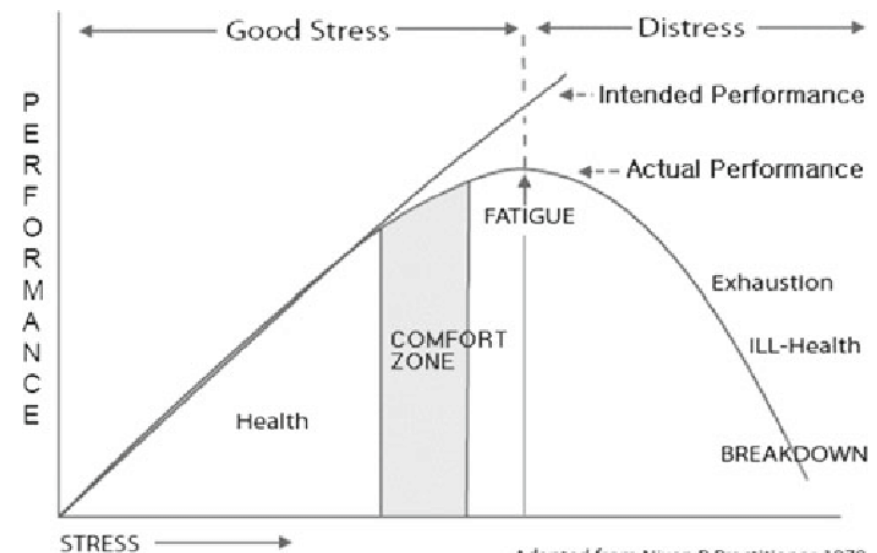
Performance and Stress



Adapted from Nixon P, Practitioner, 1979

Header Goes Here

- Hurrying and staying busy
- Need to control
- Perfectionism
- Difficulty with relationships
- Work binges
- Difficulty relaxing and having fun
- Impatience and irritability
- Self-inadequacy
- Self-neglect



Adapted from Nixon P, Practitioner, 1979

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THE 12 STAGES OF BURNOUT

Excessive Ambition

Pushing Yourself to Work Harder

Neglecting Personal Care and Needs

Displacement of Conflict

Changes in Values to Validate Self

Denial of Problems

Social Withdrawal

Obvious Behavior Changes

Confusion of Identity

Inner Emptiness

Depression

Mental or Physical Collapse

The Cost of Burn Out

Effect on patient care and safety

- Patient medication adherence
- Physician recommended evidence based screening and health counseling reduced when physicians have poor personal health

Reduced workplace productivity and efficiency

Cost of replacing a physician (150-300 K, maybe 1million)

JULY 9, 2018

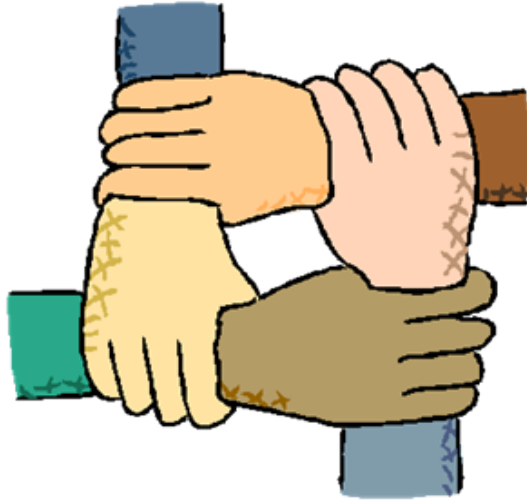
Medical errors may stem more from physician burnout than unsafe health care settings

by Stanford University Medical Center

Causes of Burnout

- Workload
- Specialty choice
- Practice setting
- Patient characteristics
- Sleep deprivation
- Personality type
- Methods of dealing with medical mistakes
- Malpractice suits
- Lack of control over practice
- Environment
- Problems with work-life balance
 - Rising student debt
- Increasing govt regulations
 - Business aspect of medicine
- Increase clinical demands
 - Rapidly expanding knowledge base
- Less time with patients

Wellness Interventions



Studies so far...

Institutional....

- Sense of control over practice environment = #1
- Perceived work demands
- Satisfaction with resources
- Related to physician age and specialty
- Provide adequate Support Services
 - Adequate coverage Intervene in a prompt and supportive fashion

Cultivate a Collegial Work Environment

- Fosters healthy relationship (retreats, team building, social gathering, etc). Social support from colleagues

Personal Resilience

“The strength, innate or developed, that enables one to adapt well to extreme stress”, including the capacities to:

- Optimally function
- Maintain sound mental health under adverse circumstances
- Rebound from the deleterious effects of even overwhelming stress
- Factors
 1. Age, sex
 2. Social class, family dynamics
 3. Social support, temperament
 4. Self-efficacy, belief in God/spirituality
 5. Coping skills

Dr. Glenn Schiraldi, U of Maryland



Studies so far...

Individual....

5 primary wellness-promotion practices

- Relationships → involvement and spending time w/ family/friends/ colleague/community
- Religion or spirituality
- Self-care → reading, nutrition, exercise, counselling
- Work → focusing on satisfaction/meaning
- Approaches to life → being positive, balance

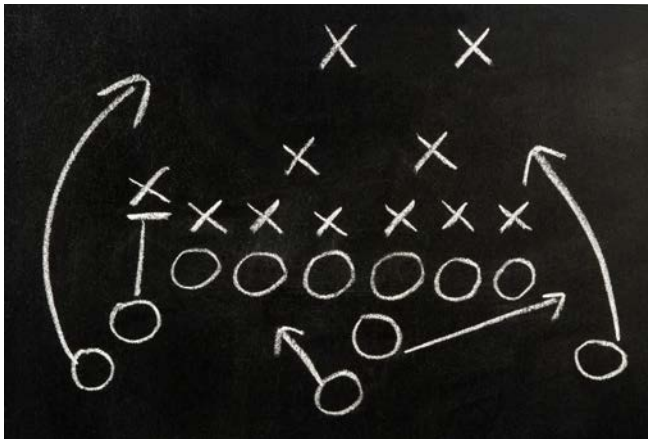
“Approaches to life” → associated with highest level of psychological well-being

In Summary...

1. Provider wellness should be a vital part of practices and medical training.
2. OH has devoted time, energy, education, and financial commitment to make this happen.
3. Do what you tell your patients to do:
 - Take care of your physical self
 - Eat healthy
 - Live according to your values
 - Express your feelings
 - Engage in self-awareness activities
 - **Protect your relationships**

The Leader and Wellness

- Perspective
- Local Environment
- Culture
- Legacy



When are We Happy?

- When we are in the present.
- When we get what we want AND when we appreciate what we have.
- When we have slept.
- When we have eaten well and consistently.
- When we have manageable work loads.
- When we have healthy connections to others.
- When we are kind.



Henry James

“Three things in human life are important:

*the first is to be kind,
the second is to be kind,
and the third is to be kind.”*

“Love thy neighbor as thy self”



Physician
Wellness a...

Wellness and Resilience | Program Offerings

Individual Initiatives

- Coaching
- Leadership Development
- Performance Training
- Mentoring
- Career Development and Planning
- Coaching Consultation and Referral
- Support Onboarding Activities for New Physicians
- Consultation to OHMG HR
- Consultation to Medical Staff Services

Institutional Initiatives

- Physician/APP Forums
- Practice Enhancement
- Website
- GME Lectures Series
- GME Consultation to Program Directors and Wellness Initiative
- Compassion Fatigue Rounds
- Administration Consultations
- Grand Rounds
- Cultural Competency Trainings
- Crisis Intervention Stress Management

Designing programs to support, educate and respond to the unique needs of ALL our physicians and advanced practice professionals

10 Commandments of Wellness

- I.** Thou shall not expect someone else to reduce your stress.
- II.** Thou shall not resist change.
- III.** Thou shall not take thyself in vain.
- IV.** Remember what is holy to thee.
- V.** Honor thy limits.
- VI.** Thou shall not work alone.
- VII.** Thou shall not kill or take it out on others.
- VIII.** Thou shall not work harder. Thou shall work smarter.
- IX.** Seek to find joy and mastery in thy work.
- X.** Thou shall continue to learn.

Wellness

- Give the gift of presence
 - Make Joy.....
 - Make your day
- Never feel guilty about doing something good for yourself....
PLAN on it!!!

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