Balancing Act:
Keep Burnout at Bay

Michelle Kammerer-Jerome, Morristown Medical Center
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Sharon Sullivan, GME/University at Buffalo
Michael Boland, MMCGME Services
WHAT DO YOU GET AFTER YEARS OF HARD WORKING?

BURNOUT
Burnout is:
- Lost energy
- Lost enthusiasm
- Lost confidence
- “I’ve been done wrong”
- “This is not the way it’s supposed to be”
- “It’s driving me crazy”
- “Stop the World - I want to get off”
- “I’m mad as hell and I’m not going to take it anymore”
Employee Engagement is:

- Understanding one’s role in organization
- Feeling energized
- Feeling pride and loyalty to organization
- Organization’s actions consistent with core values
- Wanting to “go the extra mile”
- My contribution to the mission matters
- Less sick time off from work
University at Buffalo
Graduate Medical Education

Carrie Racumberger
Training Program Administrator
OB/ GYN Sisters Hospital
What Our Survey Showed

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What Our Survey Showed

If you were a TPA prior to 2010 how would you rate the support provided to you by the GME office?

Answered: 39  Skipped: 0

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What Our Survey Showed

If you were a TPA after 2010 how would you rate the support provided to you by the GME office?

Answered: 39  Skipped: 0

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Total 39
What Activities Have Been Offered by the GME Office?

- Development of a GME-focused job description
- TPA award of excellence
- Instituted “Striving for Excellence” Professional Development Program
- Salary Survey
- Combined TPAC/ PDAC meetings
- TPA Development Day Seminar
- TPA Handbook
- Establish of TPAC Council
- TPA Milestones and Self-Evaluation
- TPA Appreciation Reception
- TPAC Meetings (quarterly)
- Participation in AHME webinars

University at Buffalo
The State University of New York
What Our Survey Showed

To what degree have these activities had an impact on you feeling supported by the GME office?

n=39
(Moderately/Great Deal)

- TPAC Meetings: 90%
- TPA Handbook: 85%
- Prof Dev Program: 82%
- TPA Appreciation Reception: 77%
- Job Desc: 74%
- Development Day Seminar: 74%
- AHME Webinars: 72%
- Salary Survey: 62%
- Combined PD and TPA Meetings: 59%
- TPA Milestones/Self Eval: 56%
- TPAC Council: 51%
- TPA Award: 49%
What Does Being A Member of TPAC Mean To You?

- “...being part of a supportive community dedicated to excellence and success”
- “That I have support and guidance from peers who experience similar experiences and or frustrations”
- “It makes me feel recognized and appreciated...”
- “Being a member of TPAC helps me to know I am not alone”
What’s Next?

● Share the data collected from the survey with TPAs
● Solicit additional ideas for projects from TPAs
● Monitor effectiveness of current activities
What is the CDTF:
The CDTF is a Task Force put together by passionate GME/Program Coordinators nationwide to improve the language of the Common Program Requirements to reflect the progressing changes within the graduate medical education world.

Petition in support of changing the ACGME Common Program Requirements open through May 31, 2016:
https://www.surveymonkey.com/r/iPetition
Stories from the dark side!

- Leaders from HE**! …
  - ”the OB-GYN appointment”
  - “your noises may bother people”
- I want, I want, I want…Give Me, Give Me

Leadership mistakes:

- Refusing to provide the necessary support that I need to complete my projects
- Ignoring my emotions or fears relating to the changes
- Blaming me for problems that are outside of my control
- Overlooking or ridiculing my experience and KSA’s (knowledge, skills, abilities)
- Never recognizing or thanking me for a job well done
- Micromanaging
Is there a cure?

- organization’s practices around meetings, email, flexible work arrangements, conflict resolution, recognition...
  - forge a more productive working relationship with the difficult boss
- “tame the monkey”
- purge your toxins
- reward yourself

“NOBODY EVER DIES IN GME”
so let’s play nice in the sandbox
Emotional exhaustion

- This is manifested by an individual feeling overstretched by the professional responsibilities of the job and having absolutely no reserve left. Emotional exhaustion is somewhat akin to a car that has run out of gas.

- What To Do:
  - Get Active
  - Distract Yourself with Something You Love
  - Get a Change of Scenery
  - Get Out and Meet People
  - Change your Attitude Day by Day
The second telltale sign of burnout is depersonalization, a process of detachment from others.

What To Do:
- Break Up Your Routine
- I've been doing it this way for 30 years
- Meditation
- Take A Walk
Lack of personal accomplishment

- The final characteristic of burnout is a lack of feelings of personal accomplishment, deriving no personal joy or meaning from work.

- What To Do:
  - Review Your Accomplishments Regularly
  - Check to See if Your Goals are Realistic
What Minnesota is doing:

• **2016 GME COORDINATOR CONFERENCE**
  - Two Halves of a Whole: Wellness and Professional Development for Coordinators and Trainees
    - Yearly event sponsored by the area teaching hospitals and University GME.
    - Run by and for coordinators
    - This year’s keynote speaker is Dr. Louis Ling from the ACGME
    - Speakers on burnout, wellness, professional development
It doesn’t matter how many resources you have
if you don't know how to use them, they will never be enough
April 6, 2016 “Clinical Resilience: Preventing Burnout, Promoting Compassion, and Improving Quality”

Atlantic Health System in Morristown, New Jersey
J. Bryan Sexton, PhD - Director of Patient Safety Center, Duke University Health System

Attendees included Program Directors, Faculty, Residents/ Fellows, Nurses, Social Workers, Medical Students, Program Coordinators, Administrators, and more…
SUGGESTED READING AND SITES

- www.dukepatientsafetycenter.com
  - Classes/ Courses, “3 Good Things” online participation study, and more!
- “Flourish” – Martin E. P. Seligman
- “Positivity” - Barbara Friedrickson
- “Born to be Good” – Dacher Keltner
- The Greater Good Science Center
  - https://www.youtube.com/user/greatergoodsciencen
- “The Science of Happiness – An Experiment in Gratitude”
Other Resources

Employee Assistance Program

http://www.mayoclinic.org/healthy-lifestyle/

http://psychology.berkeley.edu/people/christina-maslach

http://www.10percenthappier.com/mindfulness-meditation-the-basics/

http://99u.com/articles/24201/11-ways-to-avoid-burnout

Three Good Things

Step 1: Think about anything good that happened to you today (or yesterday).
- It can be anything at all that seems positive to you. It need not be anything big or important. For example, you might recall the fact that you enjoyed the oatmeal you had for breakfast. On the other hand, you might also recall that your child took its first step today. Anything from the most mundane to the most exalted works, as long as it seems to you like a good, positive, happy thing.

Step 2: Write down these three positive things.

Step 3: Reflect on why each good thing happened.
- Determining the "why" of the event is the most important part of the exercise. For example, you might say that your oatmeal tasted really good this morning because your partner took the time to go shopping at the local farmer's market, where they have fresh, organic oatmeal. Or you might say that your child took its first step today because it really wanted to get to some cookies on the table. You get to decide reasons for each event that make sense to you.
“Bite Sized Resilience – 3 Good Things”

J. Bryan Sexton, PhD

- Type or write them down!
- Doing this at the end of the day right before bed has the most ‘potency’.
- 2 week period - once or twice a year

https://youtu.be/57ru-P7EuMw
Discussion Points: What you want to know!

- Work-Life Balance - how to achieve & maintain it
- You can't do it all in one day!
- Take a lunch break!
- How much is enough and when to say NO?
- Additions to your job after you've been hired - how do you ask for more pay or do you?
“Attitudes are contagious” – positive OR negative!