

Idaho Society of Health-System Pharmacists

Come on baby light my fire: Addressing clinician burnout

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Disclosures

- We **do not have** (nor does any immediate family member have) a vested interest in or affiliation with any corporate organization offering financial support or grant monies for this continuing education activity or affiliation with an organization whose philosophy could potential bias our presentation.
- No medications will be discussed off label in this presentation

Learning Objectives

- Define three components of burnout
- Compare the symptoms of burnout and depression
- Describe how your professional setting contributes to burnout
- Recognize the impact of the broader cultural context on burnout
- Explain how burnout impacts you professional work
- Develop a personal goal/next steps/action plan to improve your wellbeing

Components of Burnout

- 1. Exhaustion**
 - Physical
 - Emotional
- 2. Depersonalization**
 - Cynicism
 - Detachment
- 3. Ineffectiveness**
 - Lack of accomplishment
 - More work, decreased productivity



Depression

- Major Depressive Disorder
- For 2 weeks, must have 5 of these symptoms
 - **Depressed mood**
 - **Loss of interest or pleasure**
 - Weight changes
 - Sleep disturbances
 - Psychomotor agitations or retardation
 - Fatigue
 - Feelings of worthlessness or inappropriate guilt
 - Recurrent thoughts of death
 - Significant distress or impairment in social, occupation, or other domains of functioning

American Psychiatric Association. Washington, DC: American Psychiatric Association, 2013.

Clinical Depression



Bianchi R et al. Clinical Psychology Review. 2015; 36: 28-41.

External Pressures

Work-related pressures

- Organizational Factors
- Learning/practice environment

Contextual pressures

- Socio-cultural factors
- Regulatory, business, & payer environment

National Academy of Medicine. Factors Affecting Clinician Well-Being and Resilience

Activity: Context and Burnout

As a group discuss the following questions:

1. What are the pressures in your work setting that could contribute to burnout?
2. What are larger (outside of you work setting) pressures that could contribute to burnout?
3. Are there any of the above pressures that you could positively impact?

Activity: Consequences of Burnout

Prompt: Imagine that you were completely burned out.....

What would folks see?
What would you do?
What would you not do?
How would your colleagues know?

2 min personal reflection

8 min paired discussion

Burnout & Health Care Providers

Well known for healthcare practitioners in general

- Reduced patient satisfaction, increased medical errors
- Main factors: quality of care, electronic health record

Less copious amounts of data available specifically for pharmacy since the 1990s

- Most are specific to one job area (faculty, hospital, etc.)
- **Not unique to only US pharmacists**
- **Community pharmacists** likely experience lower job satisfaction -> increased burnout
- **2016 US pharmacist salary survey** (N=3085):
 - 73% satisfied with jobs
 - 64% reported increased job stress from previous year

Bridgeman PJ, et al. Am J Health-Syst Pharm. 2018; 75:147-52
 Jones GM, et al. Hosp Pharm. 2017 Dec;52(11):742-751

Burnout & Pharmacists

Compared to demographic norm

- Same risk for mental health and substance use disorders
- Exhaustion scores higher
- Depersonalization lower
- Ineffectiveness similar

Compared to US physician survey

- Pharmacists had less depersonalization (10% vs. 29%)
- Pharmacists had more ineffectiveness (24% vs. 12%)
- Different job expectations?
 - Less autonomy, limited in job responsibilities and scope

El-Bilary SV, et al. Am J Pharm Ed. 2017; 81 (4) Article 75.

Potential contributors:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Greater amount of distributive functions • Lack of time • Keeping up with professional developments • Paperwork • interruptions | <ul style="list-style-type: none"> • Workload • Tight regulations in profession • Continual focus on compliance • Lack of control in the workplace • Excessive documentation • Depersonalization of work • Incongruencies between skills and day-to-day tasks • Feeling underappreciated by others |
|---|--|

Bridgeman PJ, et al. Am J Health-Syst Pharm. 2018; 75:147-52
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Burnout & Pharmacists

Less favorable scores associated with:

- No hobby
- No mentor
- Total years worked (exhaustion, depersonalization)
- Having children ages 1-12
- Greater time spent at work

More favorable scores associated with:

- Total years worked (effectiveness)
- Having children >12 years (lower exhaustion)

El-Bilary SY, et al. Am J Pharm Ed. 2017; 81 (4) Article 75.

Burnout Prevention

We can recognize and prevent burnout

ASHP in addition to ACGME are actively working towards preventing burnout

- Ex. cap on duty hours for residents

Awareness of upcoming generational differences, susceptibility to burnout related to criticism and challenges

- Mentoring is valuable!

Bridgeman PJ, et al. Am J Health-Syst Pharm. 2018; 75:147-52

Resources (break time)



There is Hope, There is Help
CALL, TEXT or CRISIS CHAT

(208) 398-HELP [4357]

www.IdahoSuicidePrevention.org/chat
1-800-273-TALK [8255]



FREE, Confidential, and Always Available
Help a loved one, friend or yourself. You don't have to be suicidal to use the Hotline anyone is welcome.



Enhancing Wellness

Balance = ongoing active process
Your true North will change depending on:

- Life stage
- Personal responsibilities
- Professional career stage
- Others?



Activity: Balance Self-Assessment

1. Select components of your life that are important to you and label each point
2. With the outermost area point equaling 100% where you want to be and the innermost point being 0% of where you want to be mark your current state in each area

5 min personal reflection

Activity: Areas of Improvement

Review your self-assessment consider:
What you are doing well
Areas that you could improve

2 min personal reflection
8 min paired discussion



Activity: Individual Goal Setting

Select **one** area that you would like to improve.

Consider:

- What can you start doing?
- What can you stop doing?

Write a SMART goal for yourself that targets your selected area for improvement.

5 min personal reflection

Activity: Committed Action

Share your goal with you group

10 min group discussion



Q&A

Assessment Questions

- Which is not a *component* of burnout?
 - emotional exhaustion
 - depersonalization
 - avoidance**
 - ineffectiveness
- The following overlaps between both depression and burnout:
 - Thoughts of death
 - Depressed mood
 - Psychomotor changes
 - Exhaustion**
- The professional setting (pharmacy) can contribute to burnout by:
 - Loose regulations
 - Interruptions**
 - Excessive professional development
 - Appreciation of unique skill set

Assessment Questions

- Select all components that can contribute to burnout:
 - Patient expectations**
 - Media portrayal**
 - Scope of practice**
 - Colleague interactions**
- Identify a factor that negatively contributes to burnout:
 - Not having a mentor or not having a hobby**
 - Working less than 40 hours per week
 - Having adult children
 - None of the above
- Choose the method that can increase the chance of follow through of an action plan/goal:
 - Keeping my goal top secret
 - Verbalizing my goal**
 - Neither A or B
 - Both A and B

References

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