TAKE CHARGE OF YOUR PRACTICE

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PHYSICIAN BURNOUT – 2018 US RATE USING THE MASLACH BURNOUT INDEX (MBI)

- 42% (Medscape annual study of 14,000 physicians)
- 58% (Tawfik et al 2018 in study of 6700 physicians)
IT’S BIGGER THAN THE OFFICIAL RATE

• 50% of experienced physicians 45-54 yrs old report burnout, sign. Higher than other age groups
• Women physicians are 60% more likely to report burnout
• 15% physicians report feeling burned out and depressed
  .... 1/5 of them report it’s clinical depression
• Rate of substance/alcohol abuse b/w 10-15%
• 6.5% report suicide ideation
• 28-40 doctors per 100K kill themselves p.a., …significantly higher than any other pro group
The First Wave of Research on Mitigating Burnout – Physician Heal thyself

- Healthy body – exercise, sleep, healthy eating
- Self-awareness
- Connect – with family & friends, with colleagues, with a coach
THIS IS NOT JUST MY PROBLEM
IT’S THE SYSTEM!

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WHAT DO PHYSICIANS SAY DRIVES DISSATISFACTION, DISENGAGEMENT, DIS-EASE?

- Inefficient processes that prove unreliable and/or leave gaps that jeopardize patients and quality
- Electronic health record demands
- The ever-increasing workload (training, managing care groups, clerical tasks, etc)
- Administrators excluding or bullying physicians into decisions about care
- Values clash with the organization or specific leaders
- Inadequate organizational commitment to support physicians so you can do the work you were trained for (via policies, programs, resources, etc)
WHAT DO SUCCESSFUL CARE IMPROVEMENTS HAVE IN COMMON?

• The care improvements start with you.
• Start small. Really.
• Together create a way to improve the situation using a systems approach: who are all the people, the places, the equipment that need to be involved to make the improvement succeed?
• Test an idea – quickly. Assess the results, change it with things you learn, test it again. (PDSA, Rapid iteration)
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5. Practice partnership – Share care, responsibility, accountability, even leadership

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OPEN-ENDED QUESTIONS

• They cannot be answered with one word
• There is no Right Answer
• They are best short and clear
• They work only if you *truly listen* to responses
• They work most powerfully using How, What, When.(not why)
  • What matters most to you in the work here?
  • What would you like more/less of in your work here?
  • How would you like to stretch in your work life?
  • What would make your work here easier?
TELL ME WHAT YOU THINK, WHAT YOU TRY

• Nance.goldstein@post.harvard.edu

• TO GET THE ASSC GUIDE

  • Write me at the email address above with ASSC tool in the subject line.

  • I’ll send you the 4-step pathway Transform conflict so you all pull together

  • So you turn your resistors into contributors
• Someone asked a friend how he was. The man replied, “I’m going through hell!”
  • The friend said, ”Keep on going. That is no place to stop!”

• You can’t stop the waves, but you can learn to surf.
  • Jon Kabat-Zinn

• Get started now.
• You don’t have to see the whole staircase, just take the first step.
  • Martin Luther King Jr.

• Let me know how I can help. Nance.goldstein@post.harvard.edu
PLEASE TAKE A MOMENT RIGHT NOW

• CONSIDER:
  • What one thing – no matter how small - can you do THIS WEEK to feel better about your practice?
  • Who can help you do this?
  • Write out your answers so you have them tomorrow
<table>
<thead>
<tr>
<th>Specialty</th>
<th>Burnout Rate</th>
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<tbody>
<tr>
<td>Critical care</td>
<td>48%</td>
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<tr>
<td>Neurology</td>
<td>48%</td>
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<tr>
<td>Family medicine</td>
<td>47%</td>
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<tr>
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<tr>
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<td>41%</td>
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<tr>
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<td>39%</td>
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<tr>
<td>Gastro, Anaesthesiology</td>
<td>38%</td>
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</tbody>
</table>
If one more person tells me to be sure to take care of myself, I’m going to bury my face in a pillow and scream. ‘Go for a walk, take a vacation,’ they advise. I know they’re trying to help, but really? Giving me one more thing to do?

Suicide rates for doctors are rising at an alarming rate and are the highest for any profession. Physicians are telling their own children not to go into the field of medicine. We can no longer just call it physician burnout and tell doctors to meditate, do yoga or take some personal time for themselves. None of this is the root of the problem nor will it fix the problem.