

The Prevention and Treatment of Physician Burnout

Rebekah Bernard MD

Palm Beach County Medical Society

October 19, 2019



Disclosures

No financial disclosures



Objectives

1. Define and identify the signs of physician burnout
2. Understand some of the reasons behind the increase in physician burnout
3. Learn tools and techniques to reduce burnout and improve wellness

What is “burnout?”

- ▶ Exhaustion (emotional and physical)
- ▶ Loss of enthusiasm for work with feelings of cynicism
- ▶ Reduced sense of personal accomplishment



Exhaustion

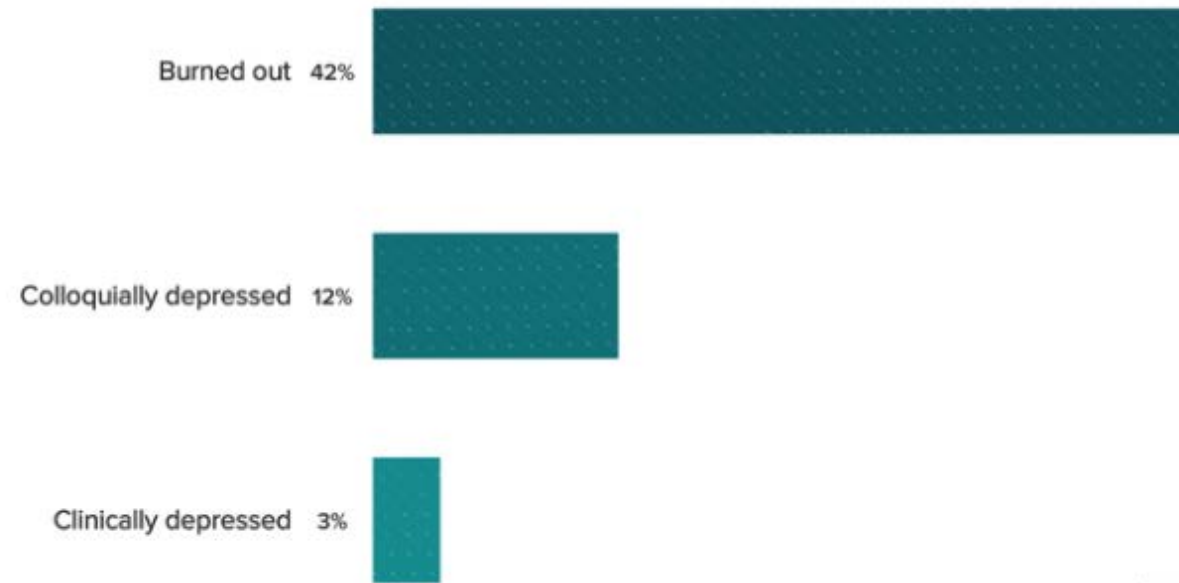


Cynicism and detachment



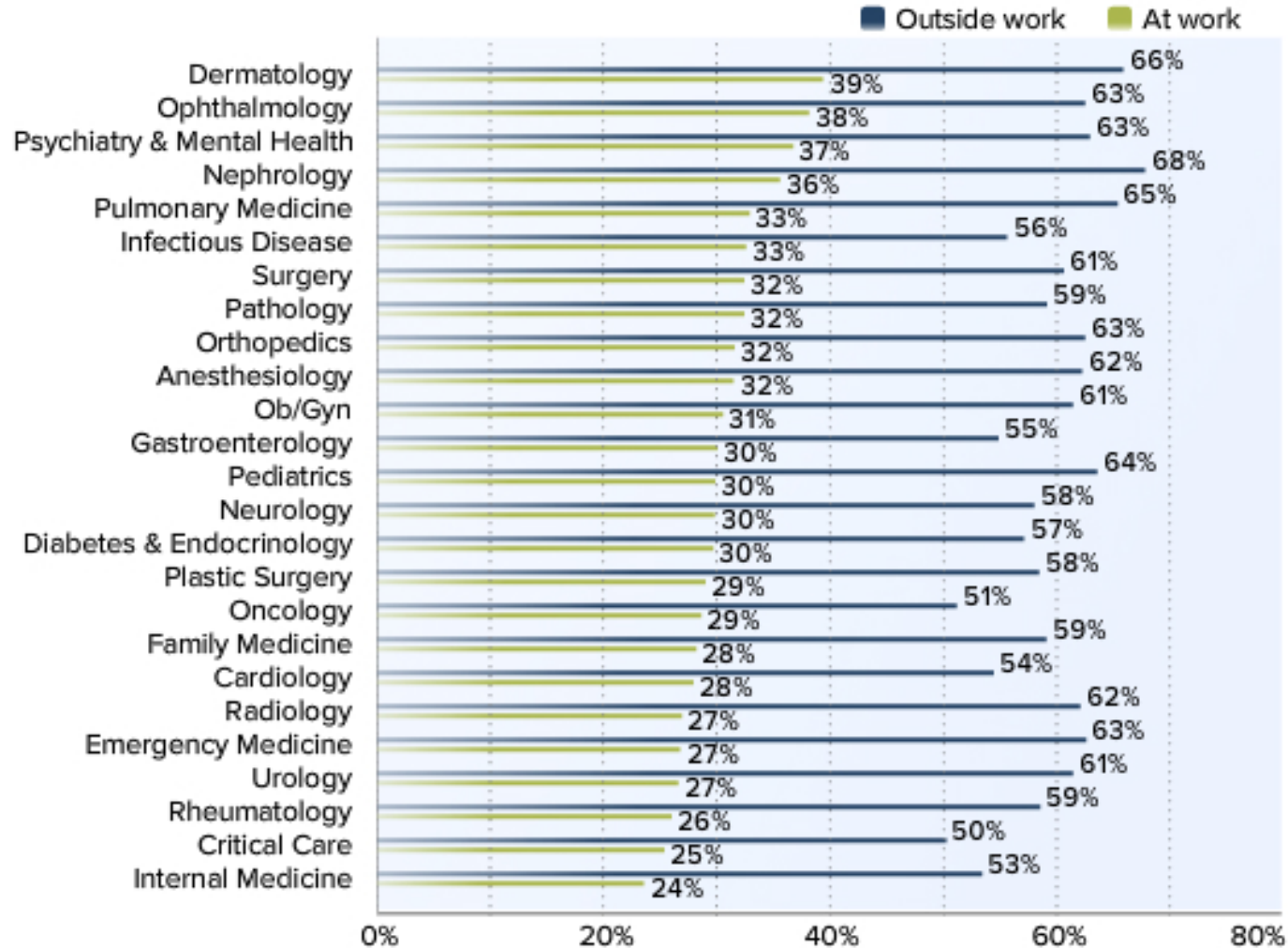
Feeling
ineffective or
lack of
accomplishment

Physician Burnout and Depression



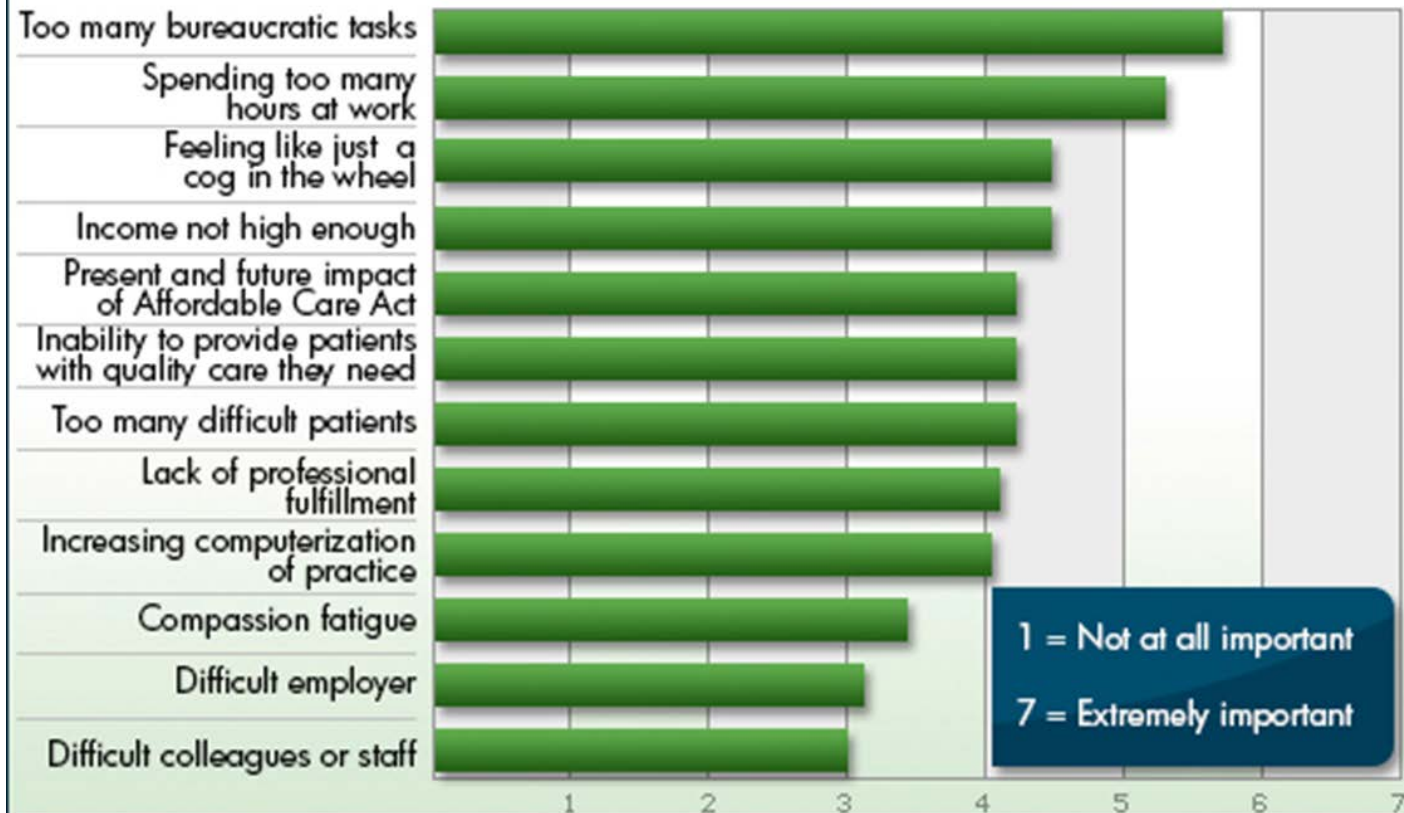
Medscape 2018

Which Physicians Are the Happiest?



Medscape Burnout and Bias Published Jan 2016

What Are the Causes of Burnout?



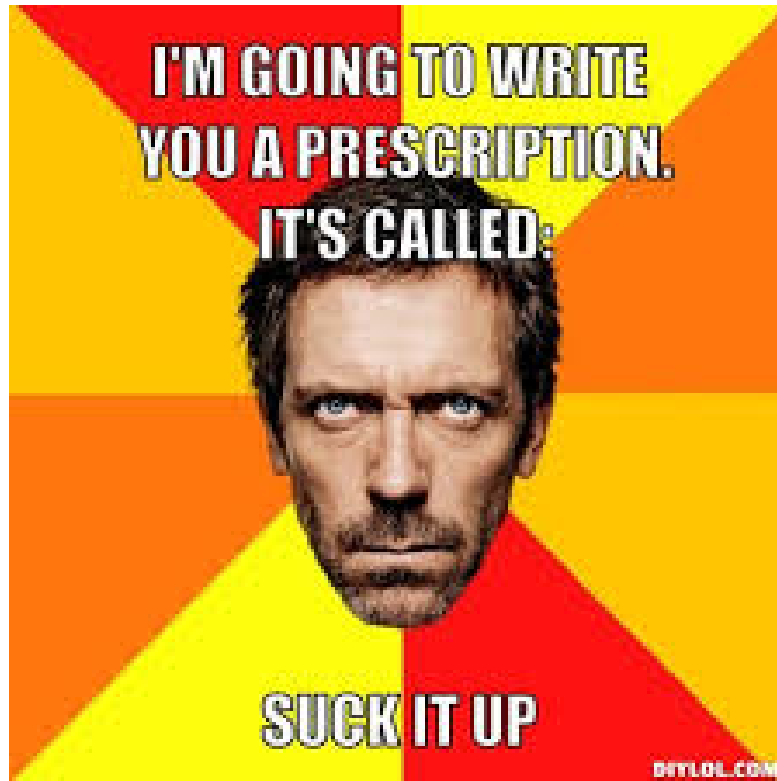
Electronic health records

- ▶ Clicking: 4000 x/ day in the average ER
- ▶ Alert fatigue
- ▶ Computerized physician order entry





Culture of medical training



Emotional demands on the psyche

- ▶ Sudden exposure to illness and death - often repressed / unexamined
- ▶ Empathy levels plummet during 3rd year med school

Doctor personality traits



We're often perfectionists



We fear mistakes / bad outcomes



We don't forgive ourselves



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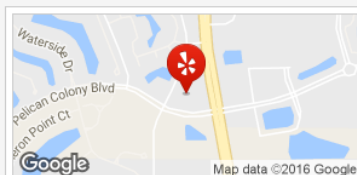
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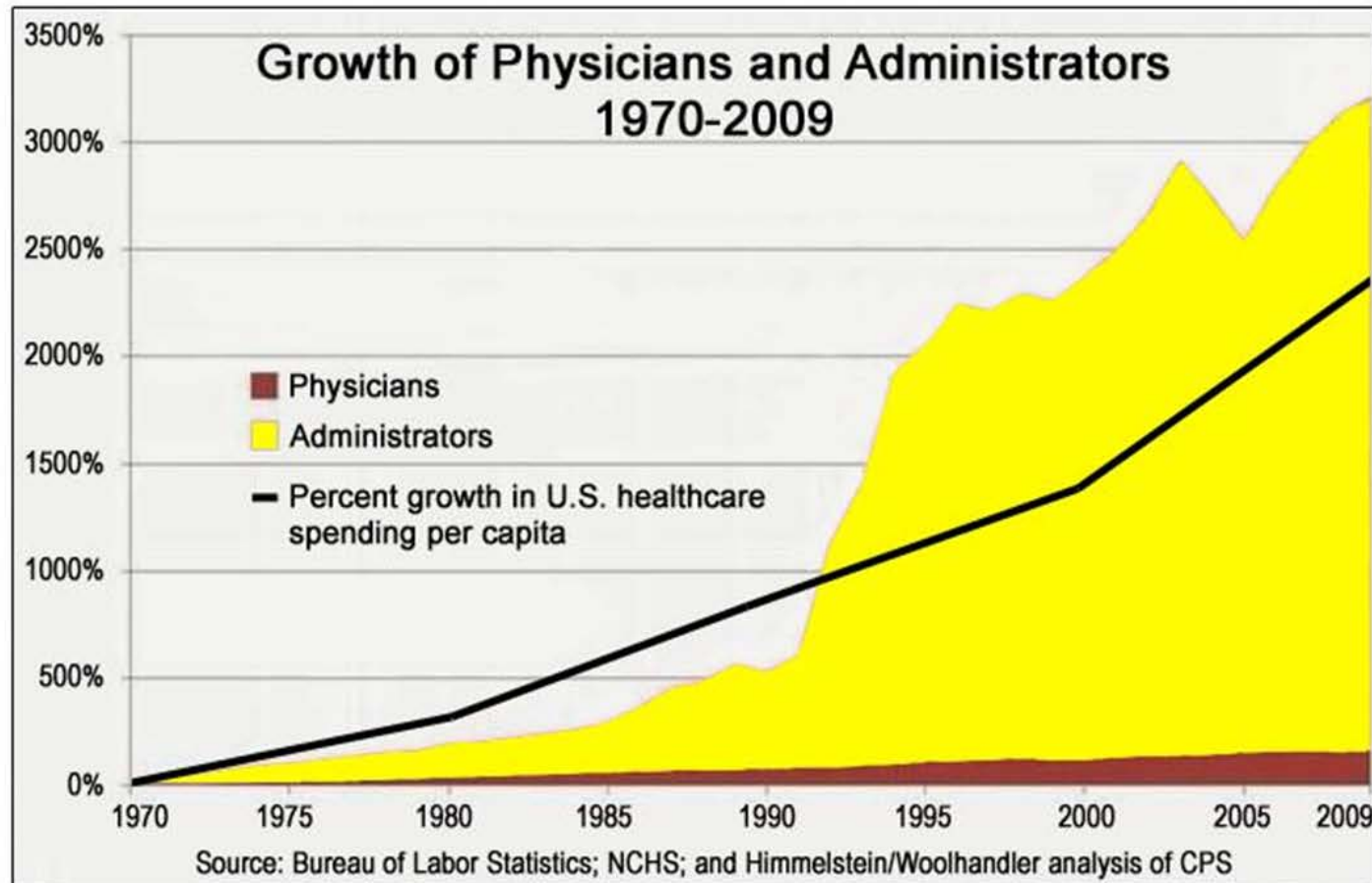
Evidence-based interventions

► Organizational

- Workload reduction
- Flexible schedules
- Protected time for wellness
- Work-process modifications
- Culture change

► Individual

- Positive psychology
- Improved communication skills
- Self-care
- Counseling/ coaching



* 2300% increase
in U.S. healthcare
spending per capita
between 1970-2009
(Source: Health
Care Costs: A Primer,
The Henry J. Kaiser
Family Foundation)

Positive psychology: change your thinking



Cognitive reframing



Mindfulness



Gratitude training



“Good enough” vs perfection

“Life is ten
percent what
happens to you
and ninety
percent how
you respond to
it.”

-Lou Holtz

bravoforpaleo

Cognitive reframing



Avoid catastrophizing



Mind Full, or Mindful?

Mindfulness techniques



Enjoy simple pleasures



Take a walk outside



Practice deep conscious breathing



Gratitude training



Perfectionism vs “Good Enough” (Fixed vs Growth Mindset)

Use psychology to improve communication skills



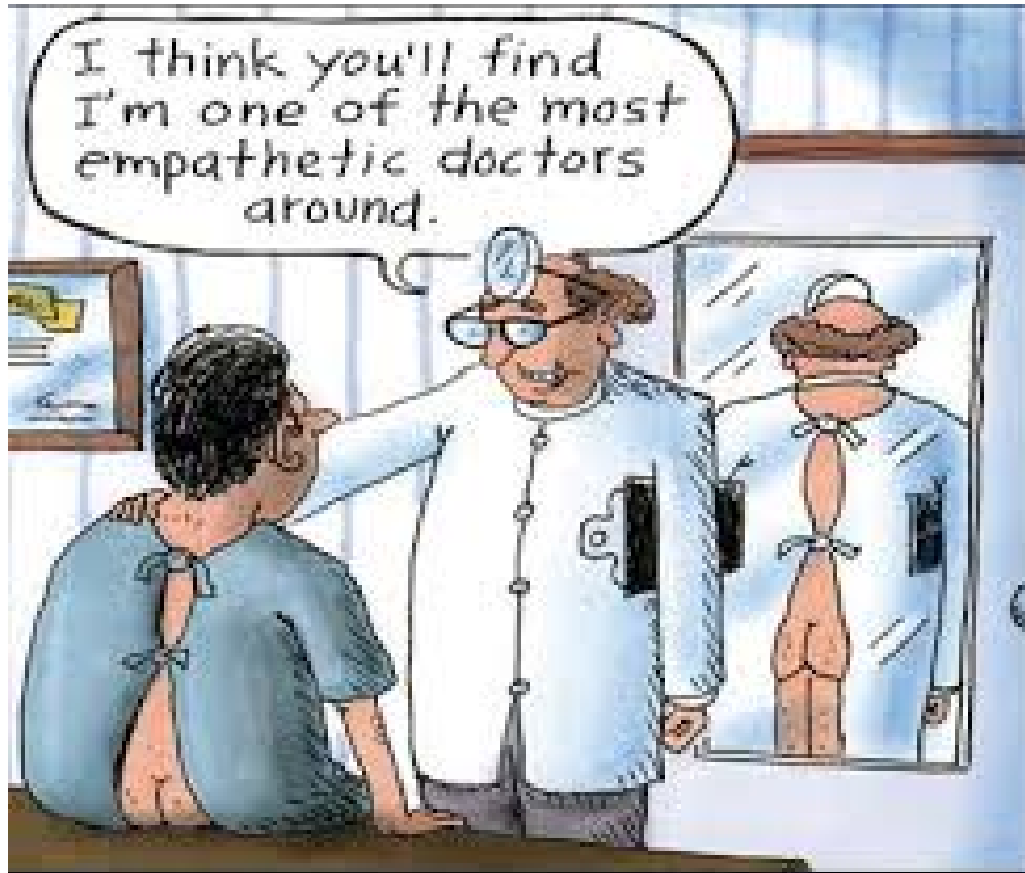
Improve patient interactions



Create more efficient office visits



Improve patient satisfaction and outcomes



Learn to
show
empathy

Showing empathy



Smile (practice)



Listening: Body language / active listening cues



Emotional mirroring and clarification



Validation of emotions (you don't have to agree with them!)

Listening



Sit down if you can



Don't interrupt



Act interested



Even if you don't take action, make sure the patient FEELS heard

Emotional mirroring and validation

1

Identify the emotional state (anger, anxiety, etc)

2

Practice emotional mirroring by stating how you think the person is feeling. Ask if you are correct.

3

If yes, validate the emotion. If no, get clarification, and re-state the emotion, validating the correct emotion.

Self-care



Sleep



Exercise



Nutrition



Medical

Emotional Self-Care



SHARE YOUR
EMOTIONS



SET
BOUNDARIES



SCHEDULE
YOUR TIME



GET
SUPPORT

Sharing emotions



Journaling

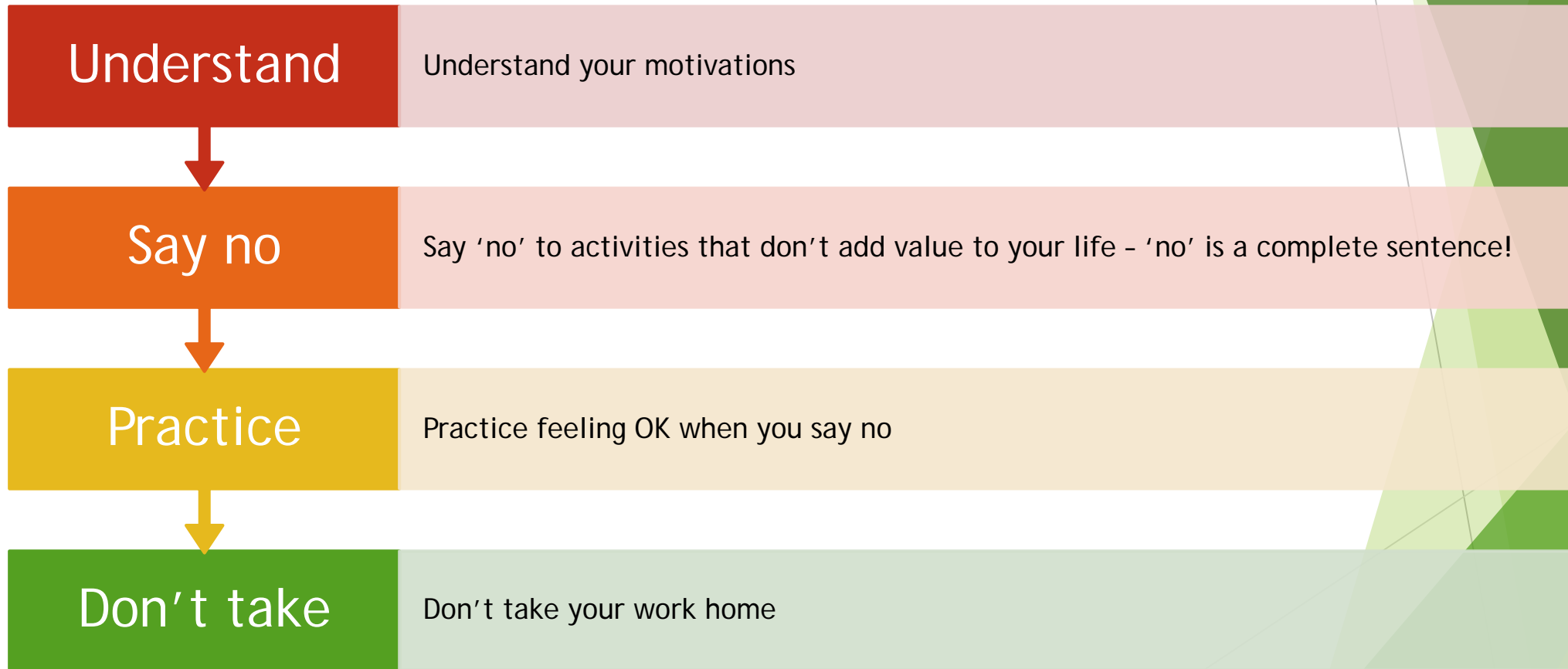


Peer group processing



Therapy

Setting boundaries



Schedule your time



Regularly schedule time off from work for personal needs



Prioritize your health - medical appointments



Schedule non-work activities and make them non-negotiable

Exercise
Recreation
Dates
Time alone



Make time for hobbies

Get support

You can't do it all!



Ask for help from your partner,
family member, friends

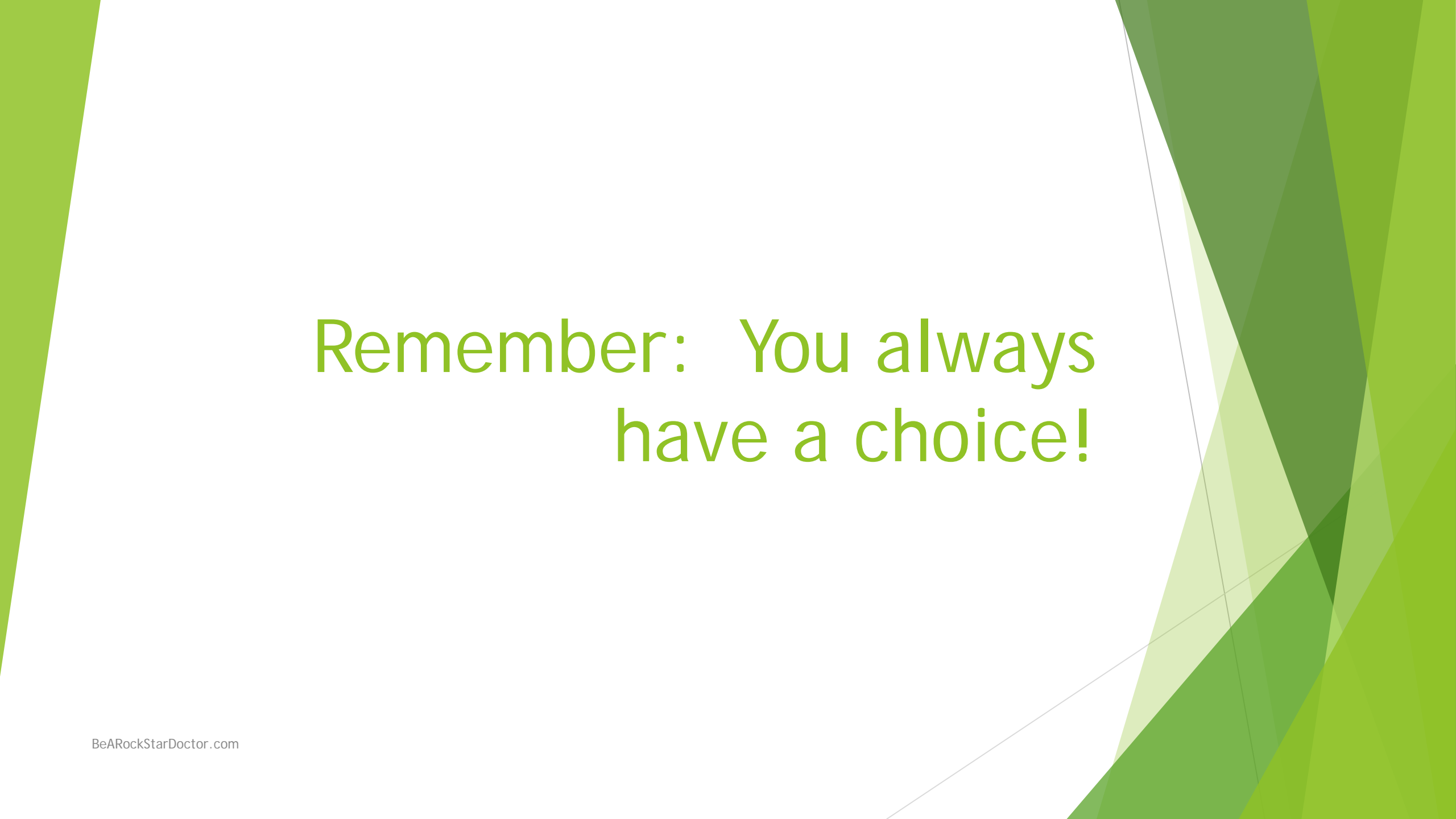


Hire professional help if
possible

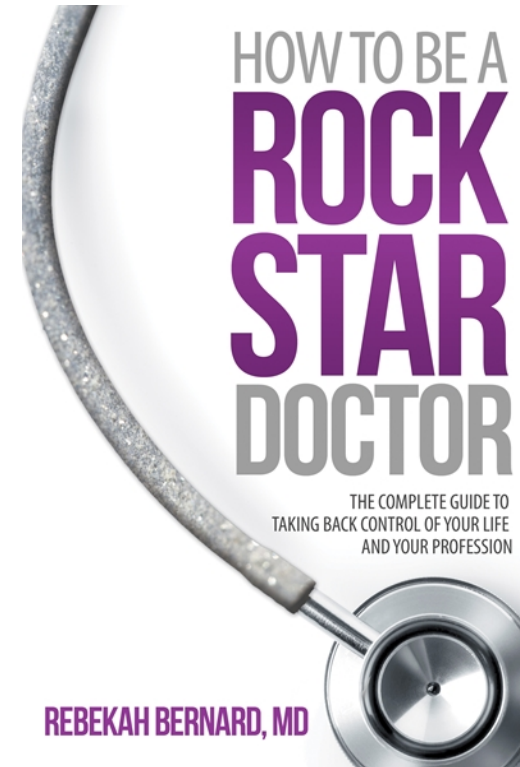
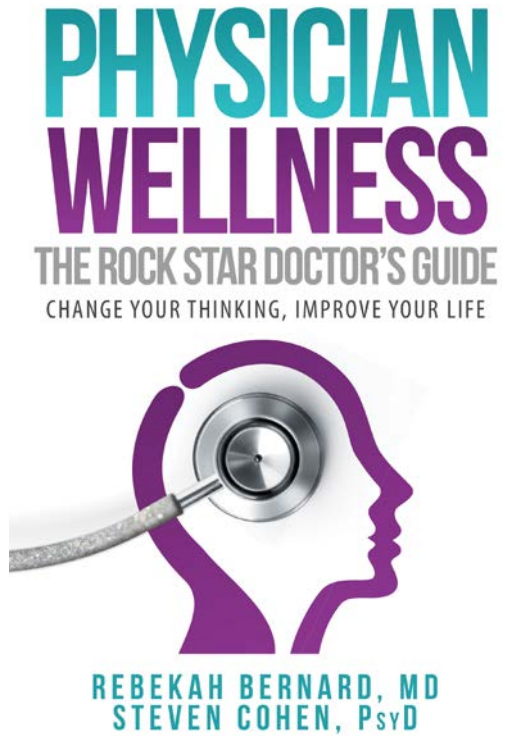
Get specialized help and support



Confidential scheduling 1-800-530-9757

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

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have a choice!



For more information: www.BeARockStarDoctor.com

EMAIL: RebekahBernard@gmail.com

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