



NC PROFESSIONALS HEALTH PROGRAM

Avoid Burnout, Manage Stress, Be Well

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PROVIDER BURNOUT

Scope

Costs

Hallmarks

Causes

Viable Remedies



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Burnout is now considered a medical condition: World Health Organization

By [Rob Bailey-Millado](#) and [Hannah Frishberg](#)

May 28, 2019 | 9:47am | Updated



QD85 Burn-out

Parent

Problems associated with employment or unemployment

Description

Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions: 1) feelings of energy depletion or exhaustion; 2) increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and 3) reduced professional efficacy. Burn-out refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life.

Exclusions

- Adjustment disorder (6B43)
- Disorders specifically associated with stress (6B40-6B4Z)
- Anxiety or fear-related disorders (6B00-6B0Z)
- Mood disorders (6A60-6A8Z)

SCOPE

- Burnout is an innate hazard of our profession.
- Burnout is progressive in nature.
- Burnout is impossible to alleviate unless the underlying causes are correctly identified and addressed.

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COSTS

The cost of replacing one provider ranges from \$250,000 to 1.2 million dollars.

The cost of replacing one administrator is 1½- 3 times the annual salary.

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The Hallmarks of Burnout



Emotional Exhaustion



Depersonalization





A lack
of a sense
of personal
accomplishment.

The Three Hallmarks of Burnout

1. Emotional Exhaustion - Keyword: *Exhaustion*
2. Depersonalization – Keyword: *Cynicism*
3. A Lack of Personal Accomplishment –
Keyword: *Inefficacy*

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Stress Is Different from Burnout

Stress is characterized by over-engagement.

Burnout is characterized by disengagement.

In stress emotions are overactive.

In burnout emotions are blunted.

Stress produces urgency and hyperactivity.

Burnout produces helplessness and hopelessness.

Stress leads to loss of energy.

Burnout leads to loss of motivation, ideals and hope.

Stress leads to anxiety disorders.

Burnout leads to detachment and depression.

With stress the damage is primarily physical.

With burnout the damage is primarily emotional.

Causes of Burnout

- Burnout will occur any time, anywhere there is a major mismatch between the nature of the job and the nature of the person who does the job.
- There are six major job/employee mismatches which cause job related burnout.
- It is not only the number of mismatches present, but their intensity which determines the presence and the rate of job related burnout.

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Work Overload

Mismatch #1





Lack
of
Control

Mismatch #2





Insufficient
Reward

Mismatch #3





Breakdown of Community

Mismatch #4





Absence
of
Fairness

Mismatch #5





Conflicting Values

Mismatch #6



Work Overload

Lack of Control

Insufficient Reward

Breakdown of Community

Absence of Fairness

Conflicting Values

MisMatchES

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Viabile Remedies



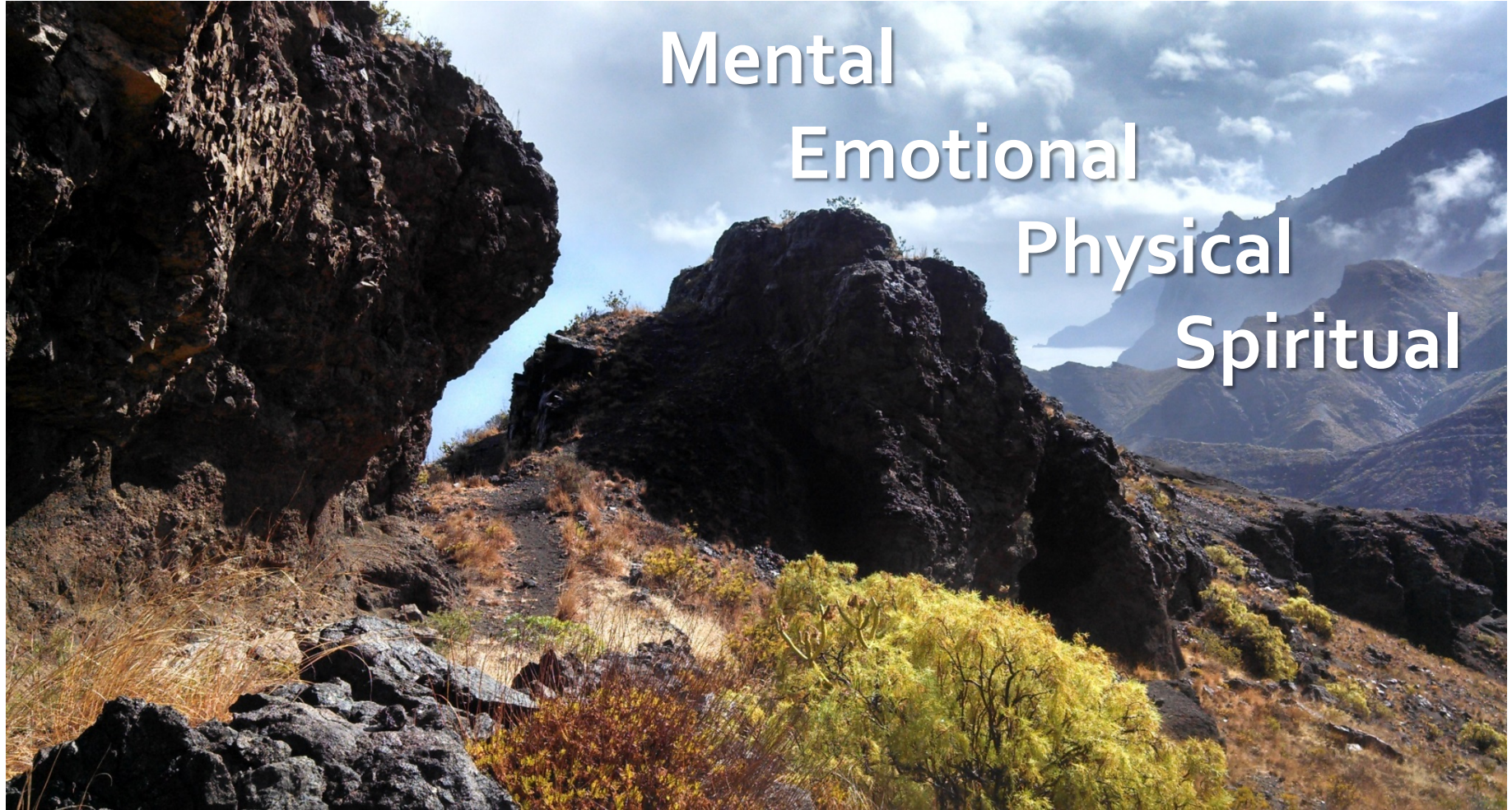
**10% of the time, individuals burn themselves out
90% of the time, the work environment burns out individuals**

Burnout Intervention Strategies – 2 Types



Individual &
Organizational

Individual Burnout Prevention Strategies



Mental
Emotional
Physical
Spiritual

The Four Realms

Nourishing the Four Realms

- Mental — Reading, Learning, Listening, New Experiences, Play...
- Emotional — Connections, Self-Discovery, Intimacy, Boundaries, Play...
- Physical — Regular Cardiovascular Exercise, Check-ups, Risk Reduction Strategies, Healthy Behaviors, Play...
- Spiritual — Meditation, Prayer, Nature, Core Values, Authenticity, Play...

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Organizational Strategies

- Survey the workplace for the presence of the six major job/employee (J/E) mismatches which lead to job related burnout (JRB).
- Institute programs and take steps necessary to eliminate or mitigate any J/E mismatches.
- Change the work environment to one which prevents JRB while fostering ENGAGEMENT.

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Burnout Consultation Workflow

- Initial meeting
- Fact gathering
- Maslach Burnout Inventory (MBI)
- MBI debriefing
- Areas of Work Life Survey (AWAS)
- AWAS debriefing
- DISC Personality Profiles
- DISC debriefing
- Workplace redesign
- Monitor for progress
- Resurvey and Adjust

Viable remedies for Burnout

Opening the doors to...

ENGAGEMENT!



ENGAGEMENT

is characterized by ...

- ***Vigor*** (energy)
- ***Dedication*** (involvement)
- ***Absorption*** (efficacy)

How?

Eliminate Job Mismatches
Resilience Training
Workplace Redesign
Individual Coaching



JRB Information and Resources

Books: The Truth About Burnout by Dr. Christina Maslach

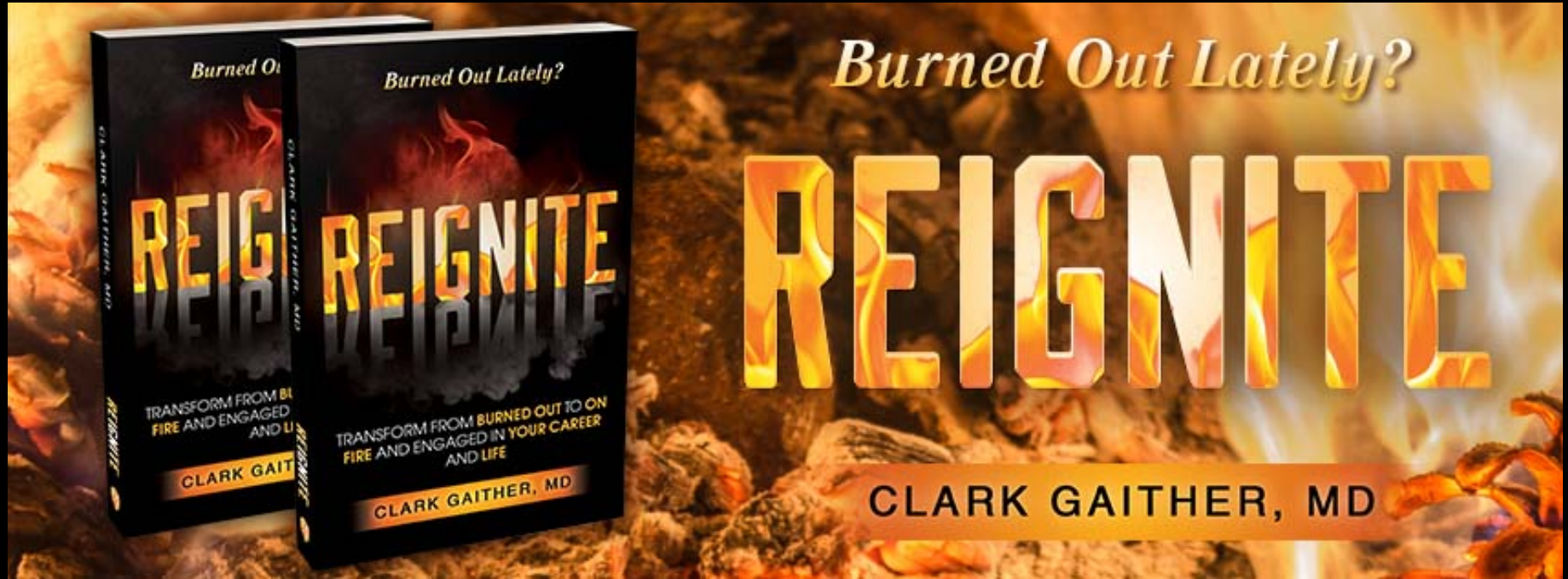
Banishing Burnout by Dr. Michael P. Leiter and Dr. Christina Maslach

Online: National Academy of Medicine Knowledge Hub

<https://nam.edu/resource-toolkit-clinician-well-being-knowledge-hub/>

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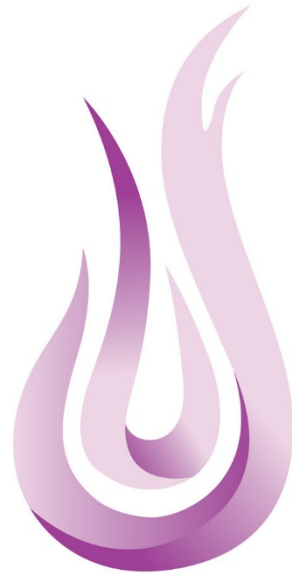


Burned Out Lately?

REIGNITE

CLARK GAITHER, MD

Reignitebook.com



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(a.k.a. Dr. Burnout)



PHYSICIANS,
PHYSICIAN ASSISTANTS
AND PERFUSIONISTS

PHARMACISTS AND
PHARMACY
PERSONNEL

VETERINARIANS AND
VETERINARY
TECHNICIANS

FAMILY AND FRIENDS

HEALTHCARE
ORGANIZATIONS AND
EMPLOYERS

WELCOME

The North Carolina Professionals Health Program (NCPHP) – Encouraging the well-being and recovery of medical professionals through compassion, support, accountability, and advocacy.

Our experienced team assists health care providers with substance use disorders, mental health issues, burnout, communication problems and other issues that may affect their ability to deliver optimal care and services to their patients. Our expert evaluation, monitoring, and treatment referral programs also provide the basis upon which we advocate for participants to their

WHAT'S NEW

76 billion opioid pills: Newly released federal data unmask the epidemic
[Read more.](#)

Physician Burnout: The Real Reason Doctors Burn Out
[Watch this video.](#)

NCPHP Participates in NC Opioid

www.ncphp.org



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Q&A

Please use the chat box to the right of your screen to submit questions.

Your questions are only visible to you and our behind-the-scenes staff.