Learning Objectives
At the end of this presentation the participant will be able to:
• Recognize the signs and symptoms of burnout.
• Identify contributing factors to workplace burnout.
• Recognize potential challenges and barriers to management of stress and burnout.
• Discuss medical and non-medical professionals attitudes on stress and burnout.
• Formulate practices to deal with stress and burnout.

Team Tiny Hands: Stress and Burnout
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  ○ Medical School - UTMB
• Marilyn Hernandez LVN, UHS
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  ○ Nursing School - SASID Vocational Nursing School
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  ○ Undergrad - UT Austin
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• Mireille Liboiron DO, UT Health SA, UHS
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  ○ Undergrad - UT Austin
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Disclosures
• Mark Garcia, MD has no relationships with commercial companies to disclose.
• Marilyn Hernandez, LVN has no relationships with commercial companies to disclose.
• Tyler Hughes, MD has no relationships with commercial companies to disclose.
• Mireille Liboiron, DO has no relationships with commercial companies to disclose.
• Suzanna Maupin, MD has no relationships with commercial companies to disclose.

Aim Statement/Research Question
“What are the institutional policies nurses and physicians within the University Health System want to have implemented to reduce stress and burnout?”

Background/Introduction
Tasked to qualitatively research the topic of stress and burnout:
1. Team Formation
2. Literature Review
3. Development and Administration of Surveys and Interviews
4. Qualitative Data Analysis
5. Interpretation and Significance
6. Grand Rounds Presentation
Project Timeline

<table>
<thead>
<tr>
<th>Task</th>
<th>Month</th>
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<tbody>
<tr>
<td>Team Contract</td>
<td>June 2016</td>
</tr>
<tr>
<td>Tuckman’s Model Worksheet</td>
<td>June 2016</td>
</tr>
<tr>
<td>Identify Project Theme</td>
<td>August 2016</td>
</tr>
<tr>
<td>Literature Review</td>
<td>September 2016</td>
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<tr>
<td>Survey</td>
<td>February 2017</td>
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<tr>
<td>Interviews</td>
<td>March 2017</td>
</tr>
<tr>
<td>Presentation</td>
<td>June 2017</td>
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Buddy Program Design (Plan)

- Project Theme and Literature Review
- Survey and Interview Questions
- Lecture and Materials Design
- Final Presentation
- Group Evaluation and Journaling

Methods and Materials

- Literature Review
- Research Criteria: stress, burnout, medical, non-medical
- Data compilation and analysis
- Identification of literature themes and gaps
- Survey development based on identified themes and gaps in literature
- Formal interviews conducted

Literature Review Results

- Topic Significance
  - 2
  - 10
  - 40
- Stages of Burnout
- Symptoms of Burnout
- Prevention and Treatment of Burnout
  - Resist, Restore, Reduce
  - Workplace Interventions

Survey Respondents

- PL 2
- PL 3
- Fellow
- Junior Medical
- Senior Medical
- Junior Nurse
- Senior Nurse
- Administrative Nurse
- Other
Gender of Survey Participants

(n=28)

- Male
- Female

Survey Questions
- What is your definition of burnout?
- What are the most stressful factors in your workplace?
- How often are you stressed at work in any given week?
- In regards to your workplace, what impact does your hierarchical role have on your level of stress?
- What signs do you look for when suspecting burnout in a peer?
- How comfortable are you with communicating to a coworker about your work-related stress?
- What resources are available at work to assist employees with managing stress and reducing burnout?
- How does your workplace promote an environment that encourages open discussion about stress and burnout?

Definition

Burnout is defined as a state of mental and physical exhaustion related to work or care-giving activities. 
AAP

Most stressful factors in the workplace

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Patient Acuity</td>
<td>7</td>
</tr>
<tr>
<td>Unpredictability</td>
<td>6</td>
</tr>
<tr>
<td>External Stressors</td>
<td>6</td>
</tr>
<tr>
<td>Time Commitment</td>
<td>5</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
</tr>
</tbody>
</table>

How often are you stressed?

- 0 times: 22
- 1 - 3 times: 4
- 4 - 6 times: 1
- > 9 times: 1
How does your hierarchical role contribute to your level of stress?

(39.3%) 14.3% 42.9%

Hierarchical Role by Position:

Communicating with co-workers about work related stress

How to approach peers actively experiencing burnout?

What signs do you look for when you suspect burnout in a peer?

What resources are available?
How does your workplace promote an environment that encourages open discussion about stress and burnout?

Survey Themes and Gaps
Themes:
- Recognition of burnout was appropriate
- Stress is experienced by majority of surveyees weekly
- Lack of identification of available resources outside of supportive measures
- No known prevention measures

Gaps:
- Hierarchical role as a potential exacerbator of stress
- Self-Recognition of Burnout
- Impact on Patient Care
- Available Resources
- Barriers to Access of Resources

Interview Results

Interview Questions
- Q1. Have you ever acted out of character at the workplace and attributed it to stress?
- Q2. How have you offered help to someone experiencing burnout at work?
- Q3: What prevented you from seeking help in the past if you experienced burn out?
- Q4: Have you and how often do you use resources available for burnout?
- Q 5. Which resources available to you have you used to prevent burnout in your workplace?
- Q6: Why do you feel your hierarchical role contributes to stress in the workplace? What changes could reduce this stressor.

Have you ever acted out of character at the workplace and attributed it to stress?
How have you offered help to someone experiencing burnout at work?

- Counseling
- Mindfulness
- Time Off
- Sleep
- Lectures
- Encouragement
- I Do Not Know
- Assisting with
- Change of Setting
- Context of

What prevented you from seeking help in the past if you experienced burn out?

- Stigma for Wellness
- No Resources for Me
- Lack of Knowledge
- Never Experienced
- Avoiding Stressful Situations
- Assumption

Have you and how often do you use resources available for burnout?

- Most respondents never used available resources:
  - lack of knowledge on availability
  - fear of stigma associated with asking for help

Which resources available to you have you used to prevent burnout in your workplace?

- Mindfulness
- Time Off
- Awareness
- Encouragement
- Not Sure
- Employee Assist

What new ones would you recommend?

- On site exercise/stretching space
- Knowing what resources are available
- Reducing patient:provider level
- Cooking classes for residents
- E-meals and other ways to promote healthy eating
- Unbiased third party to evaluate nurses for growth

How do you feel your hierarchical role contributes to stress in the workplace? What changes could reduce this stressor

- Control
- Benefits
- Responsibilities
- Role Model
- Autonomy
- Stigma
Interview Themes

- Current management strategies for burnout are primarily peer support and self-directed
- Burnout prevention strategies not well known to staff
- Burnout can affect multiple levels of health care team
- Leadership positions can negatively impact risk for burnout
- Staff have potential improvement strategies

Relevance

- PLACES Survey
  - Pediatric Life and Career Experience Study:
    - 5 years of biannual survey
    - Early and midcareer Pediatric Physicians
    - Measures presence burnout symptoms in participants

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</thead>
<tbody>
<tr>
<td>2009-2011 cohort (%)</td>
<td>19</td>
<td>26</td>
<td>27</td>
<td>33</td>
<td>34</td>
</tr>
<tr>
<td>2002-2004 cohort (%)</td>
<td>21</td>
<td>30</td>
<td>33</td>
<td>36</td>
<td>37</td>
</tr>
</tbody>
</table>

Suicide and Disengagement

- Suicide rate disproportionately higher among physicians, including trainees.
- Physicians Foundation Survey of America’s Physicians:
  - Increasing number of physicians from multiple specialties either in process of cutting back workload or changing role in healthcare.

STRESS TEST #1: 1 minute

\[(x+1)(2x-4)(1/x+1) = (x+1)(2x-4)(1-5/2x-4)\]
Stress Test #2: Paper Airplane

- Pair up with a partner
- Select one hand to use for the activity
- With your partner use the blank sheet provided to make a paper airplane
- You have one minute, good luck!

Relaxation Meditation

https://www.youtube.com/watch?v=cDflnqo0TQs

How does stress affect you?

<table>
<thead>
<tr>
<th>Your body</th>
<th>Your behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>pain</td>
<td>eating</td>
</tr>
<tr>
<td>energy level</td>
<td>talking</td>
</tr>
<tr>
<td>feelings</td>
<td>substance use</td>
</tr>
<tr>
<td>cognition</td>
<td>work more</td>
</tr>
<tr>
<td></td>
<td>procrastination</td>
</tr>
<tr>
<td></td>
<td>sleep</td>
</tr>
<tr>
<td></td>
<td>rush/slow down</td>
</tr>
<tr>
<td></td>
<td>multitasking</td>
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10 healthy habits to counteract stress

- Communication
- Physical activity
- Embrace the things you are able to change
- Laughter
- Give up bad habits
- Face yourself
- Sleep
- Organization
- Give back
- Try not to worry

Do something about it!

Please respond “Yes”, “No”, or “Maybe” to the following:

- I will practice using positive self talk at least once a day.
- I will remember to use emergency stress stoppers when I face stressful situations.
- I will spend at least 15 minutes every day finding pleasure in something I enjoy.
- I will practice daily relaxation, such as deep breathing or another relaxation technique.
- I will add one of the 10 healthy habits to my life this week. The habit is: ____

How many “Yes” responses do you have?

<table>
<thead>
<tr>
<th>3 or more</th>
<th>1 or 2</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focus on these for a few weeks, then add more.</td>
<td>Focus on these for one week, then repeat the quiz.</td>
<td>Don’t worry! Choose a goal or create your own. Think about techniques that would work for you and give them a try.</td>
</tr>
</tbody>
</table>
Mindfulness Apps

Maslach Burnout Inventory

- Physician burnout assessment tool
- 3 general scales measure characteristics of burnout:
  o emotional exhaustion
  o depersonalization
  o sense of personal accomplishment.
- 21 items using 7 point Likert scale
- Modified for healthcare providers and school teachers
- Single and multi-question tools utilized

Code Lavenders

- Holistic care rapid response available to an member of the staff
- Emotionally or spiritually support providers in need
- Offer holistic pressure relief
- Prioritized for traumatic events with poor outcomes
- Potentially prevention of PTSD

Conclusion

“The biggest change we can make is to educate the UT Health and UHS population about available resources, and make sure that these resources are easily navigable by anyone experiencing stress and burnout.”

Citations:

2. Carter Psy.D., Sherrie Bourg. “The Tell Tale Signs of Burnout...do you have them?” Psychology Today
3. Drummond MD, Dike. “Physician Burnout Presents Differently in Male and Female Doctors”. TheHappy MD
4. A Cluster Randomized Trial of Interventions to Improve Work Conditions and Clinician Burnout in Primary Care: Results from the Healthy Work Place (HWP) Study.

We will always care for San Antonio. We will always educate healers. We will always search for answers.