

Strategies for Achieving JOY in the Workplace

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HEALTHCARE PROVIDERS GO SILENT



“At this forced inter-silence of
“My lifelong dream is experience fear, deep anxiety, of
becoming a nightmare, and a consistently
minor accusation repeatedly
compulsively walking away from
this profession,” anger, insecurity,
and profound sadness.”



WHAT IS BURNOUT?

Prolonged response to long-term **emotional and interpersonal stressors** on the job.¹



KEY DIMENSIONS

Emotional
exhaustion

Feelings of
cynicism &
detachment
(depersonalization)

Sense of
ineffectiveness
and lack of
accomplishment²

CONSEQUENCES OF BURNOUT



**PATIENT CARE
COSTS**



**ECONOMIC
COSTS**



**PERSONAL
COSTS**



HOW BAD IS IT?

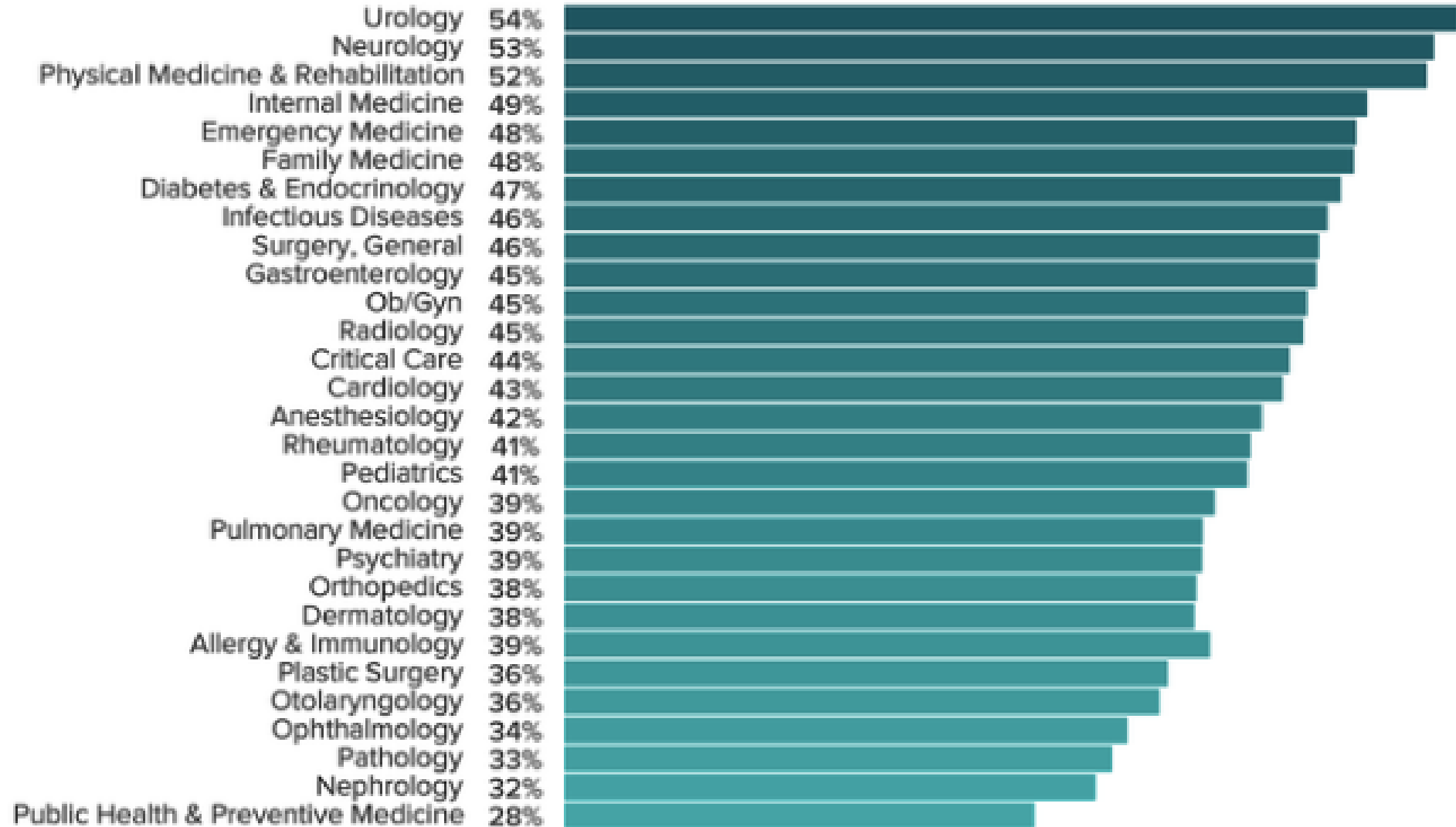
44%

**Of physicians report at least
one symptom of burnout**

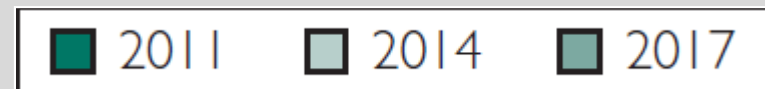
2017 Mayo Clinic Study



Which Physicians Are Most Burned Out?



CHANGES IN BURNOUT BY SPECIALTY 2011-2017





CAUSES OF BURNOUT

TRIAD OF CAUSES



**PERSONALITY
TRAITS**

**MEDICAL
CULTURE**

**EXTERNAL
PRESSURES**

BASIC TRAINING TAKES 8 WEEKS



TRIAD OF CAUSES



**PERSONALITY
TRAITS**

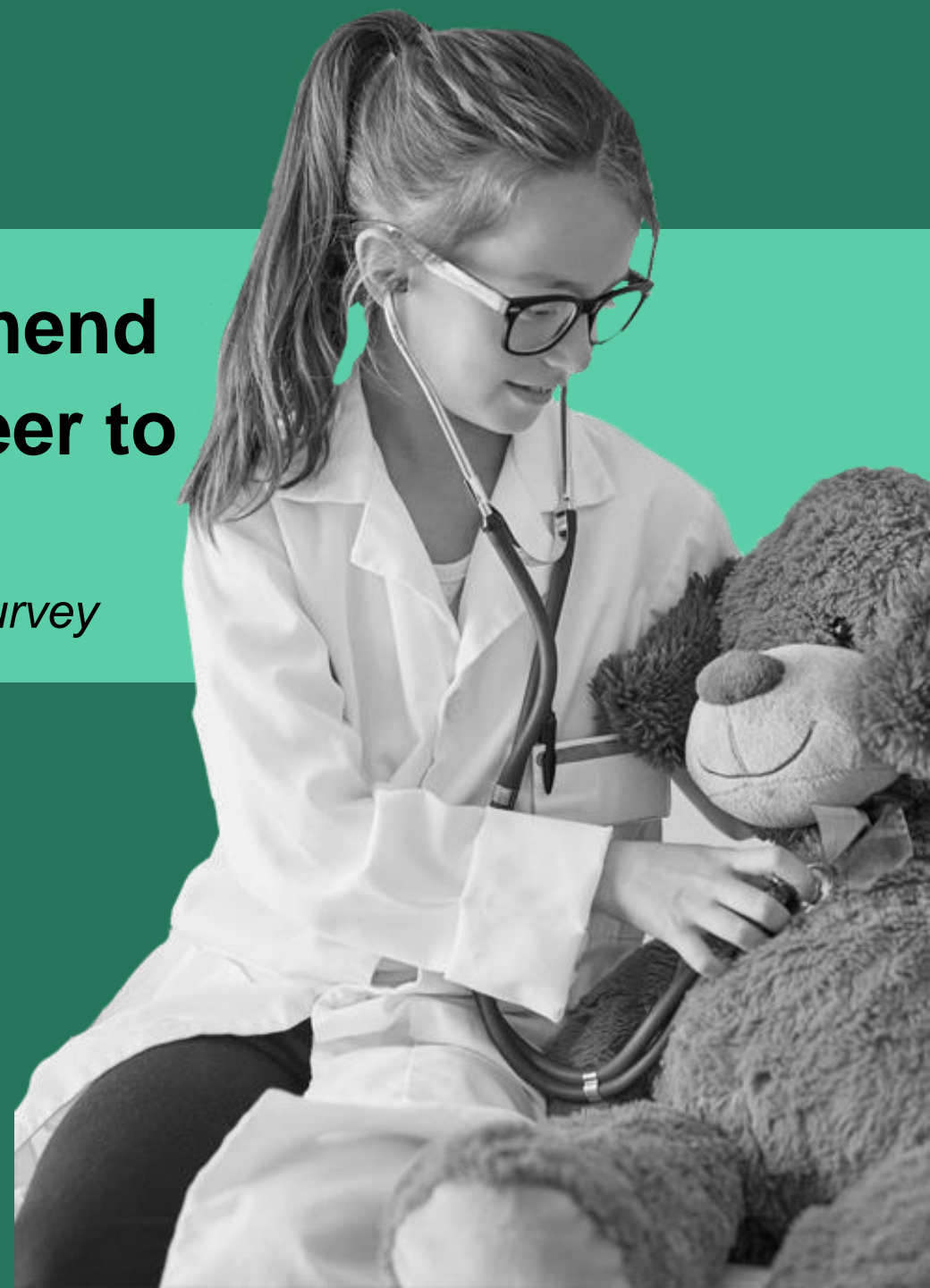
**MEDICAL
CULTURE**

**EXTERNAL
PRESSURES**

49%

**Would not recommend
medicine as a career to
their children**

2018 Physicians Foundation Survey

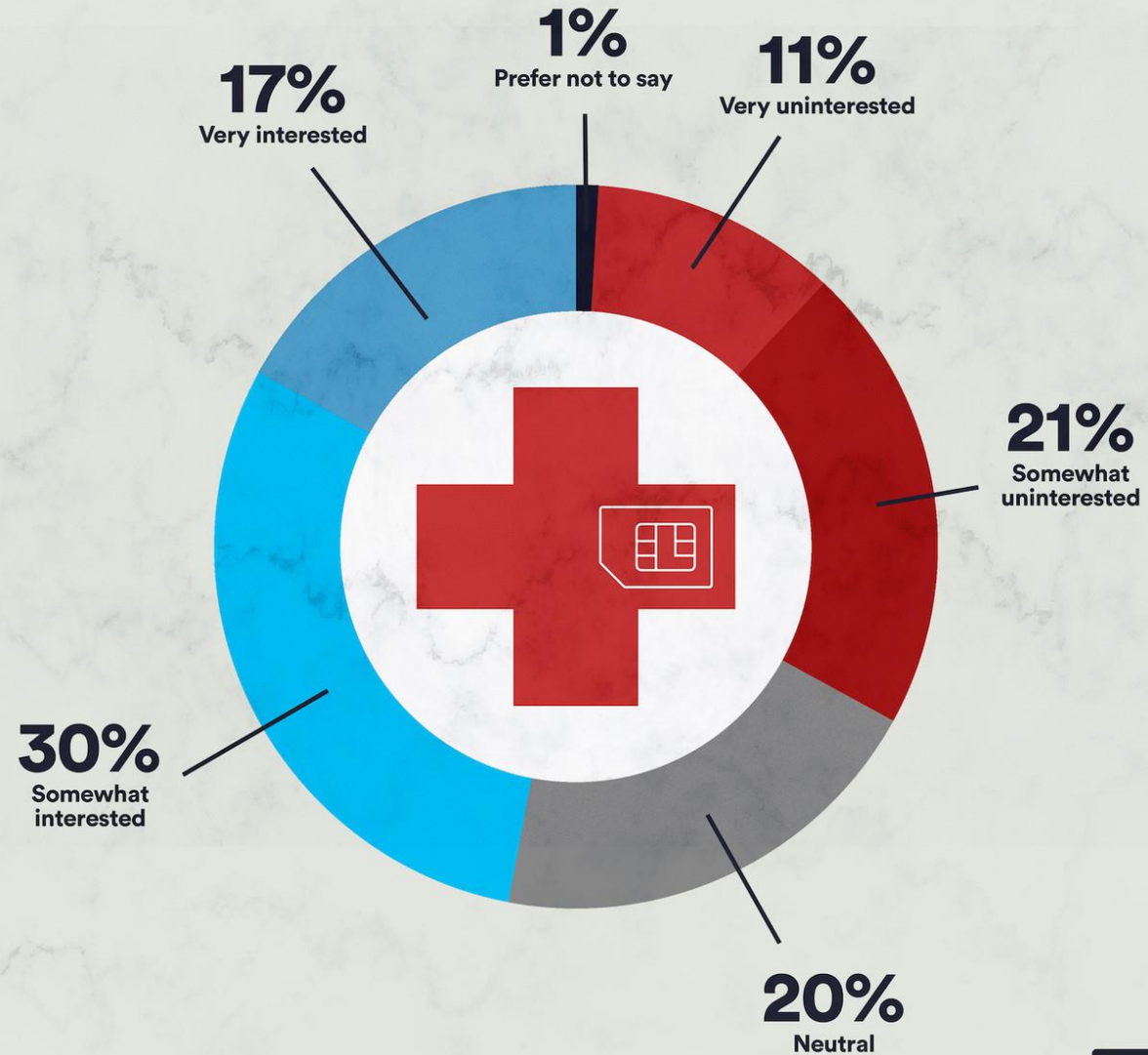


One in fifty physicians intend to **leave medicine altogether** in the next two years to pursue a different career.

Professional Satisfaction and Career Plans of US Physicians



Do Early Career Doctors and Pharmacists Want to Work in Tech?



*Note: Graph was conducted with a group of 496 respondents



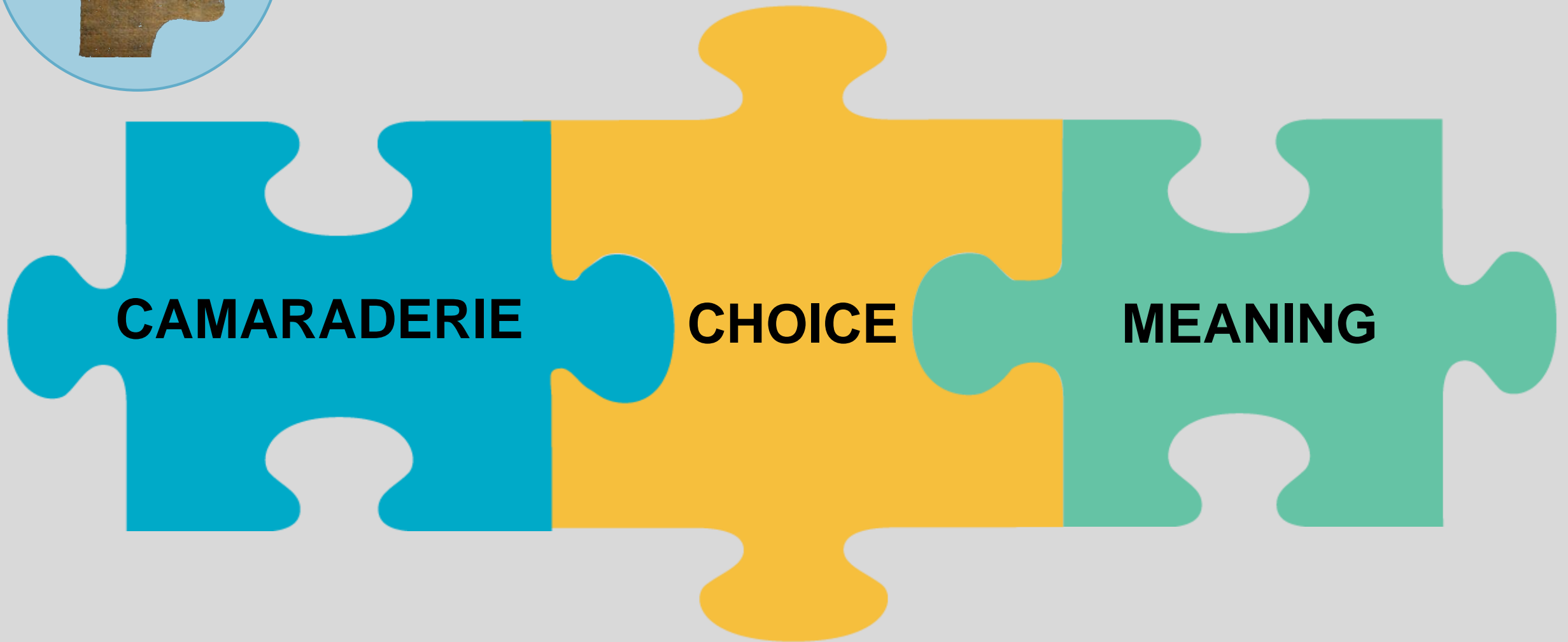


WELLBEING AT WORK





PSYCHOLOGICAL NEEDS OF PROVIDERS



CAMARADERIE

CHOICE

MEANING

DRIVER DIMENSIONS



Shanafelt TD, Noseworthy JH.
Mayo Clin Proc. 2017;92:129-46.



THE PATH FORWARD

THE PATH FORWARD

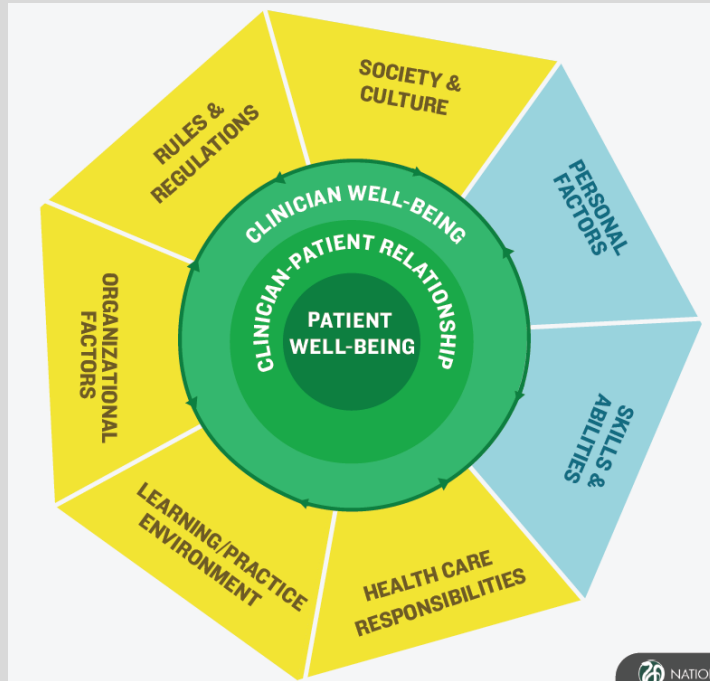
ORGANIZATIONAL COMMITMENT
+
MULTI-MODAL APPROACH

CENTER FOR PROVIDER WELLBEING

MISSION

**To foster joy
and meaning
in work for
providers and
their teams.**

AVAILABLE WELLBEING MODELS



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EXCELLENCE

We commit to being exceptional today and even better tomorrow.

We seek new knowledge, ask for feedback, and are open to change.

We use resources wisely and effectively.

We are curious and continuously look for ways to innovate.

We are true to our word and follow through on our commitments.

We Serve Together

*guided by our values
Excellence & Love*

LOVE

We anticipate the needs of others and help with compassion and generosity.

We embrace diversity and show respect to everyone.

We listen actively, seek to understand and assume good intentions.

We tell the truth with courage and empathy.

We accept responsibility for our attitudes and actions.



Humanizing
Adverse
Events



Destigmatizing
Mental Health



Elevating
Workplace
Civility

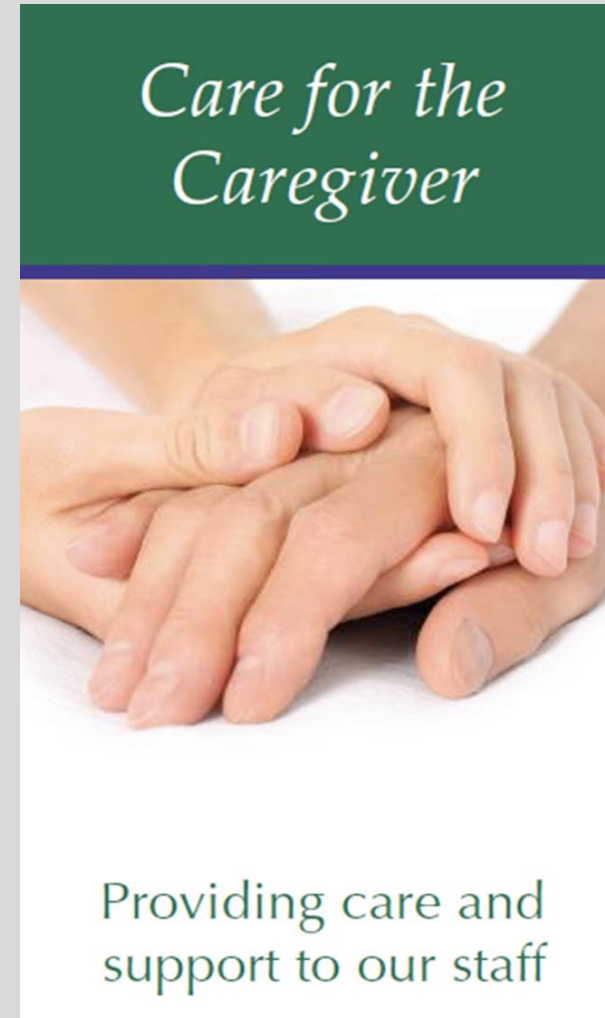
PROFOUND CULTURE CHANGE

Humanizing Adverse Events



PROVIDER SUPPORT INITIATIVES

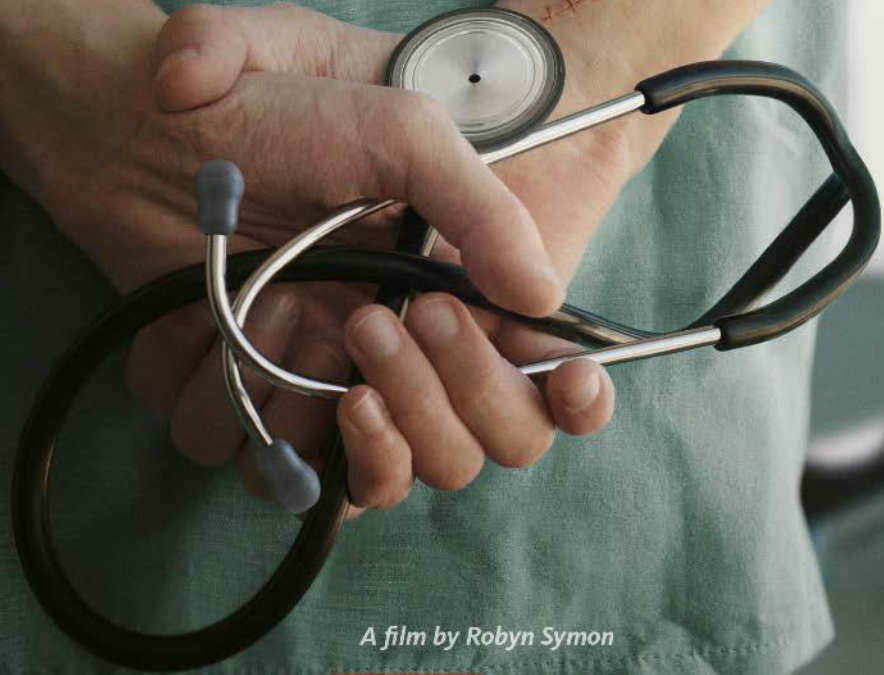
CARE FOR THE CAREGIVER PEER SUPPORT



Destigmatizing Mental Health



What's killing our doctors?

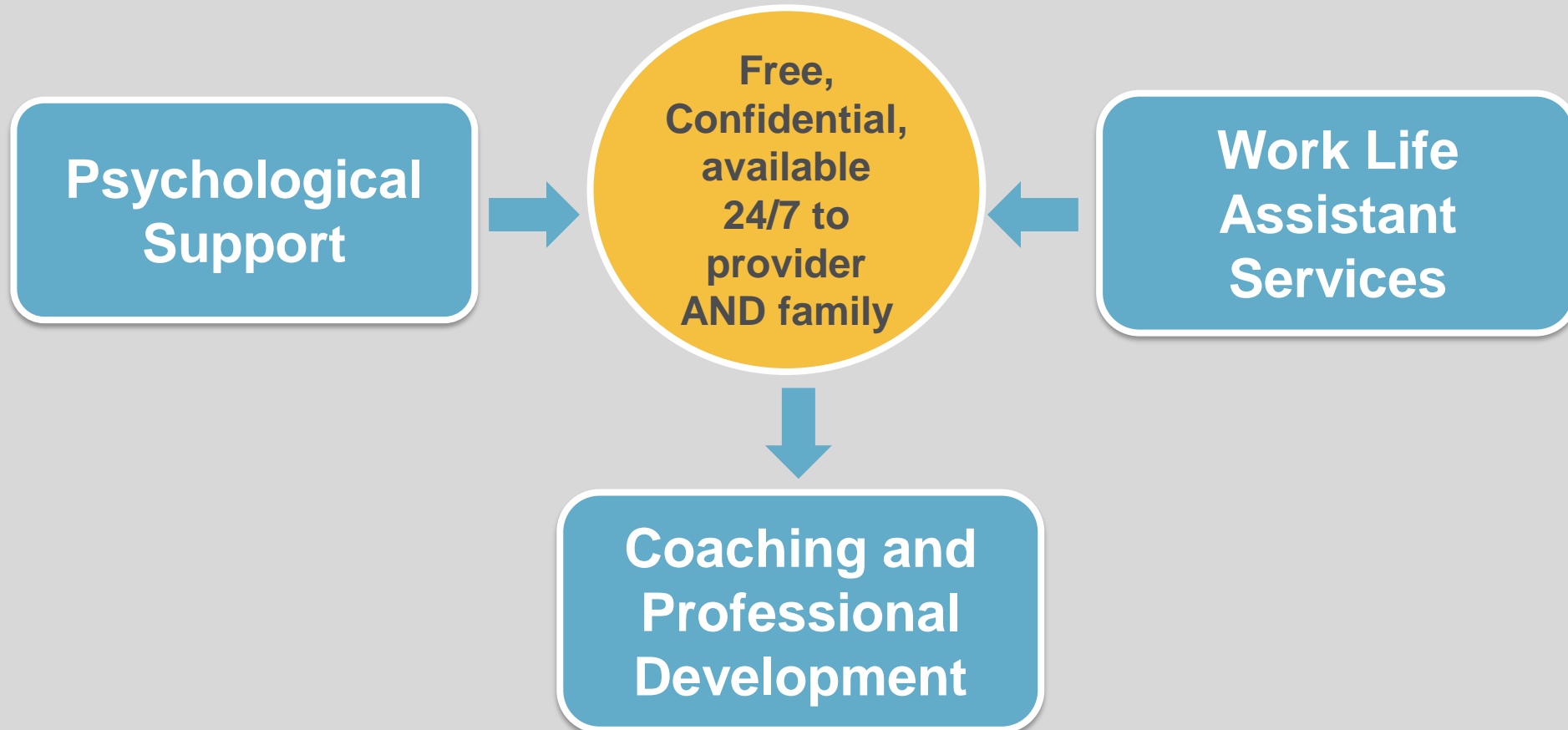


A film by Robyn Symon

DO NO HARM



PROVIDER SUPPORT INITIATIVES



** In-house **resource liaison** also available to connect provider with internal and community resources**

Elevating Workplace Civility



COMMUNITY BUILDING INITIATIVES **COMPASS**

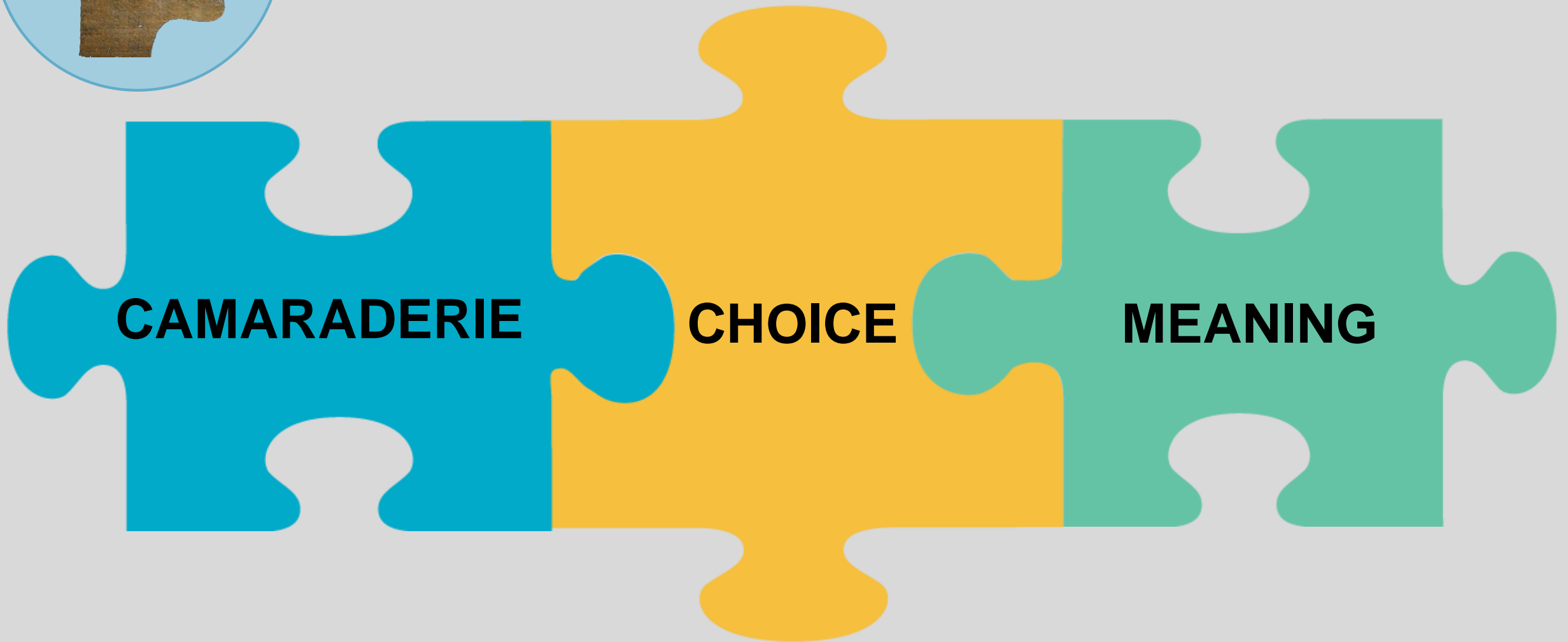


**Clinician-Organized Meetings to Promote
and Sustain Satisfaction (COMPASS)**





PSYCHOLOGICAL NEEDS OF PROVIDERS



CAMARADERIE

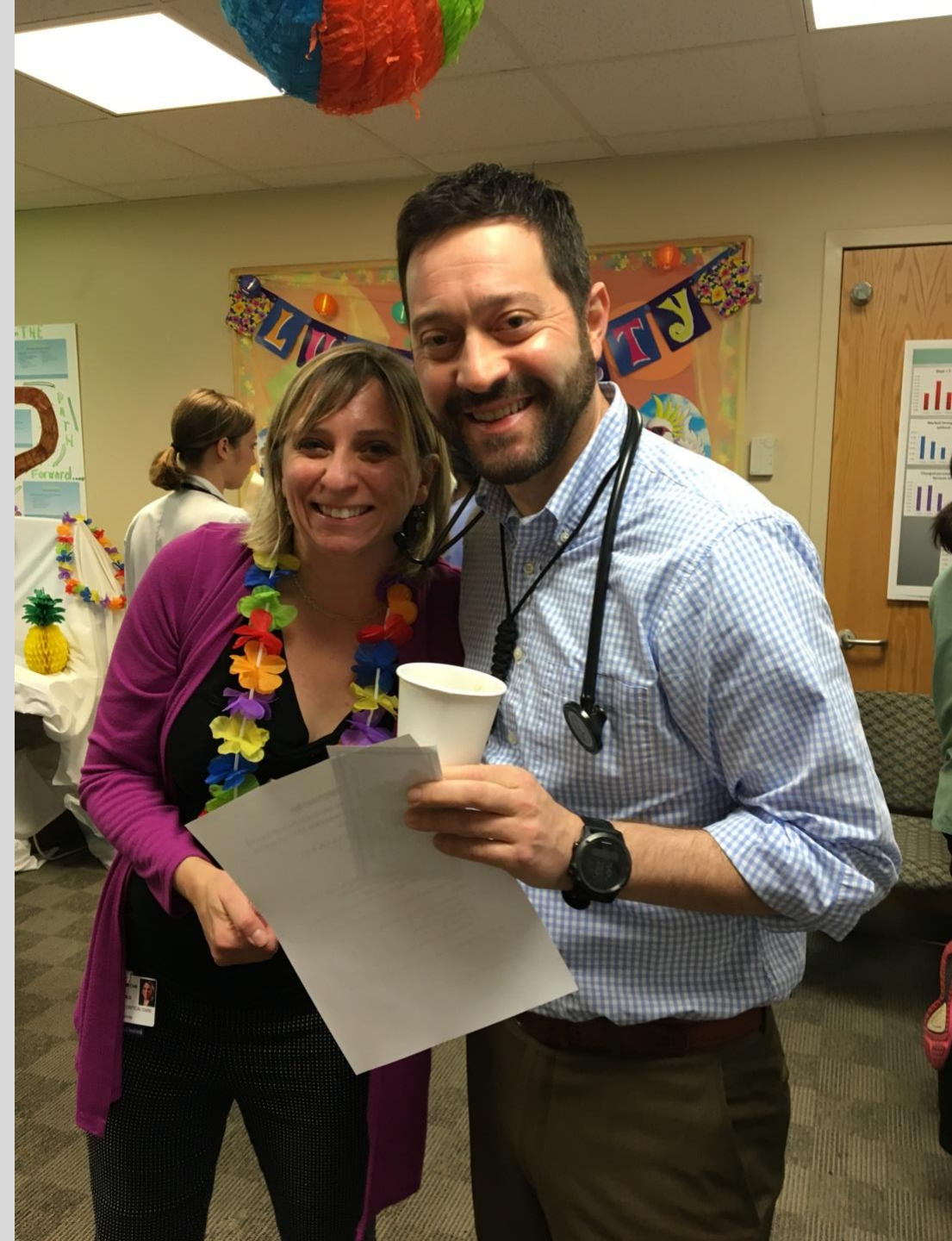
CHOICE

MEANING

OASIS PROJECT

Multi-modal intervention

- ✓ TEAM resiliency education
- ✓ Social connection
- ✓ Recognition
- ✓ OASIS room





What you think,
you become
What you feel,
you attract
What you imagine,
you create
- Buddha

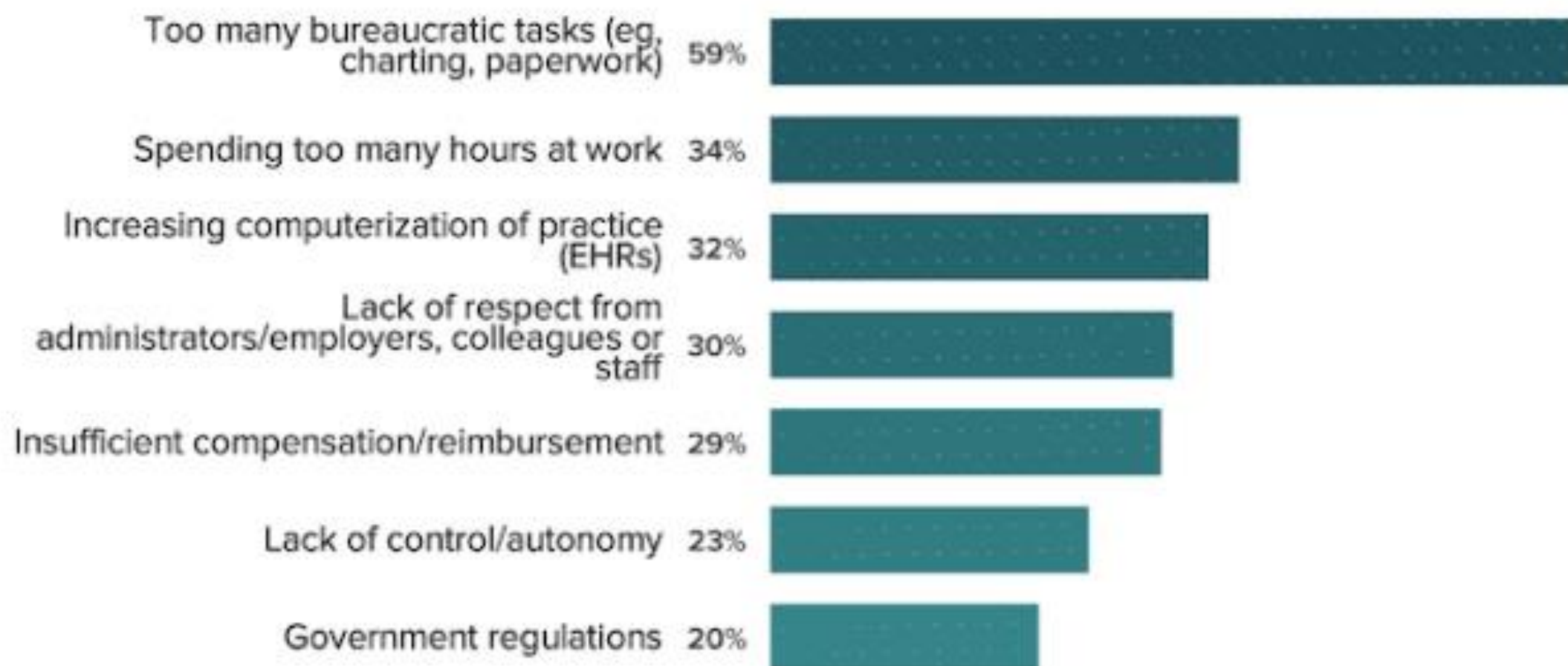
THE HONESTY
APPRECIATION OF REAL
SPIRITUAL
LIFE
LIFE'S JOY

DRIVER DIMENSIONS



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What Contributes Most to Your Burnout?

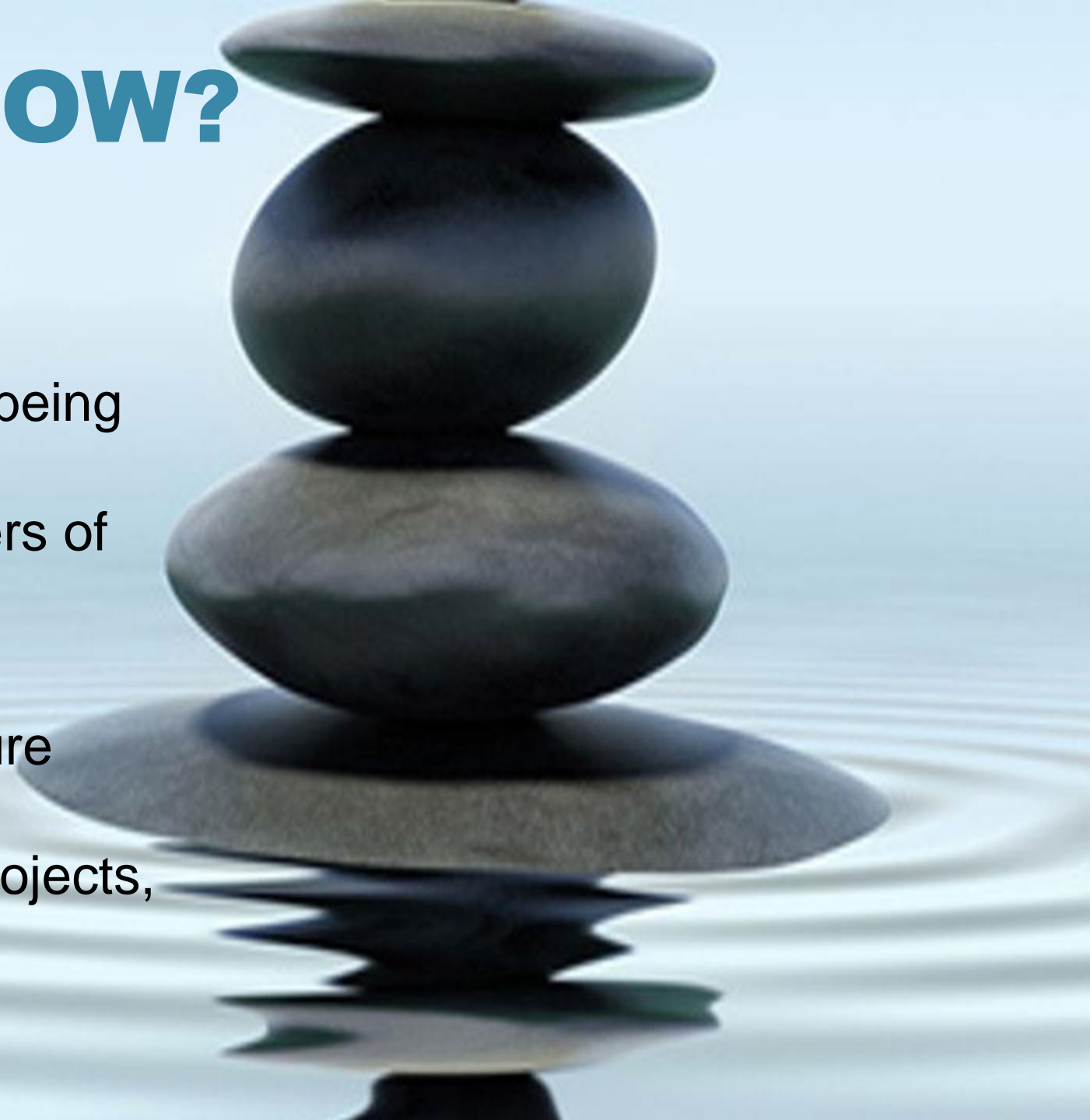


WHY DO I COME TO WORK?



What Can I Do NOW?

- ✓ Engage senior leadership
- ✓ Track the business case for wellbeing
- ✓ Measure wellbeing and the drivers of burnout/professional fulfillment
- ✓ Resource a wellness infrastructure
- ✓ Determine scope, launch pilot projects, evaluate efficacy





“For most (providers) who find themselves burning out or disillusioned with the job, the cause is most likely the loss of the human connections that they expected when they entered the field, and the loss of their own idealism. That is not irretrievable. What is needed is the courage to identify and reinvigorate some of the illusions.”

RESOURCES

ONLINE

stepsforward.org

<https://nam.edu/initiatives/clinician-resilience-and-well-being/>

