

Avoiding Burnout by Finding Joy and Gaining Control in Work and Life

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Objectives

- Learn how to define and escape burnout in your life and work
- Embrace change (and take control of it)
- Find ways to seek joy, peace and happiness in the open and in the hidden corners your life and work

Define burnout

- Wildly divergent definitions – tired, not happy with life, exhaustion, cynicism, sense of uselessness
- Often self defined and that is fine too
- Lots of attention during the pandemic.....which is **over now** (the covid part)

Burnout

Why – personal and variable

- Hard sad patients everywhere
- The occasional pandemic (but rare.....)
- Blending teaching and patient care
- Reimbursement / documentation/ EMR issues
- Lack of assistance, empathy, endless hours

While seeking

- Satisfaction with professional goals
- Happiness at work and in life overall

Other Causes

- Delayed recovery in staffing and routine family life post pandemic
- Corporatization of medicine (70% salaried)
- Conflict between oath to care and the drive to make a profit off the sick and vulnerable
- Marketing of drugs and diseases

Service and Education

“May the love for my art actuate me at all times; may neither avarice nor miserliness, nor thirst for glory or for a great reputation engage my mind; for the enemies of truth and philanthropy could easily deceive me and make me forgetful of my lofty aim of doing good...”

“Grant me the strength, time and opportunity always to correct what I have acquired, always to extend its domain; for knowledge is immense and the spirit of man can extend indefinitely to enrich itself daily with new requirements.”

Maimonides, 12th century CE

Just do it

- Where you see change needed you have choices
 - Complain
 - Live with it
 - Get a new job
 - Get a new career
 - Quit it all
- OR
- Change it - be the driver of improvement

Change in setting

- Direct Primary Care
 - A little like the days before....insurance
 - My experience as a teen office assistant
 - DPC slow to grow but an option
- Private practice
- EMR assistance
 - Scribes, dictation, your own templates
- Embrace change to take control

Learn to say

- I don't know
- I need help
- No
- Yes!.....sigh
- I /we can fix this

Grow the solution

- Make your future support system through teaching
- Grow your own future partners, regional medical system
- Advocate for others to join you in growing workforce
 - Regional residencies
 - Regional medical schools
 - Regional PA/NP/counseling programs
- Eases your workload and frustration (eventually)

Beginnings – an example

- A small CHC with limited services in Billings
 - 3 exam rooms, 5000 patients
 - 14,000 visits annually, all outpatient urgent care/immunizations
 - **No** diagnostic or therapeutic procedures, prenatal care, nursing home care, inpatient care, night call coverage
 - Minimal continuity and episodic chronic disease care
- Primary care provider shortage statewide
- **No** graduate medical education programs in Montana

NOW

- A big CHC with extensive services in Billings region
 - 47 exam rooms, 2 negative pressure – main clinic
 - 4 procedure rooms, 11 counseling rooms
 - 3 school based clinics and 3 rural clinics
 - 13,750 patients
 - 64,483 visits annually
 - Outpatient, nursing home and inpatient comprehensive care
- **In Montana** - 2 FM residencies. 1 IM residency, 1 psychiatry residency, surgery and ER residents rotating, two new medical schools
- More primary care providers in Montana

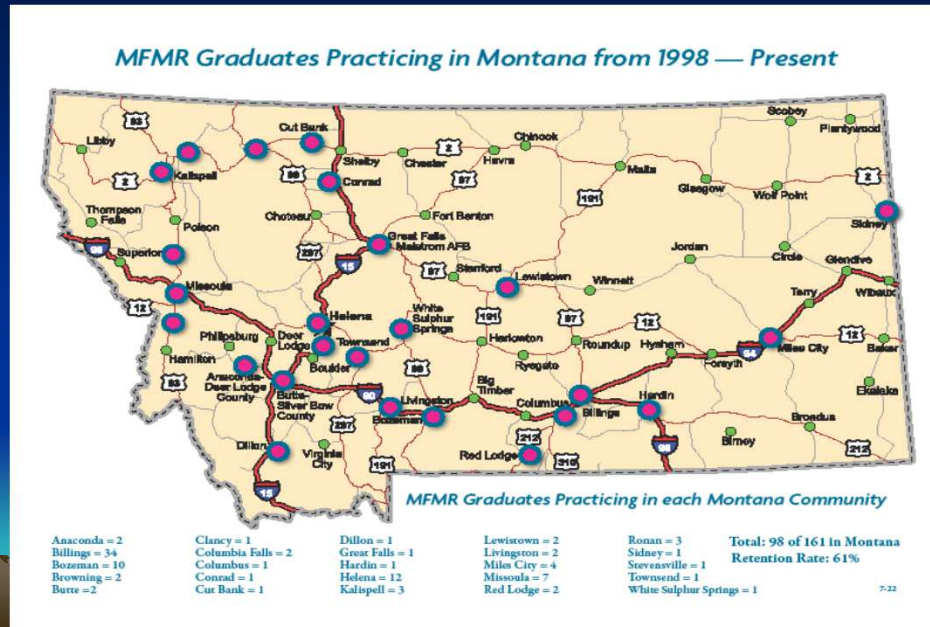
One Issue contributing to physicians' stress 1998

- +/- 70% of the CHC patients have co-morbid mental illness
- Little or no access to other than acute inpatient psychiatric care in our region for underserved patients
 - 7 month wait for Mental Health Center appointment
- Little faculty experience in independent care of patients with acute or chronic severe mental illness with consequent physician panic STRESSFUL and frustrating
- One 0.6 FTE psychiatrist at RiverStone

Change and resolution 2023

- +/- 70% of the CHC patients have co-morbid mental illness
- Local inpatient psychiatric unit - same
- Psychiatry residency – independent program new this year!
- One full time psychiatrist **and** 13 LCSW, LCPC, LAC providers
 - Warm handoff available at all clinic appointment
- New: Available inpatient and outpatient telepsych (thank you covid)
- Significant faculty experience and support in care of patients with acute or chronic severe psychiatric illness

More FM docs in Montana just from us 😊



CHC practice : Advantages to the Residency

- A plethora of patients
 - Endless medical need
 - Wide variety of experience for residents
- Attraction and development of faculty who understand service in medicine
- Good model for rural and frontier care
- Access to different funding streams
- Attraction of residents with “the right stuff”

Tiers of benefit in an educational setting

- Residents and faculty benefit from broad education and rewarding service
- Patients benefit by access to quality affordable care without stigma
- Local communities benefit as care gaps are filled
- State benefits from skilled graduates and healthier people
- Nation benefits from graduates
- And the world is a little better place.....

Service

“Preserve the strength of my body and of my soul that they ever be ready to cheerfully help and support rich and poor, good and bad, enemy as well as friend. In the sufferer let me see only the human being.”

Education

“Let me be contented in everything except in the great science of my profession. Never allow the thought to arise in me that I have attained to sufficient knowledge ...for art is great but the mind of man is ever expanding.”

Maimonides

Individual approaches to address burnout

- Self care
 - Exercise
 - Fresh air
 - Healthy food
 - Sleep
 - Not too much alcohol
 - CBT / mindfulness
 - Puppy

Organizational environment

- Boundaries
- “Duty hours”
- Team based care systems
- Volunteer for leadership roles
 - Participate in organizational improvement
- Choose your organization

Change is possible

Alice laughed: "There's no use trying," she said; "one can't believe impossible things."

"I daresay you haven't had much practice," said the Queen. "When I was younger, I always did it for half an hour a day. Why, sometimes I've believed as many as six impossible things before breakfast."

Alice's Adventures in Wonderland
Reverend Charles Lutwidge Dodgson AKA Louis Carroll

Seek joy, peace and happiness

- Work life "balance" in your happiness
- My test:
 - Going and coming
- Dealing with others, reframe and listen

Professional goals/performance stressors

- Expectations – external and internal
- Knowing what to do all the time
- Larger medical community demands, expectations, criticism
- Fear of failure/being wrong
- Learning to be open to ‘suggestions’ (maybe in form of perceived criticism)

Reality

“Should those who are wiser than I wish to improve and instruct me, let my soul gratefully follow their guidance; for vast is the extent of our art....”

But, of course.....

Should conceited fools, however, censure me, then let love for my profession steel me against them, so that I remain steadfast...

May even this be of advantage to me, for they know many things of which I am ignorant, but let not their arrogance give me pain.”

Maimonides

What do you love?

- Family
- Job
- Community
- Yourself
- All of the above
- None of the above
- Some of the above
- ? Puppies?

The right stuff

Do not allow thirst for profit, ambition for renown and admiration, to interfere with my profession, for these are the enemies of truth and of love for mankind and they can lead astray in the great task of attending to the welfare of thy creatures.

Maimonides

All you need is love

- Bottom line
 - Love what you do and those who you love
 - Including reasonable tolerance as well
 - Respect your community
 - Drive change where needed
 - Share your successes and challenges

You are under no obligation to make the
world a perfect place.

This does not however, excuse you from
the effort.

Rabbi Tarpon
2nd century CE

The End

The man who says it cannot
be done should not interrupt
the man doing it.

Chinese proverb

The Beginning