FEEL THE BURNOUT

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DISCLOSURES

• Speaker
  – Valeant
  – Bayer
  – Aqua
  – Promius
  – Amgen
  – Sanofi Regeneron

• Advisory Board Representative
  – Allergan
“EACH MORNING I LOOK IN THE MIRROR AND ASK MYSELF THIS QUESTION: IF TODAY WERE THE LAST DAY OF MY LIFE, WOULD I WANT TO DO WHAT I AM ABOUT TO DO TODAY?

AND WHENEVER THE ANSWER IS NO FOR TOO MANY DAYS IN A ROW, I KNOW I NEED TO CHANGE SOMETHING.”

-STEVE JOBS
WHAT IS BURNOUT?

• Defined: physical or mental collapse caused by overwork or stress
• It is not acute, although sometimes it feels that way
• It is an insidious process that sneaks up on you
• Often once you realize it is happening, you are deep into burnout
• Burnout leads to:
  – Physical and emotional exhaustion
  – Cynicism and detachment
  – Feelings of ineffectiveness and lack of accomplishment
WHAT IS BURNOUT?

• Burnout is not just stress
  – “What distinguishes stress from burnout is that you can’t recover from burnout, or recharge for the next day, in a short period of time.” (Tom Murphy, Physician Burnout)

• Your empathy bank is empty
WHAT IS BURNOUT?

• If burnout is not addressed, it can lead to:
  – Decreased productivity
  – Decreased quality of care and increased medical errors
  – Depression
  – Anxiety
  – Substance abuse
  – Relationship issues- divorce rates among physicians are 10-20% higher than general population
  – Suicide
    • The medical profession has the highest suicide rate of all professions
    • More than 400 physicians commit suicide every year in the US
YOU MAY BE SUFFERING FROM BURNOUT IF...

• You imagine having a human sized lazy susan constructed for your patient to stand on to facilitate an easier and more efficient skin exam
• You dream about seeing patients
• You frequently feel like a hamster on a wheel
• As you get ready for work you honestly don’t know how you are going to muster up the energy to get through the day
• As you drive to work in the morning, you already feel exhausted or overwhelmed
• Patient tells you about a personal tragedy and your first thought is “how long am I going to be in here”
1. Have you felt burnout from work in the last month?
2. Have you worried that work is hardening you emotionally in the last month?
3. Have you often been bothered by feeling down, depressed, or hopeless in the last month?
4. Have you fallen asleep while stopped in traffic or driving in the last month?
5. Have you felt that all the things you have to do are piling up so high that you could not overcome them in the last month?
6. Have you been bothered by emotional problems (such as feeling anxious, depressed or irritable) in the last month?
7. Has your physical health interfered with your ability to do your daily work at home and/or away from home in the last month?
BURNOUT IS ON THE RISE

• Mayo Clinic Proceedings 2015
  – Overall physician burnout rates rose from 47% to 54% from 2011 to 2014
  – Burnout rates in dermatologists rose from 32% to 57% in that same time period
• Women had 1.6 times the rate of burnout as men
  – Highest burnout rates are in women with children under 19 in academic positions
WHAT CAUSES BURNOUT?
CAUSES OF BURNOUT

• Working too much
• Negativity everywhere
• Loss of control over your own job and practice
• Insurance hassles
• Increasing non clinical requirements on us: MACRA, MIPS, MOC, FML
• Lack of efficiency in the office
• Respect for physicians in general has decreased
  – People are not always thankful, often challenge our expertise with their google search results
CAUSES OF BURNOUT

• Malpractice concerns
  – The US has 2% of the world’s population and more than 50% of the world’s lawyers
  – Physicians that have made an error or a “near miss” experience the following symptoms:
    • Anxiety about future errors (61%)
    • Loss of confidence (44%)
    • Sleeping difficulties (42%)
    • Reduced job satisfaction (42%)
    • Self perceived errors are associated with reduced quality of life, increased burnout, and depression
  – The hardest part of dealing with this is forgiving yourself, accepting it, and moving on
CAUSES OF BURNOUT

• Decision Fatigue
  – Decision fatigue is real
  – Working in blocks of 90 minutes is ideal
  – Study amongst judges ruling on appeals
    • Cases heard at the beginning of the day had a 65% chance of getting parole
    • Cases heard at the end of the day had an almost zero chance of getting parole
  – People buy more at the mall at the end of their shopping trip than at the beginning
  – Wear the same thing every day
    • Mark Zuckerberg
    • Barack Obama
CAUSES OF BURNOUT

• Online review sites like Yelp and Google Reviews
  – Patients are not customers, but they can rate us like we are a cronut

• EMR
  – Watch “ZDogg EMR video” on YouTube
CAUSES OF BURNOUT

• Technology is great, but also means that we are ALWAYS working
• Between 1970s and 2000s, the average American added almost 200 hours of work each year (basically another month!)
“IT’S BETTER TO BURN OUT THAN TO FADE AWAY.”

-KURT COBAIN
WHAT CAN BE DONE TO TREAT BURNOUT?
"INSANITY IS DOING THE SAME THINGS OVER AND OVER AND EXPECTING A DIFFERENT RESULT."

-ALBERT EINSTEIN
HOW TO MANAGE BURNOUT

• Step 1 - Fine tune your practice
• Step 2 - Adjust your mindset
• Step 3 - Realize you are only human
• Step 4 - Celebrate your successes
• Step 5 - Recharge your batteries
• Step 6 - Manage your stress (Learn to be Resilient)
STEP 1: FINE TUNE YOUR PRACTICE
“GOD GRANT ME THE SERENITY TO ACCEPT THE THINGS I CANNOT CHANGE, THE COURAGE TO CHANGE THE THINGS I CAN, AND THE WISDOM TO KNOW THE DIFFERENCE.”

- THE SERENITY PRAYER
FINE TUNE YOUR PRACTICE

• Think about what properties would make up your ideal practice
  – Patients in a day
  – Staffing expectations
  – To scribe or not to scribe
  – Location
    – Scope of practice- do you want to subspecialize in something? What makes you happy?
• How does that list match up to your current practice?
• What steps can you take to fix that?
FINE TUNE YOUR PRACTICE

• What frustrates you during your day?
  – Prior auths?
  – No shows? Late patients?
  – Patient phone calls?
  – Biopsy inefficiencies?
  – Not having the right supplies?
  – EMR?

• What can you do to ease those inconveniences?
  • Become a “super user” of your EMR
  • Involve your staff- they want to help! They can help you brainstorm!
  • Find the person/people in the office that help you the most- bring them into your circle, lean on them and show your appreciation
    – No one is an island
INITIATE A HUDDLE

• 5 minute huddle at the beginning of the day saves you 30-60 minutes during the day
• Good time to talk about how everyone is feeling, if anyone has any time commitments on the day
• Allows you to get to know your staff personally- they don’t like to feel like minions
SHOW APPRECIATION!

• Staff will give more when they get more
• Ask them about their lives
• Start an Employee of the Month program
• Give a thank you note to one staff member every week
• Thank them verbally
STEP 2: ADJUST YOUR MINDSET
IF YOU AREN’T HAPPY, THINK ABOUT YOUR DEFINITION OF HAPPINESS
WHAT IS YOUR METRIC FOR SUCCESS?

• Everyone has different values that make them feel successful
• By our metrics, Dave Mustaine is a huge success
• But by his metric- “be more popular and successful than metallica”- he’s a failure
PETE BEST, FORMER BEATLE

• In 1994 - “I’m happier than I would have been with the Beatles”
• Getting kicked out led him to meet his wife, have kids, change his values
• He measured life differently – success was a big and loving family, a stable marriage, a simple life
"IF YOU WANT TO CHANGE HOW YOU SEE YOUR PROBLEMS, YOU HAVE TO change what you value AND/OR HOW YOU MEASURE FAILURE/SUCCESS."

-MARK MANSON
STEP 3: REALIZE YOU ARE ONLY HUMAN
A LITTLE PERSPECTIVE

• DJ LeMahieu (Go Rockies!) had the best batting average in MLB in 2016- .348
• Justin Tucker (Baltimore Ravens) has the best field goal kicking percentage in history- 89.84%
• Drew Brees (Go Saints!) has the best completion rate of all quarterbacks over a career- 66.6%
• Steve Nash (Go Suns!) had the best free throw percentage over a career in the history of the NBA- 90%
• In our career, we strive for 100% and our patients expect (and sometimes rudely demand) 100% and that’s just not realistic
PHYSICIANS ARE PERFECTIONISTS

• “As perfectionist physicians, we have a dangerous propensity to assume everything is our fault. {There are} many instances of physicians expressing profound personal guilt and sorrow about a bad patient outcome that they have carried sometimes for over thirty years…learning to process these feelings can be a big part of the recovery phase.” (Tom Murphy, Physician Burnout)
"SOMETIMES THE BEST DOCTOR IS THE LAST DOCTOR"

-GREEK PROVERB
STEP 4: CELEBRATE YOUR SUCCESSES
CELEBRATE YOUR SUCCESSES

• Have your moment when things go right
• It’s these moments that remind you why you went into medicine/dermatology
• “Physicians are more satisfied when they perceive that they’re delivering high quality care and that they’re doing a good job.” Derm World Sept 2017
• Take the joy from those moments to ride out the frustration and sadness in other moments
CELEBRATE YOUR SUCCESSES

• Celebrate with your team- staff members, other doctors
• High fives, fist bumps, celebration dances
• Think about professional athletes
  – The antics of high fives, butt slaps, and celebratory dances in the end zone build positivity, team mentality, momentum
STEP 5: RECHARGE YOUR BATTERIES
“THERE’S NO SUCH THING AS WORK-LIFE BALANCE.

THERE ARE WORK-LIFE CHOICES, AND YOU MAKE THEM, AND THEY HAVE CONSEQUENCES.”

-JACK WELCH
RECHARGE YOUR BATTERIES

• Think of yourself as your car or your cell phone
  – If your car runs out of gas, it won’t keep going
  – If your cell phone battery dies, you won’t be able order that thing from amazon prime that you needed
RECHARGE YOUR BATTERIES

• What recharges us is a little different for everyone
• Take care of yourself- enough sleep, eat a healthy diet, exercise
• Take vacation!
• Consider having a “Weekly Bucket List” each week
• Schedule time for what matters in your life (and don’t double book!)
  – Practice saying no in the mirror. Come up with phrases you are comfortable with.
RECHARGE YOUR BATTERIES

- The power of music
- Make playlists
- Create your “walk out” song
  - Wrecking Ball by Miley Cyrus
  - Fight Song by Rachel Platt
  - Firework by Katy Perry
  - One Moment in Time by Whitney Houston
  - Chandelier by Sia
  - The Dance by Garth Brooks
RECHARGE YOUR BATTERIES

• Consider a “Boundary Ritual” when you get home
  – Take a shower, change your clothes, walk the dog, exercise
  – Your commute can be a boundary ritual- have a play list to listen to or a TED talk and take some big deep breaths
RECHARGE YOUR BATTERIES

• Getting more involved in your practice, your community, your medical society, national societies increases your resiliency
• Attending CME meetings also really helps
• Allows you to talk with other doctors and realize you are not alone
  – The connections doctors make with other doctors is vitally important for each of us
  – Only doctors know what other doctors go through
• Allows you to work with the system to make things better for doctors as a whole
• Participating in free skin cancer screenings can bring back the joy of what we do
Arthur
The dog who crossed the jungle to find a home

MIKAEL LINDNORD
STEP 6: MANAGE YOUR STRESS
MANAGE YOUR STRESS

• Exercise
• Sleep
• Eat well
• Smile
• Monotasking
• Breathe
• Mindfulness
• Be grateful
• Your brain functions the best when you do all these things and allows you to be the most productive, most creative, most constructive
• See a therapist or counselor; go to a support group
  – Venting helps, even if it’s just writing a sentence or 2 into a journal every night
EXERCISE (AKA A LITTLE BIT OF RITALIN MIXED WITH PROZAC)

• Even a single session of aerobic exercise improves our cognition and energy
• Also boosts people’s mood, motivation, and ability to deal with stress
SLEEP

• Your brain does not function as well when you are sleep deprived
• A week of sleeping 4-5 hrs/night causes impairment equivalent to blood alcohol level of 0.1
SMILE!

• Studies show that smiling can trick your brain into believing that you are happy
• It is also one of the easiest ways to demonstrate empathy
• Being positive is very helpful with patients and a good smile is the first positive step
  – Studies have shown that being near someone in a good mood can lift people’s spirits
  – Being near a grumpy person does the opposite
• In studies, sad people perceived a hill as being higher and steeper than happy people
• Before you enter every room, take a deep breath and show those pearly whites!
• How are you so happy all the time?
MONOTASKING

- Embrace the beauty of monotasking
- No one can truly multitask
- When it is studied, multitasking actually takes longer and causes more mistakes
- Those who think they are the best at multitasking are typically the worst at it
- Multitasking makes you feel like you are working swiftly, but you are getting less done in more time and doing it all poorly
- If you are doing one task and think of something else that has to be done/remembered:
  - Write it down
  - Tell someone
**MONOTASKING**

- “To Do” Lists are good
- Reward neurohormones are released when you cross off items on the To Do list
- Don’t put a huge item on the list (aka “World Peace”). Instead, do small things like “Make a To Do List”
MONOTASKING

• Be an email “batcher” and not an email “grazer”
BREATHE

- We don’t really breathe, especially when we are busy
- Hang loose breathing technique
- Focus on what it feels like to take a deep breath and release it
- Really think about this before encountering a difficult situation
MINDFULNESS: WHAT IS IT?

- Putting down your juggling balls for a little bit
- Embrace the beauty of monotasking
- Paying attention in a particular way: on purpose, in the present moment, and nonjudgementally
“LIFE MOVES PRETTY FAST. IF YOU DON’T STOP AND LOOK AROUND ONCE IN A WHILE, YOU COULD MISS IT.”

-FERRIS BUELLER
• Take a second to notice things
  – Raisin
  – Fingers
• Start a “Gratitude” journal
  – Write down 2 or 3 things every night that you are grateful for that day
  – Could also write down “3 good things” about a day or “3 funny things”
MINDFULNESS ACTIVITIES

- Anything that lets you “zone out” for a little bit
- Fly fishing
- Tai Chi
- Yoga
- Adult coloring books
MINDFULNESS ACTIVITIES

• Meditation- apps that can teach a “non-hippy” how to meditate
  – Headspace
  – Calm
“YOU HAVE BRAINS IN YOUR HEAD. YOU HAVE FEET IN YOUR SHOES. YOU CAN STEER YOURSELF IN ANY DIRECTION YOU CHOOSE. YOU’RE ON YOUR OWN, AND YOU KNOW WHAT YOU KNOW. AND YOU ARE THE PERSON WHO’LL DECIDE WHERE TO GO.”

-DR SEUSS
“PHYSICIAN, HEAL THYSELF: THEN WILT THOU ALSO HEAL THY PATIENT.”
- NIETZE
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