



dhaswa

doctors' health advisory service

western australia

Protecting and promoting the health of doctors and medical students



Managing Burnout

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Acknowledgment of Country



Me



Royal Perth Bentley Group's Junior Doctors Wellbeing Program helping young docs battling mental illness

Jenna Clarke | The West Australian
Saturday, 27 April 2019 2:00AM



Who are you?

- Why are you here today?
- What do you want to get out of this session?
- What inspires you to get up each morning?



What are the effects of rural practice on wellbeing?



Ferdi Rizkiyanto

What are the advantages of living rural setting?

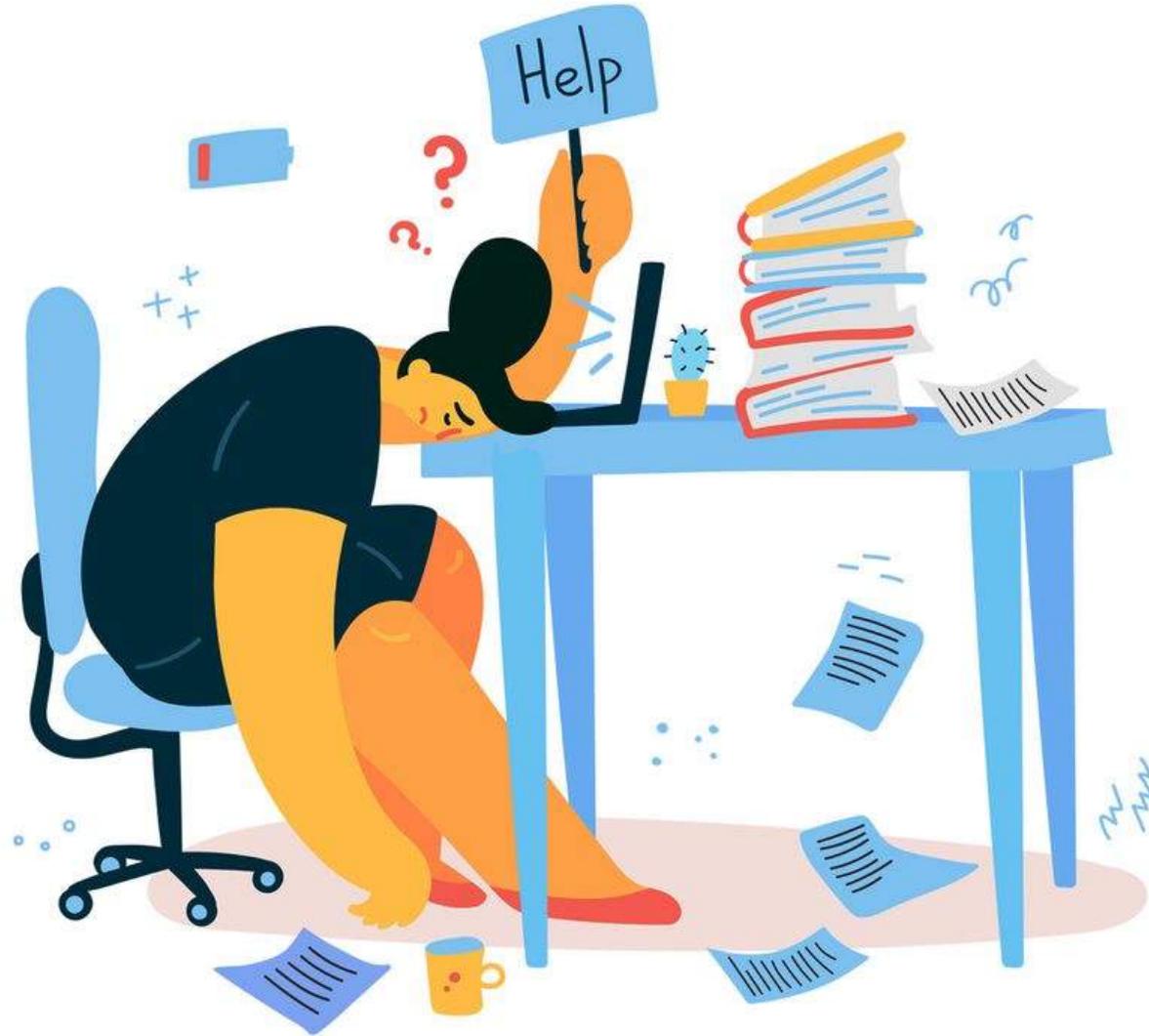
- Challenge! Rural generalist
- Access to leisure activities
- Pace of life
- Strong community feeling
- Ability to influence workplace
- Autonomy in practice
- Broad scope of practice
- Diversity
- Sense of belonging, purpose
- Some financial compensation



What are the disadvantages of working rural setting?

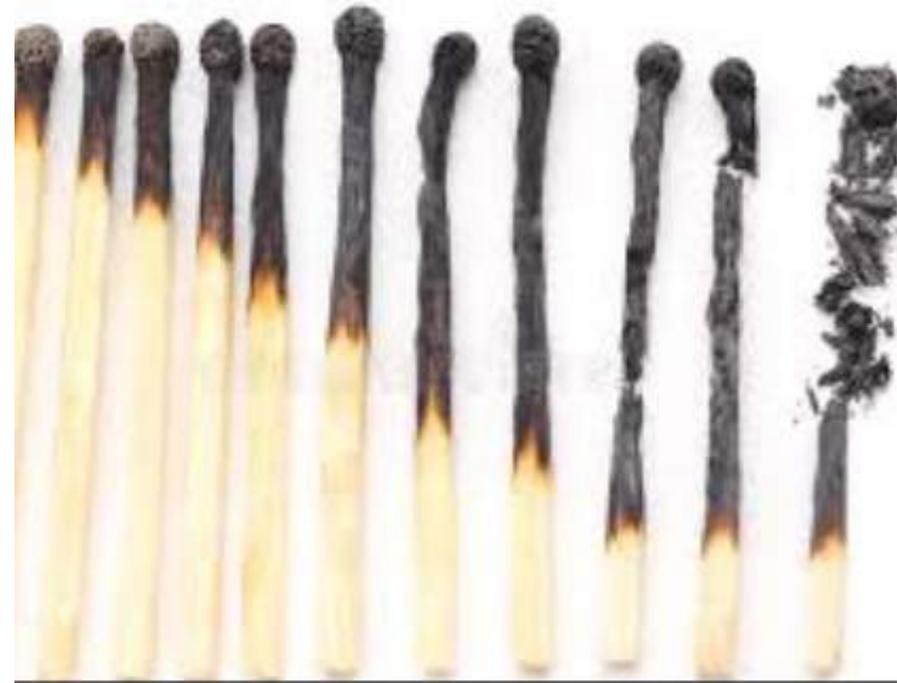
- Remote practice – load, equity and diversity (? Could be a good thing?)
- Work force issues
- Isolation from personal supports
- Professional isolation -access to education, medical assistance
- Peer support
- Leave availability
- Effect on self care mechanisms
- Community influences
- Confidentiality
- Boundaries and relationships
- Access to confidential, appropriate health care
- Crisis management
- Morale injury

Burnout



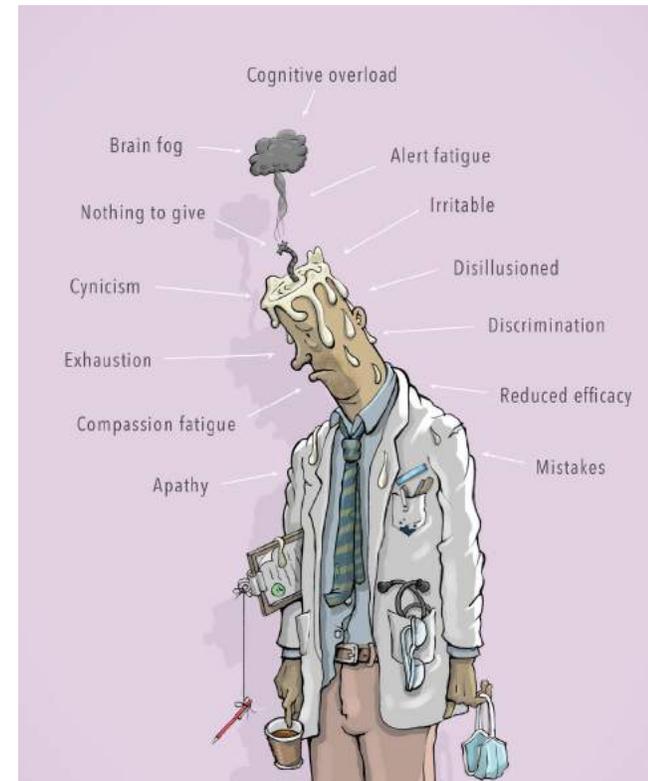
What is Burnout?

WHO definition:
Syndrome resulting from
unsuccessfully managed
chronic workplace stress



What are some
signs/symptoms
of Burnout?

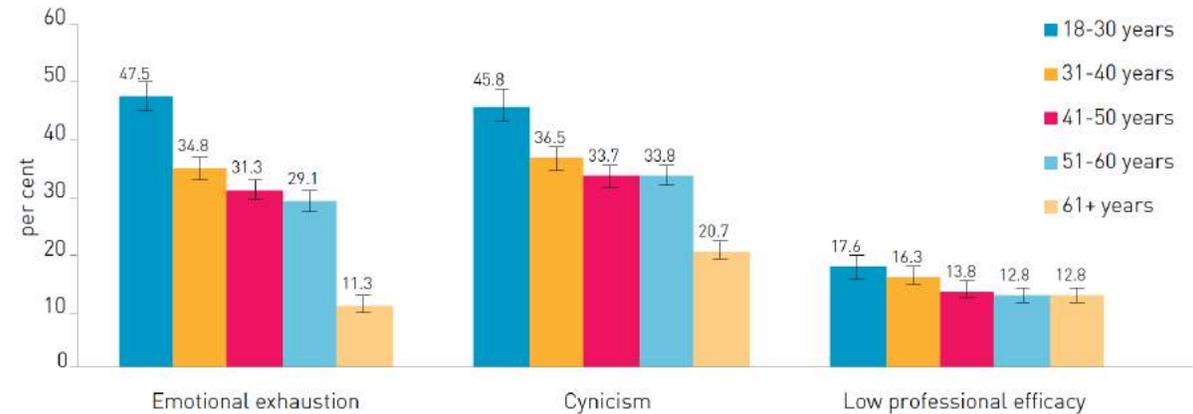
Signs of burnout



Measuring Burnout: Maslach Burnout Inventory

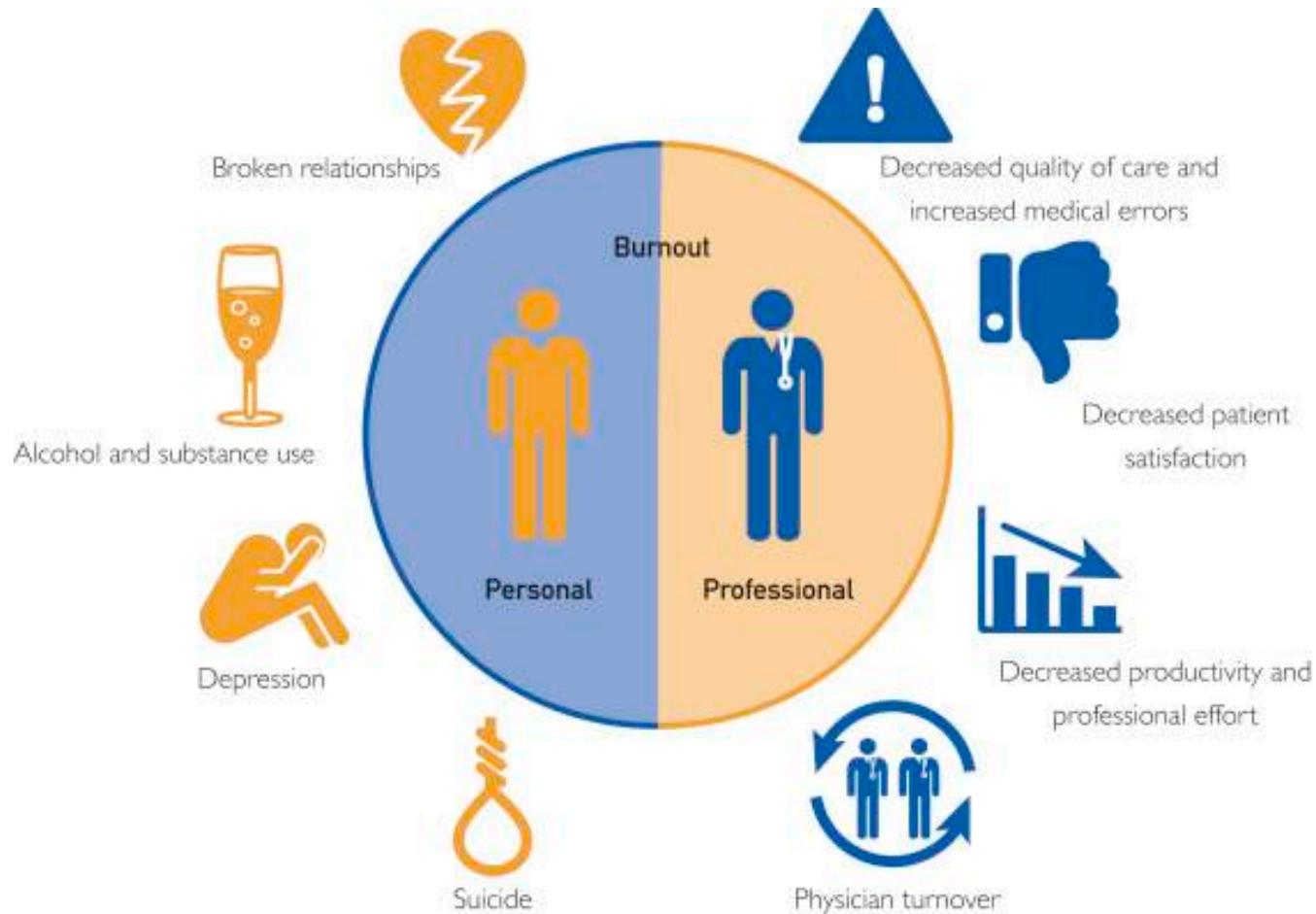
- 1. Emotional Exhaustion
- 2. De-personalisation
- 3. Low professional efficacy

Figure 4: Burnout in the domains of emotional exhaustion, cynicism and professional efficacy, by age group



- New developed: **Sydney Burnout Measure**
 - 34 point survey of expanded symptoms

Consequences of Burnout



bad for workers, bad for workplaces, bad for patients

Burnout is an occupational issue

The Stanford Model of Professional Fulfillment™



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WellMD, <https://wellmd.stanford.edu/about/model-external.html>

Burnout is an occupational issue



Culture of Wellness

This dimension describes the organizational work environment, values and behaviors that promote self-care, personal and professional growth, and compassion that physicians and scientists have for themselves, their colleagues and their patients and beneficiaries of their innovations.

Key success factors of this dimension include:

- Leadership support, commitment, and accountability for wellness
- Infrastructure and resources to support wellness
- Regular measurement of well-being and professional fulfillment
- Recognition and appreciation
- Fairness and inclusiveness
- Transparency and values alignment

Burnout is an occupational issue



Efficiency of Practice

This dimension depends on workplace systems, processes, and practices that promote safety, quality, effectiveness, positive patient and colleague interactions, and work-life balance.

Key success factors include:

- Identification and redesign of inefficient work
- Involvement of physicians in redesign of clinical processes and flows
- Teamwork models of practice
- Design of workspace for interpersonal proximity for improved communication
- Use of efficient communication methods to minimize e-mail time burden
- Designing roles to practice at top of licensure
- Streamlining EHR and other IT interfaces
- Realistic staffing and scheduling that recognizes predictable absences

But...we do have some responsibilities



Personal Resilience

While the organization is responsible for the majority of factors related to well-being, the individual still plays a critical role. Personal Resilience refers to the individual skills, behaviors, and attitudes that contribute to physical, emotional, and professional well-being.

Key success factors include:

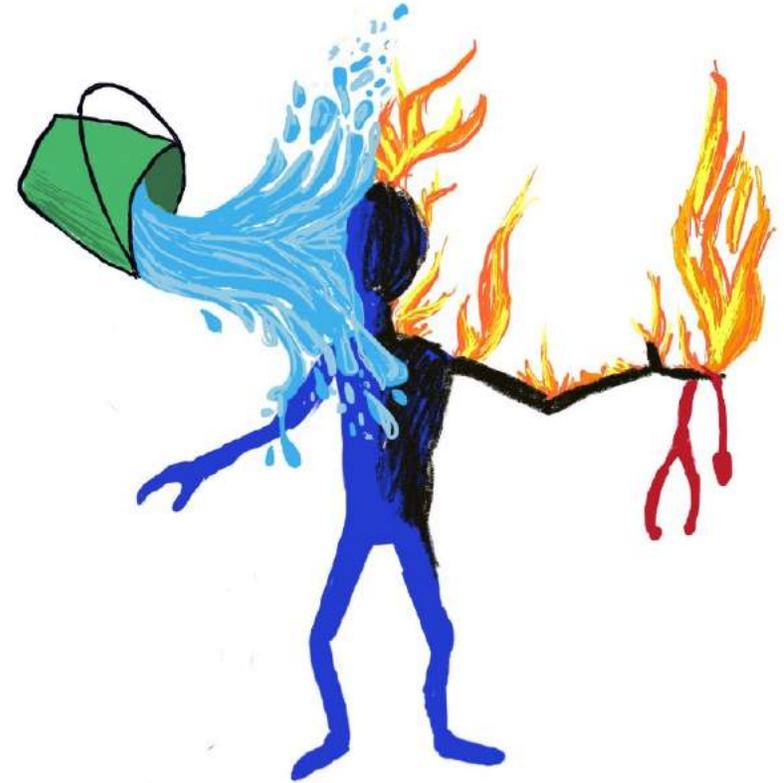
- Self-care assessment and support systems
- Safety net systems for crisis interventions
- Worksite evidence-based health promotion
- Encouragement of peer support
- Financial management counseling
- Life-needs support mechanisms (e.g. child and elder care, after-hours meals, and more)

The twenty percent..



Managing Burnout

1. Understanding vulnerability
2. Aware of the signs
3. Contemplative of change
4. Self-care & recharge
5. Establish Routine
6. Reach out for resources
7. Monitor results





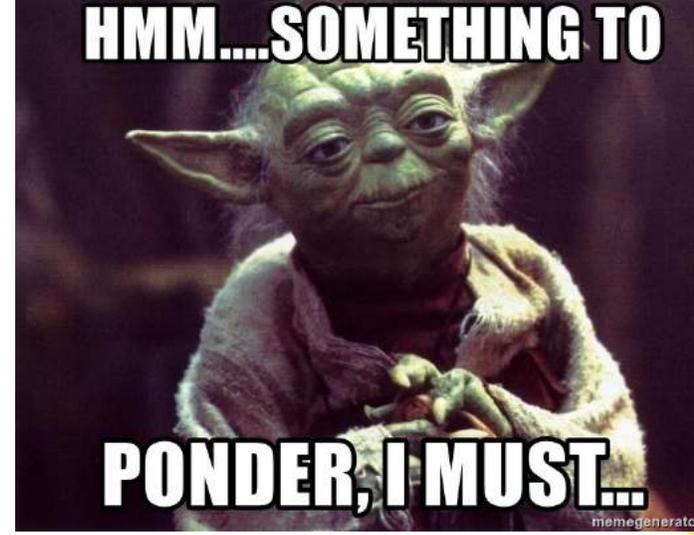
Work-Life Balance vs Work-Life 'Tilt'



Or is it work life imbalance we seek?...

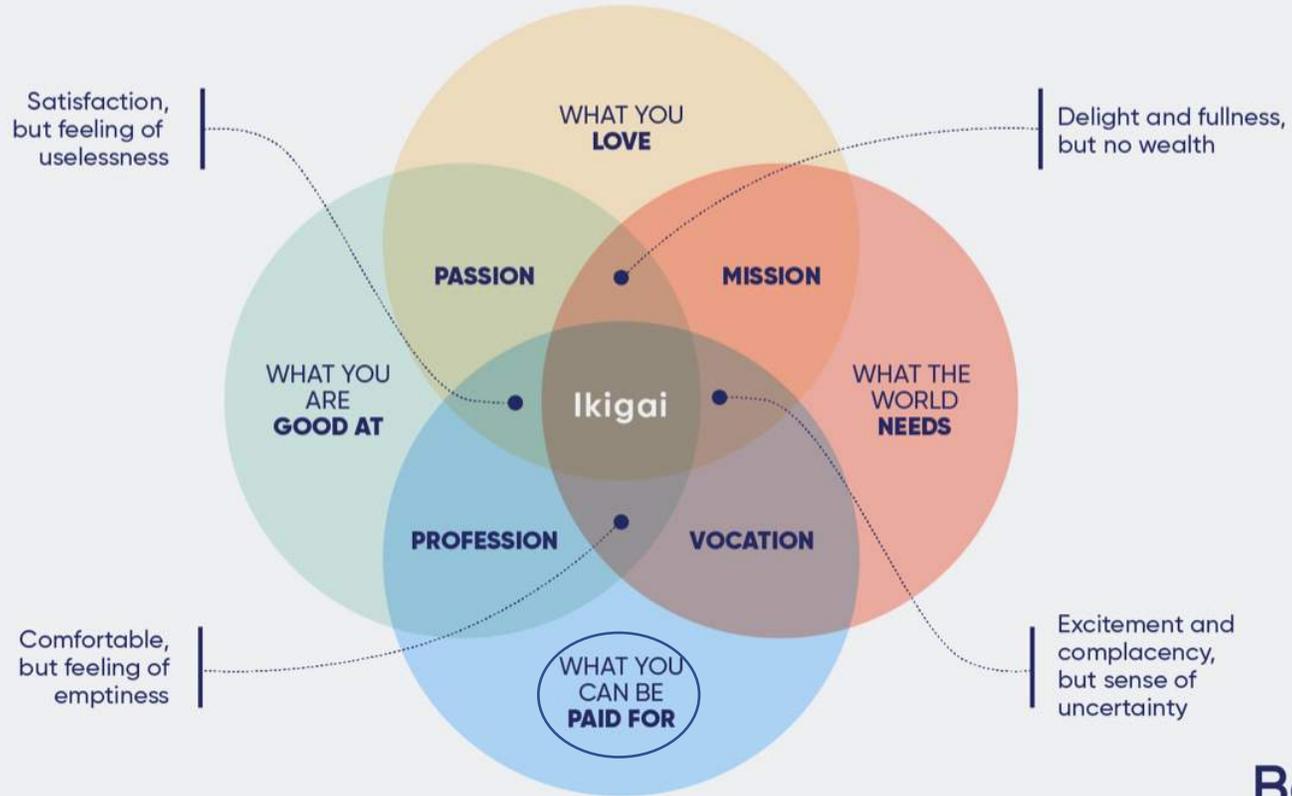
A thriving (work) life

- I'm a doctor: versus I'm a person who practices medicine*
 - Work is a part of life → Life Life balance
 - The 20% and diversity
 - What does my dream job/ life look like?
- How do I get there?
- Ikigai

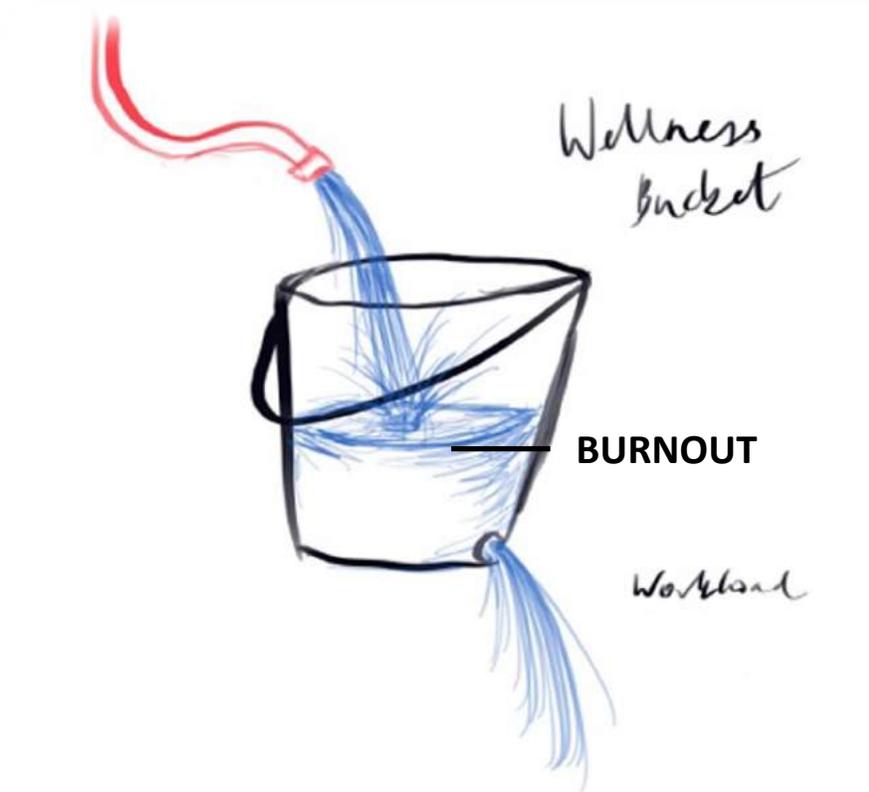


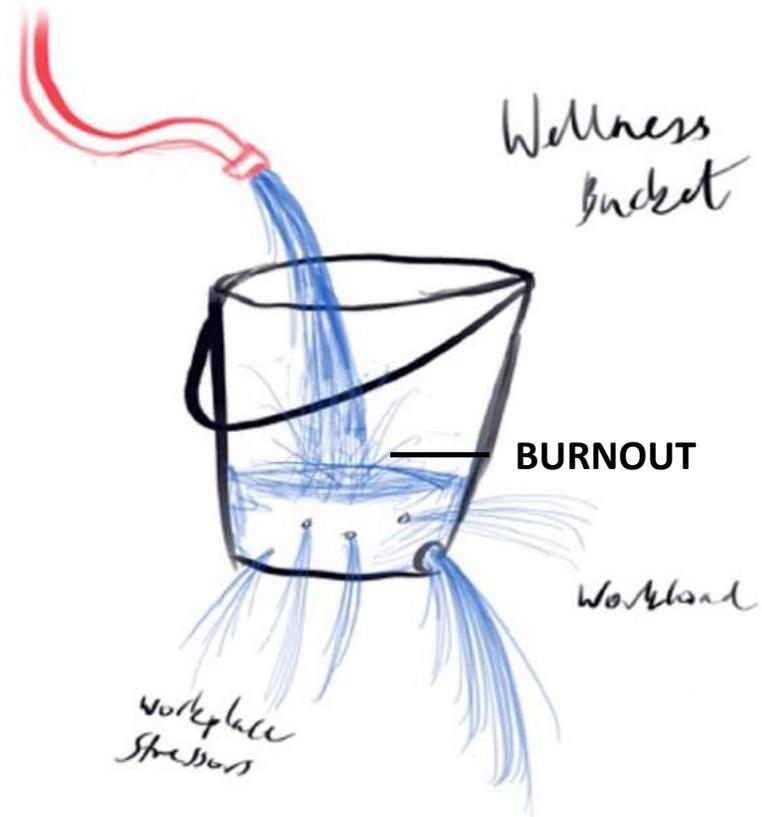
Ikigai

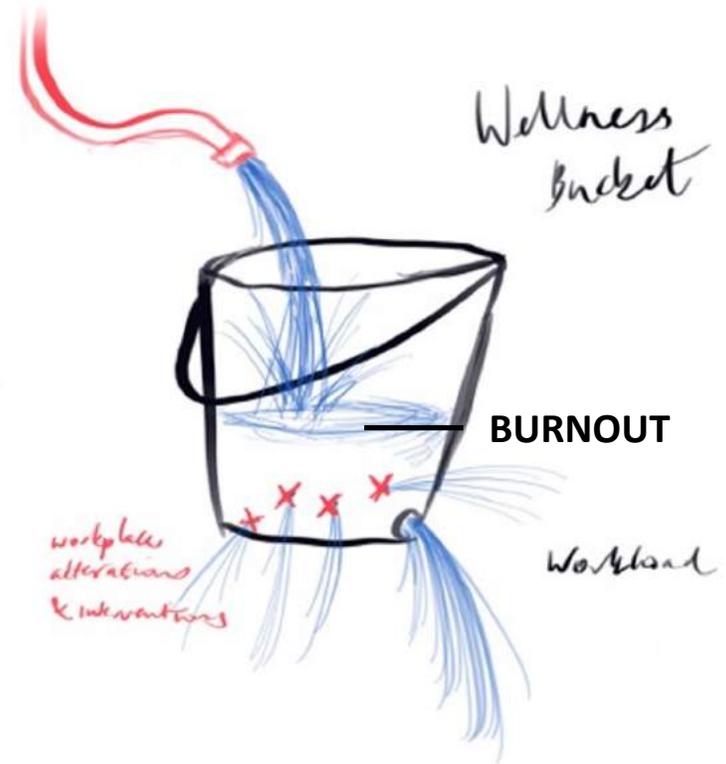
A JAPANESE CONCEPT MEANING "A REASON FOR BEING"

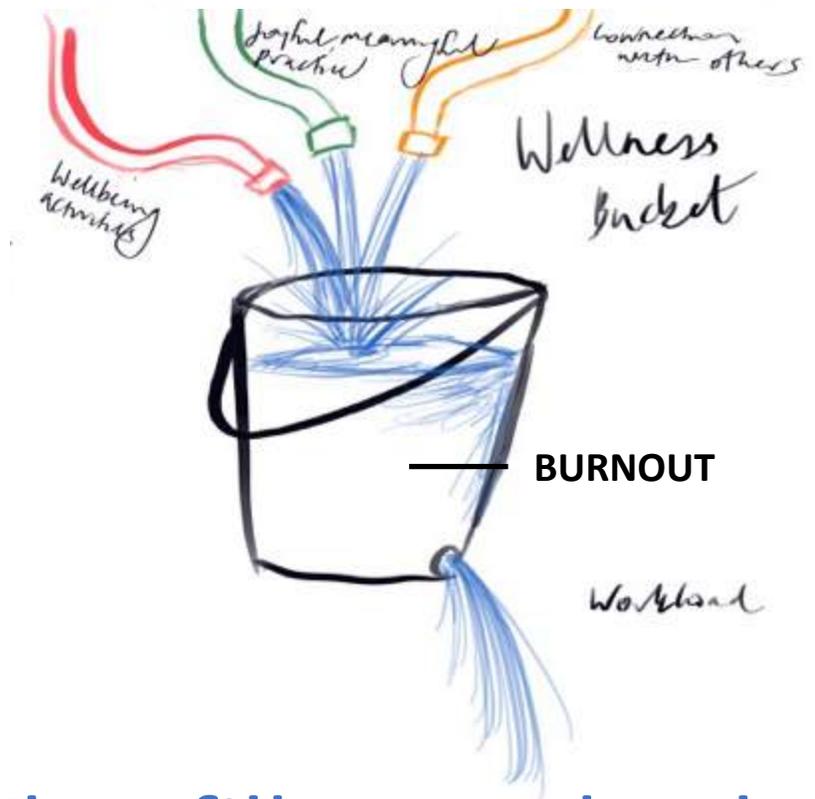


Wellness Bucket

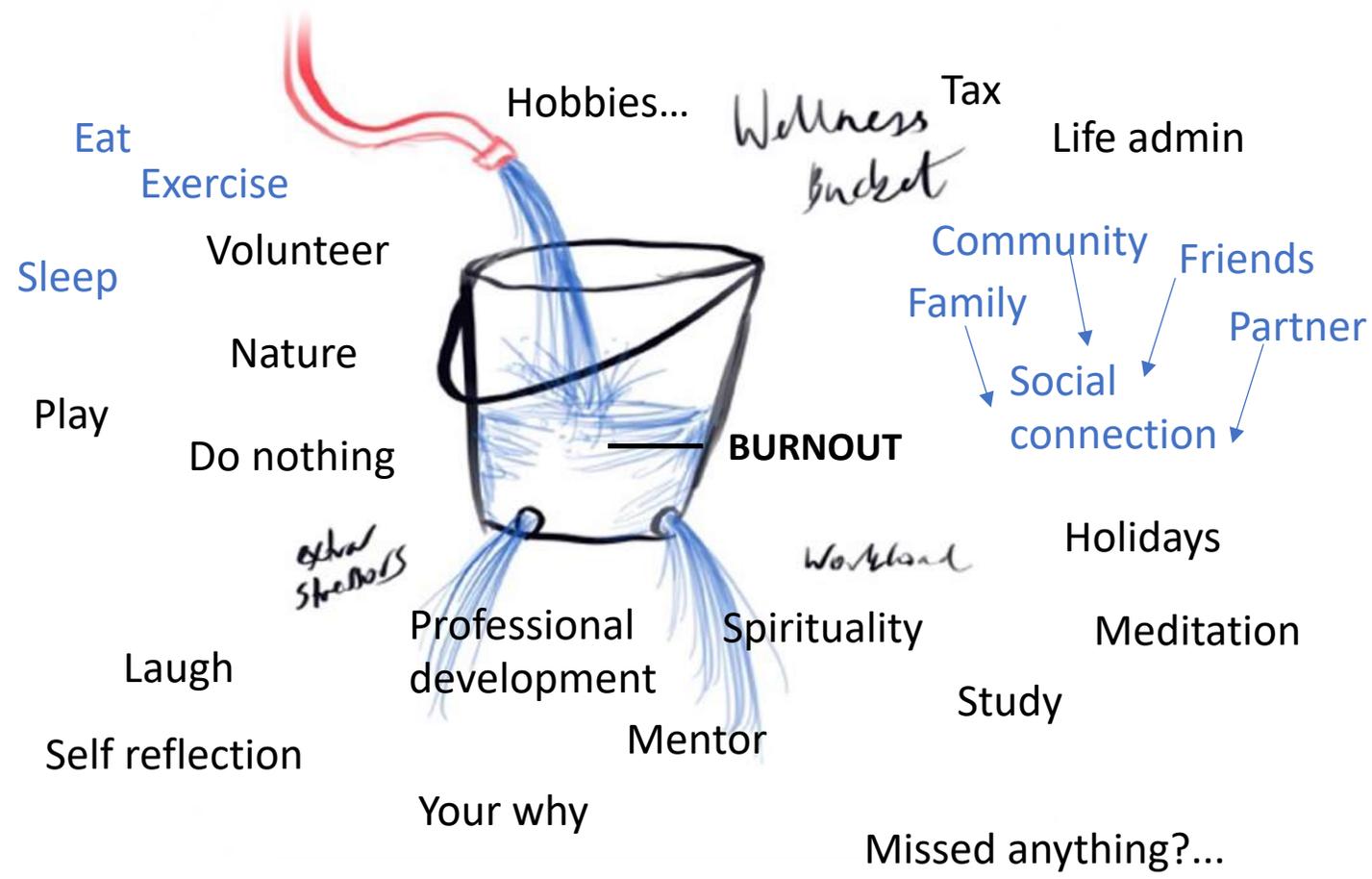




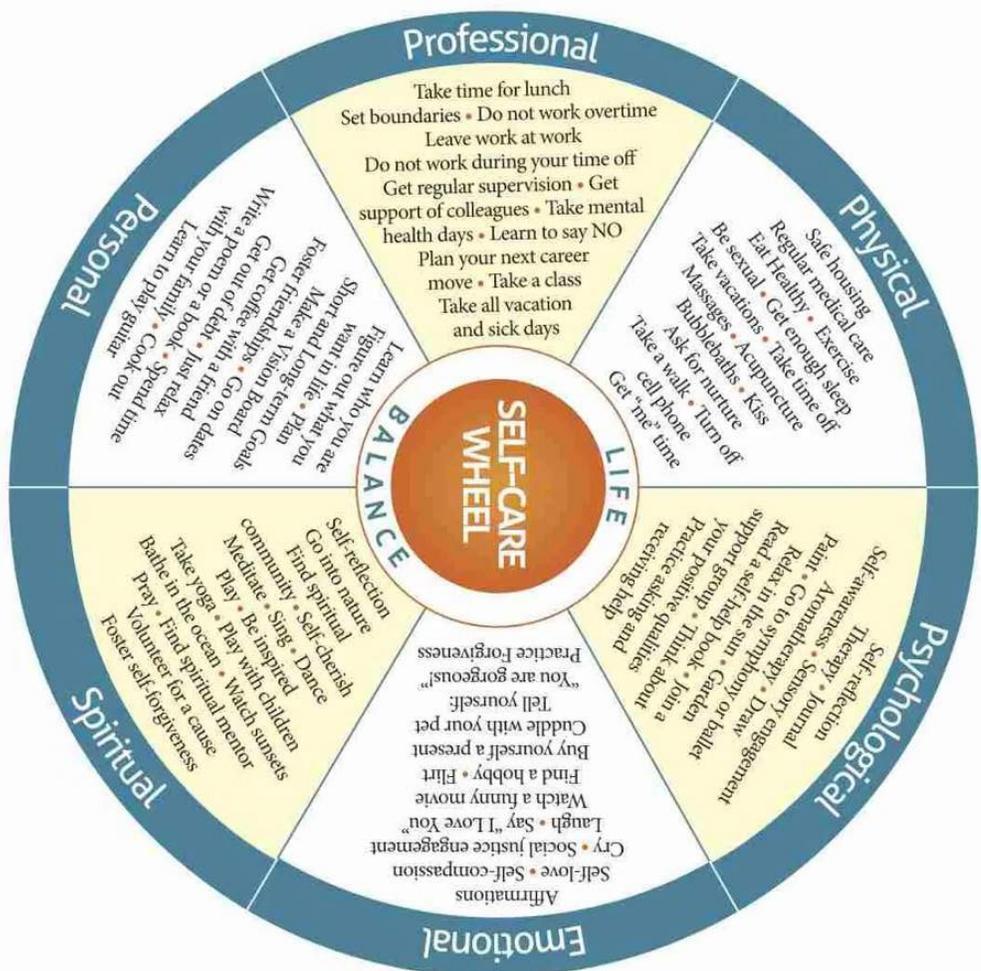
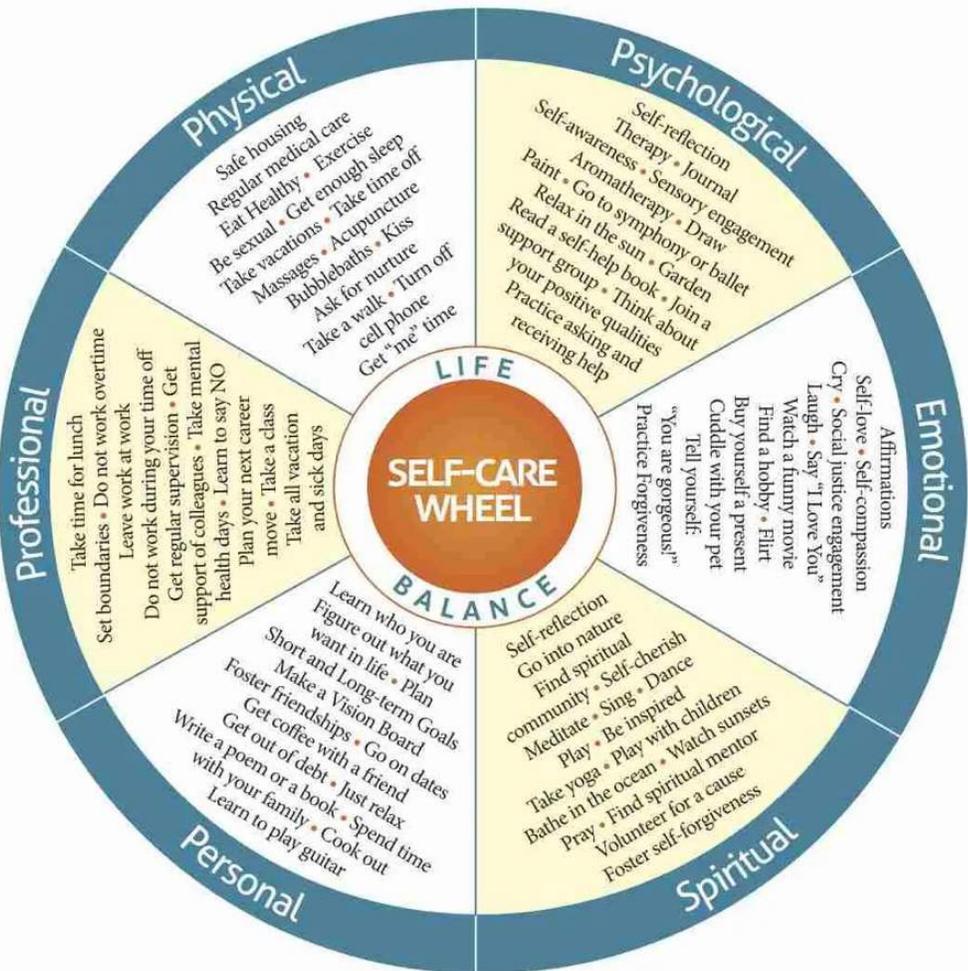




What fills your bucket?



SELF-CARE WHEEL



This Self-Care Wheel was inspired by and adapted from "Self-Care Assessment Worksheet" from *Transforming the Pain: A Workbook on Vicarious Traumatization* by Saakvitne, Pearlman & Staff of TSI/CAAP (Norton, 1996). Created by Olga Phoenix Project: Healing for Social Change (2013).
Dedicated to all trauma professionals worldwide.

www.OlgaPhoenix.com

Selfcare in the workplace

PSYCHOLOGICAL

- learn something new
- counselling
- mindfulness
- turn off all technology for an afternoon
- make time for your hobbies outside of work.

EMOTIONAL

- positive self-talk
- laughter
- express how you feel.

WORKPLACE

- take regular breaks
- peer support
- supervision
- negotiate time off
- employee assistance program
- human resources
- get involved.

SPIRITUAL

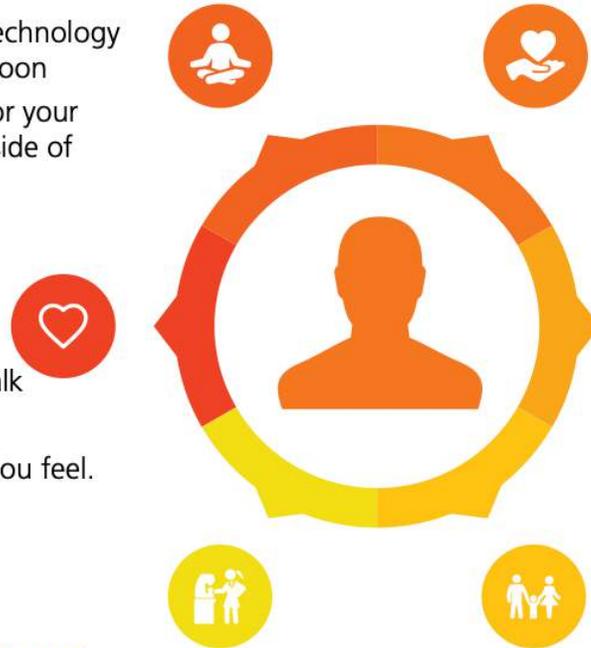
- reflect on your work
- prayer
- meditation
- forgiveness
- find meaning and purpose.

PHYSICAL

- nutrition
- sleep
- exercise
- routine health contacts
- utilise sick leave
- reduce alcohol intake.

RELATIONSHIPS

- spend time on meaningful relationships
- schedule a date night
- connect with friends on social media
- ask for support from friends and peers.



Work practices



Thinking, feeling and acting

01

Be present

02

Maintain the
joy of practice

03

Practice
Gratitude

04

Avoid feeling
responsible

05

Learn to say
“no”

06

Be the “good
enough” ..

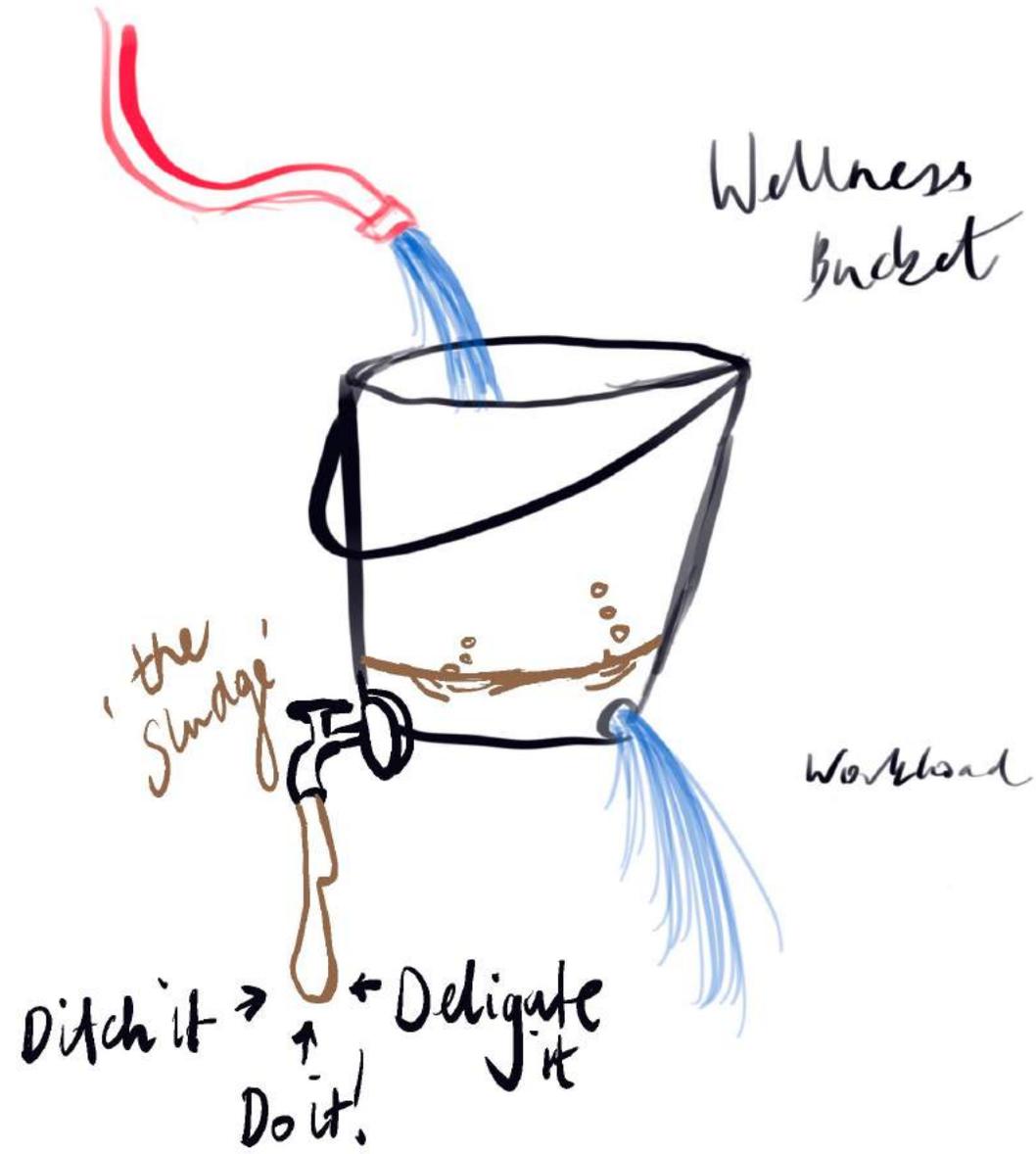
07

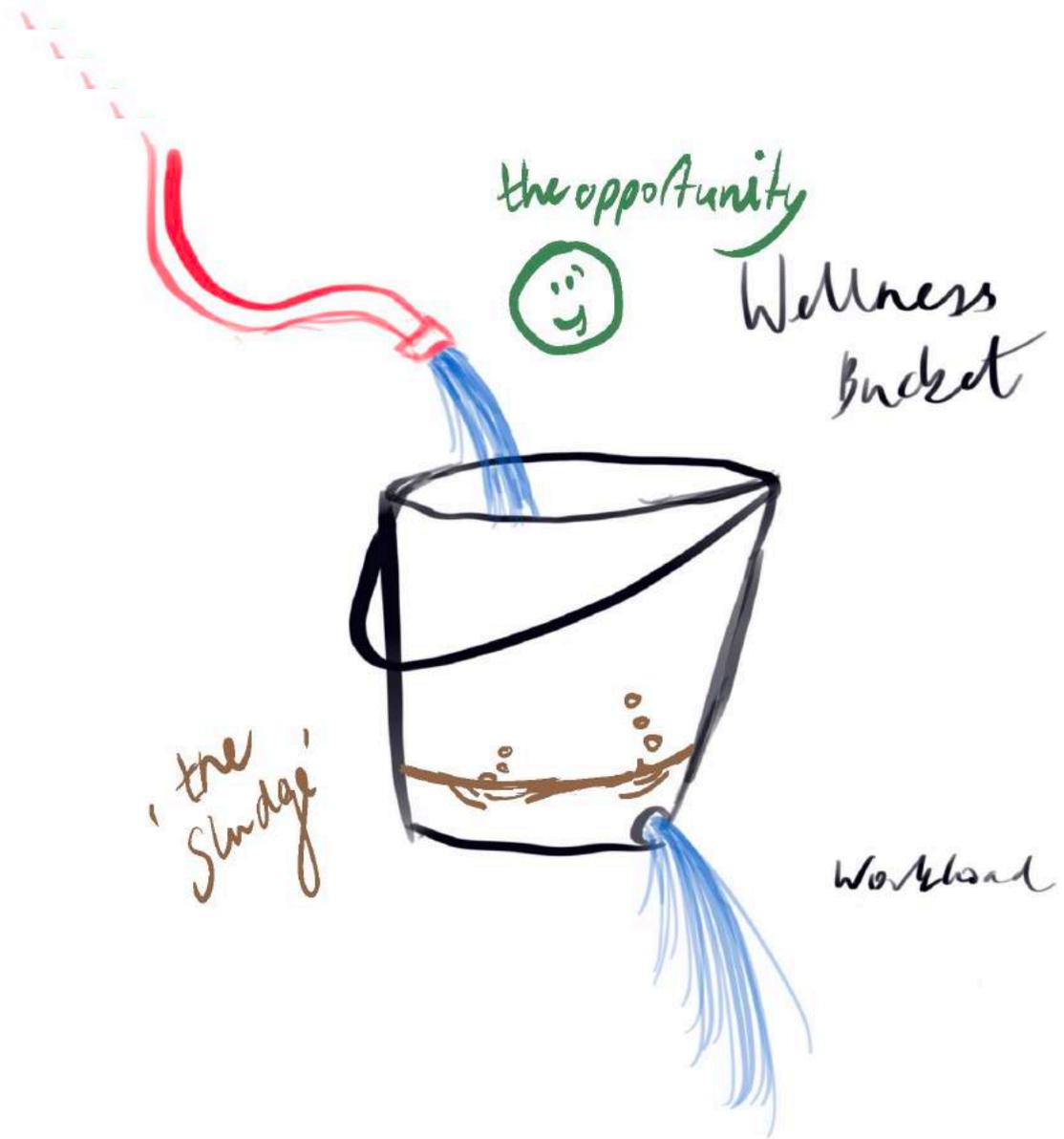
Be kind to
yourself

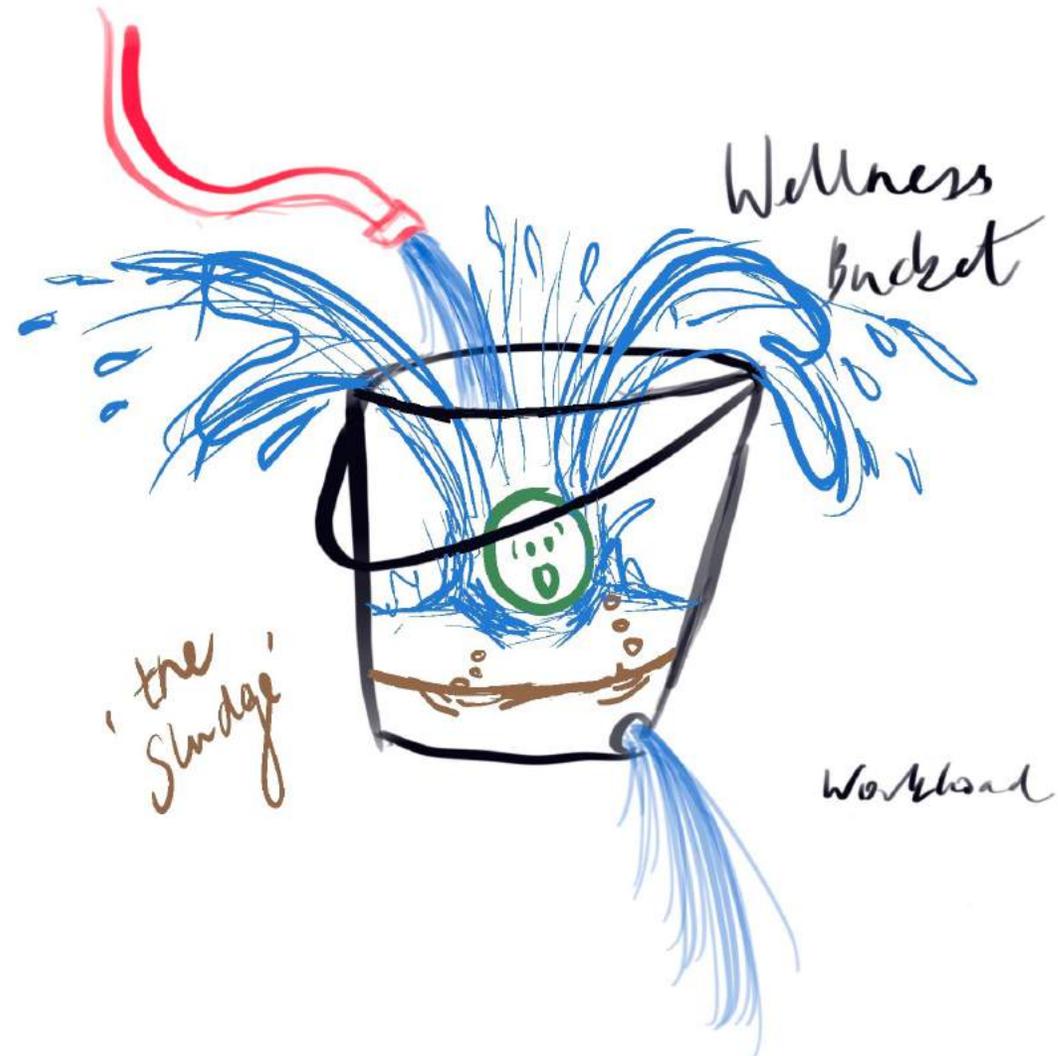
08

Be kind to all
your colleagues









What will you need to ditch to make space?

Get smart

- Forward planning/ scheduling
 - what to do on a metro visit...GP
- Habit formation
- SMART goals
- The soft and hard 'No '
- Buddies
- Enlist the experts
- Pack and stack
- Invest \$
- Outsource
- Design your dream job – and make it happen
- Review opportunities to values, commitments and goals



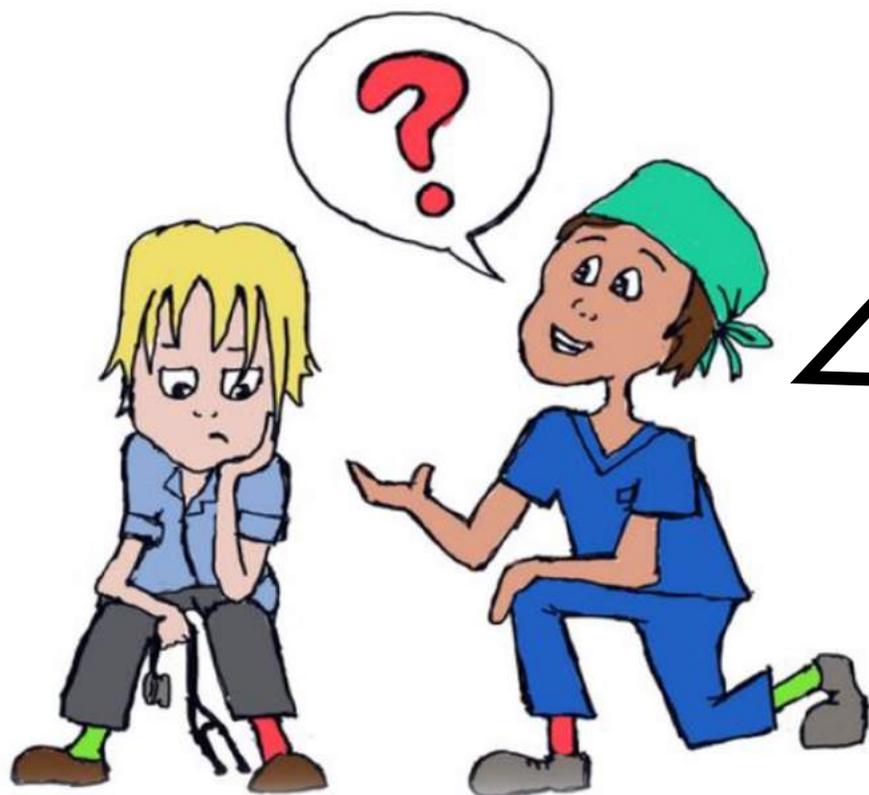
Your Health

- Do the basics
- **HAVE YOUR OWN GP**
- Annual preventative care visit
- Avoid treating self, family & friends
- Avoid “corridor consults”
- Maintain professional boundaries with patients, workplace
- Plan for, and take regular breaks and holidays
- Plan your CPD – avoid the last minute stress!

Much more challenging in rural setting



Supporting Colleagues



DO:

- 1. Preparation
- 2. Ask “are you ok?”
- 3. Listen without judgement
- 4. Express empathy
- 5. Discuss outcomes
- 6. Check in again

- **DO NOT** try to solve
- **Know the resources when out of your depth**

Help

"What is the bravest thing you've ever said?" asked the boy.



"Help," said the horse.

Know your supports
and plan **BEFORE**
hitting crisis point



EMERGENCY RESOURCES

- ⁺ Life Line - 13 11 14
 - 24/7 text, chat online
- Suicide Call Back Service - 1300 659 46
- Beyond blue : 1300 224 636
 - Also 24/7 chat online
- Emergency department
- Police



Personal resources

- Family/friends
- Colleagues
- Supervisors
- Mentors
- Pastoral support
- Phone/Zoom/ regular check in/ coffee date



Professional supports

- GP
- Psychologist
- Employee Assist Programs
- Rural Health West
- WACHS
- Hospital/workplace wellbeing supports
- Indemnity Organisation
- Industrial bodies
- Colleges
- Peer support groups (inc. virtual)
- *Rural Doctors Association WA*
- *DRS4DRS telehealth support*
- *DHASWA!*

Discipline, workplace and college
specific – investigate your options



Online supports



- Hand N Hand Peer Support
- The Essential Network (TEN)
- Meditation Apps
- Social media and online support groups
- Emental health (headtohealth.com.au)
- Online coaching



**RURAL
HEALTH
WEST**

Health and Wellbeing

A resource providing information on access to personal, clinical and professional support services.

DHASWA Advice Line

For doctors in need of help or wanting to speak with a DHASWA doctor

 **08 9321 3098 – 24/7**

[Get Help](#) 



JOIN OUR DRS FOR DRS LIST

Are you passionate about doctors' health?

Doctors come to us in difficulty, in crisis or when well, all seeking a relationship with a trusted GP, psychologist or psychiatrist.

We provide them with our Drs for Drs list - a list of WA health professionals who enjoy working for doctors as patients and are willing to prioritise appointments for other doctors.

We are looking for more WA doctors to join this list! Join our list and you will be provided with DHASWA clinical support, education, peer debriefing and a great community.

- Be that trusted GP
- Join the Drs for Drs list
- Scan the QR to sign up



Thank you!

Send us your feedback!



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