Safety Action Series

Moving From Surviving to Thriving

Provider Wellness Mini-Series, Session 2
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Disclosures

- Dr. Corey Martin has no real or perceived conflicts of interest.
- Slides/information on slides should not be reproduced without Dr. Corey Martin’s consent.
Objectives

- Review the current state of burnout in healthcare providers and its tie to quality, safety, experience, and retention
- Understand the power of strong relationships on our health, happiness, and longevity
- Recognize that we are all leaders in this work, and identify everyday opportunities to incorporate resilience into our personal and work lives
- Discuss the association between gratitude, health, and happiness
While you are waiting for us to begin...please send a quick text/email to someone to tell them how much they mean to you.*

*People who do this daily get great e-mails/texts back and their social connection score is top notch
*Social connection is the greatest predictor of long-term happiness
Thank you
“If you change the way you look at things, the things you look at change.”
— Dr. Wayne Dyer

BOUNCE BACK
promoting health through happiness
Burnout Compared to the General Population

*After adjusting for work hours

40% of MDs work > 60 hrs
10% of population works >60 hrs
Where’s the Joy?

73% of physicians would not recommend the profession to their children
Where’s the Joy?

6% of physicians described moral as positive in healthcare
Burnout and Fatigue

50% of nurses are emotionally exhausted

2 in 3 have difficulty sleeping

1 in 4 are clinically depressed
Burnout Costs Clinicians

Clinician Burnout is associated with...

↑ Disruptive Behavior
↑ Divorce
↑ Disease (CAD)
↑ Drug Abuse
↑ Death (Suicide increases 2-4x)
Burnout Costs Organizations

Physician Burnout is associated with...

- ↑ Malpractice Risk
- ↑ Part Time
- ↑ Physician and Staff Turnover

* Replacing a PCP costs more than $500,000
* Replacing a nurse costs more than $50,000
* Physician stress reduction has the potential to reduce malpractice claims by two-thirds ($400K per claim)
Burnout Affects Patients

• Clinician Burnout is associated with...
  
  ➲ Mistakes
  ➲ Adherence
  ➲ Empathy and Compassion
  ➲ Patient Satisfaction
Stanford Wellness Model as Framework: 3 Reciprocal Domains

**Efficiency of Practice:** Value added clinical work accomplished divided by the time and energy spent

**Culture of Wellness:** Creation of work environment with values, attitudes, and behaviors that promote self care, personal and professional growth, and compassion for colleagues, patients, and self

**Personal Resilience:** Skills, behaviors, and attitudes that contribute to personal physical, emotional, and social well-being, including the prevention of burnout

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3 Key Relationships

Self
Strong, confident, competent people

Colleagues
choosing to connect

Patients and Families
to help, care, and serve
CIRCLE OF CONCERN

CIRCLE OF INFLUENCE
Resilience (and Happiness) can be Learned!

• Resilience is like weight training...we found that people can actually build up their compassion ‘muscle’ and respond to others’ suffering with care and a desire to help.”

  Dr. Helen Weng
  UW-Madison

• “Ninety Percent of your long-term happiness is predicted not by the external world, but by the way your brain processes the world.”

  Dr. Shawn Achor
  Founder GoodThinkInc
Chasing Happiness…

THAT’S MY DREAM CAR

IF ONLY I COULD AFFORD A CAR

I WISH I HAD A BIKE

HE CAN GO WHEREVER HE WANTS
Happiness Associated with Relationships and Gratitude

- Lottery Winners
- Baseline Happiness
- Car Crash Paraplegics
Harvard Study of Adult Development

Robert Waldinger

What makes a good life? Lessons from the longest study on happiness

Good Relationships Keep us Happier and Healthier
Relationships and Mindsets Matter
Relationships and Mindsets Matter

Relationships and Mindsets Matter
Relationships and Mindsets Matter

Chasing Happiness

We all want it right? How do we get it?

Building and Maintaining Quality Relationships.

Gratitude is one of the best tools to build relationships.
Random Acts of Kindness

• “Doing an act of kindness produces the single most reliable momentary increase in well-being of any exercise that has been tested.”

Dr. Martin Seligman
University of Pennsylvania
Random Acts of Kindness
I was pulled over tonight in Buffalo. I had my two children in the vehicle. We had just left my new job (been there 3 weeks) at a group home. We spent my night off hanging out with disabled individuals. My kids wanted to meet everyone—we had dinner with them, visited and did some crafts. We got pulled over less than a mile from their house.

The police officer asked if I had heard of the Bounce Back program and offered me an envelope with $50 in it. What she didn’t know is that I haven’t received my first paycheck yet. I recently separated from my husband and money is tight for us—I have $20 in my checking account right now. The only Christmas presents I have so far are a pack of Uno cards for my older son and some bath toys for my younger son.

To receive $50 in a random act of kindness means the world to me right now! I am so thankful and I will find a way to pay it forward! Thank you to the Buffalo Police Department for this amazing program. I truly appreciate it!
Three Good Things
“The negative screams at you while the positive only whispers”

- Barbara Frederickson
Three Good Things
Seligman, Steen, Park & Petersen 2005
Three Good Things
Consistently! 😊 but today I ate Cheetos - how am I up?

Paul S. came to help out today in what we normally above freezing = Outside playtime! Yay!

Made supper before work so it is already done when I get home!!

Love my Daycare Center. Today when Jason was happy rough morning they took extra time to console him then went we a massage that he was doing better.

Only 2 more days till the Christmas Party.

I AM ALIVE.

I cleaned out one of my cupboards in the kitchen.

It’s going to be a heart.

Mondays 12-230

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Gratitude Letters

“Sometimes our light goes out but is blown again into flame by an encounter with another human being.

Each of us owes the deepest thanks to those who have rekindled this inner light”

-Albert Schweitzer
Gratitude Letter Effectiveness

Placebo control (n = 70) vs. gratitude visit (n = 80)

Happiness

- Pre-test
- Post-test
- One week
- One month
- Three months
- Six months

Depressive symptoms

- Pre-test
- Post-test
- One week
- One month
- Three months
- Six months

\( \chi^2 = 0.49 \)
\( \chi^2 = 0.39 \)
\( \chi^2 = 0.06 \)
\( \chi^2 = 0.36 \)
\( \chi^2 = 0.29 \)
\( \chi^2 = 0.32 \)
Gratitude Letters
Gratitude
Please send a quick text/email to someone to tell them how much they mean to you

*Social connection is the greatest predictor of long-term happiness
Gratitude is a Gift to Yourself

- Decreased depressive symptoms and increased feelings of well being $^{5,6}$
- Improved psychological well-being $^6$
- Improved working memory $^2$
- Improved sleep $^3$
- Improved immune system function $^4$
- Improved relationships $^5$
- Improved coping with emotional upheavals $^6$

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Inspire Others by Doing RAOKs, 3 Good Things, and Gratitude Letters

People that love you will model you and you will change the fabric of your community!
The Two Wolves Cherokee Legend

An old Cherokee is teaching his grandson about life. “A fight is going on inside me,” he said to the boy. “It is a terrible fight and it is between two wolves. One wolf is evil – he is anger, envy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, inferiority, lies, false pride, superiority, and ego.”

He continued, “The other is good – he is Joy, Gratitude, Serenity, Interest, Hope, Pride, Amusement, Inspiration, Awe, Love, and Faith. The same fight is going on inside you, grandson – and inside every other person, too.”

The grandson thought about it for a minute and then asked his grandfather:

But Grandfather, which wolf will win?

To that, his grandfather simply replied...
“The one you feed.”
Q&A Session

Press *1 to ask a question

You will enter the question queue
Your line will be unmuted by the operator for your turn

A recording of this presentation will be made available on our website:
www.safehealthcareforeverywoman.org
Next Safety Action Series

**Successful Implementation of the Hypertension Bundle in Different Institutions**

**Evelyn Radichel MS, RN-BC**
Administrative Director,
Women’s and Surgical Services
INTEGRIS Health Edmond
Edmond, Oklahoma

**Sarosh Rana, MD, MPH, FACOG**
Professor of Obstetrics and Gynecology
Section Chief, Maternal-Fetal Medicine
The University of Chicago

**May 23**
2 pm Eastern

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