

Staff Provider Engagement: New Rules for a New Era.

April 12th , 2023, 9-10AM



Objectives

- Understand the “New Revolution” and Health Care Burnout in the workforce today.
- How to put our providers and staff first
- This will be an instructive and interactive panel discussion with PF participants prepared to discuss ways to put providers and staff first.

The “Great Resignation”

- The “Great Resignation” is a sort of workers’ revolution and uprising against bad bosses and tone-deaf companies that ***refuse to pay well and take advantage of their staff***”
- “The mass exodus workplaces have experienced over the past months is unprecedented—***burnout levels reached an all-time high. There was a societal breakdown when it came to the ecosystem of work, home, and well-being. People reached their limits.***”

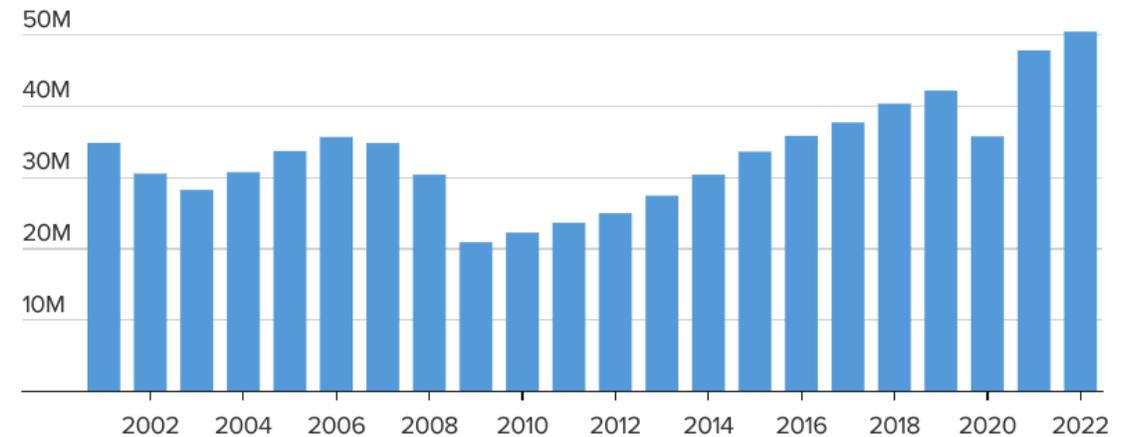
Dr. Laura Hamill, chief science advisor at Limeade, an immersive employee well-being company with a mission to create healthy employee experiences

FACTS

About 50 million people quit their job in 2022 (Quit to take new jobs)

A record 50.5 million people in the U.S. quit their jobs in 2022

It was the second consecutive year of record-breaking quitting.



Note: Total nonfarm jobs, seasonally adjusted

Chart: Gabriel Cortes / CNBC

Source: U.S. Bureau of Labor Statistics' [Job Openings and Labor Turnover Survey](#) via [FRED](#)

Data last updated Feb. 1, 2022



What is Burnout

A syndrome, resulting from chronic stress that has not been successfully managed...

World Health Organization

A state of physical and emotional exhaustion that involves a sense of reduced accomplishment and loss of personal identity caused by prolonged stress...

Mayo Clinic

What Causes Burnout in the Practice

- Create a word cloud
- Share



Health Care Burnout

- ***Burnout manifests in individuals, but it's fundamentally rooted in systems.***
- ***And health worker burnout was a crisis long before Covid-19 arrived.*** Causes include inadequate support, escalating workloads and administrative burdens, chronic underinvestment in public health infrastructure, and moral injury from being unable to provide the care patients need.
- *Burnout is not only about long hours. It's about the fundamental disconnect between health workers and the mission to serve that motivates them.*

Source: NEJM Confronting Health Worker Burnout and Well-Being Vivek H. Murthy, M.D., M.B.A

What Does Burnout Look Like

- **Low energy**
- **Withdrawn or “checked out” from work**
- **Negativity/cynicism/pessimism**
- **Low productivity**
- **Emotional dysregulation**
- **Poor mental health overall**
- **Substance use**
- **Sleep disturbances**
- **Poor physical health**
- **Learned helplessness**
- **Poor judgement and decision making**
- **Strained relationships**
- **Job loss**
- **Poor work performance**



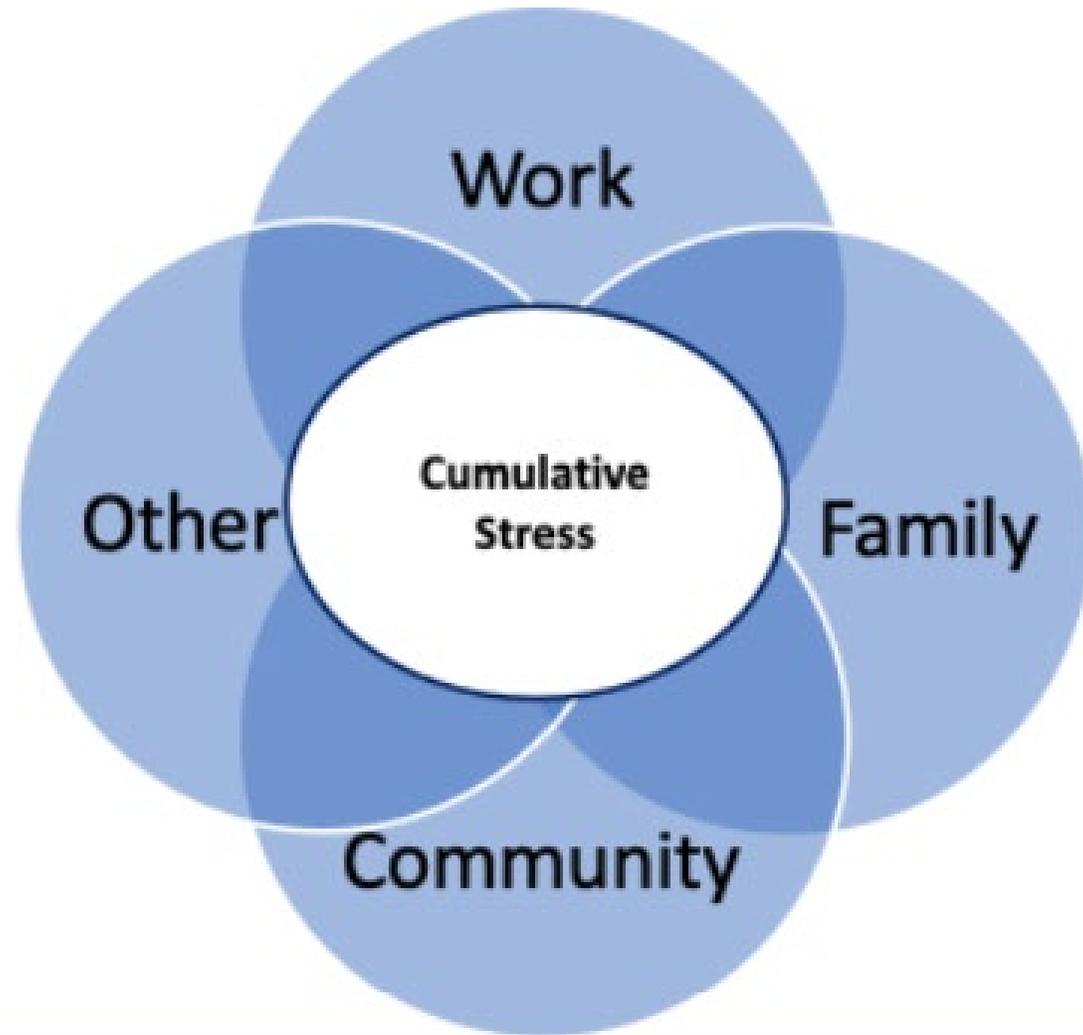
What Can We Do?

- Focus on What You Can Control
 - Why?
 - **Give examples**

- Understand that Burnout is a Stress Induced Condition. **How can practice facilitators help?**
 - Treat burnout the same as stress
 - Band aid fixes (and vacations) do not work long term
 - **Underlying stressors must be identified and addressed**
 - Seek assistance when necessary

What Can We Do?

- Deal with the Cumulative Nature of Stress and Burnout



- Dr. Jeff Comer, PsyD, MHA, FACHE, CPC CEO, Parkview Regional Hospital and Ennis Regional Medical Center
Doctor of Psychology, Stress Management and Burnout for Leaders Offers Ten Tips

What Can We Do?

Change Your Mindset Towards Stress

What Can You Control?

Thoughts → Emotions → Behaviors

Dr. Jeff Comer, PsyD, MHA, FACHE, CPC CEO, Parkview Regional Hospital and Ennis Regional Medical Center Doctor of Psychology, Stress Management and Burnout for Leaders Offers Ten Tips

What Can We Do?

Stop Multi-Tasking

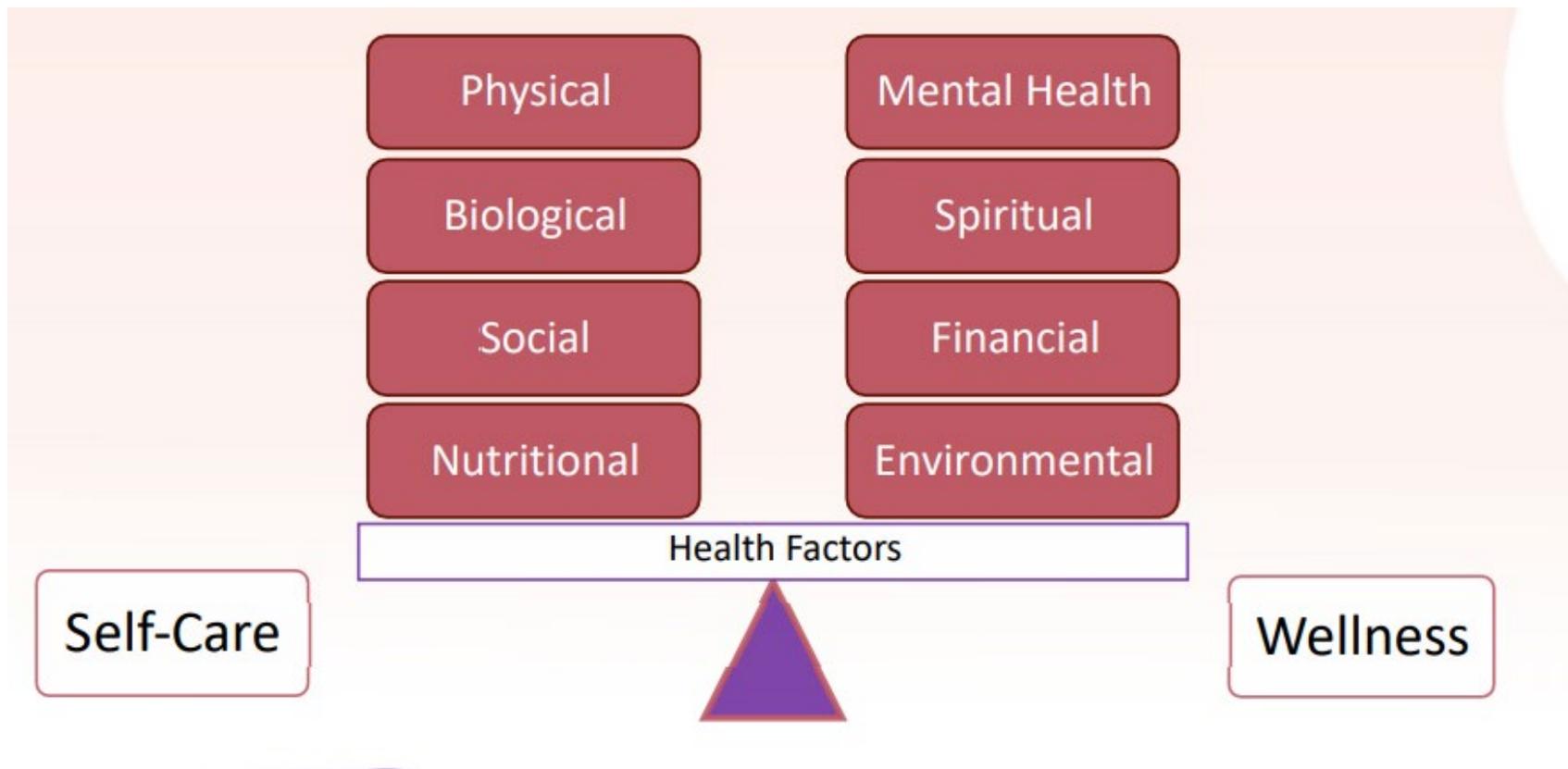
- Psychologically, it is impossible to multi-task
- Evolutionary cognitive dissonance with negativity bias
- Memory dysregulation
- Stress reactivity

Prioritize and Focus

- Give me examples how do we EXPECT multitasking in a practice ?

What Can We Do?

Implement Meaningful Self-Care



What Can We Do?

Fuel Your Teams Gas Tank Individual Goal Setting

- **Greet Each Other**

- Good Morning
- Hello

- **Complement Each Other**

- I like your sweater. It is beautiful.
- I liked how you answered the phone. Your voice was pleasant.
- You did a great job checking in all our walk-ins today.

- **Thank & Appreciate**

- Thank you.
- I really appreciate it.



- **Invite a colleague you don't know well**

- To have lunch together
- To walk together at lunch

- **Get to know each other**

- Offer something about yourself first, then ask them about yourself
- Find one thing in common with each one of your co-workers

- **Check-in with each other**

- How are you doing?
- I know you had a tough day today, how are you holding up.
- How much gas do you have in your tank?

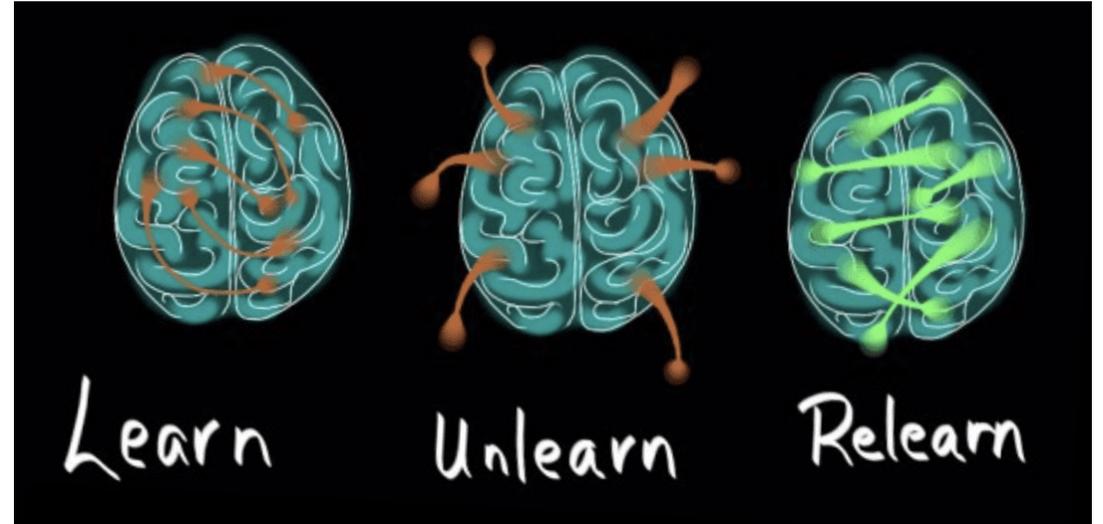
What Can We Do?

Managers Taking Care of Staff

Weekly Rounding that Includes Checking in on the Following:

1. How are you doing (**individual first – unrelated to work**)
 2. Do you have **what you need to do your job?**
 3. What is your role in (**name the initiative**)?
-





+What will you take away and do differently ?