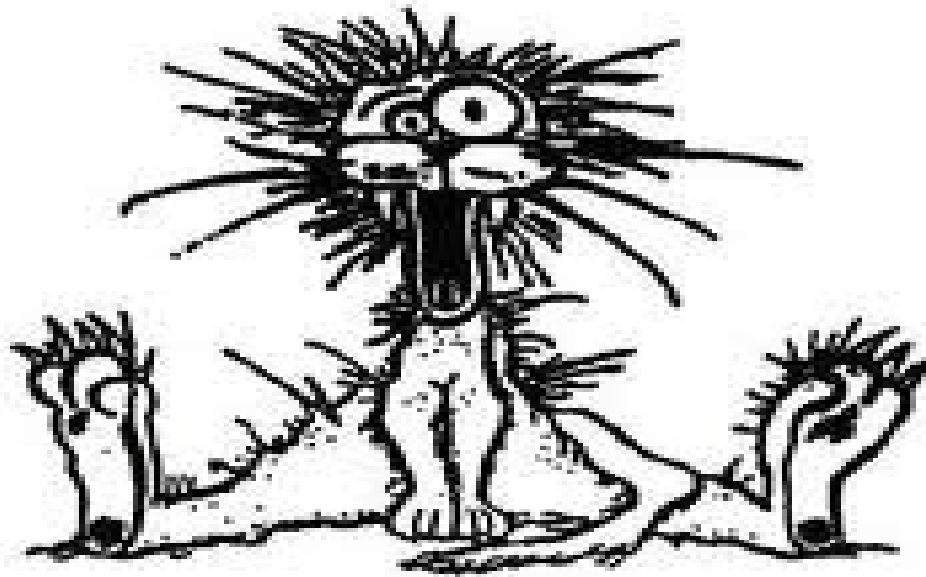


# “Care of the caretakers”

Susan Bednar, APN

# Endless sources of stress in ED

- *Handling multiple interruptions/distractions*
- *Unpredictable workloads/no control on what type of patient and volume*
- *Working with reluctant consultants*
- *Excessive paperwork and bureaucracy*
- *working while sleep deprived (and on weekends and holidays)*
- *Dealing with unrealistic expectations of patients and family*
- *Dealing with manipulative, drug seeking or violent patients*
- *Dealing with our own mistakes (when we miss the diagnosis)*
- *Higher volumes, sicker patients (high co morbidities) with no additional staff*



## **"STRESS"**

**THE CONFUSION CREATED WHEN  
ONE'S MIND OVERRIDES THE  
BODY'S BASIC DESIRE TO CHOKE  
THE LIVING DAYLIGHTS OUT OF  
SOMEBODY WHO DESPERATELY  
NEEDS IT !**

- “No other workforce is exposed to as many life-threatening illnesses as often without our knowledge as to when it’s occurring.”

- perfection expected (self and other imposed)
  - \* medical management
  - \* patient satisfaction

.....tough standard to meet 100% of the time

# Can lead to....

- Compassion fatigue
- Burnout
- “anhedonia”

# No one is immune to the effects of all these stressors

- **Burnout and Satisfaction With Work-Life Balance**

- **Among US Physicians Relative to the General US Population**

- *Tait D. Shanafelt, MD; Sonja Boone, MD; Litjen Tan, PhD; Lotte N. Dyrbye, MD, MHPE; Wayne Sotile, PhD;*
- *Daniel Satele, BS; Colin P. West, MD, PhD; Jeff Sloan, PhD; Michael R. Oreskovich, MD*

- **Background:** Despite extensive data about physician burnout, to our knowledge, no national study has evaluated rates of burnout among US physicians, explored differences by specialty, or compared physicians with US workers in other fields.
- **Methods:** We conducted a national study of burnout in a large sample of US physicians from all specialty disciplines using the American Medical Association Physician Masterfile and surveyed a probability-based sample of the general US population for comparison. Burnout was measured using validated instruments. Satisfaction with work-life balance was explored.

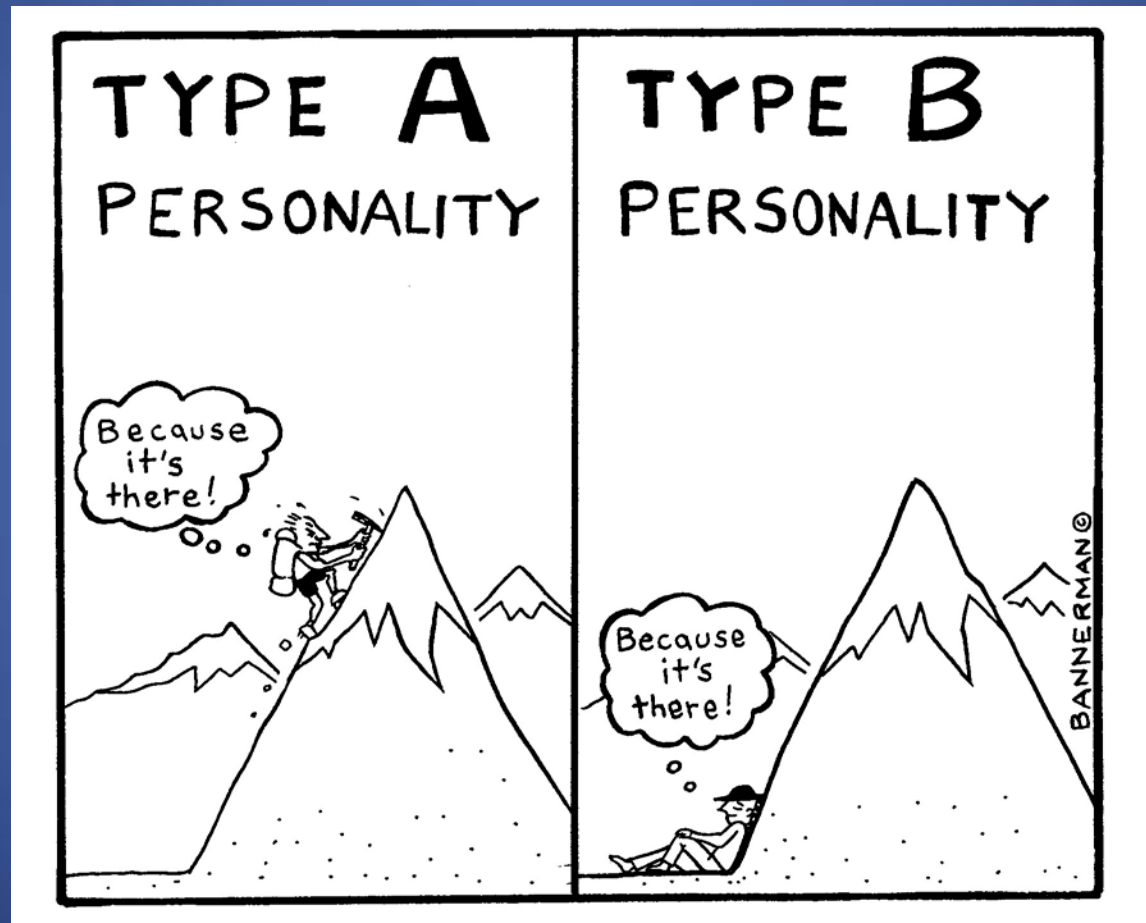
- **Results:** Of 27 276 physicians who received an invitation to participate, 7288 (26.7%) completed surveys.
- When assessed using the Maslach Burnout Inventory, 45.8% of physicians reported at least 1 symptom of burnout.
- Substantial differences in burnout were observed by specialty, with the highest rates among physicians at the front line of care access (family medicine, general internal medicine, and emergency medicine). Compared with a probability-based sample of 3442 working US adults, physicians were more likely to have symptoms of burnout (37.9% vs 27.8%) and to be dissatisfied with worklife balance (40.2% vs 23.2%) ( $P=0.001$  for both). Highest level of education completed also related to burnout in a pooled multivariate analysis adjusted for age, sex, relationship status, and hours worked per week. Compared with high school graduates, individuals with an MD or DO degree were at increased risk for burnout (odds ratio [OR], 1.36;  $P=0.001$ ), whereas individuals with a bachelor's degree (OR, 0.80;  $P=0.048$ ), master's degree (OR, 0.71;  $P=0.01$ ), or professional or doctoral degree other than an MD or DO degree (OR, 0.64;  $P=0.04$ ) were at lower risk for burnout.
- **Conclusions:** Burnout is more common among physicians than among other US workers. Physicians in specialties at the front line of care access seem to be at greatest risk.
- *Arch Intern Med. 2012;172(18):1377-1385.*
- *Published online August 20, 2012.*
- *doi:10.1001/archinternmed.2012.3199*

But some are better at taking care of themselves



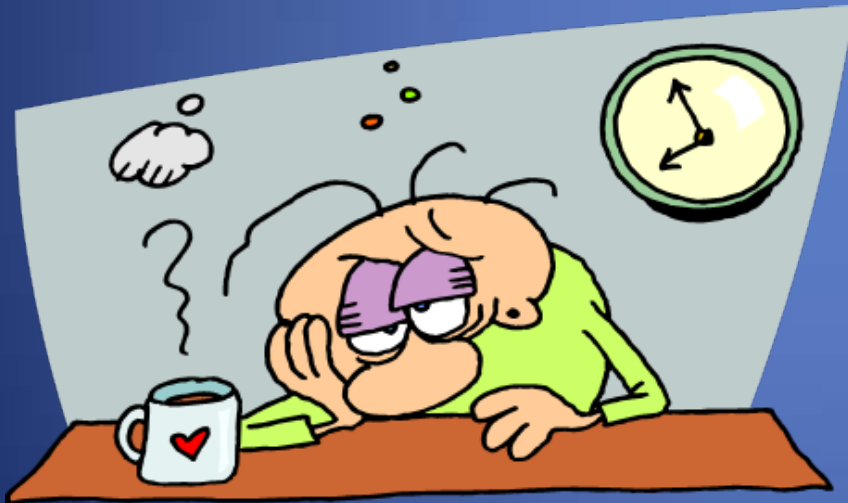


# “Know” yourself



# We spend 60-70% of our life at work...

*Choose your work environment carefully*



# Self care reminders

- Good diet



exercise



# UN -PLUG





DO “get away from it all”...regularly



# Remember what's important









