THE BEST ME: REDUCING CLINICAL STRESS & BURNOUT

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SESSION INTERACTION

- RESEARCH
  - IPHCA Assessment
  - OACHC Assessment

- TESTIMONIAL
  - VIDEO
  - SMALL GROUP DISCUSSION
  - CASE STUDY

- TAKEAWAYS
  - IMPLEMENTATION
  - SUPPORT
ILLINOIS CLINICIAN SURVEY DATA
“Clinical burnout is a big problem, the expectations from physicians is really high when it comes to patient care, being a leader and keeping up with the constantly changing clinical practices; it can be overwhelming. Most of it stems from unrealistic expectations from the patients and their families to be able to cure anything, a fragmented healthcare system that causes patients to fall through the cracks and most of all the insurance companies dictating what treatment can prescribed. Its a big problem that people outside the medical community need to be made aware of.”

Adapted from http://www.thehappymd.com/blog/bid/295048/Physician-Burnout-Why-its-not-a-Fair-Fight
• 90:10 The Single Most Important Thing You Can Do For Your Stress
10 SCIENTIFIC WAYS TO BE HAPPY

- meditate
- rewrite you brain
- practice smiling
- sleep more
- plan a trip, but don’t take it
- spend time with family and friends
- practice gratitude
- help others 2 hours a week
- move closer to work
- exercize at least 7 minutes
- go outside, especially at 13.9 °C
STRESS QUIZ

- Assign a number from 0 (for no or little change) to 5 (for a great deal of change) for each of the following questions. (This test is not meant to replace a clinical assessment.)

- ______ 1. Do you tire more easily? Feel fatigued rather than energetic?
- ______ 2. Are people annoying you by telling you, “You don’t look so well”?
- ______ 3. Are you working harder and harder and accomplishing less and less?
- ______ 4. Are you increasingly cynical and disenchanted?
- ______ 5. Are you often invaded by a sadness you can’t explain?
- ______ 6. Are you forgetting things (appointments, deadlines, personal possessions)?
- ______ 8. Are you seeing close friends and family members less frequently?
- ______ 9. Are you too busy to do even routine things like making phone calls or reading reports?
- ______ 10. Are you suffering from physical complaints? (e.g., pains, headaches, a lingering cold)
- ______ 11. Do you feel disoriented when the activity of the day comes to a halt?
- ______ 12. Is joy elusive?
- ______ 13. Are you unable to laugh at a joke about yourself?
- ______ 14. Does sex seem like more trouble than it’s worth?
- ______ 15. Do you have very little to say to people?

______ TOTAL

0-25 You’re fine.
26-35 There are things you should be watching.
36-50 You’re a candidate for burnout.
51-65 You are burning out.
Over 65 You sound burned out; a situation that may be threatening to your physical and mental well-being.
Don’t let a high total score alarm you, but pay attention to it. Burnout is reversible, no matter how far along it is.
You are doing your best, as the Chief Dental Officer to work with the Chief Medical Officer to integrate services of the two departments.

There seems to be a few barriers to care, as the dentists are hesitant to see medical patients with out of control diabetes and BP and obstetrical patients (afraid of hurting the baby and ending up in a malpractice suit). Likewise, the medical providers say they are too busy to do any type of oral health assessments, unless there is an obvious lesion in the mouth.

Additionally, the medical and dental departments are using two different EHR/DHRs, though you are using the same practice management system.

How can you move toward better integration of the dental and medical departments?
CASE STUDY

Your health center has been quite successful over the past 5 years. You provide comprehensive services including dental, medical, lab, x-ray, pharmacy, transportation, health education and outreach services.

You have 12 full-time dentists and 7 dental hygienists that are highly productive, also surpassing all quality measure expectations. Around 40% of the dental practice is made up of adult Medicaid recipients. About half of the dentists focus only on adults, 25% will see Pediatrics patients, but are not overly excited to do so and about 25% enjoy Pediatric dentistry.

The state is once again in debt. The Governor and the state legislature have decided to have the Medicaid program cut adult dental coverage. Overnight, this results in a $1M loss to the bottom line of the health center budget. What would you do to keep the health center afloat and make up the financial loss, within the dental department?
LARGE GROUP DISCUSSION
TAKEAWAYS

- **Simplify**: Find a quiet place and stay there until the confusion in your mind begins to settle down.
- **Enhance your environment**: Make changes in your physical environment to make it more pleasing and comfortable for you.
- **Set limits and learn to say no**: Taking on too much and attempting to be all things to all people can be a recipe for disaster.
- **Do not expect perfection**: Know and respect your own limits in terms of skills, energy, dedication, and commitment.
- **Adjust expectations**: Take an inventory of the expectations you have regarding yourself, your relationships and your career.
- **Take some time off**: Engage in a truly mindless activity in which you can completely be out of your role.
- **A final recommendation**: If feelings of burnout are having a significant impact on the ability to work or to experience pleasure in personal interactions, professional help might be the next step.
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