Health Care Provider Wellness and Resiliency

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Objectives

- Describe the main causes of burnout
- Identify what helps to mitigate some of the common causes of burnout
- Describe ways to help health care providers heal
Burnout:

Syndrome of emotional exhaustion, depersonalization, and a sense of low personal accomplishment that leads to decreased effectiveness at work.
Low morale and burnout is contagious
Resilience is an outcome
Not a character trait
Imperfect systems
Difficult clinical encounters
Medical-legal and college complaints
Coping with adverse events
Medical-legal and college complaints
67% Rated stress as high following College complaint

79% Rated stress as high following College investigation
70% of College complaints involve communication issues
6 communication behaviours that improve patient satisfaction

1. Friendly
2. Personal interest in patient
3. Emotionally supportive
4. Provide explanations
5. Communicate clearly
6. Confirm understanding

- Moore et al. West J Med 2000;173:244-50

Avery, JK. Lawyers Tell What Turns Some Patients Litigious
Med Malpractice Rev 1985;2:35–7
What is the most important factor in predicting who will complain or sue?

The quality of the doctor-patient relationship

J Health Care Law Policy. 2006;9:311
Your demeanor matters

He didn’t seem to care

He criticized others involved in my care

She wasn’t honest with me about what happened

I never want this to happen to anyone else

She didn’t listen to my concerns

He didn’t seem to care
Adverse Events
What helps physicians?

- “Being able to talk about it”
- Disclosure and apology
- Forgiveness
- Improving teamwork
- Teaching others about their experience
- Dealing with imperfection

Fixed mindset:

**FAILURE** = lack of ability → shame/despair

Growth mindset:

**FAILURE** = learning opportunity → resilience
Growth mindset

Learning from patient safety incidents
Strategies for coping

- You are not alone
- Stay healthy – sleep, eat, exercise
- Seek personal support and stay connected
- Analyze issues objectively – “best friend technique”
- Respond professionally to make improvements
- Seek resources and professional help (PHP, CMPA)
CMPA Safe Medical Care
www.cmpa-acpm.ca  1-800-267-6522

CMPA Good Practices Guide
www.cmpa-acpm.ca/gpg

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