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Building a “Personal Resilience” Workshop: Resilience Activities to Set the Stage for Physician Well-Being upon Hiring and Beyond

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Objectives

- List the objectives/rationale of the personal resilience building activities
- Implement similar resilience workshop in your own organization
- Understand how such workshops fit into the context of a system's approach to physician well-being

Professional Fulfillment

Normative values

- Leadership
- Values/meaning alignment
- Voice/input
- Community/collegiality
- Peer support
- Team support
- Culture of compassion



Infrastructure

- Workplace systems/processes
- EHR “usability”
- Clinical work flows
- Team-based care
- Research and clinical staffing

Individual skills

- Self-care/stress reduction
- Mindfulness
- Self-awareness
- Self-compassion
- Meaning in work
- Work-life integration



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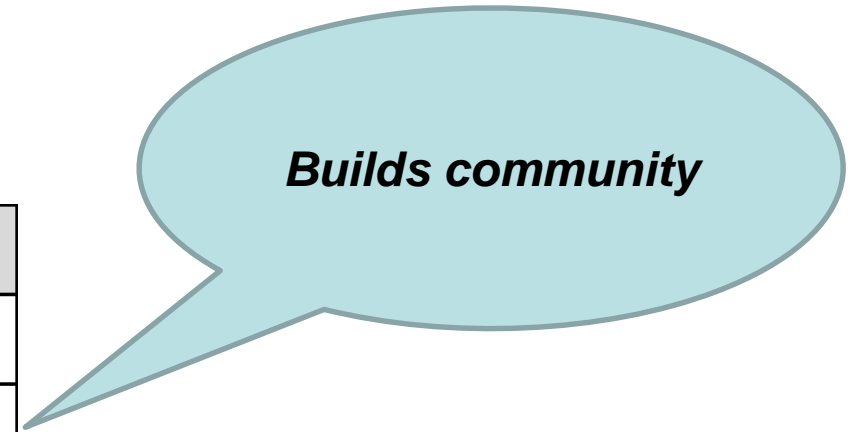
Maintaining Your Vitality and Well-Being as an NJMS Faculty

NJMS New Faculty Orientation Part 1

Chantal Brazeau, MD

Today's Workshop

Time	Activity
1:00 – 1:15	Sign in
1:15 – 1:20	Introductions by moderators
1:20 – 2:20	PART 1: Maintaining your Vitality and Well-Being
2:20 - 2:30	BREAK
2:30 - 3:45	PART 2: Growing and Progressing as a Faculty Member
3:45 – 4:00	Final Remarks



Builds community

*Builds community
Safe space*

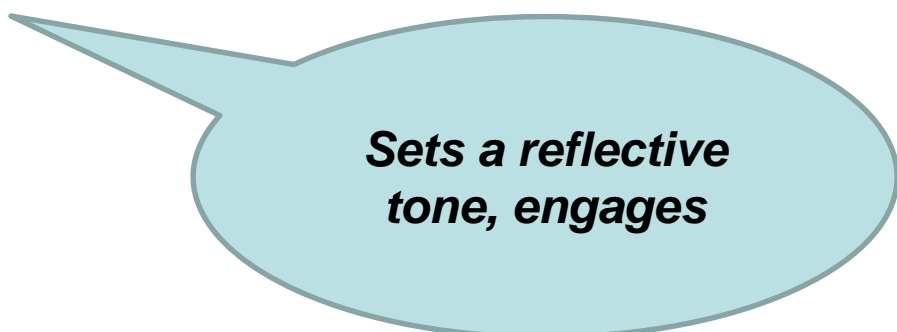
Ground Rules

Objectives

- Recognize signs of burnout and stress in self and colleagues
- Outline resilience strategies and what is professionally meaningful to you
- Apply one new resilience strategy to support your own well-being

Before we start...

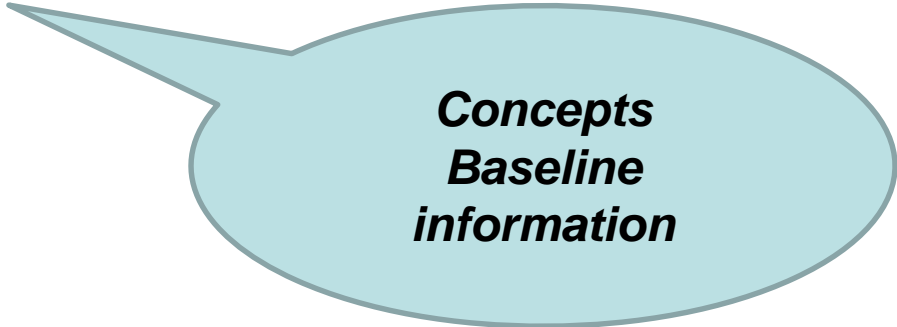
- Take a few deep breaths- this workshop will focus on you...
- Think about “3 Good Things” that have happened to you in the last 24 hours...
- Write them down
- We will come back to this in a minute



***Sets a reflective
tone, engages***

Burnout: A Work-Related Syndrome

- **Emotional exhaustion:** tired, nothing left to give, no pleasure
lost energy
- **Depersonalization:** cynicism, going through the motions, treating diseases instead of people with diseases
lost enthusiasm
- **Decreased sense of personal accomplishment:** never good enough, not worthwhile
lost confidence



**Concepts
Baseline
information**

Physician Burnout

2011

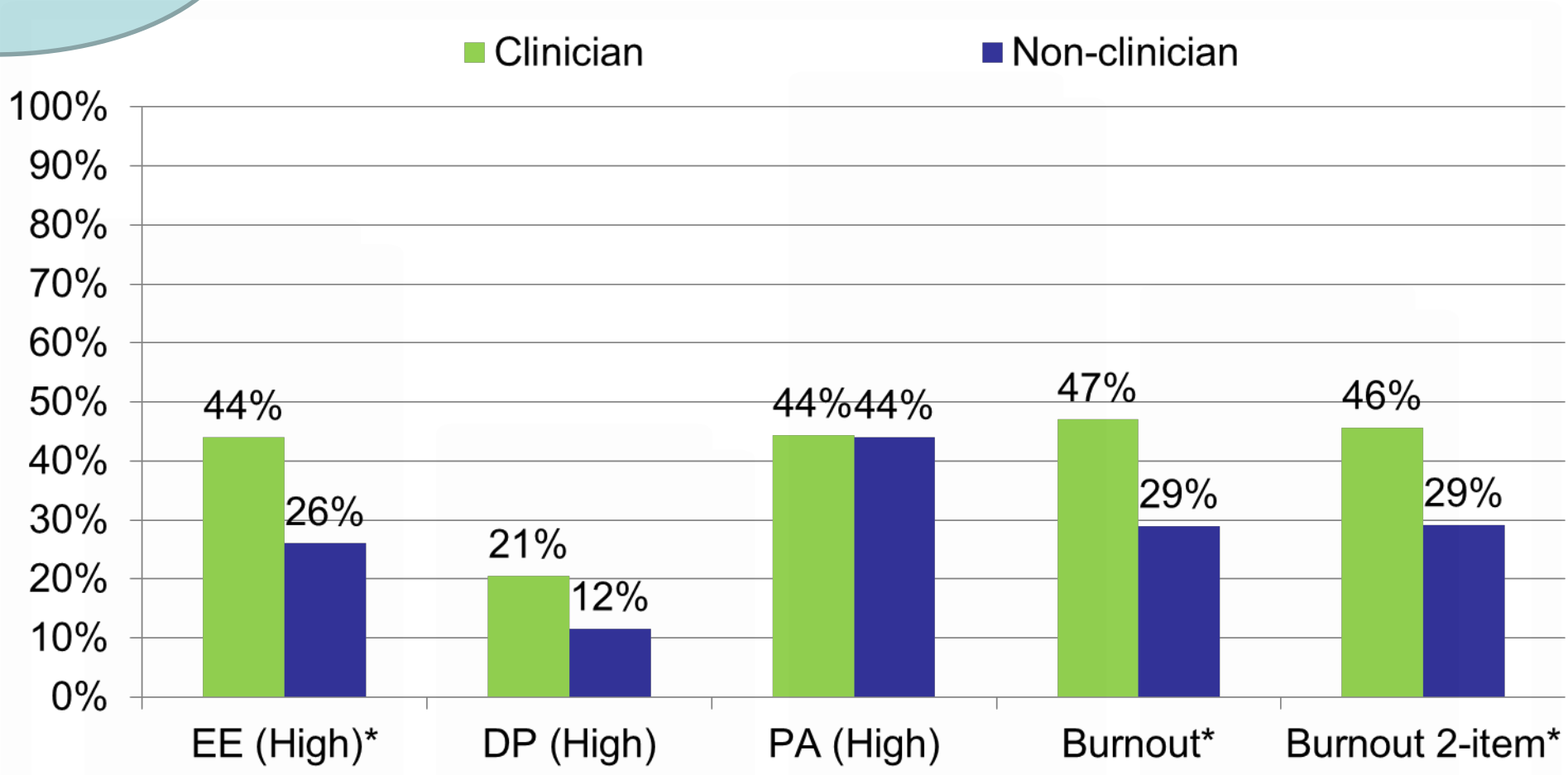
- ER ~65%
- GIM ~54%
- Neuro ~52%
- Fam Med ~52%
- OB GYN ~48%
- **Mean 45.5%**
- Gen Surg ~ 45%
- IM Sub Spec ~ 44%
- Psych ~42%
- **Gen Peds~35%**
- Derm ~32%
- Prev, occup, environ med ~ 30%

2014

- ER ~70%
- Fam Med ~64%
- GIM ~58%
- Neuro ~57%
- Derm ~55%
- **Mean 54.4%**
- IM Sub Spec ~ 54%
- OB GYN ~53%
- Gen Surg ~ 48%
- Psych ~46%
- **Gen Peds~45%**
- Prev, occup, environ med ~ 38%

Shows institutional involvement

Our Own Survey



Impact

- **Reduced empathy and professional climate**
Brazeau et al. Acad Med, 2010
- **Increased likelihood of error report** Shanafelt et al. Ann Surg, 2010
- **Riskier prescribing , dissatisfied/less compliant patients**
Williams, Skinner. Health Care Management Review, 2003
- **Lowered productivity, increased healthcare costs**
Felton. Occupational Medicine, 1998
- **High physician turnover, early retirement**
Linzer et al. Am J Med, 2001; Shanafelt et al. Journal of Clinical Oncology, 2014
- **Suicidal ideation, broken relationships**
Shanafelt, Mayo Clinic Proc, 2017
- **Negative impact on faculty retention**
Pololi et al. Acad Med, 2012

Resilience



**The ability to recuperate (bounce back)
from challenging experiences**

Thriving despite adversity

Vitality and Engagement (vigor, dedication, absorption)



Work environment supportive of
“4th Aim”; “Joy in Medicine”

*Personal
resilience in
context of
organization*

**Engagement
Vitality
Resilience**

**Manage stress
response,
self-care**

**Work/Life
Integration**

**Awareness
(self, others,
meaning)**

Awareness

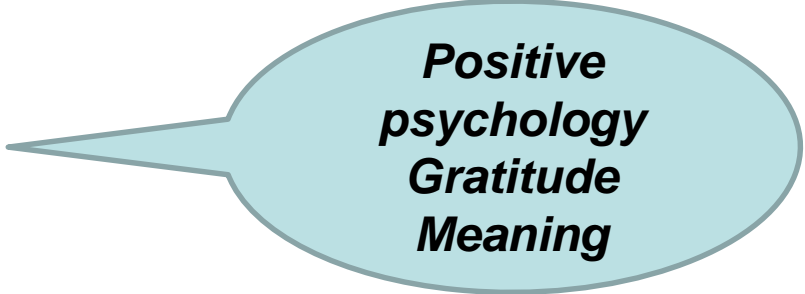
- Knowing personality traits and vulnerabilities
- Feelings and support
- Meaning
- Mindfulness: Focus on the present moment- and accept it without judgment
- Three good things

<https://youtube/57ru-P7EuMw>

(Duke Patient Safety Center)




**Stories to
engage
Give concrete
examples**



**Positive
psychology
Gratitude
Meaning**

Schedule

- At least **20% time on meaningful work** Shanafelt Arch Int Med 2009
- Keep a meaningful hobby no matter what
- A small amount of control goes a long way



***Stories to
engage
Give concrete
examples***

Keeton et al, Obst. And Gyn. 2007, Freeborn et al, Western J Med, 2001

Work environment supportive of
“4th Aim”; “Joy in Medicine”

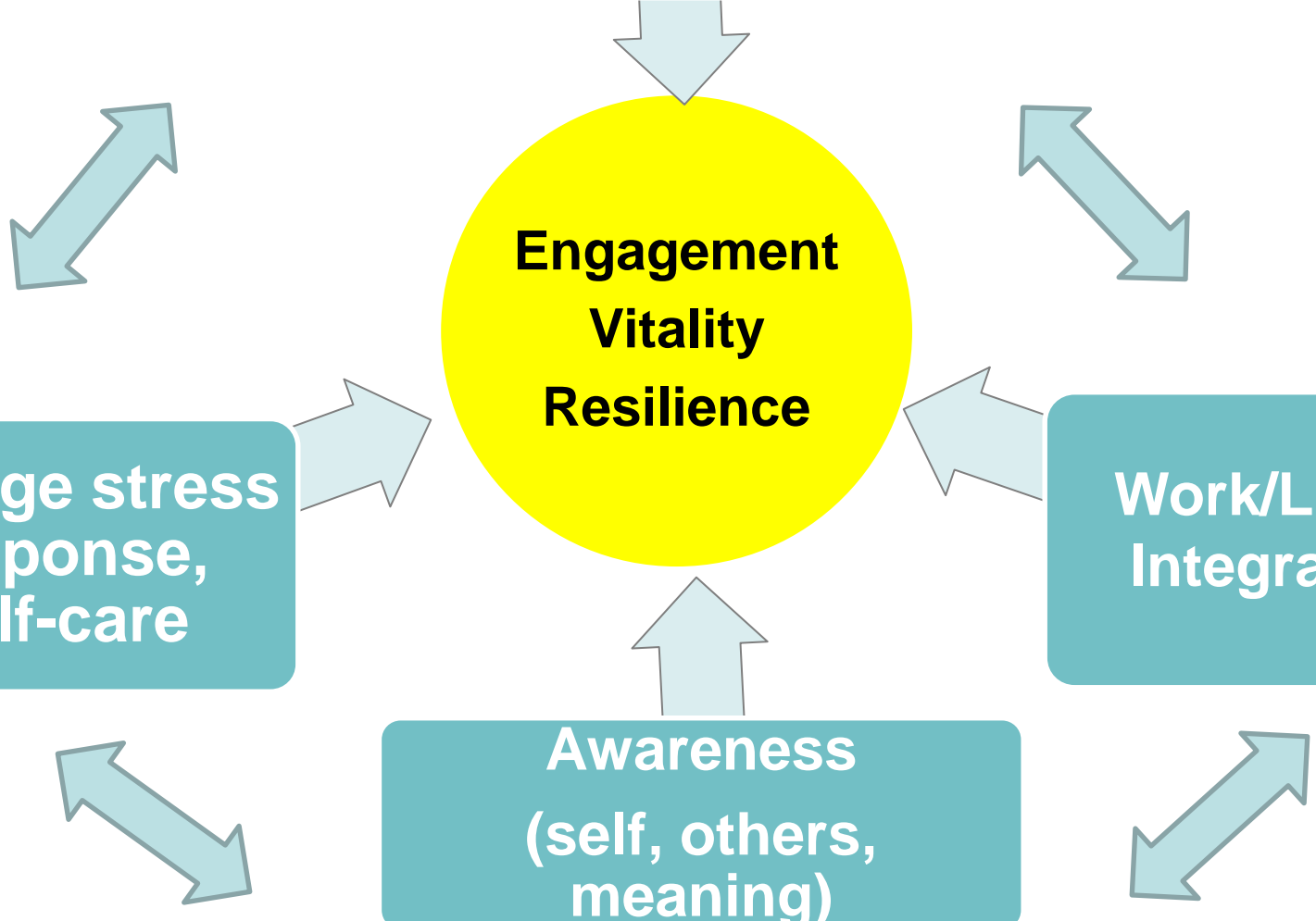
*What does our
organization
do?*

**Engagement
Vitality
Resilience**

**Manage stress
response,
self-care**

**Work/Life
Integration**

**Awareness
(self, others,
meaning)**



What we are Doing at NJMS

- Assessment
- Workshops for chairs and division chiefs
- Choosing “Wellness Champions” in departments
- ... for the Faculty Resilience and Vitality Task Force

- Resilience workshops
- Developing a formal mentoring program (National Research Mentoring Network)
- Group on Women in Medicine and Science
- Hispanic Center of Excellence

- Working with Clinical Enterprise Leadership

What we are Doing at NJMS

- **Students**
 - Three Good Things Journal/ positive psychology
 - Presentations about burnout
 - 3 flex days
 - ENGAGE program
 - Student Health/ Student Wellness Centers

- **Residents**
 - Watercolor Wednesdays, yoga, mindfulness
 - Flexibility in schedule
 - http://njms.rutgers.edu/education/gme/resident_wellness.cfm ;social events, physical fitness, community outreach, and NJMS student-led activities
 - Resident Wellness and Excellence Center

**What do I do to maintain my
resilience and vitality?**

Share one strategy.



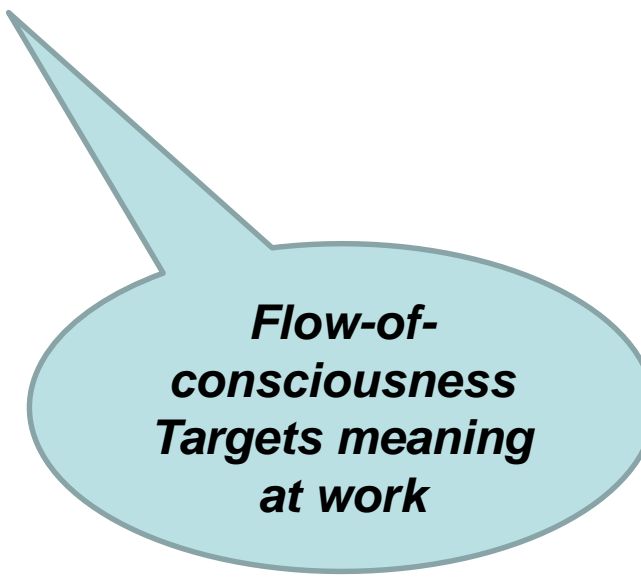
*Peer support
Bolsters
resilience
strategies*

Reflective Writing

- Write non stop for 5-6 minutes. Keep pens moving. If unsure, can write “I don’t know”. Just keep writing without stopping.
- Take a few minutes to underline anything that is surprising, interesting or valuable.
- Share summary of key points with the group if you want to do so.

Write about either one of the following prompts...


- What I find meaningful at work is...
- The part of my work that gives me joy is...
- What gives me energy at work is...



*Flow-of-consciousness
Targets meaning
at work*

Linking Meaning to Professional Life

- Day to day
- For career planning
- Mentoring program
- Faculty development plan (Part 2)



*To sustain
beyond
workshop*

Faculty Development Plan (Mentoring Committee)

“Completing this document will allow you to denote which values are important to you, reflect on your strengths and generate your professional priorities, goals and objectives”.

This is done by

- Clarifying your values
- Setting you career mission
- Assessing your skills and abilities in specific domains
- Conducting a personal SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) with your career mission in mind

Orientation Evaluations

- 44 faculty, 2 orientation sessions, Likert 1-5
- Recognize burnout in self and others: 4.44
- Outline resilience strategies: 4.37
- Outline what is meaningful to me professionally: 4.36
- Apply resilience strategies to enhance my own well-being: 4.31

**Organizations' support
of workshops on personal resilience
can be part of a
comprehensive approach
to physician well-being**

Questions?

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