Addressing **Burnout** in Residency: Signs, Symptoms, and Strategies

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AY19 Chief’s Retreat  
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• Describe three signs and symptoms of Burnout

• Identify two tools for burnout assessment

• Summarize three constructive outlets to promote wellness and strategies to address burnout
National Burnout Data:

- **Burnout** is on the Rise across all fields

- 400 physicians commit suicide each year

- **ACGME** (Core Program Requirements) programs to address Burnout & Promote Wellbeing beginning 07/01/2017

**Which Physicians Are Most Burned Out?**

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Care</td>
<td>55%</td>
</tr>
<tr>
<td>Urology</td>
<td>55%</td>
</tr>
<tr>
<td>Emergency Medicine</td>
<td>55%</td>
</tr>
<tr>
<td>Family Medicine</td>
<td>54%</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>54%</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>53%</td>
</tr>
<tr>
<td>Surgery</td>
<td>51%</td>
</tr>
<tr>
<td>Ob/Gyn</td>
<td>51%</td>
</tr>
<tr>
<td>Neurology</td>
<td>51%</td>
</tr>
<tr>
<td>Radiology</td>
<td>50%</td>
</tr>
<tr>
<td>Cardiology</td>
<td>50%</td>
</tr>
<tr>
<td>Anesthesiology</td>
<td>50%</td>
</tr>
<tr>
<td>Gastroenterology</td>
<td>49%</td>
</tr>
<tr>
<td>Rheumatology</td>
<td>47%</td>
</tr>
<tr>
<td>Infectious Disease</td>
<td>47%</td>
</tr>
<tr>
<td>Nephrology</td>
<td>47%</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>47%</td>
</tr>
<tr>
<td>Oncology</td>
<td>46%</td>
</tr>
<tr>
<td>Pathology</td>
<td>45%</td>
</tr>
<tr>
<td>Plastic Surgery</td>
<td>45%</td>
</tr>
<tr>
<td>Pulmonary Medicine</td>
<td>43%</td>
</tr>
<tr>
<td>Dermatology</td>
<td>43%</td>
</tr>
<tr>
<td>Diabetes &amp; Endocrinology</td>
<td>41%</td>
</tr>
<tr>
<td>Ophthalmology</td>
<td>41%</td>
</tr>
<tr>
<td>Psychiatry &amp; Mental Health</td>
<td>40%</td>
</tr>
</tbody>
</table>

ACGME 2017; NAM 2016; Bodenheimer 2014; Shanafelt 2012
Signs & Symptoms of Burnout:

- Burnout affects the Stress Response System
- Burnout affects the brain’s anatomy
- Burnout is associated with:
Signs & Symptoms of Burnout:

Stage 1
- Perpetual “Fight/Flight/Freeze”
- “Keyed Up” or Anxious
- Trouble Relaxing

Stage 2
- Fatigued/Mentally Exhausted
- Weight Gain/Weight Loss
- Poor Memory
- Anxiety

Stage 3
- Excessive Fatigue
- Pain/Body Aches
- Nervousness
- Hair Loss
- Irritability
- Poor Immunity
- Sleep Problems
- Cravings
- Headaches
- Depression
- Indigestion
- Lightheadedness
- Lack of Concentration
- Food Allergies
- Dry Skin
- Severe Mood Swings

Michel 2016; Salyers 2016; Golkar 2014; Green 2014; Morse 2012; Cimiotti 2012; West 2011; Poghosyan 2010; Dyrbye 2008; McCray 2008; Shanafelt 2002; Maslach 2001
Tools to Assess Burnout:

1. Maslach Burnout Inventory
2. CD-RISC Resilience Scale
3. Physician Wellness Index
4. Jefferson Scale of Empathy
5. Self-Compassion Scale (SCS)
6. AMA Burnout Survey (Mini-Z)
Residency Needs Assessment: Internal Medicine
Building a Residency Curriculum: Family Medicine
Family Medicine and Community Health

Finding Meaning in Retreats

Unconscious Bias

Self-Care

Provider Well-Being Curriculum

Med. Humanities

UNCONSCIOUS MED BIAS

Finding Meaning in Med

Retreats
Assessment & Metrics:

Standard Workshop Evaluations:
- Mean 4.49
- Areas for Improvement:
  Application to Clinical Practice

Baseline/End of Year Assessment:
- Baseline Burnout Scales
- EOY: Tools to Prevent Burnout

ACGME Well-Being Survey
Strategies to Address Burnout:
• MC 20/20 Space
• Resident/Fellow Appreciation Week
• Learning & Working Environment
• Mindfulness Sessions
• Counseling/Open Door

• Resident/Fellow Representation
• Feedback & Design
• Tutorials & Mentorship
• Best-Practices
• Retreats & Workshops
Strategies: Physician Wellness

- Self-Compassion
- Gratitude
- Coping Strategies / Resiliency
- Meditation
- Peer Support Groups
- Self-Assessment
- Self-Reflection
- Identifying Values
- Mindfulness
- Mindful Communication
- Mindful Movement / Yoga
- Relaxation Exercises

Physician Wellness
Strategies: Medical Humanities

Medical Humanities

- Medical Narrative
- Poetry
- Plays
- Stories
- Visual Arts
- Art
- Movies
- Music
- Reflective Writing
- Essays
- Articles
- Journaling

Contact: Sherrilyn.Sethi@UMassMemorial.org
Strategies: Medical Humanities

Contact: Sherrilyn.Sethi@UMassMemorial.org
Strategies: Support System

- Retreats
- Peer Groups
- Mentors/Role Models
- Admin. Support
- Family/Friends
- Coach
- Mental Health
- Group Activity
- Financial Support
- Community Engagement
Resources

GME LibGuide:
libraryguides.umassmed.edu/gme
UMMS Systems Improvement Resources:

• Residency Program Committees
  - Curriculum Committee
  - Executive Committee
  - Program Evaluation Committee

• Office of Graduate Medical Education
  Committees seeking Resident Representation
  - GME Committee
  - Patient Safety Committee
  - EPIC and Annual Program Evaluation Sub-Committees

• Office of Graduate Medical Education Town Hall
  - Bi-Monthly
UMMS Physician Wellness Resources:

- Student Affairs
  http://www.umassmed.edu/studentaffairs/healthwellness/healthwellness/
- Center for Mindfulness (508-856-2656)
  http://www.umassmed.edu/cfm
- OGME Hotline: (508)856-2923
- Positive Learning Environment: (508)856-1829
- HOSC Program: (508-856-HOSC)
- Employee Assistance Program (508-856-1327)
  www.umassmed.edu/eap
- Physician Health Service (Mass Medical Society)
  www.physicianhealth.org 781-434-7404
- Albert Sherman Fitness Center
Additional Resources:

- Accreditation Council of Graduate Medical Education
  http://www.acgme.org/What-We-Do/Initiatives/Physician-Well-Being/Resources

- American Medical Association
  https://www.stepsforward.org/modules/physician-wellness

- National Suicide Prevention Hotline (1-800-273-8255)

- Massachusetts Suicide Hotlines
UMMS Medical Humanities Resources:

- Humanities in Medicine Group
  http://www.umassmed.edu/lamarsoutterlibrary

- Artist in Residence Program
  http://www.umassmed.edu/lamarsoutterlibrary

- MedMoth Group
  http://www.umassmed.edu/studentaffairs/

- Arts in Medicine Group
  http://www.umassmed.edu/dio/initiatives/arts-in-medicine/

- Gold Humanism Honor Society Chapter at UMMS
  http://www.umassmed.edu/studentaffairs/

- Writing Contests
  http://www.umassmed.edu/dio/initiatives

Contact: Sherrilyn.Sethi@UMassMemorial.org
Family Medicine and Community Health

University of Massachusetts
Worcester Family Medicine Residency Program

Resident Schedules:
Each Health Center has a resident scheduler who works closely with the Health Center Schedule and Central Residency Program Committee to pay attention to work intensity and work compression that impacts resident well-being.

Self-Care Half-days:
In order to support resident needs to schedule annual appointments, the Central Residency will schedule two Self-Care half-days during resident rotations that do not have high service demands.

Recovering Health Opportunities:
In order to support resident needs to schedule re-covering requirements and help situations related to confidentiality, residents are encouraged to contact other than HE, Chief, Coach, or an advisor to assist them with scheduling needs.

Safety & Fatigue Management:
The UMMC Health Services Department promotes and develops policies and procedures to prevent work-related injuries and fatiguing factors. The system is provided through the training of medical residents and fellows. The system promotes a safe environment and supports the institution's mission to provide quality care. The system is implemented to provide a safe environment for residents and fellows.

Facilities:
- Sleeping: All rooms are available to residents
- Driving: All rooms are available to residents
- Equipment: All rooms are available to residents
- Consulting: All rooms are available to residents

Residents may utilize the UMMC Employee Assistance Program:
- Employee Assistance Program: www.ummclink.org/rep
- 508-815-1725

- The Office of Graduate Medical Education continues to provide confidential counseling services for residents and fellows.
- Confidential Voice Mail: (508) 815-1040
- Administrative Assistant, Kayla Anderson
- Office: 240A, 2nd Floor, UMMC
- 508-815-9577
- Kayla.Anderson@UMassMemorial.org
- Alan.Brown@UMassMemorial.org
- Christine.Kenny@UMassMemorial.org

- Confidential counseling and support is available for physicians, faculty, and residents facing concerns related to alcoholism, substance abuse, behavioral or mental health issues, physical illness, or a supportive environment to speak in groups regarding issues with areas of practice, coping with a competitive work environment, financial problems, dealing with administrative stress, work-family balance, etc.

- Physicians Health Services:
  - UMMC, 781-454-7604
  - www.ummcmathservices.org

- For information:
  - Stacy E. Yants, MD
  - Psychiatric-WellBeing Program Director
  - 781-454-7604
  - styants@umassmemorial.com

- In-house phone: 508-815-1527

IV. Supplemental Materials:
- Accreditation Council for Graduate Medical Education
  - http://www.acgme.org/Accreditation/Well-Being/Resources
- American Medical Association
- American Psychiatric Association
- National Suicide Prevention Lifeline: 1-800-273-8255
- Massachusetts Suicide Hotline
  - http://www.crisisline.org/MassachusettsSuicideHotline.html

V. Clinical/Departmental Procedures:
- Paul University of Massachusetts Graduate Medical Education policies
  - https://www.umassmed.edu/administration/policies
- UMass Memorial Clinical policies
  - https://www.umassmed.edu/policies

VI. References:
- UMMAH-GE Program Resources (October 2010)

- For UMMAH-GE, Section V:
- UMMC Health Services
  - 508-815-1725

- Counseling Center:
  - 508-815-1725

- Office of Graduate Medical Education
  - 508-815-1725

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- UMass Memorial Health Care

- University of Massachusetts Medical School
“These are the duties of a physician: first... to heal his mind and to give help to himself before giving it to anyone else.”
—Epitaph of an Athenian physician, 2 AD (1)