Running on Empty:

*Physician Heal Thyself*

36th Annual SCMA / SCHA TAP Conference

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StuderGroup Physician Coach &
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Professional “Burnout”

ORIGINAL INVESTIGATION

ONLINE FIRST

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, MD; Daniel Satele, BS; Colin P. West, MD, PhD; Jeff Sloan, PhD; Michael R. Öreskovich, MD

Arch Intern Med.
Published online August 20, 2012.
Stop Blaming the Individual
So Who Is To Blame?
Healthcare Industry Trends
Shaking Up the Industry

- Healthcare funding has reached worrisome levels
- Physician shortage
  - Aging population
  - Volume / Acuity
  - Malpractice liability
  - Patient expectations
- Value-based purchasing
  - Transparency
- Technology
- Increase physician employment
Provider Hurdles

- Providers feel **overworked**
- Many providers are **sleep deprived**
- Providers feel they spend **too little time with patients**
- Providers feel they spend **too much time doing everything else**
- **Electronic Medical Record** implementation brings another set of time pressures
Additional Skills Needed

- Knowledge base
- Electronic Medical Record
- Considering a patient’s economic “big picture”
- Communication skills
- Engage patients as partners
- Teamwork
- Know LEAN (process improvement) and cost reduction strategies.
Occupational Stress v. Occupational Challenge
SECOND OPINION

WHAT SEEMS TO BE THE PROBLEM, MRS. JOHNSON?

I FEEL THE WAY YOU LOOK!
The Cost of Burnout - Impairment:
But one more reason to be concerned about the patient experience ....

...... it negatively or positively impacts your personal life and your professional fulfillment
Burnout Busters - What Can Professionals Do?

Reconnect to purpose, worthwhile work and making a difference.
Individual or System Solution?

• Start **trusting** physicians again
• Let physicians focus on doing the **work that only they can do**
• Set **workload expectations based** on what it takes to provide good patient care
• **Measure, track and benchmark the well-being of physicians**
To Heal Provider Burnout

Provider Burnout

Organizational Responsibility

Individual Responsibility

Engagement
So Who Is To Blame?
Positive Behavioral Support

• Don’t control others; support in the change process
• Try to understand the reason for a “problem behavior”
• Always treat with dignity and respect
• Commit to moving forward
Stop Blaming the Individual
“It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change.”

Charles Darwin
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