CRASH 2018
The Relationship Between Wellness, Resilience and Quality
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Objectives
- Understand burnout – risk factors, signs and symptoms
- Understand the connection between provider wellness, quality and safety culture
- Experience resilience techniques that are shown to decrease burnout and increase resilience
- Investigate the national and regional available resources surrounding quality improvement and wellness

Overview
- Introductions
- Literature Overview of Burnout, 2nd Victim, and Quality Improvement
- Use of Root Cause Analysis / Fishbone, PDSA cycle to address Burnout
- Individual Assessments, Institutional Algorithms
- Individual Resilience Techniques

Acknowledgments
- We have nothing to disclose

How do you define burnout?
“Burnout is the sum total of hundreds of tiny betrayals of purpose, each one so minute that it hardly attracts notice.”

– Richard Gunderman, MD, PhD
Key Drivers of Burnout and Engagement

What is a “second victim”? First described by Albert Wu in 2000

― although patients are the first and obvious victims of medical mistakes, doctors are wounded by the same errors: they are the second victims.”

Formal definition:

• “A health-care provider involved in an unanticipated adverse patient event, medical error and/or a patient-related injury who becomes victimized in the sense that the provider is traumatized by the event.”

(Scott et al., 2009)

Impact of Errors on Physicians’ Life Domains by Level of Error Severity

The Impact of Perioperative Catastrophes on Anesthesiologists: Results of a National Survey
What happens at your institution?

Quality Improvement

“Quality improvement (QI) consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups. The Institute of Medicine (IOM), which is a recognized leader and advisor on improving the Nation’s health care, defines quality in health care as a direct correlation between the level of improved health services and the desired health outcomes of individuals and populations.”

PDSA

Safety Culture

“A culture of safety can be defined as an integrated pattern of individual and organizational behavior based upon shared beliefs and values, that continuously seeks to minimize patient harm that may result from processes of care delivery.”

Just Culture

“A strategy to develop a just culture employs two complementary ideas. First, it creates a system that encourages reporting of injuries and near misses and keeps individuals safe from blame, shame, and retaliation. Next, the value imparted by open reporting promotes the creation of reliable care processes, which goes beyond vigilance.”


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Have you ever?

- Worked tired?
- Worked sick?
- Taken call when sick?
- Had a near miss and done the next case?
- Had a death in the OR and done the next case?
- You are in good company, we all have...but should we??

BURNOUT

Need for Individual and Organizational Resilience and Quality Improvement

DECREASED QUALITY

Individual Resilience → System Resilience → Individual Resilience

Leadership → Culture → Resources → Career → Clinical Demands

Organizational/Systemic Factors

Individual Factors

UNEXPECTED EVENT ALGORITHM
Subjective Rating of Sleep Quality

Please rate your sleep quality over the previous month

0 1 2 3
Very Good Very Bad


Perceived Stress Scale- 10 Item

Instructions: The questions in this scale ask you about your feelings and thoughts during the last month. In each case, please indicate with a check how often you felt or thought a certain way.

MINI-Z BURNOUT SURVEY

AMA STEPS

https://www.stepsforward.org/modules/physician-burnout-survey

What is Resilience?

Resilience

- Resilience is the process of negotiating, managing and adapting to significant sources of stress or trauma.
- Assets and resources within the individual, their life and environment facilitate this capacity for adaptation and “bouncing back” in the face of adversity.
- Across the life course, the experience of resilience will vary.

INDIVIDUAL RESILIENCE

Books/Websites/Ted Talk Recommendations

- Books
  - Kitchen Table Wisdom by Dr. Rachel Naomi Remen
  - Getting Grit by Caroline Angela Miller
  - Grit by Angela Duckworth
- Websites
  - Soul Pancake
  - Happy MD
- Ted Talks
  - Angela Duckworth – Grit
  - Shawn Achor – The Happiness Advantage
  - Kelly McGonigal – How to Make Stress Your Friend

Recommended Resources

- CENTILE
  - http://www.centileconference.org/2017/
- Rochester Mindfulness Training
- International Conference on Physician Health
- Georgetown – Faculty Training in Mind Body Medicine
  - https://ctih.org/events-classes/professionals/faculty-training-mind-body-medicine/
- Culinary Institute of America – Mindfulness (Napa)
  - http://www.healthykitchens.org/overview/introduction