Burnout and Healing In the Face of a Global Pandemic

When a clinician exhibits noticeable declines in medical decision making, documentation, bedside manner, or staff interactions, their colleagues and organizations are often quick to blame or punish the person for these behavior changes.

But as we look closer, we realize that rapid changes in health care delivery have significantly affected the well-being of clinicians and other workers, along with their loved ones. The depersonalization of care delivery and the absence of systems that measurably improve outcomes have both contributed to a declining sense of personal accomplishment from work. The ever-increasing demands and insufficient job resources for clinicians have driven sustained psychological, emotional, and physical fatigue. This dynamic is only exacerbated by the arrival and now-chronic persistence of COVID-19. Clinicians are learning first-hand that sustained exhaustion is a silent thief of empathy.

Just as we know effective systems can lead to the healing of patients, so may certain structures measurably improve the health outcomes of providers. Through stories, this session describes the complex realities facing America’s health care weary workforce and offers practical tools for individuals and a systems approach for organizations to redefine health and well-being at work and beyond.

Presenter: Benjamin D. Anderson, MBA, MHCDS

Benjamin is the Vice President of Rural Health and Hospitals for Colorado Hospital Association. He provides leadership and direction in the development and execution of the Association’s rural strategies, advocates on behalf of rural hospitals and health systems and works to develop strategic partnerships with organizations that affect the health of rural Coloradans.

Benjamin has 20 years of experience in health care and non-profit administration, and is a nationally-recognized leader in health equity and transforming rural health care through an innovative approach to attracting physicians to diverse, underserved areas with a generous paid time off package to be used for international volunteer work.

Prior to joining CHA, he spent six years serving as the CEO of Kearny County Hospital in Lakin, Kansas. Benjamin earned a Bachelor of Arts in English and an MBA from Drury University as well as a Master’s of Health Care Delivery Science from Dartmouth College.

Due to COVID-19, we have canceled our in person conference.
We are happy to offer a series of virtual sessions in our NEAR Conference Lite.

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