

Addressing HIV Practitioner and Staff Burnout in the COVID-19 Era

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Financial Relationships With Ineligible Companies (Formerly Described as Commercial Interests by the ACCME) Within the Last 2 Years

Dr Kaslow has no relevant financial relationships with ineligible companies to disclose. (Updated 9/30/21)

Learning Objectives

At the end of this presentation, learners will be able to:

- Recognize the signs of burnout
- List strategies for self-care



What is Burnout?

- Syndrome characterized by
 - Emotional exhaustion – loss of interest and enthusiasm for work
 - Depersonalization – poor attitude with cynicism and treating others as objects
 - Diminished personal accomplishment—reduced effectiveness and sense of personal accomplishment, low self-value

Burnout

- Risk factors
 - Limited experience
 - Poor self-concept
 - Problems with anxiety and depression
 - Low job satisfaction
 - Gomez-Urquiza et al., 2014

Burnout

- Risk factors
 - Difficult situations
 - Workplace violence
 - Excessive workload
 - Inadequate resources or inefficient processes
 - Galian-Munoz, 2014; O'Connor et al., 2018 ;
Silva et al., 2015; West, 2018

Burnout

- Risk factors
 - Lack of input or control
 - Problematic or unsupportive work relationships
 - Workplace incivility
 - Poor leadership structure
 - Upcoming site visits
 - Babenko-Mould et al., 2014; O'Connor et al., 2018 ; West, 2018; Yang et al., 2014



Burnout

- Emerges gradually over time
- Can be mitigated by
 - Role clarity
 - Professional autonomy
 - Fair treatment
 - Support
- Can be remedied through a change of circumstances or changes in the environment
 - O'Connor et al., 2018; Simionato & Simpson, 2018

Burnout

- More common in people with less experience and in those who feel less supported
- Can be remedied through a change of circumstances or changes in the environment
 - Simionato & Simpson, 2018

Burnout

- How do you know when you are someone else is burned out? What are the signs?



BURNOUT – SIGNS

- ▶ Poor self-care
- ▶ Weight changes
- ▶ Frequent headaches
- ▶ Tired, overwhelmed
- ▶ Irritable, frustrated
- ▶ Apathetic, dissociated
- ▶ Negative, cynical, angry
- ▶ Sad, depressed, helpless
- ▶ Critical of self and others
- ▶ Low professional-efficacy
- ▶ Isolated, disconnected
- ▶ Use negative coping strategies
 - ▶ Queen & Harding, 2020;
Rakofsky et al., 2018

Question

- What causes you to feel burnout?





Impact of Burnout

- Burnout is associated with
 - Errors and safety-related issues
 - Mental illness, most notably depression and death by suicide
 - Substance misuse
 - Job dissatisfaction including relocation

Impact of Burnout

- Burnout reduces
 - Empathy
 - Work effort
 - Productivity
- Burnout is costly to the institution
 - Rosen et al., 2017



Why Now

EDITORIAL

Societal pandemic burnout: A COVID legacy

• Queen & Harding, 2020

What is Self-Care?

- The secret to preventing burnout and enhancing wellness is
 - Consistent self-care



What is Wellness?



What is Wellness?



What is Self-Care?





What is Self-Care?

- Personal health maintenance
- Any activity with the intention of improving or restoring health, or treating or preventing disease



What is Self-Care?

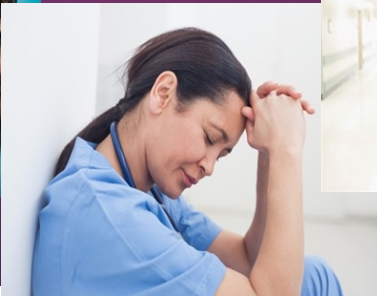
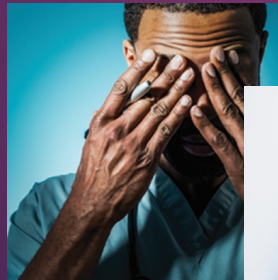
- Involves balancing connections among
 - Self - psychological, physical, spiritual, professional
 - Others - personal and professional relationships
 - Community - civic and professional involvements

Self-Reflections

- What do you do for self-care?
- What do you consider your greatest challenge in self-care?
- What factors encourage or restrict your self-care?



- One of the symptoms of an approaching nervous breakdown is the belief that one's work is so terribly important that to take a holiday would bring all kinds of disaster!
 - Bertrand Russell



Mind the Body

- Prioritize sleep/bodily rest
- Eat well and stay hydrated
- Maintain a healthy weight
- Exercise, play a sport
- Limit substance use
- Get fresh air and sunlight
- Sit in a comfortable chair





Care for the Mental Self

- Communicate your emotions
- Reach out for support
- Carve out time for yourself
- Remove negative/self-defeating thoughts
- Give yourself daily affirmations
- Engage in calming activities
- Engage in creative expression
- Participate in enjoyable activities



Practice Self-Compassion

- Think about what the experience of compassion for others feels like
- See the related experiences of self and other without feelings of isolation and disconnection
- Recognize the broader human context of one's experience and to put things in greater perspective

Care for the Spiritual Self

- Aspire to be the best you can be – excellence versus perfection
- Feel good about the future
- Believe there is a real purpose in life
- Have a relationship with a higher power
- (helpful for some people)



Self-Reflection

- How important is it to you to balance your life between work and nonwork?
- Does your optimal level of self-care entail more time with others professionally or socially, more time for yourself, or some blend of both?



Plan for Balance

- Schedule your leisure time
- Start with the small stuff
- Listen to your body
- Nurture your relationships
 - At work
 - Outside of work
- **TAKE ALL YOUR VACATION TIME!**





Organizational Strategies

- Develop and implement a strategic plan for well-being
- Create a sustainable wellness culture
- Offer healthy escapes
- Encourage mindfulness
- Support help-seeking
 - Chaukos et al., 2018; Goldman et al., 2017; Golob et al., 2018; Westercamp et al., 2018

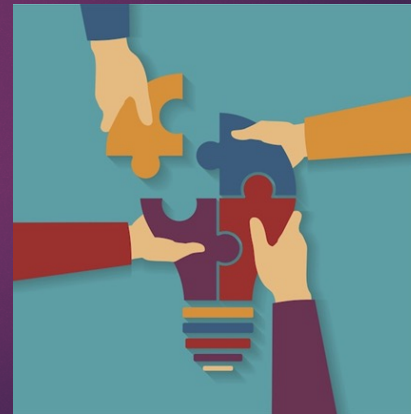
Organizational Strategies

- Prevent burnout
 - Provide greater sense of control
 - Prioritize fair treatment
 - Offer positive social support
 - Provide appropriate rewards



Concluding Comments

- The problem of burnout is best addressed when viewed as a shared responsibility between systems and individuals
 - West et al., 2018





Concluding Comments

- Key organizational strategies to bolster wellness and reduce burnout
 - Acknowledge and assess the problem
 - Harness the power of leadership
 - Devise and employ targeted interventions
 - Cultivate community at work
 - Use rewards and incentives wisely
 - Shanafelt & Noseworthy, 2017



Concluding Comments

- Key organizational strategies to bolster wellness and reduce burnout
 - Align values and strengthen the culture
 - Promote flexibility and work-life integration
 - Provide resources to promote resilience and self-care
 - Facilitate and fund organizational science
 - Shanafelt & Noseworthy, 2017



Question-and-Answer Session

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