"Ask the Advisors"

Mental Health Wellness: Addressing Health Care Professional (HCP) Burnout During Uncertain Times

This program is paid for by
Otsuka Pharmaceutical Development & Commercialization, Inc. and
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Objectives

Discuss burnout among health care providers & impact on personal and professional outcomes

Explore a stress continuum model and sources of stress

Explore strategies for healthcare professionals to establish & maintain mental health wellness, build resilience, and maintain self-care during times of crisis

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Burnout Definition

Maslach defined burnout as:

➢ **Emotional depletion**:
feeling frustrated, tired of going to work, hard to deal with others at work

➢ **Detachment/cynicism**:
being less empathic with patients/others, detached from work, seeing patients as diagnoses/objects/sources of frustration

➢ **Diminished sense of personal achievement**:
experiencing work as unrewarding, "going through the motions"

➢ **Depersonalization**:
thoughts and feelings seem unreal or not belonging to oneself

Christina Maslach et al, World Psychiatry 15:2 - June 2016
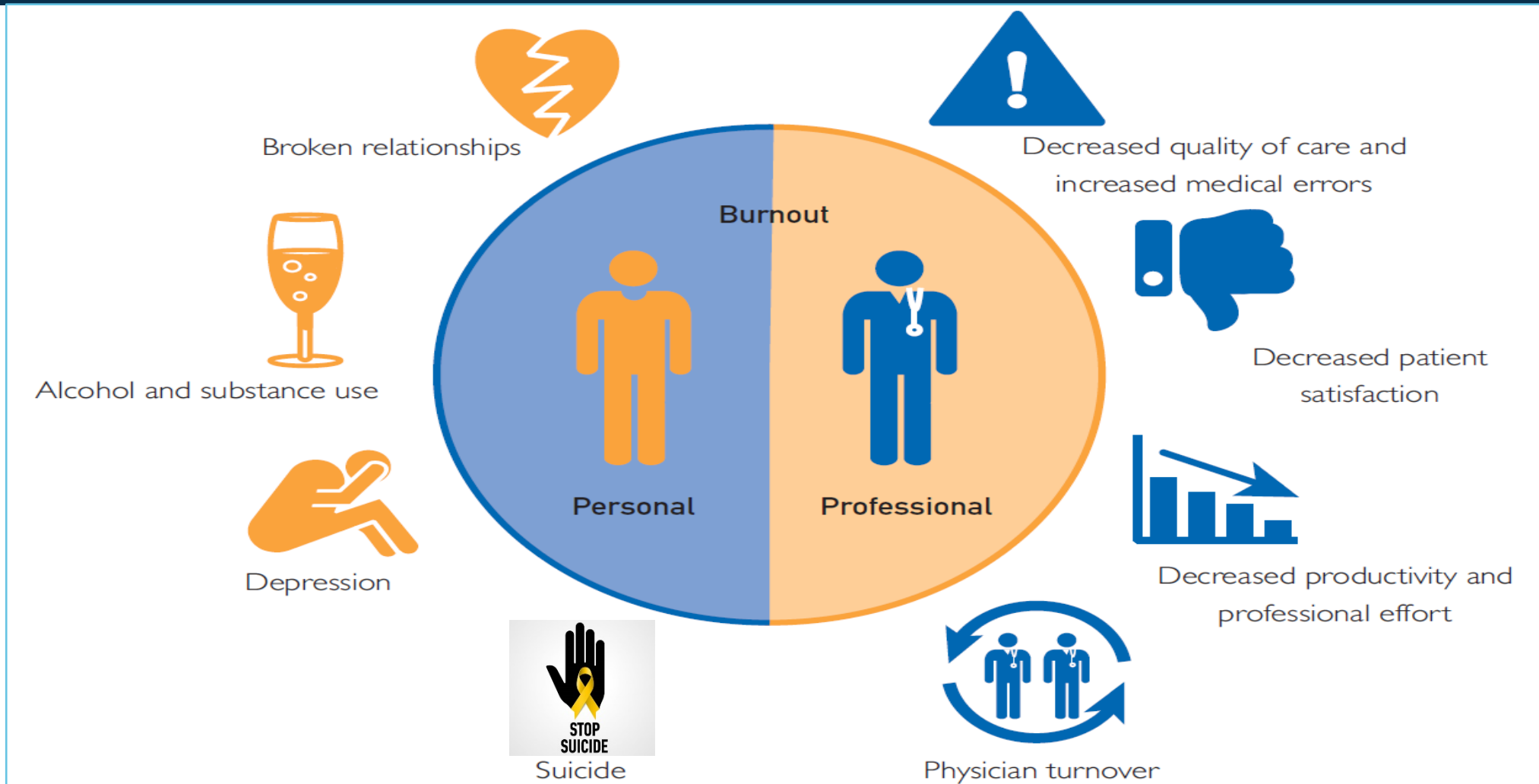
Burnout in Mental Health (MH) Professionals

- 21-67% of mental health field worker experience high levels of burnout[1]

- Factors that may make MH professional more vulnerable[2]
  - Stigma of profession
  - Demanding therapeutic relationships
  - Threats of violence from patients and patient suicide

- Social workers may have higher rates of burnout compared to nurses and psychiatrists[1]

- Other evidence suggests "emotional exhaustion" may be high across all professions[1]

1.   Morse G et al. Adm Policy Ment Health 2012. 39 (5): 341-52
2.   O'Connor K, et al . Eur Psychiatry 2018. 53:74-79

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Personal & Professional Repercussions

Broken relationships

Alcohol and substance use

Depression

Suicide

Burnout

Personal

Professional

Decreased quality of care and increased medical errors

Decreased patient satisfaction

Decreased productivity and professional effort

Physician turnover

Shanafelt & Noseworthy 2017 Mayo Clin Proc. n Jan;92(1):129-146

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# Healthcare Professional Requests During COVID-19

Hear Me: Listen to and act on HCPs perspectives and frontline experience and understand and address their concerns to the extent that organizations and leaders are able

Protect Me: Reduce the risk of HCPs acquiring the infection and/or being a portal of transmission to family members

Prepare Me: Provide the training and support that allows provision of high-quality care to patients
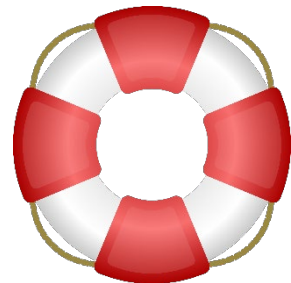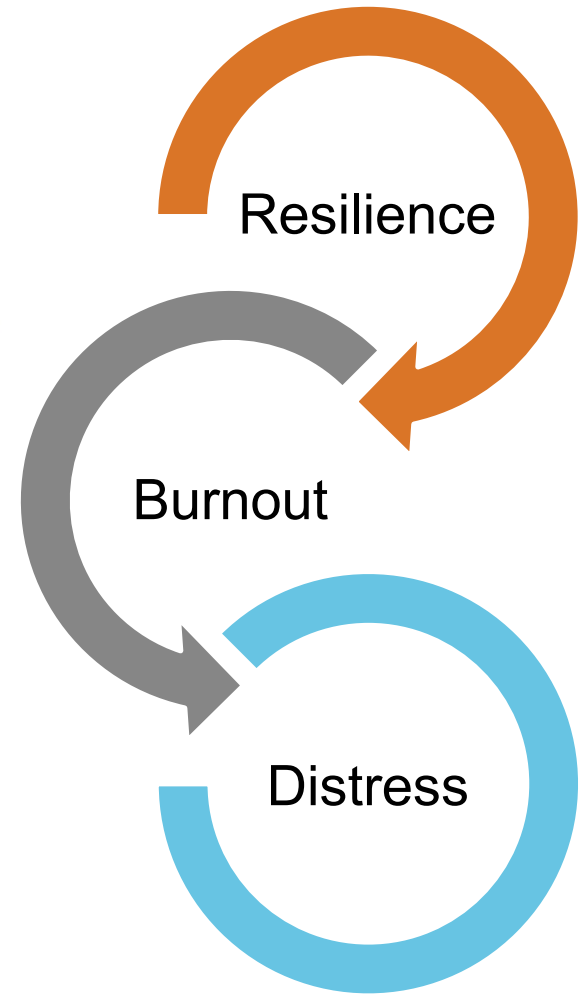
Support Me: Acknowledge human limitations in a time of extreme work hours, uncertainty, and intense exposure to critically ill patients

Care for Me: Provide holistic support for the individual and their family should they need to be quarantined

Shanafelt T, Ripp J, Trockel M. Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic. *JAMA*. Published online April 07, 2020. doi:10.1001/jama.2020.5893

Mental Health: Dynamic Model

Wellbeing and distress is a continuum of mental health

Flourishing

Performing

Coping

Languishing

Suffering

Resilience

Burnout

Distress

Norrish JM 2015. Positive Education: The Geelong Grammar School Journey *Oxford Press* p. 68

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Sources of Stress Injury

Life Threat — A *traumatic* injury
- Due to the experience of or exposure to intense injury, horrific or gruesome experiences, or death

Loss — A *grief* injury
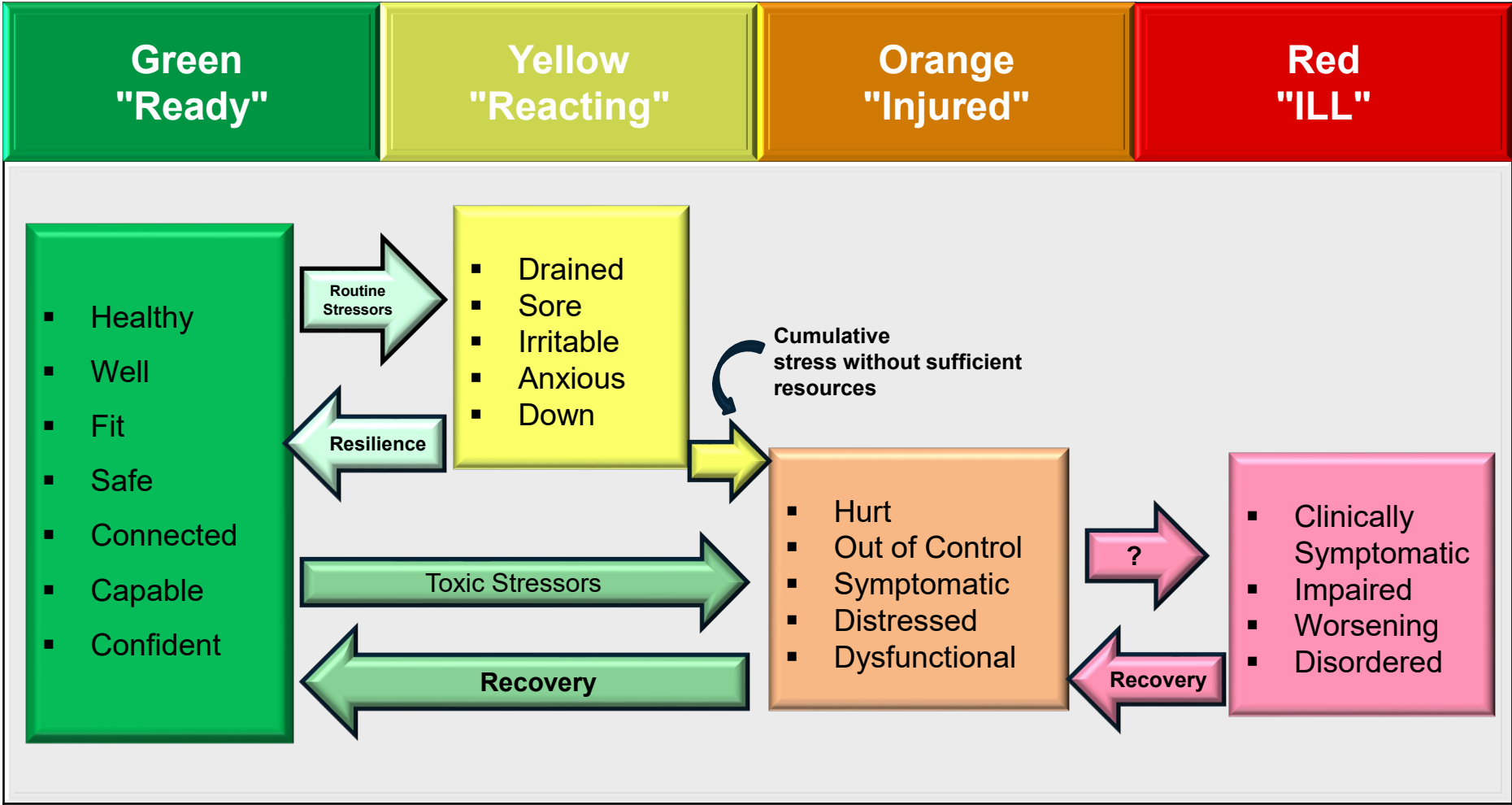- Due to the loss of people, things or parts of oneself

Inner Conflict — A *moral* injury
- Due to behaviors or the witnessing of behaviors that violate moral values

Wear & Tear — A *fatigue* injury
- Due to the accumulation of stress from all sources over time without sufficient rest and recovery
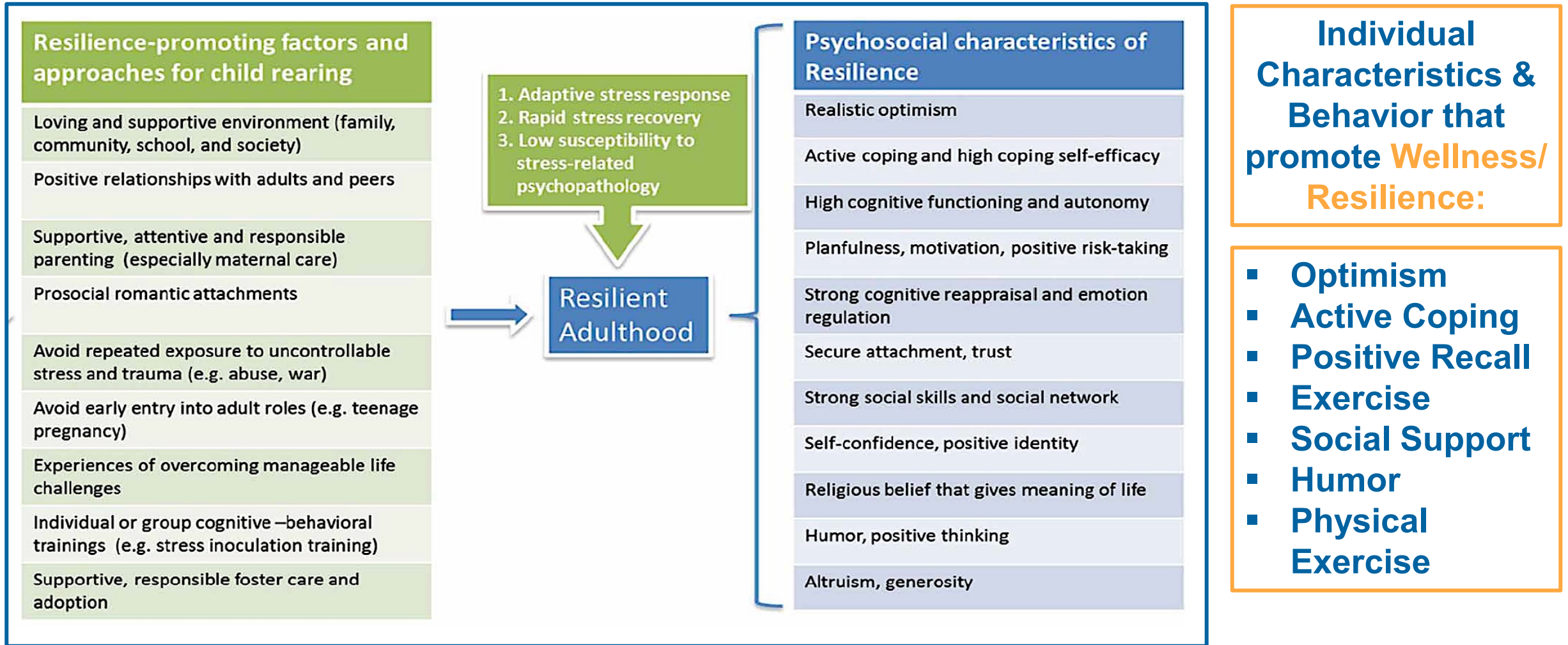
Watson et al. 2013. Stress First Aid for Firefighters and Emergency Medical Service Personnel. *Nat Fallen Firefighters Foundation* 1-42.

Stress Continuum Model

Green "Ready"	Yellow "Reacting"	Orange "Injured"	Red "ILL"

Green "Ready"
- Healthy
- Well
- Fit
- Safe
- Connected
- Capable
- Confident

Routine Stressors →

Resilience ←

Yellow "Reacting"
- Drained
- Sore
- Irritable
- Anxious
- Down

Cumulative stress without sufficient resources

Toxic Stressors →

Recovery ←

Orange "Injured"
- Hurt
- Out of Control
- Symptomatic
- Distressed
- Dysfunctional

? →

Recovery ←

Red "ILL"
- Clinically Symptomatic
- Impaired
- Worsening
- Disordered
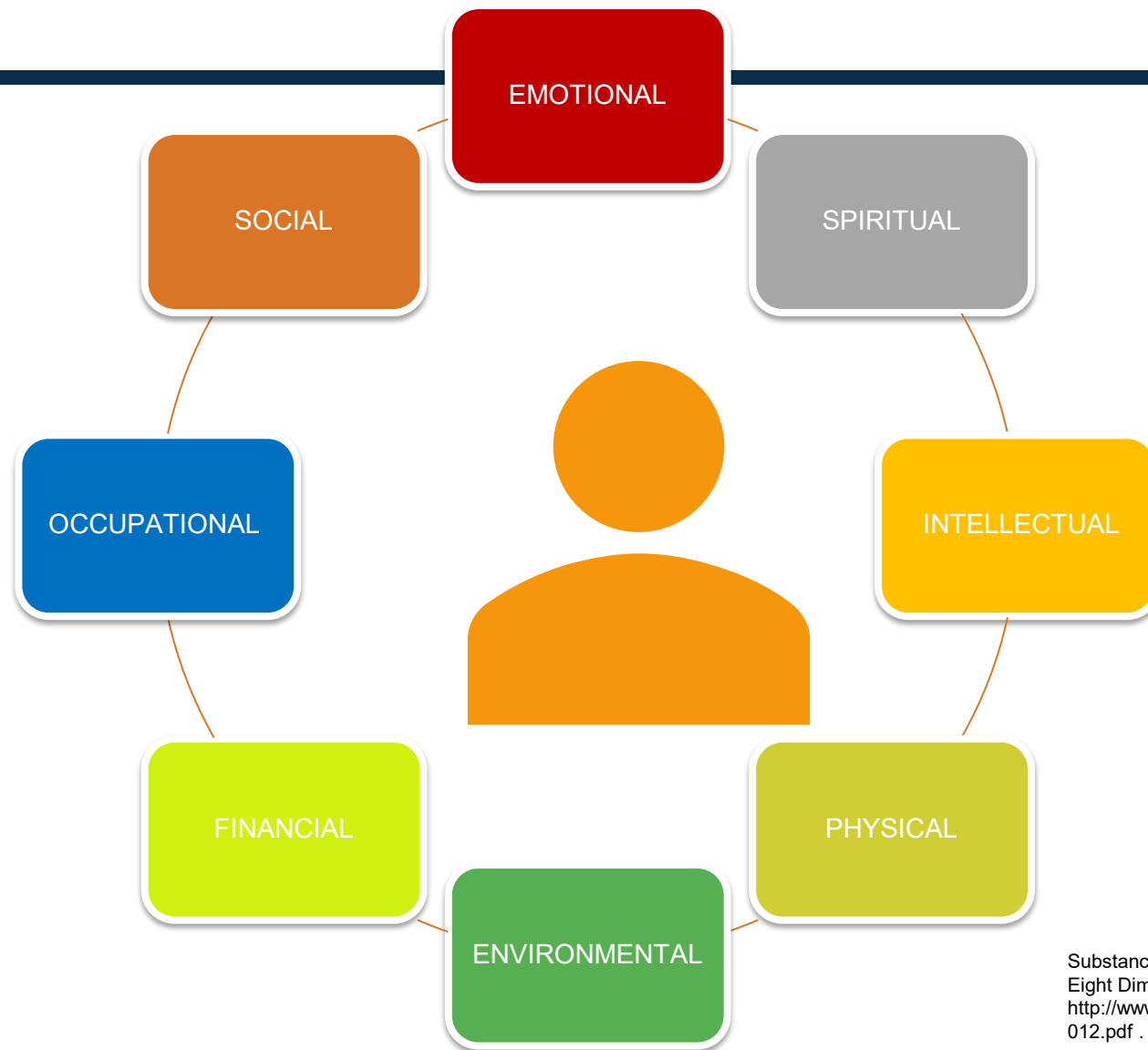
Recognize Stress Zone Transition: Demand-Resource Balance

Watson et al. 2013. Stress First Aid for Firefighters and Emergency Medical Service Personnel. *Nat Fallen Firefighters Foundation* 1-42.

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Examining the Complex Interactions between Wellness and Resilience

Resilience-promoting factors and approaches for child rearing

- Loving and supportive environment (family, community, school, and society)
- Positive relationships with adults and peers
- Supportive, attentive and responsible parenting (especially maternal care)
- Prosocial romantic attachments
- Avoid repeated exposure to uncontrollable stress and trauma (e.g. abuse, war)
- Avoid early entry into adult roles (e.g. teenage pregnancy)
- Experiences of overcoming manageable life challenges
- Individual or group cognitive –behavioral trainings (e.g. stress inoculation training)
- Supportive, responsible foster care and adoption

1. Adaptive stress response
2. Rapid stress recovery
3. Low susceptibility to stress-related psychopathology

Resilient Adulthood

Psychosocial characteristics of Resilience

- Realistic optimism
- Active coping and high coping self-efficacy
- High cognitive functioning and autonomy
- Planfulness, motivation, positive risk-taking
- Strong cognitive reappraisal and emotion regulation
- Secure attachment, trust
- Strong social skills and social network
- Self-confidence, positive identity
- Religious belief that gives meaning of life
- Humor, positive thinking
- Altruism, generosity

Individual Characteristics & Behavior that promote Wellness/ Resilience:

- Optimism
- Active Coping
- Positive Recall
- Exercise
- Social Support
- Humor
- Physical Exercise

Wu G, et al. *Front Behav Neurosci.* 2013;7:10.

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The 8 Dimensions of Wellness

Substance Abuse and Mental Health Services Administration (SAMHSA). Eight Dimensions of Wellness. Available at: http://www.ncdsv.org/images/SAMHSA_EightDimensionsOfWellness_revised2012.pdf . Accessed May 2020.

American Psychological Association Self-Care Strategies for Healthcare Professionals

- Take action against anxiety
- Pace yourself
- Breathe
- Maintain good health habits
- Exercise, exercise, exercise
- Connect
- Take breaks
- Promote teamwork
- Maintain structure/schedule at home
- Focus on flexibility

Coons et al. 2020. Self-Care advice for healthcare professionals during COVID-19. *American Psychological Association.* 1-4.

Suicide Risk & Prevention During a Pandemic

Mental health services & Individual providers
- Clear assessments & care pathways
- Evidence-based intervention

Crisis helplines:
- Maintain/increase volunteer workforce

Government
- Adequate resourcing for interventions

Experience of Suicidal Crisis

Mental health services & Individual providers
- Care delivery in different ways
- Support for health-care staff & frontline workers

Government
- Adequate resourcing for interventions

Mental Illness

Government
- Monitoring intake & reminders on safe drinking

Alcohol Consumption

Government
- Financial safety net
- Ensure longer-term measures in place

Financial Stressors

Retailers:
- Vigilance dealing with distressed

Government & non-governmental organizations
- Carefully framed messages re-access to lethal means

Access to Means

Government
- Ensure access & support

Domestic Violence

Media professionals:
- Moderate reporting, in line with existing & modified guidelines

Irresponsible Media Reporting

Communities
- Support for those living alone

Friends & Family
- Regular check-ins

Mental health services & Individual providers:
- Ensure access & availability of help for bereaved

Government:
- Adequate resourcing for interventions

Isolation, entrapment, loneliness, & bereavement

Gunnell D, Appleby L, Arensman E, et al. Suicide risk and prevention during the COVID-19 pandemic. *Lancet* 2020 [epub ahead of press]

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If you or someone you know is in crisis, call:

Suicide Prevention Hotline/Lifeline

1-800-273-TALK(8255)

Or text:

Crisis Text Line

741-741

NIMH. Suicide Prevention Hotline/Lifeline. Available at: https://www.nimh.nih.gov/health/topics/suicide-prevention/index.shtml.. Accessed 2020

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Closing

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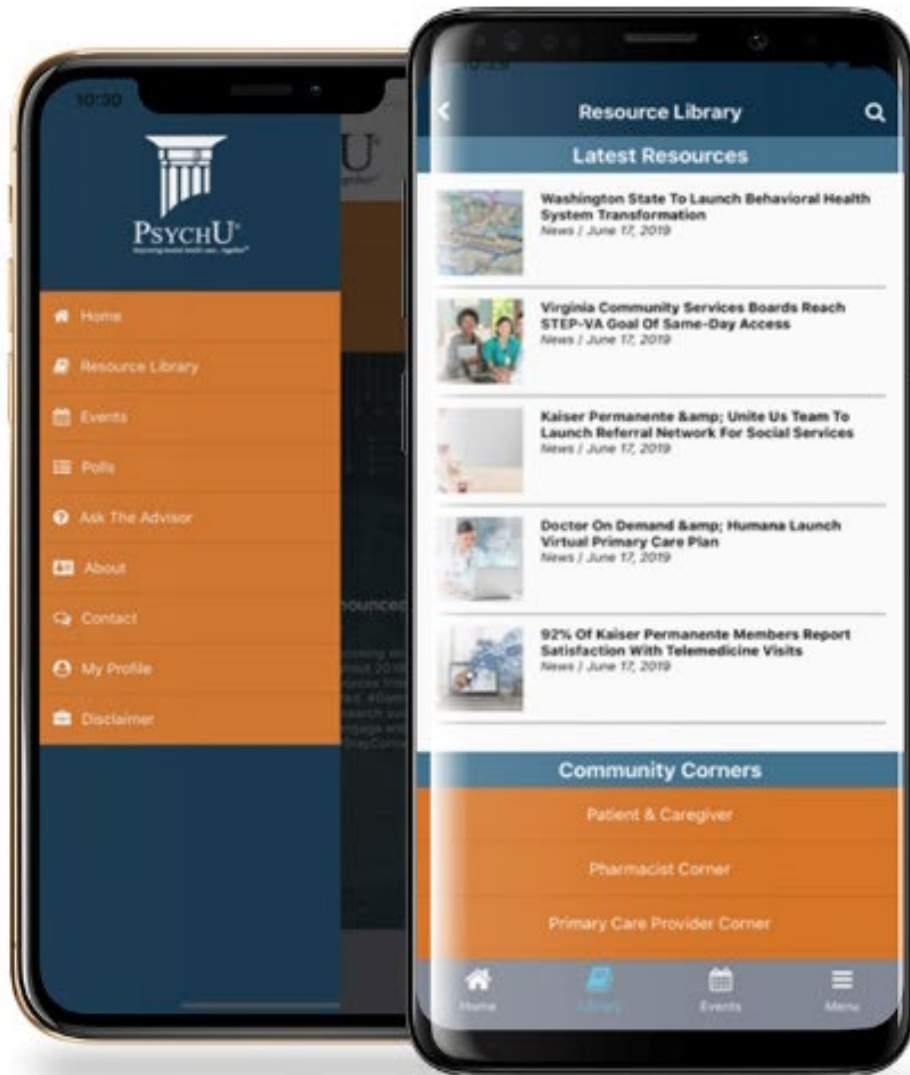
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