

OKLAHOMA STATE UNIVERSITY CENTER FOR HEALTH SCIENCES



Project ECHO™

HELP FOR THE HEALER



Oklahoma Osteopathic Association 2021 Virtual Conference

Disclosure

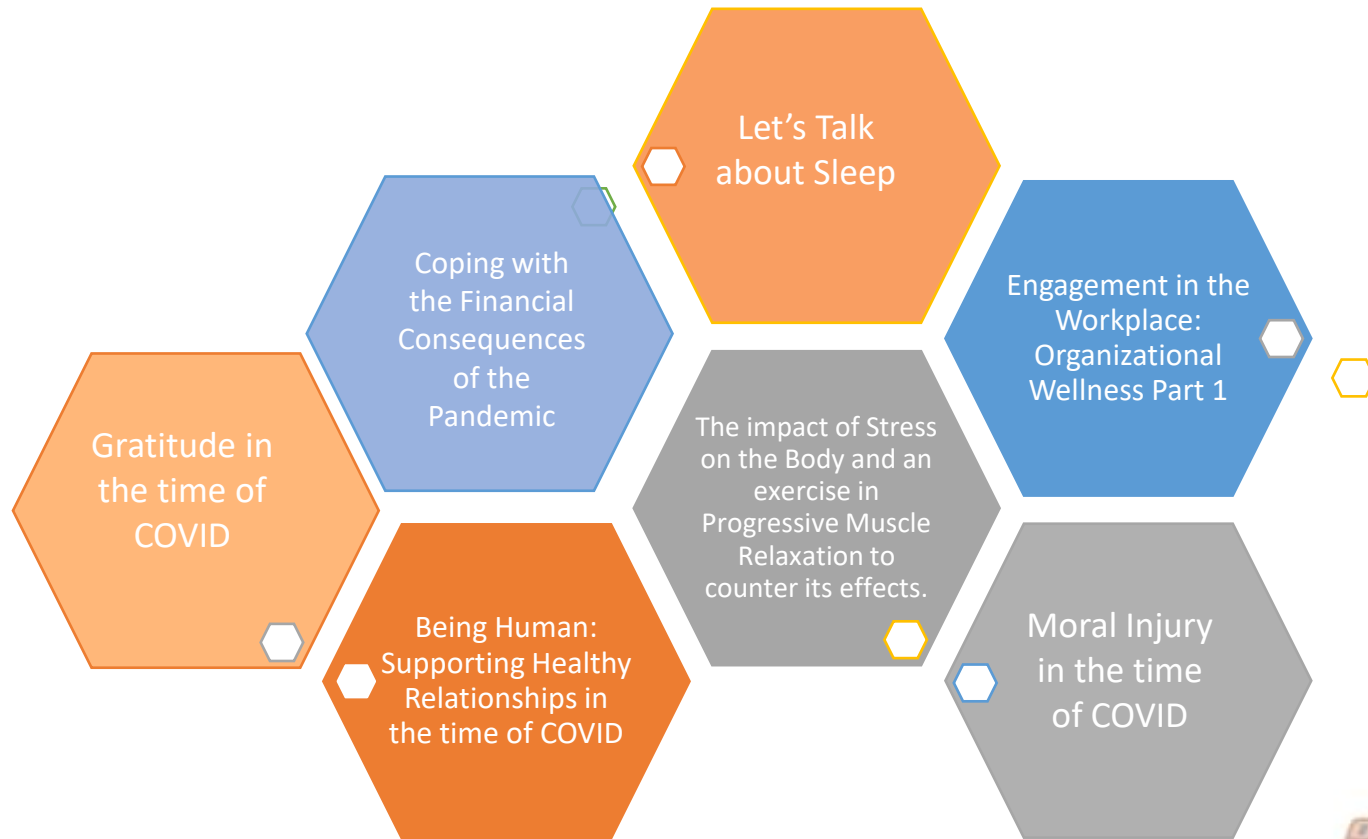
Telligen Community Initiative Grant

Consultant to Oklahoma Health Care Authority and
Oklahoma Department of Mental Health and Substance Abuse Services

Learning Objectives

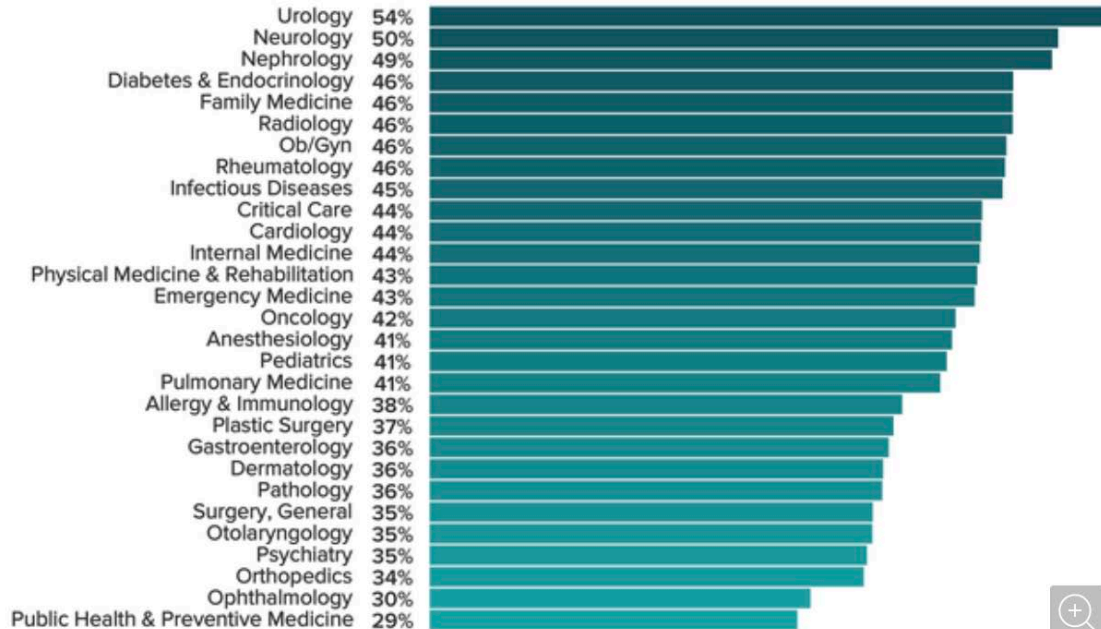
1. Review burnout and its consequences in health care
2. Review the socio-ecological model
3. Explore the effects of COVID on relationships

Help for the Healer ECHO: Supporting Resiliency in Health Care Providers in the time of COVID




Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

Which Physicians Are Most Burned Out?

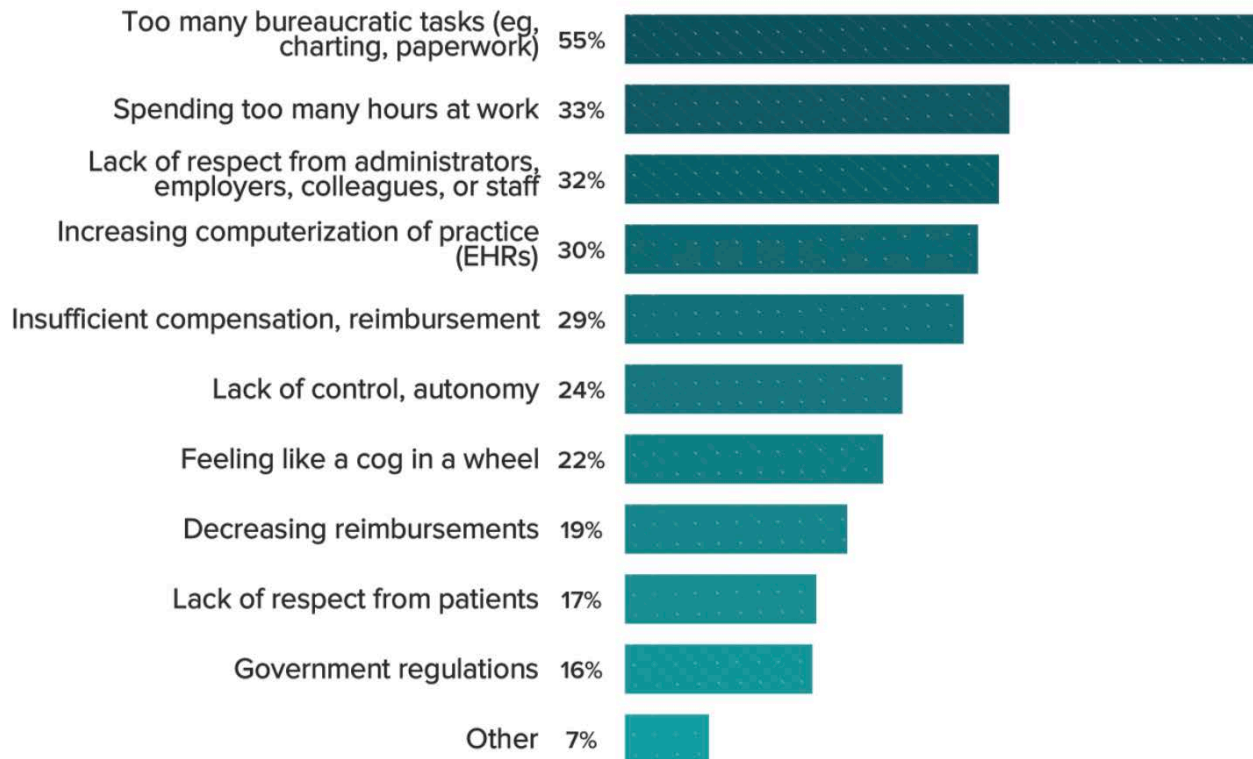


Consequences

- 
- Lower patient satisfaction and care quality
 - Higher medical error rates and malpractice risk
 - Physician alcohol and drug abuse and addiction
 - Higher physician and staff turnover
 - Physician suicide

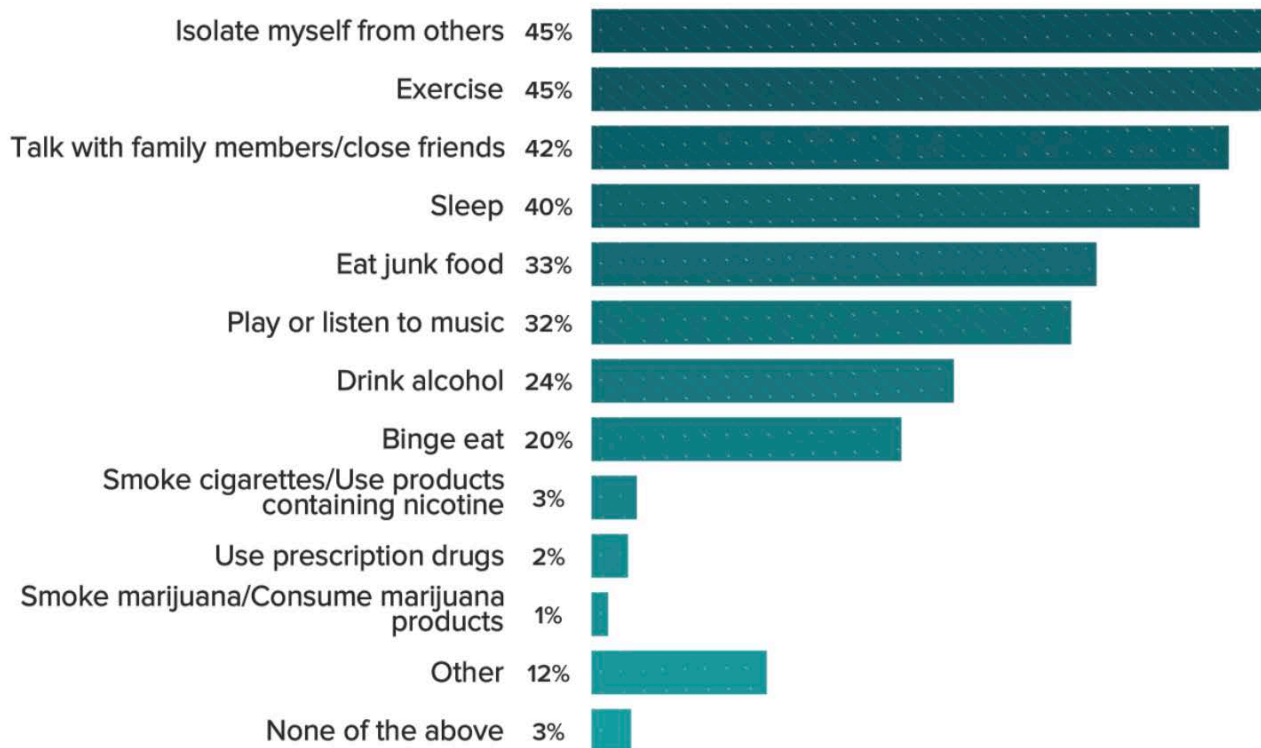
Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

What Contributes Most to Burnout?



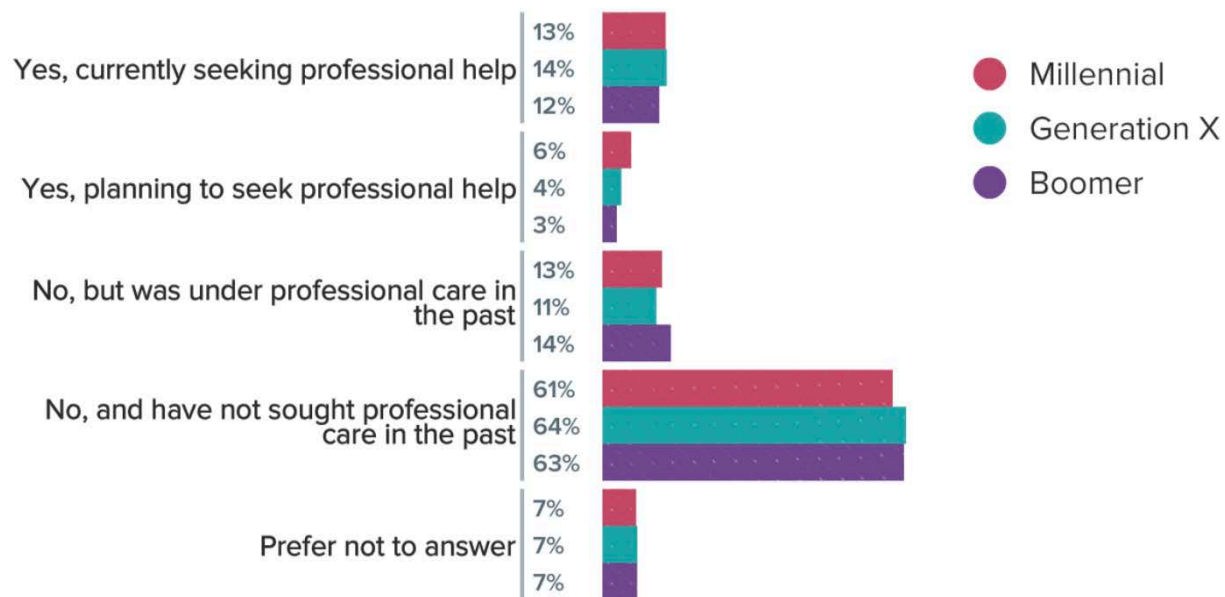
Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

How Do Physicians Cope With Burnout?



Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

Do You Plan to Seek Help for Your Burnout and/or Depression?



Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

Why Have You Not Sought Help for Your Burnout and/or Depression?

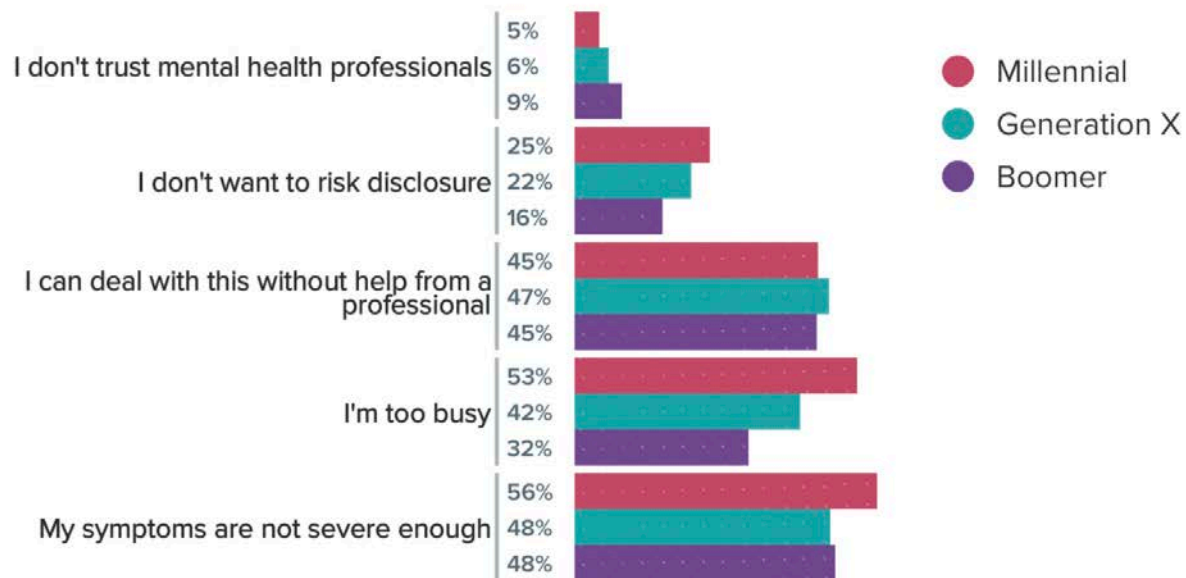
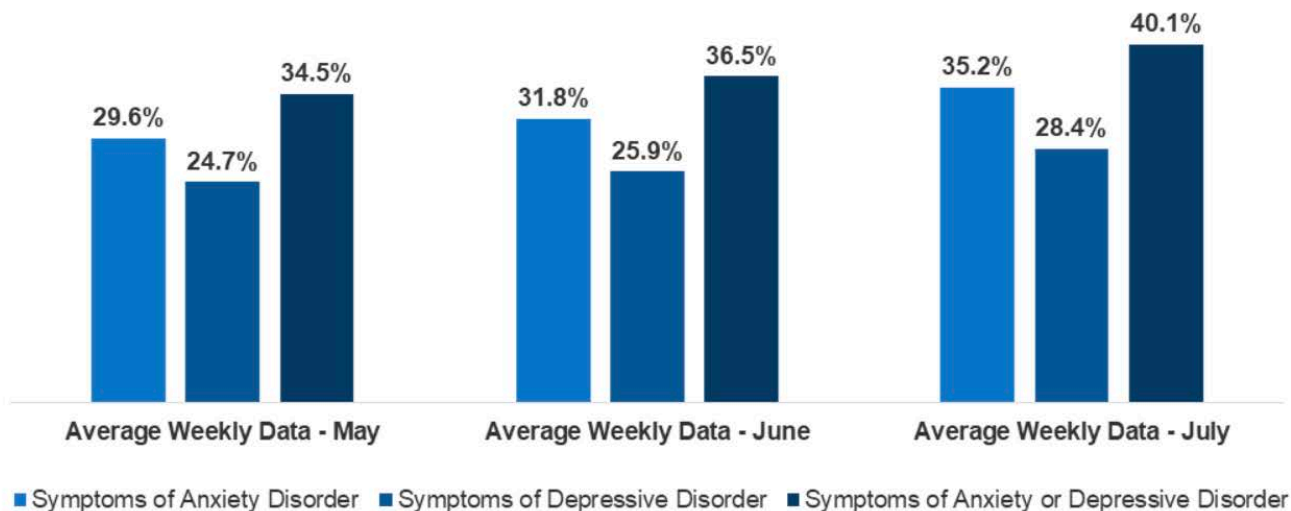


Figure 1

Average Share of Adults Reporting Symptoms of Anxiety or Depressive Disorder During the COVID-19 Pandemic, May-July 2020




NOTES: These adults, ages 18+, have symptoms of anxiety or depressive disorder that generally occur more than half the days or nearly every day. Data presented for "symptoms of anxiety or depressive disorder" also includes adults with symptoms of both anxiety and depressive disorder. Data presented for May is the average of the following weeks of data: May 7-12, May 14-19, May 21-26, May 28- June 2; for June, data is the average of June 4-9, June 11-16, June 18-23, and June 25-30; for July, data is the average of July 2-7, July 9-14, and July 16-21 (last week of published data).

SOURCE: U.S. Census Bureau, Household Pulse Survey, 2020.

Figure 1: Average Share of Adults Reporting Symptoms of Anxiety or Depressive Disorder During the COVID-19 Pandemic, May-July 2020

Preventing and Treating Burnout

- 
- Sleep, Exercise, Diet
 - Daily Timeouts
 - Support Systems
 - Vacations
 - Mindfulness Practice
 - Nonessential tasks
 - Goals, Skills and Work Passions



HELP FOR THE HEALER ECHO



Organizational Wellness



Zooming Out

BURNOUT PREVENTION AT THE ORGANIZATIONAL LEVEL

Resilience

+

?

=

Burnout
Prevention

Employee Engagement vs. Occupational Burnout

Vigor

High energy at work, willingness to invest in one's work, & persistence when experiencing difficulties

Dedication

Being highly involved in one's work, as well as feeling inspired, enthusiastic, and challenged

Absorption

Being very concentrated and engrossed in one's work such that time passes quickly

Emotional Exhaustion

Wearing out, loss of energy, depletion, debilitation, and fatigue

Cynicism

Negative or inappropriate attitudes towards clients, irritability, loss of idealism, and withdrawal

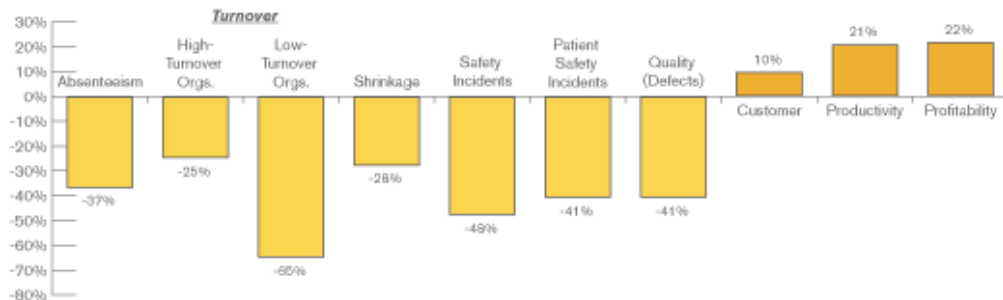
Professional Inefficacy

Reduced productivity or capability, low morale, and an inability to cope

Benefits of Employee Engagement

EMPLOYEE ENGAGEMENT AFFECTS KEY BUSINESS OUTCOMES

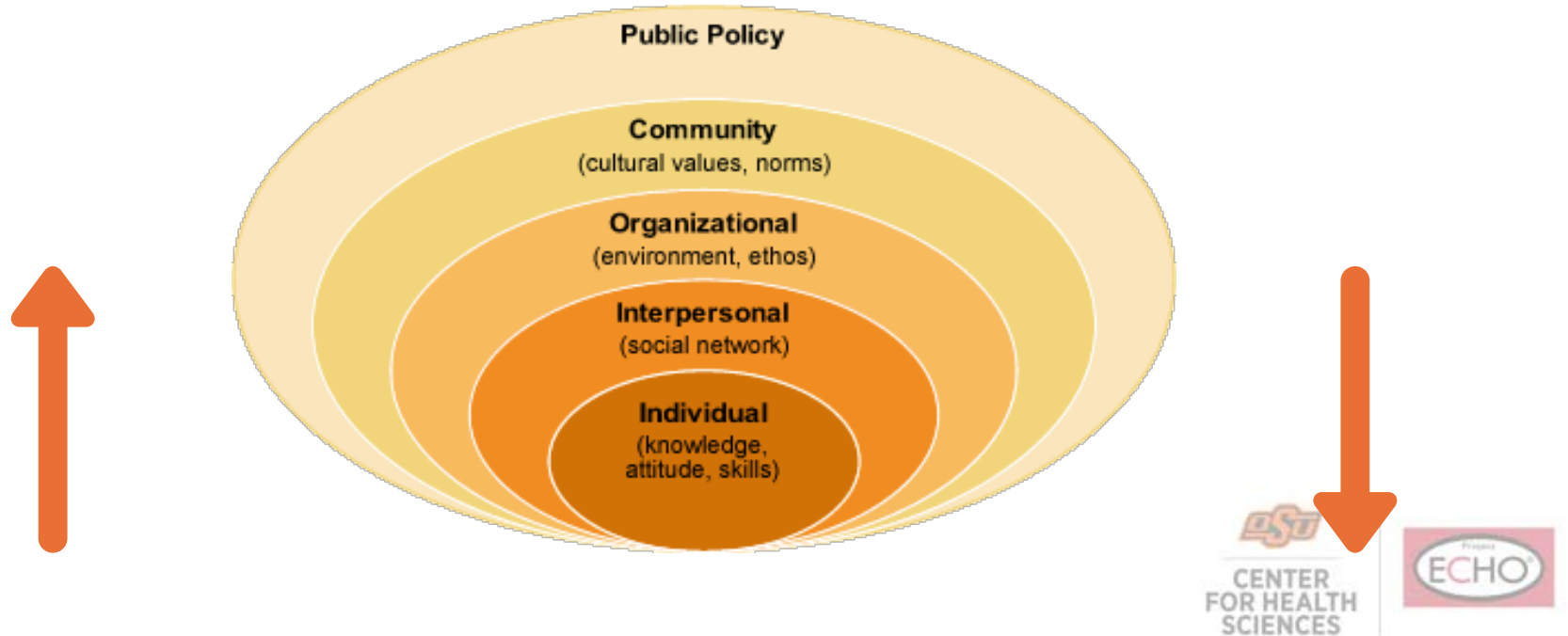
Work units in the top quartile in employee engagement outperform bottom-quartile units by 10% on customer ratings, 21% in productivity, and 22% in profitability. Work units in the top quartile also saw significantly lower absenteeism (37%), turnover (25% in high-turnover organizations, 65% in low-turnover organizations), and shrinkage (28%) and fewer safety incidents (48%), patient safety incidents (41%), and quality defects (41%).



Source: GALLUP®

Social Ecological Model

HEALTHY INDIVIDUALS SUPPORT HEALTHY ORGANIZATIONS & HEALTHY ORGANIZATIONS PROMOTE HEALTHY INDIVIDUALS



Project ECHO™



Being Human: Supporting Healthy Relationships in the time of COVID

M. Shawn Cooper, Jr., M.A. LPC, BHWC

Loneliness and Mental Health *in a pandemic*

A research study published in November 2020 indicated data gathered from young adults ages 22-29, both pre and during the COVID-19 pandemic, indicated significant increases in loneliness and related symptoms of Depression.

“Results indicate loneliness may be an important mechanism for increases in depressive symptoms during this pandemic; not surprising as public health social/physical distancing mandates had an immediate and fundamental shift for Americans' social lives.”
(Lee, et. al, 2020). (4)

*Loneliness has always
been an issue in
mental health*

PERMA- *R* is for Relationships

Mending & Healing

Life experience that supports our sense of well-being can be amplified through relationships and connection.

1. *Positive Emotion*
2. *Engagement*
3. *Relationship*
4. *Meaning*
5. *Accomplishment*



It is easier than you think-

Mending and Healing

- Practice kindness every day: Kindness promotes Wellness
- Engage with those with whom you have grown distant
- Self-Compassion: you are nicer to others when you have been kind to yourself first
- Be creative in making connections!



What is Stress

“Nonspecific response of the body to any demand “

-Hans Selye (1907–1982):

Founder of the stress theory





What is Stress

*Stress is a **particular relationship** between a person and the environment that is **appraised** by the person as taxing or exceeding his or her resources and endangering his or her well-being.*

Richard Lazarus

◦⁺ • Acute vs. Chronic
Stress

Acute Stress

- This is stress resulting from specific events or situations that involve novelty, unpredictability, a threat to the ego, and leave us with a poor sense of control [N.U.T.S.](#). This 'on the spot' type of stress can be good for you because the stress hormones released help your mind and body to deal with the situation.

- Centre for Studies on Human Stress

N.U.T.S.

Novelty

Unpredictability

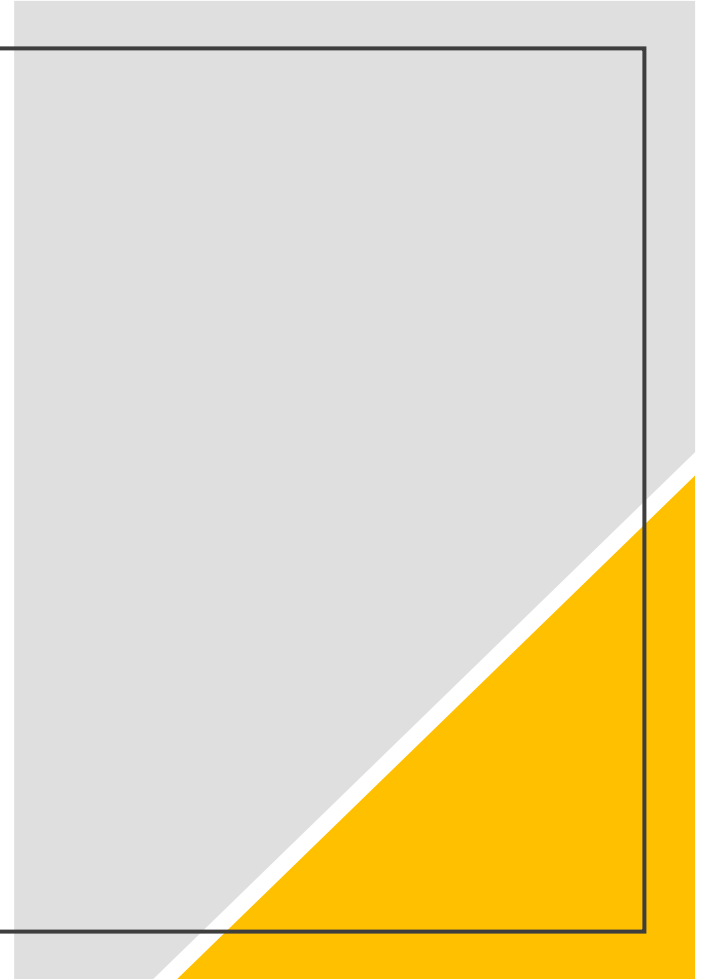
Threat to the EGO

Sense of Control

Chronic Stress

- This is stress resulting from repeated exposure to situations that lead to the release of stress hormones. This type of stress can cause wear and tear on your mind and body. Many scientists think that our stress response system was not designed to be constantly activated. This overuse may contribute to the breakdown of many bodily systems.




Eustress vs. Distress





Eustress, or positive stress, has the following characteristics:

- Motivates, focuses energy.
- Is short-term.
- Is perceived as within our coping abilities.
- Feels exciting.
- Improves performance.

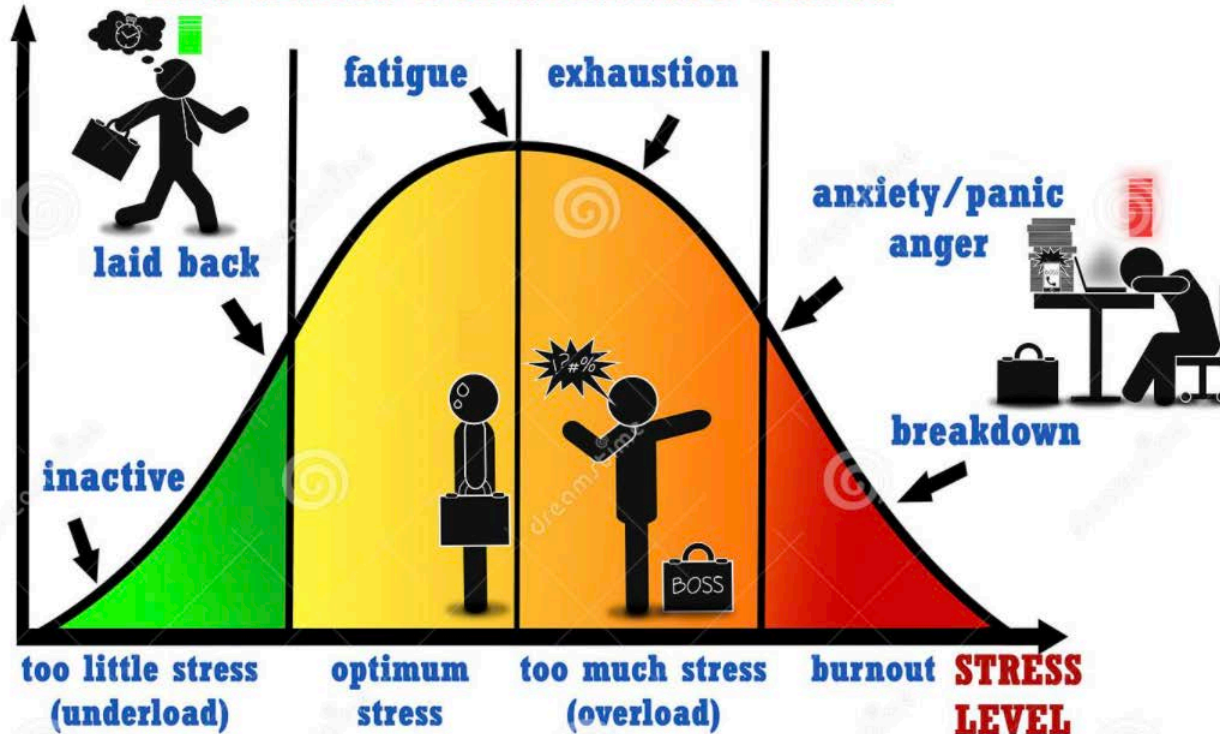


In contrast,
Distress, or
negative stress,
has the following
characteristics:

- Causes anxiety or concern.
- Can be short- or long-term.
- Is perceived as outside of our coping abilities.
- Feels unpleasant.
- Decreases performance.
- Can lead to mental and physical problems.



The Stress Performance Curve



Zones of Experience

Comfort/Resource Zone

- Resourced
- Nourishment
- Recharging
- Ease / neutral

Challenge/Learning Zone

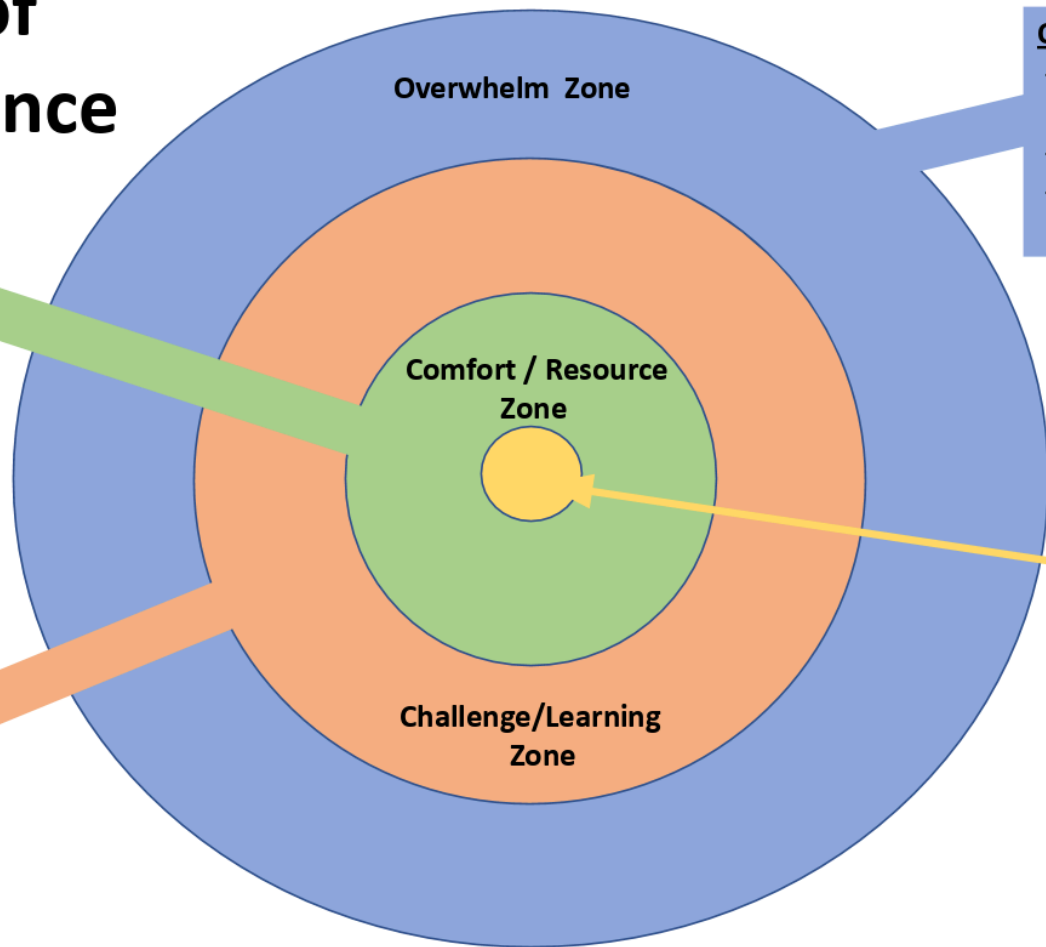
- Learning zone
- Eustress*
- A little scary
- A little thrilling
- Just beyond our competency
- Baby steps/risks

Overwhelm Zone

- Panicked
- Stressed
- Freaked out
- Catastrophizing

'Checked Out' Zone

- Spaced out
- Zoned out
- Disconnected
- Shutting down



Fight or Flight

- Fight
- Flight
- Freeze
- Tend and Befriend



[About](#) [PSL In The Media](#)



[Volunteer Portal](#)

Physician Support Line

1 (888) 409-0141

Psychiatrists helping our US physician colleagues
and medical students navigate the many intersections
of our personal and professional lives

Free & Confidential | No appointment necessary
Open 7 days a week | 8:00AM - 1:00AM ET



Adult Mobile Crisis Services

AGENCY	COUNTIES SERVED	CONTACT NUMBER
Copes	Tulsa	918-744-4800
Mental Health Services of Southern Oklahoma	Bryan	800-522-1090
Mental Health Services of Southern Oklahoma	Carter	800-522-1090
Mental Health Services of Southern Oklahoma	Garvin	800-522-1090
Mental Health Services of Southern Oklahoma	Love	800-522-1090
Mental Health Services of Southern Oklahoma	Marshall	800-522-1090
Mental Health Services of Southern Oklahoma	Murray	800-522-1090
Mental Health Services of Southern Oklahoma	Pontotoc	800-522-1090
Mental Health Services of Southern Oklahoma	Seminole	800-522-1090

For Mental Health Referrals

- Blue Cross and Blue Shield
 - <https://www.bcbsok.com/find-a-doctor-or-hospital>
- United Health Care
 - <https://www.uhc.com/find-a-physician>
- Humana
 - <https://www.humana.com/finder/medical?customerId=1>
- Aetna
 - <https://www.aetna.com/individuals-families/find-a-doctor.html>
- Cigna
 - [https://hcpdirectory.cigna.com/web/public/consumer/directory?providerGroupCode=B&title=Psychiatrists %26 Nurse Practitioners&searchCategoryCode=HSC02](https://hcpdirectory.cigna.com/web/public/consumer/directory?providerGroupCode=B&title=Psychiatrists%26NursePractitioners&searchCategoryCode=HSC02)

For Mental Health Referrals Cont.

- Tri-Care
 - <https://www.tricare.mil/FindDoctor>
- Medicare
 - <https://www.medicare.gov/care-compare/?providerType=Physician&redirect=true> - search
- Medicaid
 - <http://apps.okhca.org/providersearch/>

Additional Resources

- Employee Assistance Programs (Typically offer 6 sessions and support finding additional referrals)
- National Suicide Prevention Hotline : 800-273-8255
- <https://suicidepreventionlifeline.org/>
- Mental Health First Aid
<https://www.thenationalcouncil.org/about/mental-health-first-aid/>
- Headspace, Calm, Insight Timer, Apps

References

- Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide
- <https://www.kff.org/other/state-indicator/adults-reporting-symptoms-of-anxiety-or-depressive-disorder-during-covid-19-pandemic/?currentTimeframe=0&sortModel=%7B%22colId%22:%22Location%22,%22sort%22:%22asc%22%7D>
- [Exposure to COVID-19 patients increases physician trainee stress and burnout](#)
Kannampallil TG, Goss CW, Evanoff BA, Strickland JR, McAlister RP, et al. (2020) Exposure to COVID-19 patients increases physician trainee stress and burnout. PLOS ONE 15(8): e0237301. <https://doi.org/10.1371/journal.pone.0237301>
- Linzer, M., & FACP. (2016). *Preventing physician burnout*. Retrieved August 18, 2016, from <https://www.stepsforward.org/modules/physician-burnout> In-line Citation: (Linzer & FACP, 2016)
- Lai J, Ma S, Wang Y, et al. Factors Associated With Mental Health Outcomes Among Health Care Workers Exposed to Coronavirus Disease 2019. *JAMA Netw Open*. 2020;3(3):e203976. doi:10.1001/jamanetworkopen.2020.3976