



# Well-being for Healthcare Professionals

Presented by: Phuong Huynh, MD



 OhioPHP  OhioPHP  Ohio PHP  @OhioPHP

# Who am I?

## Phuong Huynh, MD

Well-being and Associate Medical Director

- Started February 2023
- Served on the Board of Directors for OhioPHP 2020-2022
- Board certified in Family Medicine and Addiction Medicine





# What is OhioPHP?

The Ohio Professionals Health Program (OhioPHP) is a nonprofit organization that started as a group of physicians wanting to support their peers struggling with mental health or substance use disorders.

**Today, OhioPHP assists hundreds of healthcare workers across the state with a wide range of concerns including stress, burnout, mental health, or substance use disorders and much more!**



# Learning Objectives

- Identify signs and symptoms of chronic stress and burnout
- Apply common well-being interventions to their personal and/or professional life
- Review resources available for healthcare professionals through OhioPHP



# The Stanford Model of Professional Fulfillment



## Culture of Wellness

- Organizational environment values and behaviors

## Efficiency of Practice

- Workplace systems, processes and practices

## Personal Resilience

- Individual skills, behaviors and attitudes

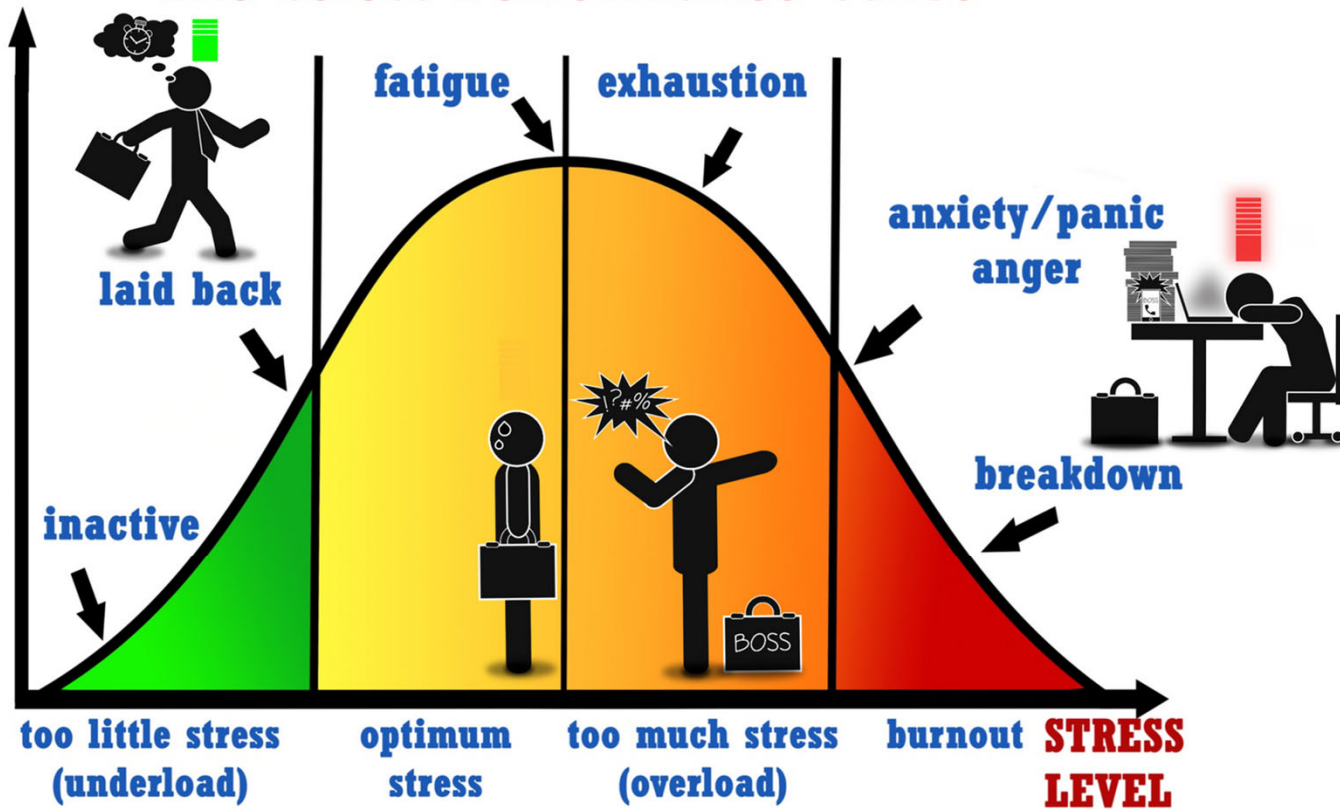


# Stress

Stress is a physical and emotional reaction that people experience as they encounter challenges in life.

-NCCIH

# The Stress Performance Curve





# Sequelae of Chronic Stress

- Chronic muscular pain
- Headaches
- Hypertension
- Stroke
- Heart disease
- Irritable bowel syndrome
- Diabetes
- Inflammation
- Decreased immunity
- Hormonal Imbalances
- Elevated cortisol levels
- Sexual dysfunction
- Difficulty conceiving
- Mood disorders



# Signs of Stress in the Workplace

- Absenteeism
- Tardiness
- Missing deadlines
- Decreased productivity
- Conflicts with co-workers
- Mood swings
- Withdrawal



How is burnout  
different?



# Burnout

Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.

-WHO ICD-11



# Burnout

“[Burnout is]...an erosion of the soul caused by a deterioration of one’s values, dignity, spirit and will.”

–Christina Maslach Ph.D.



# Burnout Symptoms

- Gold standard test: Maslach Burnout Inventory (MBI)
- Three main symptoms:
  - Emotional Exhaustion
  - Depersonalization
  - Low personal accomplishment



# Prevalence of Burnout

- Physicians:
  - Burnout 43.9 -> 38.2 -> 62.8% (2017 -> 2020 -> 2021)
  - Would choose to become a physician again
    - 72.2 -> 57.1% (2020 -> 2021)
  - AMA data: 2022 53% → 2023 48%
- Residents: 31-70%
- Nurses: 35-55%
- Psychologists: 28-56%



# Sources of Burnout

Imbalance of any of the following:

- Workload (too much work, not enough resources)
- Control (micromanagement, lack of influence, accountability without power)
- Reward (not enough pay, acknowledgment, or satisfaction)
- Community (isolation, conflict, disrespect)
- Fairness (discrimination, favoritism)
- Values (ethical conflicts, meaningless tasks)



# Consequences of Burnout

- Suboptimal patient care
- Double the risk of medical error
- Decreased professionalism
- Lower patient satisfaction
- Increase rates of substance use, thoughts of suicide, and intent to leave practice



# Individual Interventions to Mitigate Burnout



# Optimism/Gratitude

## Three Good Things

- Write down three things that went well today and why
- Nightly for 1 week
- Significant ↓ depression and ↑ happiness 1-6 months later

## Duke study in healthcare workers

- Modifications: 15 days, 3 good things and your role in why, pick a positive emotion about them, can share good things
- Significant ↓ depression and burnout, ↑ happiness 1-12 months later

Seligman 2005, Sexton 2019



# Three Good Things

## Exercise

1. Identify three good things that happened today
2. Create a title
3. Write down details surrounding the event
4. How did you feel at the time of the event and now writing about it?
5. Why do you think it happened?

Greater Good Science Center - <https://ggia.berkeley.edu/practice/three-good-things>



# Identification of Core Values

- Helps with decision making and priority setting
- Can be difficult to pin down only a few
- Values can manifest as different behaviors for different people



# Identification of Core Values Exercise

1. Using the values list provided, start by picking your top 10 values
2. Narrow down until you get to your top 5
3. Define your values
4. Identify how you see yourself living based on each value

Brene Brown's List of Values





# Mindfulness

- Mindfulness
  - “The awareness that emerges through **paying attention**, on purpose, in the **present moment**, and **non-judgmentally** to the unfolding of experience moment by moment.”  
–Kabat-Zinn
  - Decreases burnout, stress and improves sleep quality and relaxation
- Meditation
  - Formal practice in focus/attention
  - Examples: Cleansing breath, Soft Belly breathing, Transcendental
- Phone apps can help guide both practices
  - Calm, Headspace, Insight Timer, etc

Janssen 2018



# Mindfulness Exercise



# Self-Compassion

Elements of Self-Compassion:

- Self kindness vs. Self judgement
  - How do we treat ourselves when we are suffering?
- Common humanity vs Isolation
  - How do we perceive our suffering?
- Mindfulness vs Over-identification
  - How do we recognize and respond to our feelings?

Neff 2023



# Self-Compassion

## Benefits

The research shows:

- Decreased depression, anxiety, stress and burnout
- Increased healthy behaviors (physical activity, healthy diet, seeking needed medical care, improved sleep and resiliency)

Neff 2023



# Self-Compassion Exercise

## Loving Kindness

- May \_\_\_ be happy.
- May \_\_\_ be healthy in body and mind.
- May \_\_\_ be safe and protected from inner and outer harm.
- May \_\_\_ be free from fear, the fear that keeps me/you stuck.

Mindful.org



# Support/Connection

- Feeling supported and connected increases sense of well-being and can decrease burnout
- Support outside of work: family, friends, recreational colleagues
- Support inside of work: those in similar fields/specialties who understand your unique work environment, joys, struggles
  - Important to have time and space to connect (e.g. COMPASS dinners at Mayo Clinic)

Shanafelt & Noseworthy  2017,  West et al  2018,  @OhioPHP

Mayo Clinic 2018



# Don't Forget the Fundamentals

## Sleep

- AASM recommends adults get at least 7 hours of sleep per night
- 1/3 healthcare workers screen positive for sleep disorders

## Nutrition/Hydration

- Barriers: Culture, time, limited access to food/food storage areas

## Physical Activity

- CDC/ACSM recommends 150 minutes a week of moderate physical activity and 2 days of muscle strengthening

Kancherla et al 2020, Trockel et al 2020, Hamidi 2016, HHS 2018



# Honestly Assess Yourself

- How do I feel when I begin my day?
- How do I feel when I end my day?
- What brings me joy?
- What drags me down?
- What do I want more of in my life?
- What could I do without?



# In Summary

- Chronic stress and exhaustion can lead to burnout
- Burnout is a complex occupational syndrome that can improve with appropriate interventions
- There are many individual interventions that can help us show up at our best and may mitigate burnout
- Asking for help is brave and a way to move forward



# OhioPHP's Services for Burnout



# Well-being Screenings

- Scheduled upon request from the licensee
- OhioPHP's clinical team will provide recommendations regarding the results of the screen to the participant
- Recommendations may include referrals for:
  - Additional diagnostic evaluations
  - Appropriate treatment programs as indicated
  - Individual counseling
  - Medication management
  - OhioPHP case management and monitoring for additional support



# Suicide Prevention Screening

Well-being Checkup And Referral Engagement Service (Well-being CARES)  
[wellbeingcare.org](https://wellbeingcare.org)

This screening program allows any healthcare professional in Ohio to:

- Take a brief survey to screen for mental health conditions anonymously
- Receive a personalized response from a professional counselor
- Exchange deidentified messages with the professional counselor
- Ask questions and learn about available services
- Get feedback and encouragement
- Request a referral for appropriate therapeutic support



# Doc to Doc Peer Support Program Ohio Physicians Only

Collaboration with Columbus Medical Association

- Connect with a physician peer supporter who has been professionally trained to support colleagues in need
- 100% confidential and physician-centric

How to connect:

- Online – [www.ohiophp.org/doc-to-doc](http://www.ohiophp.org/doc-to-doc)
- Call – (614) 385-6660



# Thank you!



OhioPHP.org



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*Please complete this  
3-minute survey:*



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