ASSOCIATION OF COMMUNITY CANCER CENTERS

Key Findings from the National Physician Burnout & Depression Report

- 42% of U.S. physicians report feeling burned out, depressed (15%), or both (24%).
- 33% said burnout makes them “easily exasperated with patients.”
- 32% said it makes them “engage less with patients.”
- Top contributors to burnout: too many bureaucratic tasks (56%) and too many hours spent at work (39%).
- About 1/3 suggested more money and a more manageable work schedule to help reduce stress.
- More female physicians reported burnout (48%) than their male counterparts (38%).


3 Signs of Clinician Burnout

- Depersonalization
- Exhaustion
- Reduced personal accomplishment


Building a Resilient Oncology Team: Issues

Alarming Statistics from the National Academy of Medicine

- 400 physicians die by suicide each year, a rate more than 2 times that of the general population.
- Physician rates of depression remain high at 39%.
- 24% of ICU nurses tested positive for symptoms of post-traumatic stress disorder.
- Prevalence of emotional exhaustion among primary care nurses is 23 to 31%.


Paperwork—and Hours Spent on EHRs—Continue to Pile Up

- 38% of surveyed physicians report spending 10 to 19 hours weekly on paperwork and administration.
- 32% report they spend more than 20 hours a week on these tasks.
- Physicians identified the most challenging aspect of their job as “having too many rules and regulations” (27%).
- Other challenges include “having to work with an EHR” (15%) and “difficulties getting fair reimbursement” (12%).


What’s Keeping our Leaders Up at Night?

- Concerns about building a culture of accountability and transparency (60%).
- Navigating the transformation from volume to value.
- 40% said reducing costs is a major challenge and 70% reported just beginning or having moderate experience with adopting new payment models and reducing costs.
- Managing data collection and reporting (60%).
- Inspiring change among people who are increasingly burned out.


From Ideas to Innovation

Dail Dauten, author and syndicated newspaper columnist

Become a skilled experimenter as part of creating a culture of innovation at your cancer program or practice. Key principles covered in this interactive and engaging session include:

- Ideas are the easy part. The harder part is learning how to create an engine of creativity.
- Start in the middle. In the journey from ideas to innovation, experiments are the driver of progress. Starting in the middle is the art of turning thoughts into things by creating clever testing opportunities.
- People hate to change, but love to experiment. To sell the idea of making a change, you must get consensus that the idea is certain to work. To sell an experiment, you merely need to convince someone that it might work.

Culture as a Strategic Imperative

Julie Kennedy Oehlert, DNP, RN Chief Experience Officer, Vidant Health

In addition to patient experience, the Quadruple Aim now includes clinician experience and well-being, as well as environmental experience, or what Vidant Health calls the “Big E” of experience. This interactive presentation starts with the patient perspective into her programs and presentations.

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Creating a Resilient, Results-Driven Oncology Team

Vicki Hess, author and Principal, Employee Engagement Solutions, LLC

Learn how to become a “Chief Paradise Officer” at your cancer program or oncology practice by taking five steps to improve your resiliency, energy, and results. Author of four books, including SHIFT to Professional Paradise, Vicki will inspire you to action by sharing high-impact, easy to implement ideas that transform the way you work. As a cancer survivor she also brings the patient perspective into her programs and presentations.

Register today at accc-cancer.org/oncologyconference.
Mindfulness Tips

1. Don’t rush to answer the phone. First ring, take a breath. Second ring, decide to listen fully to whomever is calling. On the third, answer it.
2. Feeling stressed? Try a smile—even if it’s forced at first. Studies show the act of smiling affects our brains and will bring more happiness.
3. Eat one meal alone where you focus only on your food. No distractions. Fully tune into the tastes and flavors.
4. When walking, feel your feet on the ground. Stop, take a breath, and notice your surroundings. Be exactly where you are.
5. When you are with a colleague be fully present and listen. Don’t interrupt. Let them talk without needing to fix or solve anything. Give them your full attention.

Steps to Help You Move from Burnout to Joy

1. Know what works. What matters to you? What brings job satisfaction? What creates pride in the organization? What does it look like when we’re at our best?
2. Identify issues. What specific things get in the way of attaining what matters most to staff? What wears down the energy and morale of staff? What are the pinnacles in their shoes?
3. Demonstrate that joy in work is a shared responsibility.
   Leaders cannot hand over primary responsibility for joy in work to their HR department and expect staff to believe it’s an organizational priority.
4. Make improvements. Design changes to test and then assess whether these changes are leading to improvement. Co-designing these tests with staff from the start can increase their engagement in meaningful improvement.

Essential Standards for a Healthy Work Environment

1. Skilled communication
2. True collaboration
3. Effective decision making
4. Appropriate staffing
5. Meaningful recognition
6. Authentic leadership

Organizational Strategies to Promote Clinician Well-Being

1. Acknowledge and assess the problem
2. Harness the power of leadership
3. Develop and implement targeted interventions
4. Cultivate community at work
5. Use rewards and incentives wisely
6. Align values and strengthen culture
7. Promote flexibility and work-life integration
8. Provide resources to promote resilience and self-care
9. Facilitate and fund organizational science

Resilience Resources

AACN Standards for Establishing and Sustaining Healthy Work Environments: A Journey to Excellence
In response to mounting evidence that unhealthy work environments contribute to medical errors, ineffective delivery of care, and conflict and stress among healthcare professionals, these standards identify and help address systemic behaviors that can result in unsafe conditions and obstruct the ability of individuals and organizations to achieve excellence.
aacn.org/wd/hwe/docs/hwestandards.pdf.

IHI Framework for Improving Joy in Work
With burnout and staff turnover in healthcare continuing to rise at alarming rates, this white paper describes four leaders can take to improve joy in work; a framework with nine critical components for ensuring a joyful, engaged workforce; key change ideas; and measurement and assessment tools.

Clinician Well-Being Knowledge Hub
The National Academy of Medicine’s Action Collaborative on Clinician Well-being and Resilience, a network of more than 60 organizations committed to reversing trends in clinician burnout, has developed a robust online repository of tools and resources to improve baseline understanding of challenges to clinician well-being; raise the visibility of clinician stress and burnout; and elevate evidence-based, multidisciplinary solutions that will improve patient care and caring for the caregiver.
nam.edu/clinicianwellbeing.

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Self-Healing Through Reflection: A Workbook for Nurses
Nurses put themselves in the front lines of healthcare, acting as a bridge between the patient and the rest of the healthcare team. As a result, stress becomes a part of their daily lives. This workbook offers information, exercises, and tools for self-reflection to better help nurses cope with the stressors that invade their personal and professional lives, so they can self-reflect to better help nurses cope with the stressors they face.

Stanford Medicine WellMD Center
Resources include monthly newsletters; curated, peer-reviewed publications based on research done at Stanford and from members and partners of the Physician Wellness Committee and the WellMD Center; and strategies to help clinicians maintain well-being through exercise, mindfulness, and creating a work-life balance, and more.

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ons.org/store/books/self-healing-through-reflection-workbook-nurses.

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