



4th Annual Scientific Meeting of the Southern Headache Society - Resilience: The Answer to Professional Burnout



SOTILE CENTER FOR RESILIENCE
Center for Physician Resilience

September 26, 2014

Welcome

Presented by
Southern Headache Society and Charlotte AHEC

We are very glad that you could join us for the 4th Annual Scientific Meeting of the Southern Headache Society: Advances in Headache Medicine. Please come to the registration desk if you have any questions, comments or concerns.

Evaluations and Course Credit

In order to obtain credit, all attendees must sign-in and verify your email address is correct (Please sign in each day if it is a multi-day program). After the completion of the CME Activity, you will receive a survey link via email. Please take the time to complete the evaluation. This information is very important to our office, as well as to the course director and faculty, in helping to plan and achieve quality courses. Once you have completed the online evaluation you will be prompted to add your name and the amount of hours you attended this program to the survey and to your Certificate of Credit. Then print or save a copy of the Certificate of Credit for your records.

PLEASE NOTE: the evaluation will only be open for 2 weeks following the program, and therefore you can only download your certificate within 2 weeks following the program. For *AMA PRA Category 1 Credit(s)TM*, physicians, PAs and NPs should only claim credit commensurate with the extent of their participation in the activity. **For other non-physician credit, there is no awarding of partial credit.**

Handouts

Copies of presentation materials will be posted online electronically post program. Please check your email for instructions on how to access the handouts.

Thank You to the Planning Committee who dedicated much time and effort in making this event a success!

Southern Headache Society planning committee: Andrew Ahn, MD, PhD, Dan Kantor, MD, Matthew Kozminski, DO, James Lewis, MD, Brian Loftus, MD, Morris Maizels, MD, Michael Ready, MD, & Robert Yapundich, MD

Charlotte AHEC: Mary Hall, MD, Michael Ruhlen, MD, Carolyn Minnock, MBA & Christie Voelker, MS, Carrie Jackman-Hoyle, MHA, Tamara Smith-Tillman, Jessica Rathke



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Carolinas HealthCare System/Charlotte AHEC is the continuing education provider for this activity.

ACCREDITATION STATEMENT

This activity has been planned and implemented in accordance with the Essential Areas and policies of the **Accreditation Council for Continuing Medical Education (ACCME)** through the joint sponsorship of **Carolinas HealthCare System/Charlotte AHEC** and Southern Headache Society. The Carolinas HealthCare System/Charlotte AHEC is accredited by the ACCME to provide continuing medical education for physicians.

CREDIT DESIGNATION STATEMENT

Carolinas HealthCare System/Charlotte AHEC designates this live activity for a maximum of **4.0 AMA PRA Category 1 Credits™**. Physicians should only claim credit commensurate with the extent of their participation in the activity.

The Charlotte Area Health Education Center (AHEC) designates this continuing education program as fulfilling the requirement for **.4 Continuing Education Units (CEUs)**, representing **4.0 contact hours**.

4.0 Contact Hours (Category A) North Carolina Psychologists.

POLICY ON FACULTY AND SPONSOR DISCLOSURE

Carolinas HealthCare System/Charlotte AHEC adheres to the ACCME Standards regarding industry support of continuing medical education. Disclosure of faculty and commercial support relationships, if any, will be made known at the activity.

ADA STATEMENT

If you need any auxiliary aids or services identified in the American with Disabilities Act in order to attend this conference, please call Carrie Jackman-Hoyle at (704) 512-3720 or by email at carrie.jackmanhoyle@carolinashealthcare.org.



4th Annual Scientific Meeting of the Southern Headache Society -
Resilience: The Answer to Professional Burnout

The following companies are Grant sponsors for our educational activity.
Please thank them for their support of our seminar:

Allergan
Depomed
Zogenix

The following companies are exhibiting at our educational activity. Please
thank them for their support of our seminar by visiting each exhibit:

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Carolinas HealthCare System/Charlotte Area Health Education Center (AHEC)
Office of Continuing Medical Education

FACULTY DISCLOSURE ANNOUNCEMENT

September 26, 2014

Faculty and Planning Committee Members have **NO** relevant financial or other significant relationships with industry/commercial supporters to disclose.

Faculty **DO NOT** intend to discuss an unlabeled, unapproved, or investigative use of a commercial product or device.



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Agenda


12:00 pm – 1:00 pm	Registration
1:00 pm – 1:55 pm	Introduction and Overview: What is Burnout, What is Resilience? Self-Assessment (Burnout, Stress, Coping Style, Explanatory Styles)
1:55 pm – 2:50 pm	The Resilience Toolkit
2:50 pm – 3:10 pm	Break
3:10 pm – 4:05 pm	Personal Culprits that Contribute to Professional Burnout
4:05 pm – 5:00 pm	Cultivating Patient Resilience
5:00 pm – 5:20 pm	Bringing It All Together

Wayne Sotile, PhD & Julia Sotile, MSW

Resilience: The Answer to Professional Burnout

**Physician Burnout:
*From Risk to Resilience***

Wayne M. Sotile, Ph.D.
Founder
CENTER FOR PHYSICIAN RESILIENCE
Davidson, North Carolina



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**Life is About
Love & Work**

S. Freud

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Two Questions

- ▼ How Happy are You
- ▼ Who are You to the Ones You Love and Work With?

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- ▼ External Challenges
- ▼ Internal Challenges

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Toxic Stress
High Demand
Low Control
Low Support

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From Risk to Resilience

Use Realistic Coping Roadmaps

Counter Hassles with Uplifts

Honestly Assess Yourself

Deepen Your Relationships

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Realistic Roadmaps

▼ **Crucial Cross-Correlations:**

- ▼ Work Outcomes
- ▼ Quality of Collaboration
- ▼ Career Satisfaction
- ▼ Your Family's Satisfaction with You
- ▼ Your Happiness

Sotile W.M. & Sotile M.O. *The Resilient Physician*. AMA Press, 2002
Sotile W.M. & Sotile M.O. *From Risk to Resilience*. Harry Abrams, 2007

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USE EMOTIONAL INTELLIGENCE

Self Management

- Self-Awareness
- Self-Regulation
- Motivation

Relationship Skills

- Empathy
- Social Skills
- Influence Skills

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Does Medical Training Hurt?

- ▼23% become less humanistic
- ▼61% become more cynical
- ▼32% M, 44% F.. depressed

Collier V et al. *Arch Intern Med.* 2002;136:384-390.
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Burnout Rates During Medical Training

- ▼47% in Medical Students
 Dyrbye LN et al. *Arch Intern Med.* 2007;167(19):2103-9
- ▼50% in Residents
 Martini S et al. *Acad Psychiatry.* 2004;28:240-42.

Range:

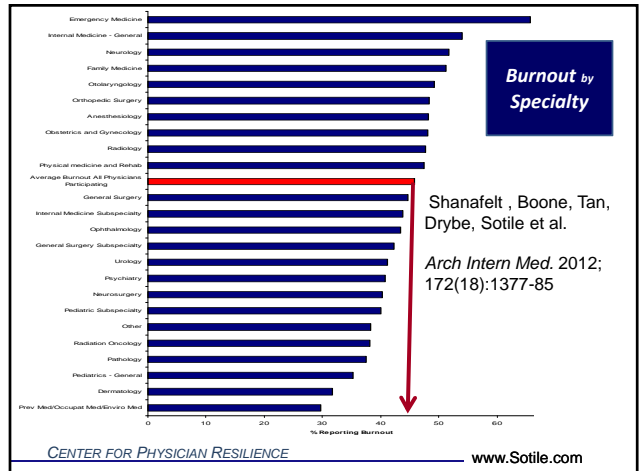
- 27% in Family Medicine
- 75% in OBGYN

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The Most Pervasive, Unchecked Risks to Safety, Quality and Satisfaction?

Burnout & Psychosocial Distress

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Does Physician Burnout Matter?

"Burnout adversely affects quality of care"
Wallace JE et al. *Lancet*. 2009;374:1714-21

- ▼ **↑ Medical Errors**
 - ▼ Williams ES et al. *Health Care Manage Rev*. 2007;32:203-212
 - ▼ Firth-Cozens J & Greenhalgh J. *Soc Sci Med*. 1997;44:1017-1022.
 - ▼ Shanafelt TD et al. *Ann Intern Med*. 2002;136:358-67.
- ▼ **↑ Medical Malpractice Suits**
 - ▼ Jones JW et al. *J Appl Psychol*. 1988;73:727-35.
- ▼ **↓ Patient Compliance**
 - ▼ DiMatteo MR et al. *Health Psychol*. 1993;12:93-102.
- ▼ **↓ Patient Satisfaction**
 - ▼ Linn LS et al. *Med Care*. 1985;23: 1171-78
 - ▼ Haas JS et al. *J Gen Intern Med*. 2000;15:122-128

↑ Medical Family Discord

Sargent MC, Sotile WM, Sotile MO, et al. *J of Bone and Joint Surgery*. 2009. 91:2395-405.

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From Risk to Resilience

Use
Realistic
Coping
Roadmaps

Honestly
Assess
Yourself

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Are You At Risk for Burnout?

- ▼ **↑ Emotional Exhaustion**
- ▼ **↑ Depersonalization**
- ▼ **↓ Personal Accomplishment**

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Are We Good at the New Right Thing?

Done Well		Conceive
Done Poorly	Achieve	Believe
	Old Right Thing	New Right Thing

J. Black & H. Gregersen. *Leading Strategic Change*, 2003

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Why is
Changing for Good
So Difficult?

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From Risk to Resilience

*Little changes
make big differences*

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From Risk to Resilience

- Use Realistic Coping Roadmaps
- Counter Hassles with Uplifts
- Honestly Assess Yourself

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Moving to Resilience

The Crucial Relationship

Daily Hassles
&
↑ *Daily Uplifts*

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Positivity. B. Fredrickson (2009)

A central red oval labeled "Love" is surrounded by nine blue ovals containing the following emotions: Hope, Interest, Inspiration, Serenity, Amusement, Awe, Gratitude, and Pride. A box at the bottom right states "The Magical Ratio 3:1".

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Let Go of New Age Guilt

Re-Think Balance

Four black circles arranged in a 2x2 grid, labeled: Work, Family, Self, and Intimate Relationship.

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From Risk to Resilience

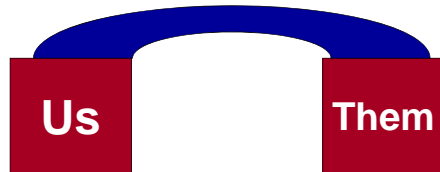
Four circles arranged in a 2x2 grid, each containing a strategy: "Use Realistic Coping Roadmaps", "Counter Hassles with Uplifts", "Honestly Assess Yourself", and "Deepen Your Relationships".

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***It's not enough
just to show up....***

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Bridging the Gaps



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Hero

**A hero is someone
who creates safe spaces
for other people**

—*The Resilient Physician*. Sotile & Sotile, 2002

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From Risk to Resilience

1. Protect Your Happiness
2. Use Realistic Road Maps
3. Focus on Uplifts
4. Believe in Something Bigger
5. Accept the Call to Character
6. Manage Your Coping Style
7. Rethink “The Balanced Life”
8. Embrace Good Work
9. Deepen Your Relationships
10. Be a Hero

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Thank You!

Wayne Sotile, Ph.D.
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