Disclosure

In accordance with the ACPE’s and ACCME’s Standards for Commercial Support, anyone in a position to control the content of an educational activity is required to disclose their relevant financial relationships. In accordance with these Standards, ASHP is required to resolve potential conflicts of interest and disclose relevant financial relationships of presenters.

• In this session:
  All planners, presenters, reviewers, and ASHP staff report no financial relationships relevant to this activity.

Learning Objectives

• Given a case study, analyze the terms stress and burnout as well as the differences and potential sources for each.

• Explain the effects of burnout on teaching and mentoring students.

• Demonstrate the role of resilience in overcoming burnout.

• Create strategies that can be implemented to thwart and prevent burnout in precepting.
Maintaining your Precepting Fire

Resilience strategies
Reasons for teaching
Precepting tips/strategies

Stress vs. Burnout Case - Li

“How can you believe how students are these days?”

“Why don’t you just spend the afternoon on Independent Project Time?”

“Why couldn’t the student just look this up in LexiComp?”

“I wonder if there are any open positions that don’t require precepting.”

Polling Slide
How would you classify Li?
A. Stressed
B. Burned-out
Stress vs. Burnout Case

Emotional Exhaustion
- Apathetic
- No longer invested

Depersonalization and cynicism
- Negative attitude towards work
- Removal of human aspect

Decreased sense of personal accomplishment
- Poor clinical decision-making and medical errors

"My student this month is probably going to fail, but I've done all I can at this point."

"These students that go to pharmacy school now just aren't high quality anymore."

"That student probably wasn't ready to go on rounds, but I sent her anyways to give me a break."

Stress vs. Burnout Case

- Li's factors that contribute to his burnout:
  - Workload
  - Critical care specialty
  - Work-life balance

- Li's symptoms of burnout:
  - Depersonalization of residents
  - Decreased preceptor satisfaction
  - Cynicism
  - Lack of desire to improve

National Academy of Medicine
Factors Affecting Clinician Well-Being and Resilience
Effects on teaching and mentoring

- ↑ teacher enthusiasm = ↑ quality instructional behaviors, ↑ student ratings
- Enthusiasm for teaching > enthusiasm for subject
  - Kunter, Tsai, Klusmann, Brunner, Krauss, & Baumert, 2008
- ↑ burnout = ↓ communication with students
  - Irvin, Hume, Boyd, McBee, & Odom, 2013

- ↑ teacher emotional exhaustion = ↓ student motivation
  - Teachers reluctant to clarify the relevance of tasks to students’ goals
- ↑ teacher depersonalization = ↓ student motivation
  - Teachers actively ignore the qualities that make students unique and engaging
  - Shan, McCaughtry, Martin, Gam, Kulk, Fahlman, 2015
  - “She can be sarcastic at times, to the point where she disregards any valid complaints a student may have.”
- ↓ teacher sense of personal accomplishment = ↓ student outcomes
  - Wong, Ruble, Yu, McGrew, 2017

Polling Slide

A burned-out instructor is ______ to communicate effectively with students

A. More likely
B. Less likely
Maintaining your Precepting Fire

Resilience strategies

Oxygen

Heat

Fuel

Precepting tips/strategies

Reasons for teaching

Resilience strategies

Oxygen

Heat

Fuel

Precepting tips/strategies

Reasons for teaching

Resilience Case: Kendall

“I am a failure unless all my learners are successful.”

“I am snapping at my family.”

“I feel like my work-life balance is off.”

“I can’t keep working at this nonstop pace indefinitely.”
The Role of Grit and Resilience

- **Grit**: “stick-with-it-ness” despite adversity

- **Resilience**: ability to “bounce back” and positively adapt to stress and negative experiences

Polling Slide

Kendall’s resilience has been affected by:

A. Work/external factors
B. Individual factors
C. Both

Resilience Case: Kendall

Pair and Share:

- What are some actions Kendall’s employer could take that could impact her resilience?
- What are some actions Kendall could take to further develop her resilience?
**Steps for Leaders**

IHI Framework for Improving Joy at Work

- Ask staff what personally matters to them
- Identify local barriers to joy at work
- Commit to a systems approach at all levels
- Use improvement science to test solutions

**Polling Slide**

True or False: One’s resilience can be strengthened/developed.

A. True
B. False
Individual Strategies

- Change work patterns
- Develop coping skills
- Obtain social support
- Utilize relaxation strategies
- Promote good health and fitness
- Develop a better self-understanding
- Assess your own contributors to burnout
- Compose a personal mission statement
- Journal gratitude
- Garner support from peers
- Learn new things
- Write about inspiring stories

Understanding Self Example: Segmentors vs Integrators

Integrators blend work and life
- Answering emails, work on weekends, engaged workaholic
- No family at work party
- Recovery time from work

Segmentors prefer clear boundaries

Resilience Activity

- Write a few sentences to one of your learners describing how your work together positively changed the way you precepted or positively impacted you/others
- Share with a partner/your table
Meet Betty

The Betty Movement: Peer Support

Who in this office is Betty?!
She brings a lot of fun!
Solve the mystery!

Evidence-Based Individual Strategies

- Mindfulness
- Mindfulness with cognitive reappraisal
- Cognitive behavior therapy (CBT)
Free Mindfulness/Meditation Apps

As suggested by Forbes:
- Trixie (Android and iOS)
- Aura (Android and iOS)
- MindFi (Android and iOS)
- Mindbliss (Android and iOS)
- ZenFriend (Android and iOS)
- Oak (iOS)
- Sonus Island (iOS)
- Now: Meditation (iOS)
- Timeless Meditation (iOS)

Mindfulness/Meditation Podcasts

As suggested by the Urban List:
- Mindfulness Mode by Bruce Langford
- On Being with Krista Tippett
- Meditation Station
- Meditation Oasis by Mary and Richard Maddux
- 10% Happier with Dan Harris

Maintaining your Precepting Fire

Precepting tips/strategies
Precepting Tips: Activity

Step 1: Each table or group of 3-4 writes down 3 precepting ideas to reduce burnout (5 minutes)

Step 2: Switch your card with another group. Score the ideas on the back of the card (1 least effective, 3 most effective) (2 minutes)

Step 3: Switch your card with another group that has not had the card before. Score the ideas on the back of the card again (2 minutes)

Step 4: Switch your card with another group that has not had the card before. Score the ideas on the back of the card again. Add the 3 scores (2 minutes)

Precepting Tips

SNAPPS Case Presentation Model

The learner:
1. Summarizes briefly the history and findings
2. Narrows the differential
3. Analyzes the differential to two or three relevant possibilities
4. probes the preceptor by asking questions about uncertainties, difficulties, or alternative approaches
5. Plans management for the patient’s medical issues
6. Selects a case-related issue for self study
Resilience Case: Kendall

<table>
<thead>
<tr>
<th>Employer actions</th>
<th>Individual actions</th>
<th>Preceptor Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seek employee feedback</td>
<td>Develop mission</td>
<td>Optimize layered learning</td>
</tr>
<tr>
<td>Identify barriers (autonomy, staffing, and teaching needs)</td>
<td>Align activities and boundaries with mission</td>
<td>Seek development on challenging situations</td>
</tr>
<tr>
<td>Address barriers from systems approach</td>
<td>Schedule wellness activities</td>
<td>Change format of topic discussions</td>
</tr>
<tr>
<td>Create culture of wellness and resilience</td>
<td>Integrate mindfulness and</td>
<td>Alter pre-rounding &amp; rounding approach</td>
</tr>
</tbody>
</table>

Additional Resources

- National Suicide Prevention Lifeline:
  - 1-800-273-8255
- 24/7 crisis support- Text “home” to 741741
- ASHP Well-Being and Resilience Resource Center
Homework
https://www.scientificamerican.com/article/quiz-are-you-on-the-path-to-burnout/

- Constructs
  - Workload
  - Control
  - Reward
  - Community
  - Fairness
  - Values

Key Takeaways
- Determine if you are stressed or burnt out
- Review evaluations, monitor behavior
- Resilience is an organizational AND individual responsibility
  - Choose one new resilience strategy to implement in the next 30 days
  - Leave your email/card for accountability check if desired
- Utilize preceptor strategies to prevent burnout
  - Choose one precepting strategy to implement in the next 30 days
  - Leave your email/card for full list of audience ideas

Thank you!
Questions?

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Precepting Tips to Help
Reduce Burnout and Improve Resilience

Administrative
- Integrate onboarding/orientation with human resources
- Group onboarding
- Create online training modules
- Use team accounts or shared documents for evaluations
- Partner with schools and residency program directors for challenging situations

Teaching efficiency
- Flip topic discussions
- Share topic discussions among service lines
- Student led topic discussions
- Near peer led topic discussions
- Recorded topic discussions/modules
- Utilize layered learning models
- Limit teaching pearls to 1 per case
- Team precepting; interprofessional precepting
- Use learner led case presentation models (i.e. SNAPPS)
- Use learner reflection and self-evaluation
- Integrate learners into workflow
- Use student inbox for work items
- Reduce preceptor pre-rounding

Development
- Complete needs assessment to determine areas of growth
- Partner with organization and schools/colleges of pharmacy for development
- Use national pharmacy organization resources

Rewards
- Appoint preceptor mentor(s) at site
- Develop recognition programs

References:

Preceptors.


https://www.americannursetoday.com/preventing-preceptor-burnout/