

# Work-Life Balance Burnout & the Pursuit of Happiness

Lucky Jain



# Dedication: To all of you Administrators!



# Disclaimer

I am one of you! Not an expert in the Pursuit of Happiness, or Burnout....



Medical career spanning 4 decades,  
replete with the usual ups and downs (and  
burnouts!), until.....

# February 2011 An Event.....!



# February 2011: An Event that changed many things!



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# Post MI Blues

- Surrounded by friends and family
- Worries about post CPR issues
- Book project: Death
- Time to contemplate
- Time to change

# What Do I Do Now?



Unfortunately, it shouldn't take  
a life changing event to  
recognize our challenges!!

**STAND UP!**  
*Take Action*



# Raise your hand if you ever feel...

- Exhausted, tired, and physically run down
- Annoyed or irritated towards coworkers
- Cynical and negative toward work
- A sense of being overwhelmed
- Lose your temper
- Have difficulty sleeping
- Experience difficulty thinking logically and making decisions
- Feel unable to relax and concentrate (at home and/or work)

*From Maslach's burnout inventory*



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You are not alone, we are at a tipping point!

Nearly  
1 in 2

*Physicians and healthcare workers experience burnout...*

*Have lost joy in practice....*



# More Proof?

- Highest rate of depression of any profession
- **18%** will experience alcohol and drug abuse
- **46%** will experience significant burnout
- **70%** higher suicide rate for male physicians compared to men in other professions
- **250-400%** higher suicide rate for women physicians compared to women in other professions

# Nurse's suicide highlights twin tragedies of medical errors

“...In Hiatt’s 24-year career, all of it at Seattle Children’s, dispensing 1.4 grams of calcium chloride — instead of the correct dose of 140 milligrams — was the only serious medical mistake she’d ever made....”



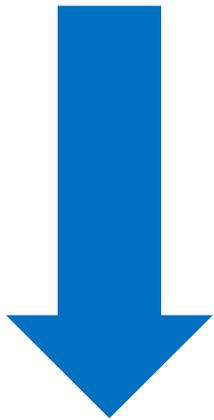
# Goal for Today: Create Awareness!

- Burnout is common: Physicians, nurses, administrators all sail in the same boat!
- Life changing events seldom come with warnings or an operator's manual
- Strategies for prevention are available and underutilized
- We need to focus on Wellness, Career choices, Work-Life balance & Work-life integration
- As Chairs and Department administrators, we have a special responsibility!

# Burnout definition

- State of emotional, mental and physical exhaustion caused by excessive and prolonged stress
- Occurs when a person feels overwhelmed, unable to meet constant demands
- Depersonalization and lack of achievement
- If stress continues over a prolonged period of time, a person will lose interest and motivation

# Consequences

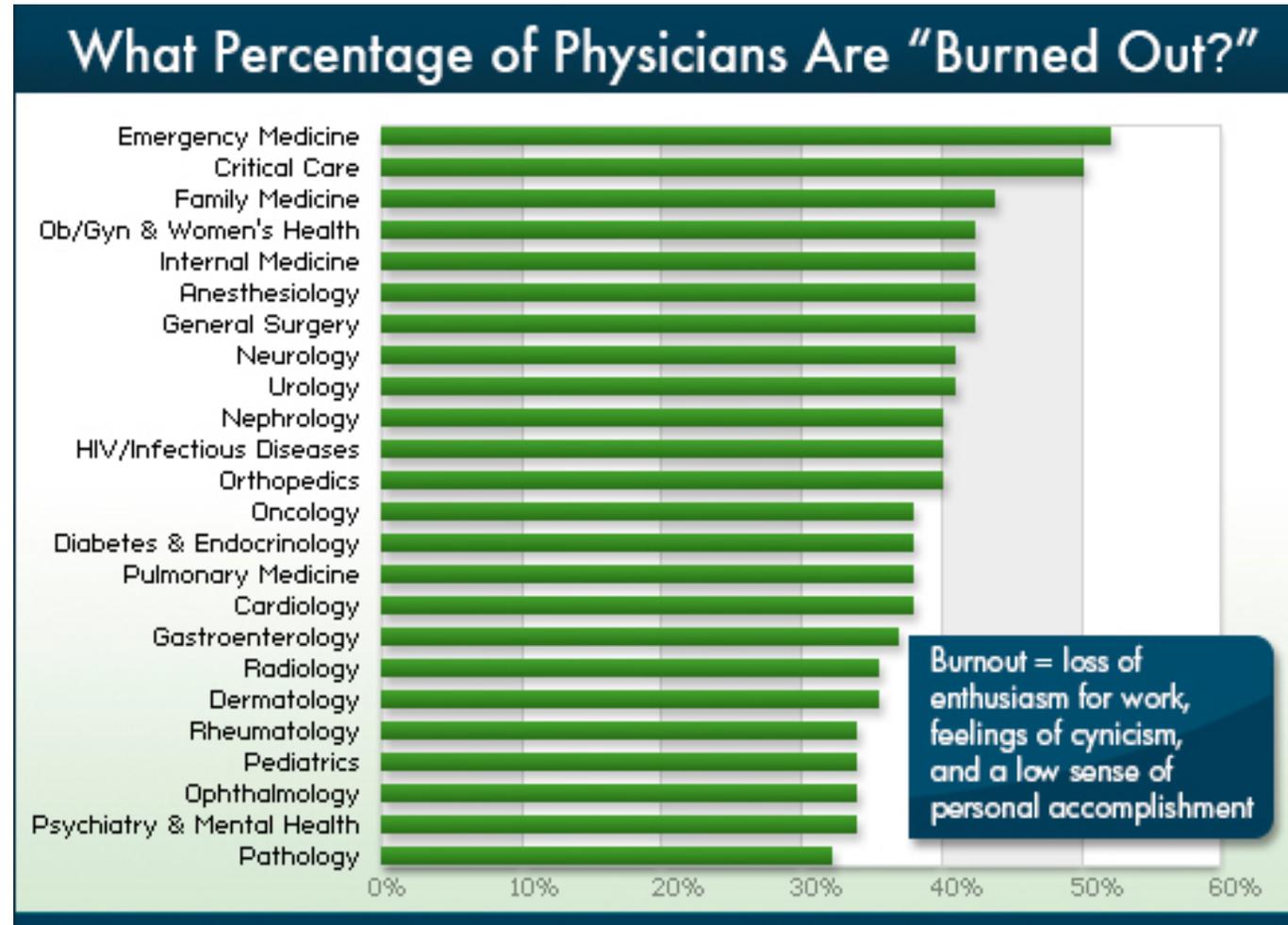


- Productivity
- Energy level
- Ability to give
- Engagement

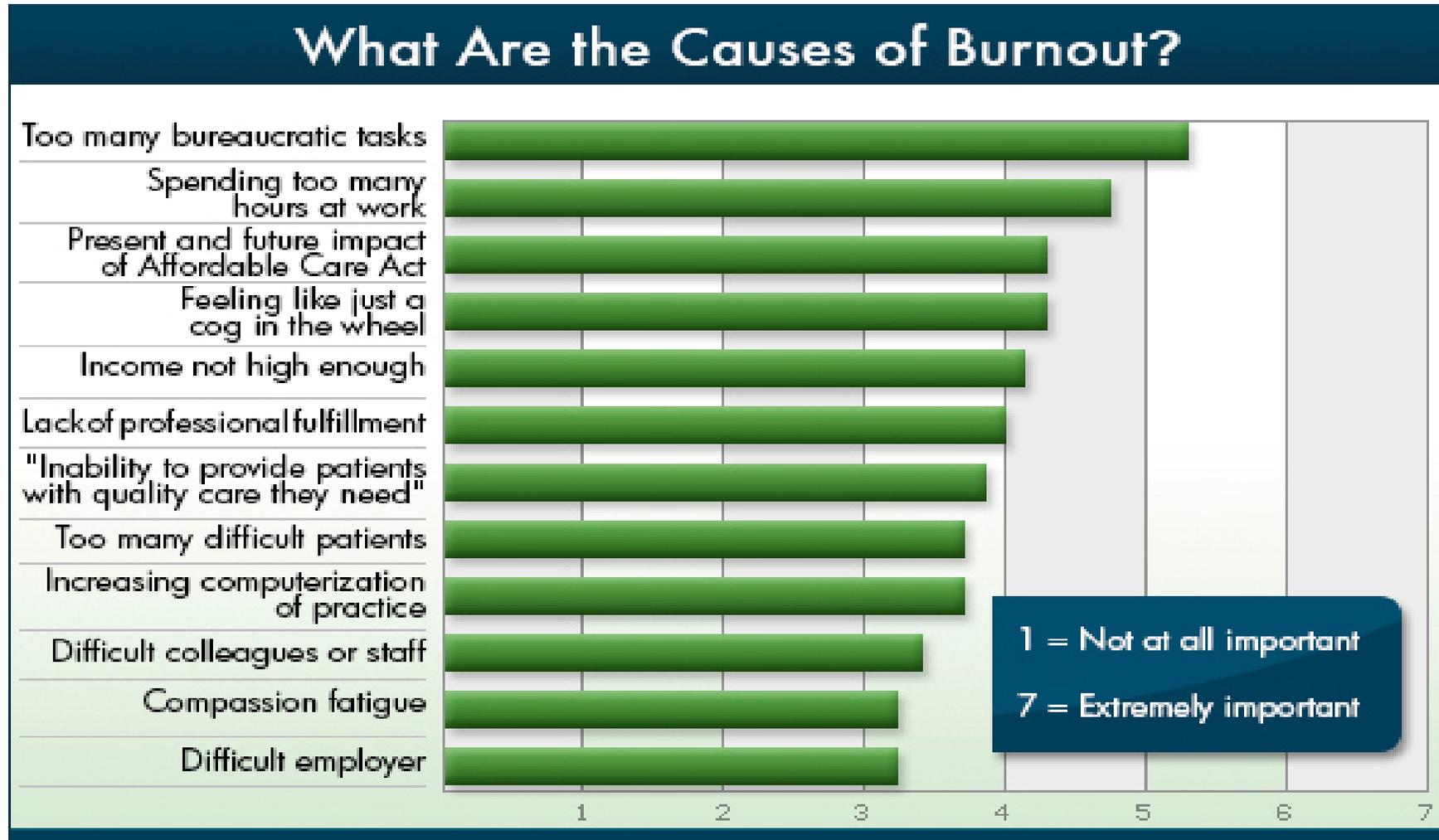


- Mistakes/ errors
- Negative feelings:  
peers or patients
- Resentment/cynical
- Depression risk

# Physician vulnerability



# Physician vulnerability

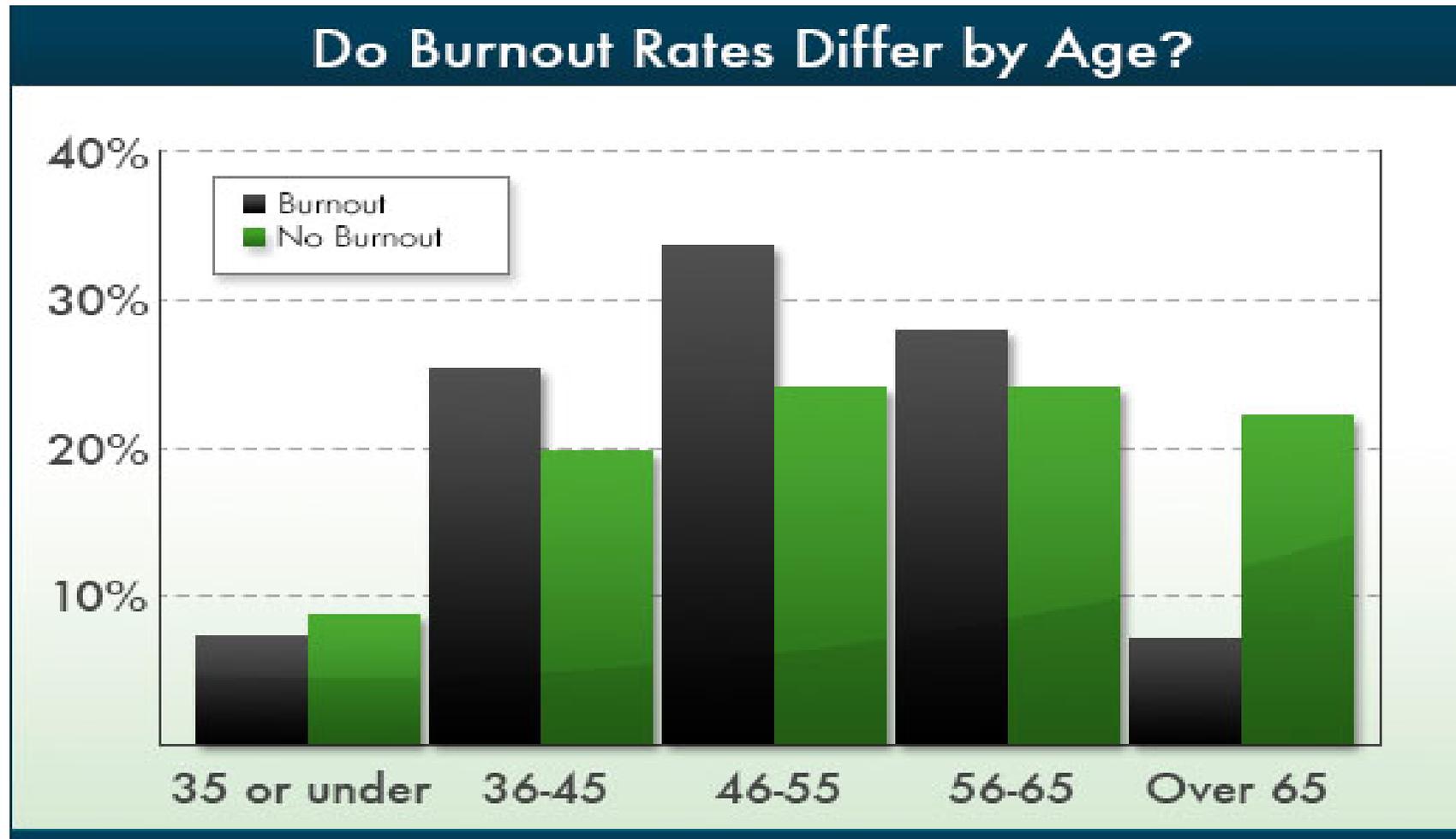


# Personal Virtues Can be Double Edged!

- Compassion
- Altruism
- Perfectionism
- Silence



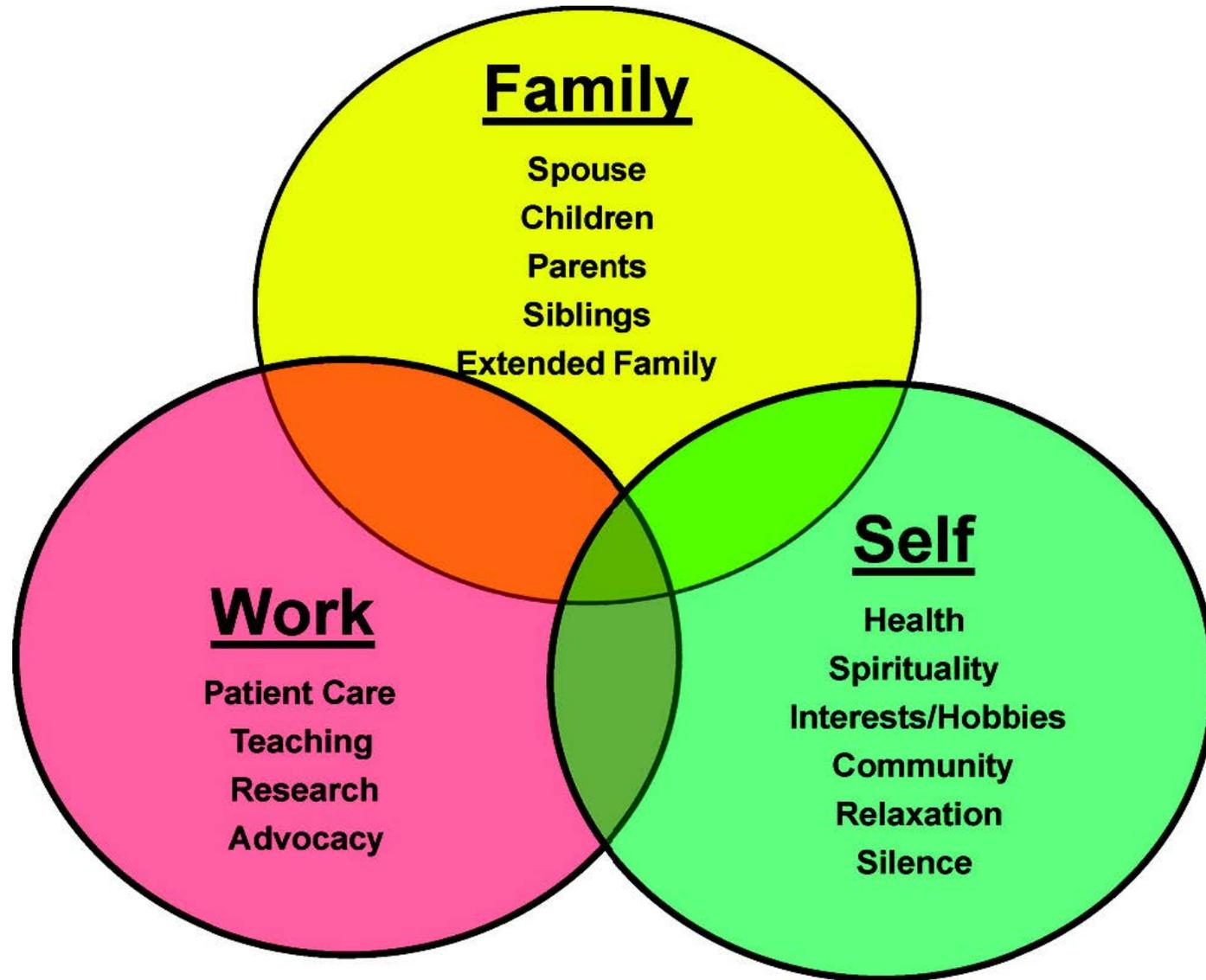
# Physician Shelf Life



# Balance: The Art of Juggling



# Balance: Juggling Three Marriages



# Focus on SELF

- **Smart?**
- **Healthy?**



# Focus on SELF

- **Smart**

- How can I get better at the jobs assigned to me?
- Am I constantly striving to improve?
  - Strategy, missions
  - Business savvy, efficient
  - CQI



# Money Can't Prevent Burnout, Can't Buy Happiness



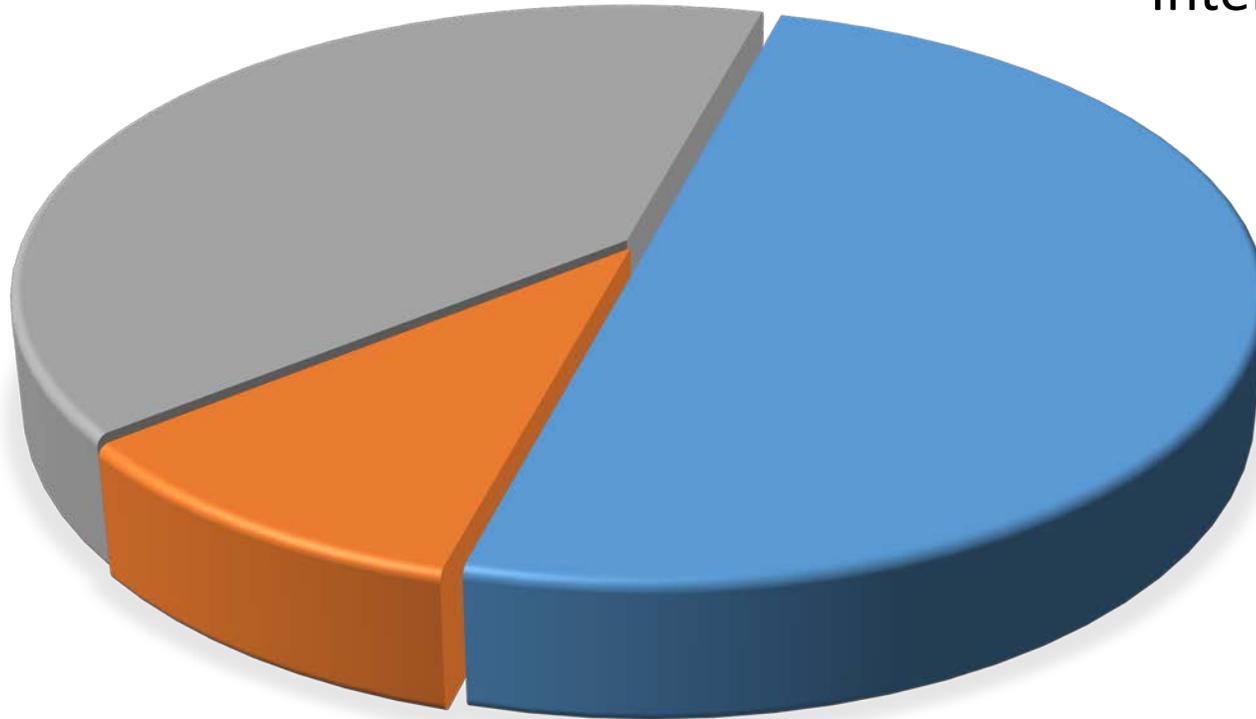
Are You Happy?  
Are you joyful?  
Right Job?

- Is it Joyful?
- Do you have the right skillset?
- What you do:  
Does it matter?  
Meaningful?

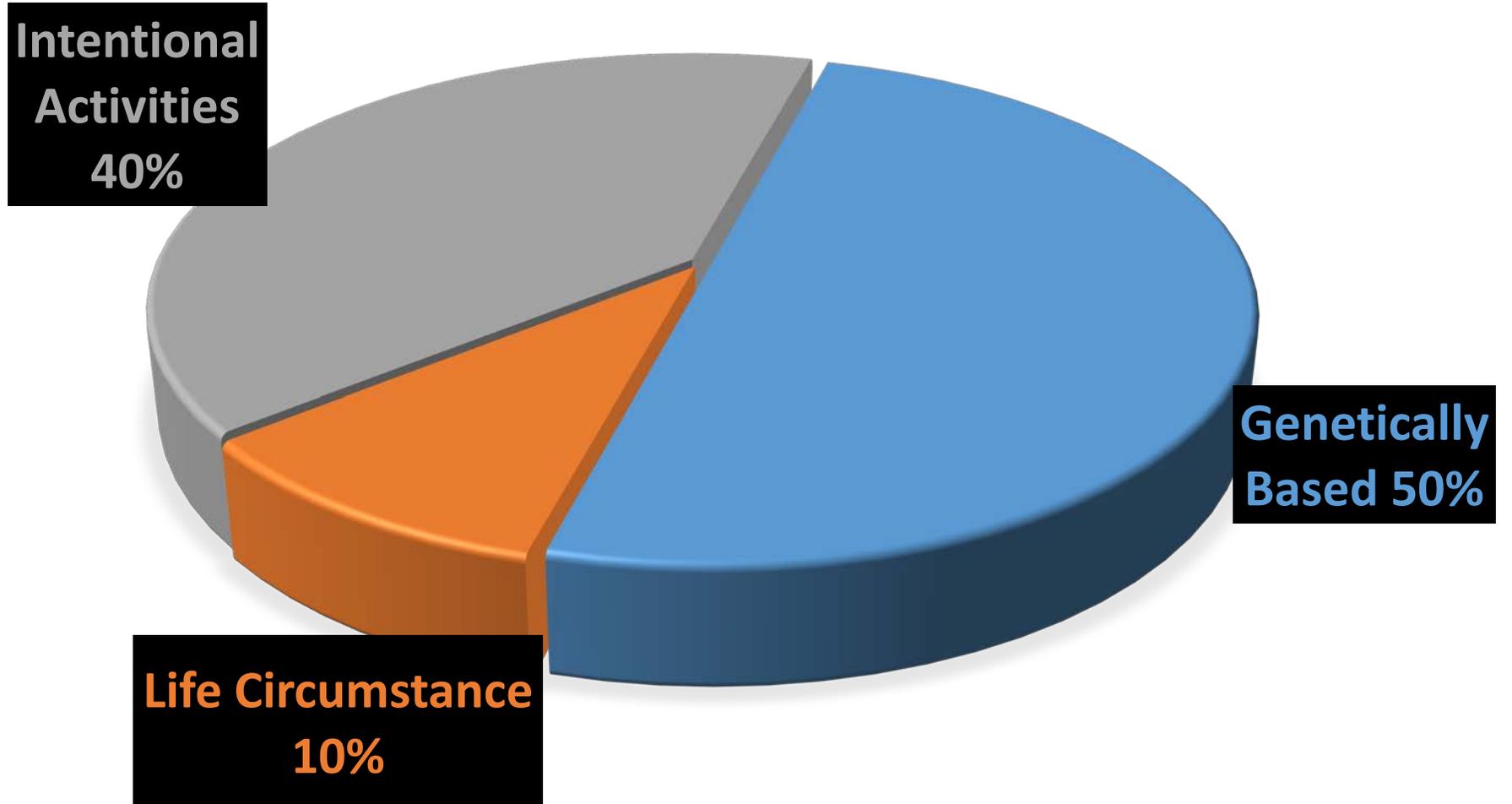


# Happiness Pie

Genetic?  
Life Circumstances?  
Intentional Activities?



# Happiness Pie



# Stoicism

Happiness in all  
circumstances

- Seneca
- Buddha



# Pain is Inevitable.....



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# Suffering is Optional

- People respond to grief and pain differently.
- Why?
- The mind decides!



# The Case for right sizing the job

Even if You Love It, Walking Away Might Leave You Healthier and Happier



Wall Street J: Oct. 13, 2014



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# Working Smart: The Woodcutter and his Axe



# Wellness Programs at Emory and Children's

# Provider Wellness – Our Goal

Support the overall health and well-being of physicians & providers by tailoring a wellness program to meet their needs.



Preventive Proactive Responsive

# Wellness advisory team

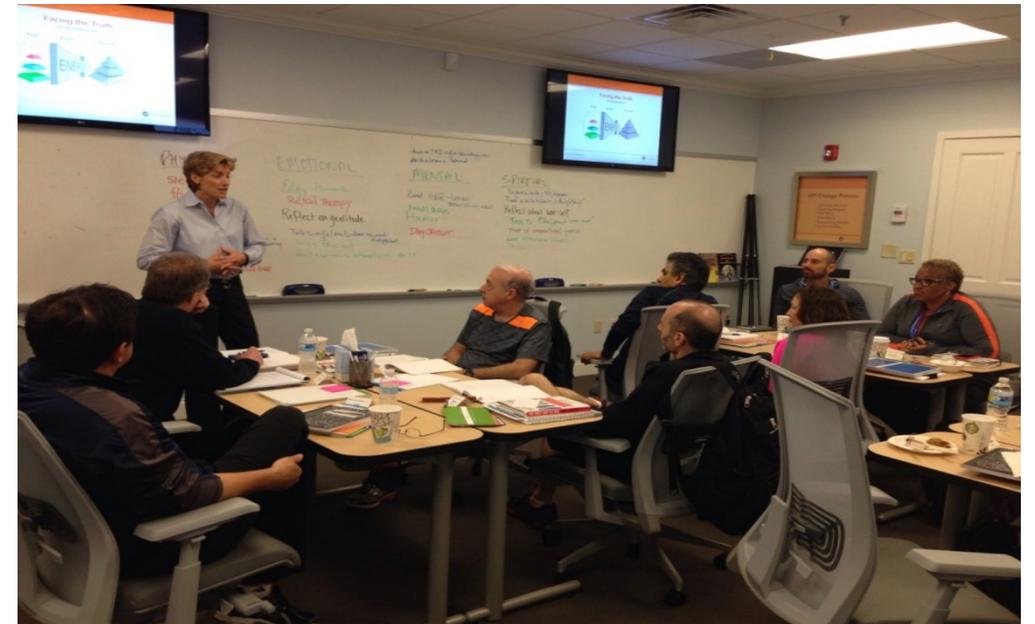
- Joe Williams, Chair
- Tony Cooley
- Kurt Heiss
- Lucky Jain
- Andrew Reisner
- Yasmin Tyler-Hill
- Stephanie Walsh
- Mark Wulkan



Executive Sponsor: Linda Matzigkeit

Project Support: Trisha Hardy and Kathleen Smith

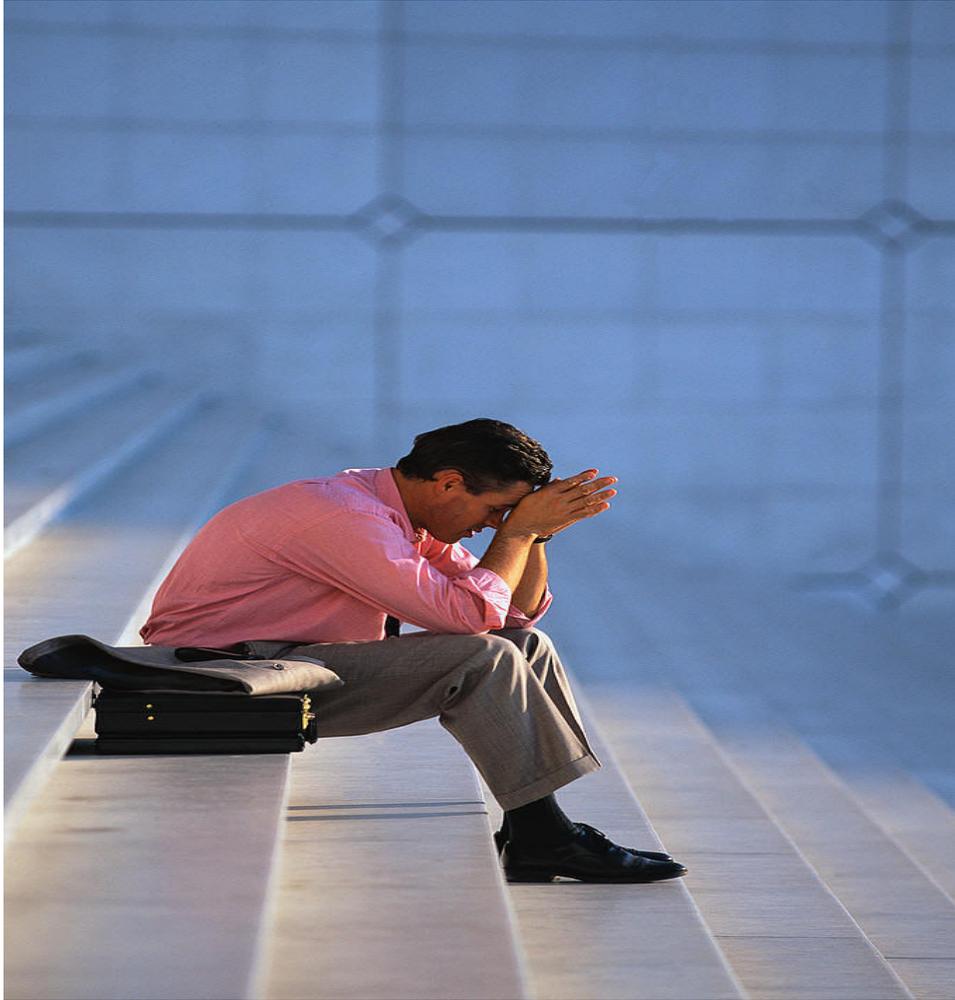
# Corporate Athlete Training



# Physician Wellness Program

## Second Victim Initiative

# Second Victim



Second victims are healthcare providers who are involved in an unanticipated adverse patient event, in a medical error and/or a patient related injury and become victimized in the sense that the provider is traumatized by the event. Frequently, these individuals feel personally responsible for the patient outcome. Many feel as though they have failed the patient, second guessing their clinical skills and knowledge base.



# Second Victim Program

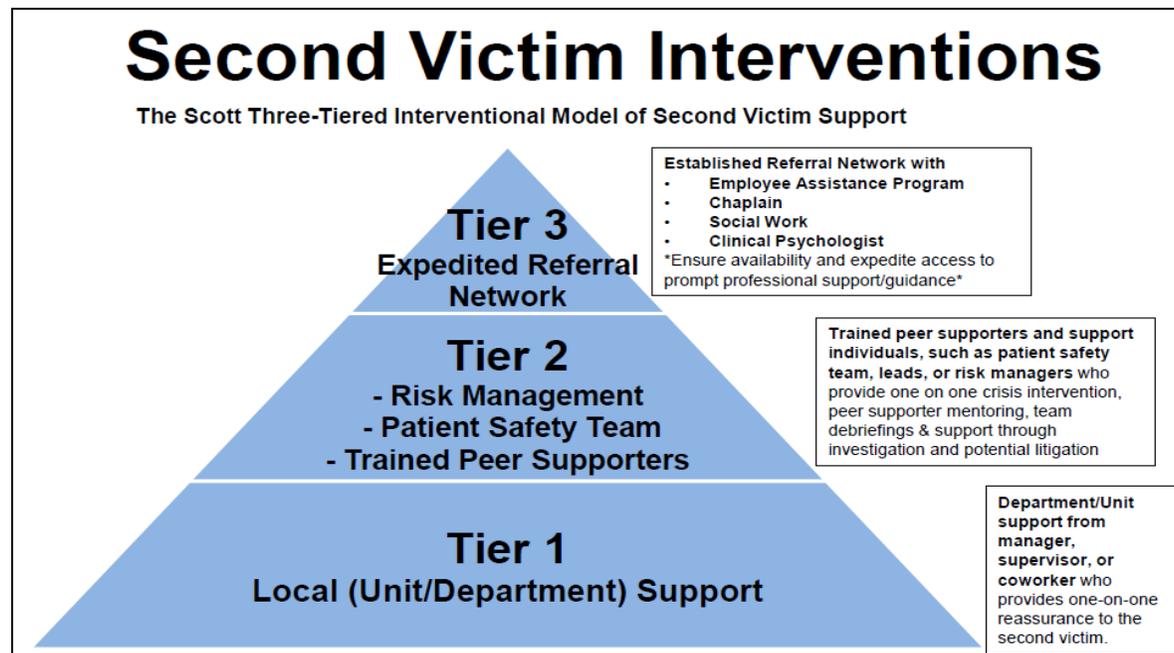
## Second Victim Program

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Program Outline – September 2015



*Prepare in Peace. Perform in Crisis.*



# Wellness Mentoring Program



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# Beijing Olympics

Relevance to Health care?



# Time in Bank: A Stanford plan to prevent burnout



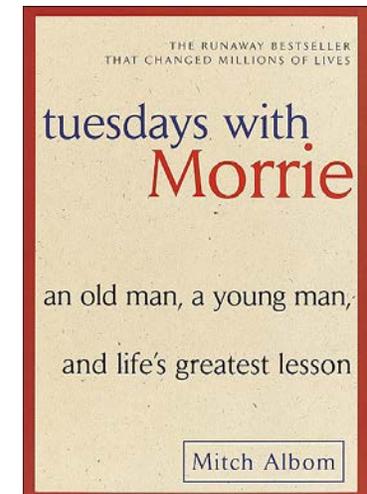
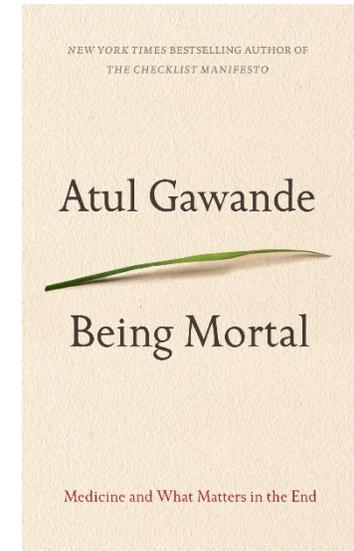
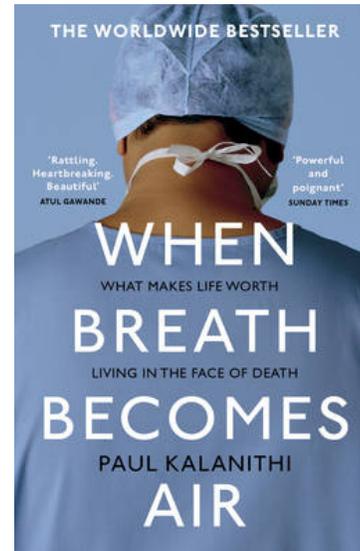
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# Time in Bank: A Stanford plan to prevent burnout

- Meals, housecleaning and a host of other services — babysitting, elder care, movie tickets, grant writing help, handyman services, dry cleaning pickup, speech training, Web support and more — are part of a groundbreaking new “time banking” program aimed to ease work-life conflicts for the emergency medicine faculty.

# DOP Wellness Initiatives

- Yoga Classes
- Fitbit Challenges
- Trainee Fitness
- Mindfulness in Medicine
- Wellness Books



# Humility, Compassion, and Empathy



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**People who give are always happy, those who take, are seldom satisfied.**

- Are we kind to each-other?
- Promote fair and just culture?
- Practice random acts of kindness?



In the End, It is an Art!

Now and then it's  
good to pause in  
our pursuit of  
happiness and  
just be happy.



We must take charge!  
Thank You!

