

Resilience in Pharmacy: Working through Stress and Burnout

CPPI Annual Meeting and National Student Retreat
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Objectives

Describe	Describe the current healthcare landscape
Describe	Describe the roles of healthcare professionals in serving patients
Explore	Explore the characteristics of resiliency in healthcare

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Groups of Four

- Questions to answer:
 - How do you define resiliency?
 - How do you define burnout?
 - Why did you want to be a pharmacist in the first place?



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HOW WE ACT IN
PUBLIC...



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HOW WE ACT
AT HOME...



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What makes our "mood" different?

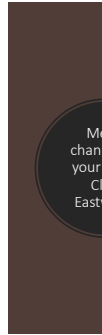


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Women



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We want to be joyful, but



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Work through this question...



What are 10 things that make you feel stressed?



In Your Group - Discuss
Be specific
Why did you pick those 10 things?

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Burnout

What is it?

Long-term stress reaction marked by emotional exhaustion, depersonalization, and a lack of sense of personal accomplishment.

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LIFE IS SHORT

and it's too short to be miserable

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BUT WHAT CAN WE DO WHEN WE ARE STRETCHED TOO THIN?

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HEALTHCARE WORKERS HAVE BEEN FORCED TO STRETCH IN WAYS THAT AREN'T WORKING.

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They are suffering burnout and they are less likely to receive mental health care.



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Why?

Difficulty of accessing care

Working longer hours

Balancing family life

Stigma of receiving care

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Plus, superheroes don't need help...do they?

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What do you think?
What have you seen?

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Work through this question...



What is the landscape of healthcare?



In Your Group

*Make a list of challenges pharmacists are facing.

*How do you define burnout?

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Emotional Exhaustion

- Feeling emotionally worn-out.
- Feeling drained as a result of accumulated stress.
- Feeling like you have no control over what happens.
- Feeling "trapped" or "stuck" in a situation.
- Lack of energy, sleep, and decreased motivation.
- A chronic stressed-out state can cause damage to your health.

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Symptoms

lack of motivation	trouble sleeping	irritability	Physical fatigue	feelings of hopelessness
absent-mindedness	apathy	headaches	change in appetite	nervousness
difficulty concentrating	irrational anger	increased cynicism or pessimism	sense of dread	depression

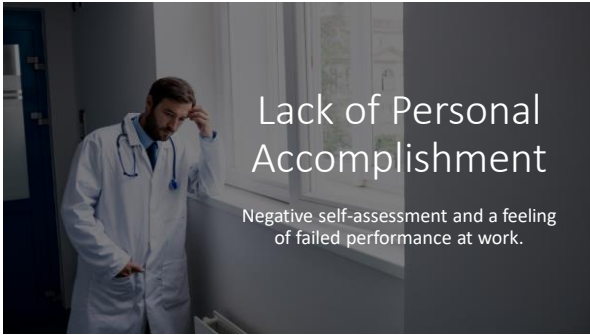
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Depersonalization

- The degree that a person is detached from another person.
- The degree that a person treats others with an impersonal response.
- The degree that a person creates a psychological or emotional buffer from their job.

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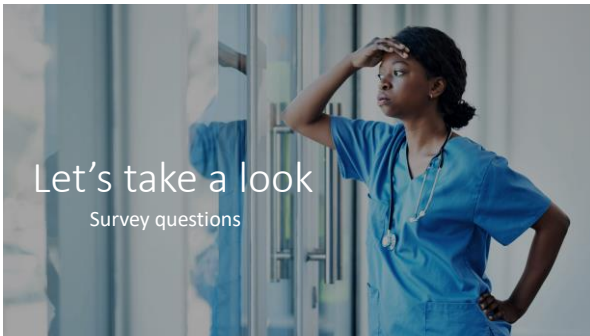
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TEACH US TO NUMBER OUR DAYS, THAT WE MAY GAIN A HEART OF WISDOM.

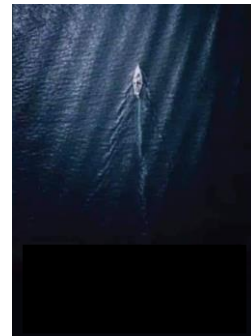
-Psalm 90:12



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- I feel run down and drained of physical or emotional energy.
- I have negative thoughts about my job.
- I am harder and less sympathetic with people than perhaps they deserve.
- I am easily irritated by small problems, or by my co-workers and team.
- I feel misunderstood or unappreciated by my co-workers.
- I feel that I have no one to talk to.
- I feel that I am achieving less than I should.
- I feel under an unpleasant level of pressure to succeed.

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I feel that I am not getting what I want out of my job.

I feel that I am in the wrong organization or the wrong profession.

I am frustrated with parts of my job.

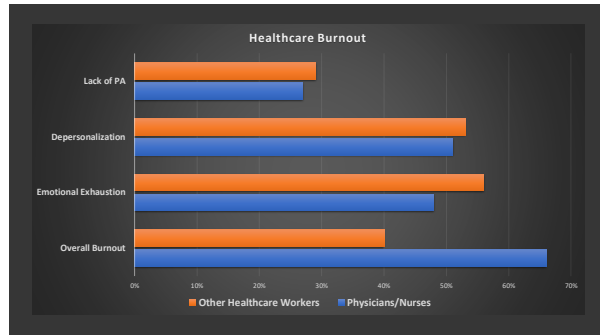
I feel that organizational politics or bureaucracy frustrate my ability to do a good job.

I feel that there is more work to do than I practically have the ability to do.

I feel that I do not have time to do many of the things that are important to doing a good quality job.

I find that I do not have time to plan as much as I would like to.

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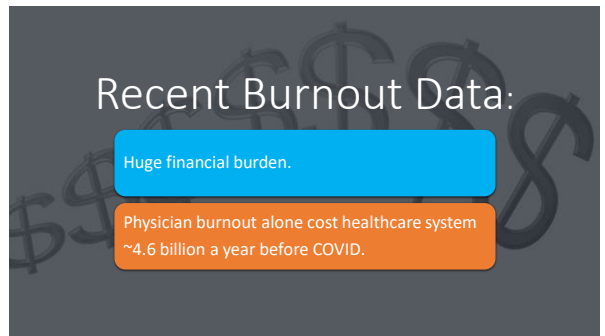
The DATA

60-75% of clinicians report feeling symptoms of:

- Exhaustion
- Depression
- Sleep disorders
- PTSD

20% of healthcare workers quit during COVID

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On the Horizon...

We will need 1.2 million nurses to meet the growing demand for services.

25% of nurses say they plan to leave their job in six months.

30% say they are thinking about leaving because of work stress.



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What about Pharmacists?

- Overwhelmed:
 - Work
 - Family
 - Life stressors
- More Rx's
- More drive-through use
- More vaccinations
- Potential lawsuits



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What about Pharmacists and Burnout?

"75% say there were burned out – before the start of the COVID-19 pandemic"

-Journal of American Pharmacists Association
 "Prevalence and risk factors of burnout in community pharmacists"

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Utilization of Pharmacists has Increased



- 2021 patient survey reveals patients' relationship with their pharmacist has changed:
 - 91 percent said they've relied more on their pharmacist for information about their condition and medication.
 - 90.7 percent relied on them to explain benefits and payment options for medications.
 - 36.2 percent received services unrelated to their medications, such as immunizations and testing.

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Some Ideas for Solutions
Employees

Perspective and attitude	Remembering the "why"
Look at the long game of healthcare	Take time off
Take care of yourself	Life is short: make it count!

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Work Life Balance Matters

- TAKE INVENTORY OF WHAT IS CAUSING YOU TO BE OVERSTRESSED
- WHO CAN YOU ASK TO COME ALONGSIDE YOU TO HELP?
- WHAT DO YOU NEED TO COPE AND KEEP GOING?
- WHAT CHANGES CAN YOU MAKE FOR WELLBEING?
- FOCUS ON LOVING OTHERS AND TRANSPARENCY

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Work through this question...




How do you achieve work/life balance?



In Your Group
*Top Five Tips
*Would you do anything differently if you had the chance?

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Some Ideas for Solutions
Employers

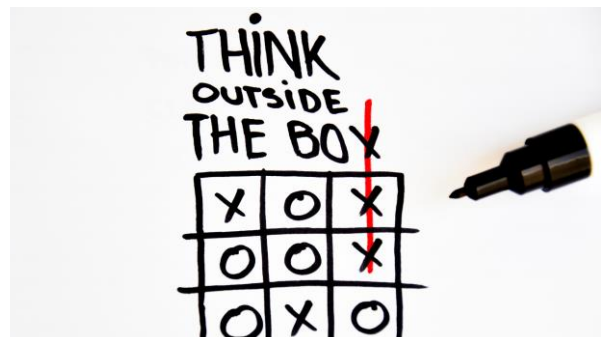
Recognize the problems	Think outside the box
Have a "can do" attitude	Give employees a voice
Bring in agents of change	Love and care for your people

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Workplace Environment Matters

- TAKE INVENTORY OF THE WORKPLACE CULTURE
- AVENUES FOR EMPLOYEE VOICES TO BE HEARD
- PROVIDE SERVICES AND CARE FOR EMPLOYEES
- BE ADVOCATES FOR CHANGE
- ALWAYS LEAD WITH KINDNESS AND GRATITUDE

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Work through this question...



What are 10 things you are grateful for?



With Your Group - Discuss

Be specific
Why did you pick those 10 things?

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**Mind-Set:
It's the key**

Do not conform to the pattern of this world, but be transformed by the renewing of your mind. Then you will be able to test and approve what God's will is—his good, pleasing and perfect will.
~Romans 12:2

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Power of Serving Others

- As you help someone or give a gift, your brain secretes "feel good" chemicals such as:
 - [Serotonin](#) (which regulates your mood).
 - [Dopamine](#) (which gives you a sense of pleasure).
 - [Oxytocin](#) (which creates a sense of connection with others).
- "When we do things for other people, it makes us feel much more engaged and joyful," says Dr. Albers. "That's good for our health and our happiness."

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- Lower blood pressure
- Generosity truly is good for your heart, says Dr. Albers. Researchers found that giving to others can [lower your blood pressure](#) and protect your ticker. (The effect, by the way, is similar to the positive results brought by a healthy diet and exercise.)
- A longer lifespan
- The secret to living longer may be giving more of yourself. Studies show that people who volunteer [tend to live longer than those who don't](#).
- Less stress
- Want to melt away stress? The best solution may be to help someone else. Gift-giving or volunteering can [reduce your levels of cortisol](#), the stress hormone that can make you feel overwhelmed or anxious.
- A 'helper's high'
- Giving can stimulate your brain's mesolimbic pathway, or reward center, while releasing endorphins. That can lead to a "helper's high" that boosts self-esteem, elevates happiness and combats feelings of [depression](#).

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What Bright MD says:

Survey	Survey your people and ask
Look	Look at the data
Create	Create committees with employees to focus on wellness initiatives
Set up	Set up moments for peer connection

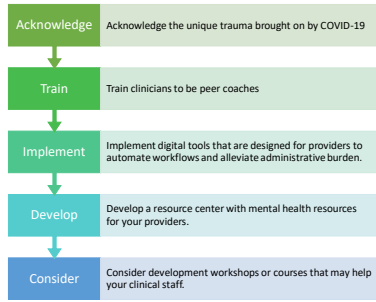
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"We've found that when you share that experience with the people around you, and you're not isolated, it's easier to move through it."

Dr. Jason Mitchell Chief Medical and Clinical Transformation Officer
Presbyterian Healthcare Services

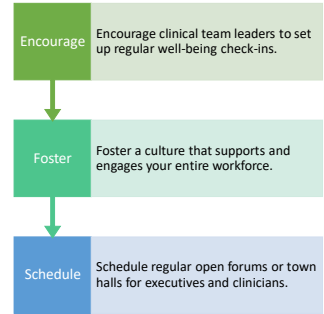
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What Bright MD says:



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What Bright MD says:



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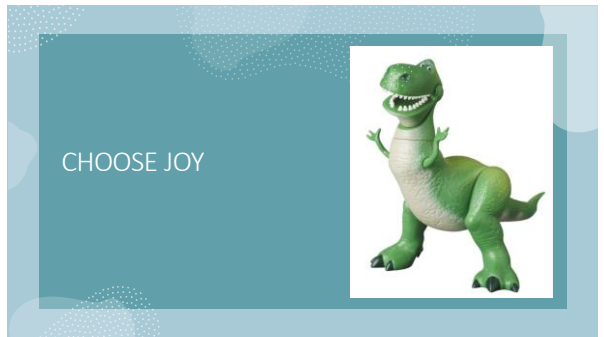
Priorities

- Relationship with Jesus
- Relationship with people
- Service – laying down our lives
- Ministry opportunities
- Prayer, discernment, wisdom
- Making our lives count for the Kingdom
- Being fruitful

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References

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