Burnout or Abuse?

Challenging our Perspective in Medical Education

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Disclosures

Tami Hendriksz, D.O., discloses that she has no financial interest or other relationship with any manufacturer of commercial products or services.
WHO ARE YOU?
Stress vs. Burnout

Physical & Emotional Exhaustion

Depersonalization & Cynicism

Reduced Sense of Personal Accomplishment

Unable to recover during your time-off
Empathy → Cynicism → Futile → Burnout → Engagement → Fulfillment → Satisfaction → True Meaning
Burnout in Physicians & Medical Students

Major U.S. multi-institutional studies
At least ½ Career

Psychiatric Conditions/Suicide

“Professional burnout is the sum total of hundreds and thousands of tiny betrayals of purpose, each one so minute that it hardly attracts notice.”

Gunderman, R. For the Young Doctor About to Burnout. The Atlantic. February 21, 2014.
Expectation

Reality
The Learning Environment & Burnout

- Overall learning environment
- Level of support from faculty
- Organization of rotations
- Variety of medical problems
- Cynical residents/interns

### Learning Environment Components

<table>
<thead>
<tr>
<th>Resources</th>
<th>People</th>
<th>Training and Education</th>
<th>Development Practices</th>
<th>Learning by Doing</th>
</tr>
</thead>
</table>
| - Performance support  
  - Personal knowledge management  
  - RSS feeds and other filtered information feeds  
  - Shared documents and wiki spaces  
  - Online databases and knowledge management systems  
  - Books, articles, internet resources  
  - Job aids  
  - Podcasts, video-casts  
  - Briefings (communication; content delivery without activities)  
  - Procedure manuals and technical manuals | - Peer support systems  
  - Social media connections (blogs, microblogs, social bookmarking, etc.)  
  - Group forums or discussion boards  
  - Expert directories  
  - Communities of practice  
  - Mentor relationships and developmental networks  
  - Coaching  
  - Professional networks (live and online), e.g. professional organizations, user groups  
  - Conferences and professional meetings | - Courseware and seminars, internal or external, in any delivery format  
  - Formal coaching after training  
  - On-the-job training  
  - Academic courses and degree programs; MOOCs (massive open online courses)  
  - Certificate, certification, and licensing programs  
  - Follow-up activities and exercises designed to support learning and application (e.g. enrichment activities, reflection activities) | - Action learning programs  
  - Stretch assignment management  
  - Rotation and other experiential learning programs based in workplace activities  
  - After action review practices  
  - Supervisor support, feedback and coaching  
  - Communication activities to influence learning readiness and application  
  - Career coaching and development | - Learning by doing  
  - Engaging in critical reflection  
  - Experimenting  
  - Collaborating  
  - Self-monitoring and analysis of outcomes and feedback  
  - Creating personal notes, job aids  
  - Teaching and creating resources for others |

### Inspiration and Motivation

- Desire to learn  
- Belief in link between learning and performance  
- Confidence in ability to learn  
- Self-directedness

What Contributes to Burnout?

• Schedule
  • Block exams
  • Mandatory classes
  • “Find balance”
  • Duty hours
• Lack of feedback
• “Try harder”

• Paternalistic attitude
• Financial burden
• Lack of transparency
• Lack of admin support
• Better faculty mentorship
• Grades/Z-scores
Is Burnout a

Failure of the Learner  Failure of the System ?
Millennials in medicine
How today's youngest physicians are shaping tomorrow's practices

Medical Education Needs of the Millennial Generation
by Kurt Ullman • January 13, 2015

The Challenges and Opportunities of Teaching “Generation Y”
Jodie Eckleberry-Hunt, PhD, ABPP and Jennifer Tucciarene, MD

How are Millennial Students (and Faculty) Different from Previous Generations?

Medicine for Millennials — What Has Changed?
Interview • January 5, 2017

The News
from research organizations

Reaching & Teaching Millennials Learners

Millennial generation's learning preferences in medical education examined
February 1, 2017
Mayo Clinic
What’s with these Millennials anyways?

Posted on October 25, 2015 by admin

What are We Gonna Do with All These Millennials and Gen Z’ers?

12 Ways Millennials Differ From Boomers

Driving, dressing up, going on a dinner date. That’s so over!

7 Harsh Realities Of Life Millennials Need To Understand
### Talking a different language

<table>
<thead>
<tr>
<th>Generation</th>
<th>Formative experiences</th>
<th>Percentage in UK workforce</th>
<th>Attitude toward career</th>
<th>Signature product</th>
<th>Communication media</th>
<th>Preference when making financial decisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maturists</td>
<td>Wartime rationing, Rock’n’roll, Nuclear families, Defined gender roles</td>
<td>3%</td>
<td>Jobs for life</td>
<td>Automobile</td>
<td>Formal letter</td>
<td>Face-to-face meetings</td>
</tr>
<tr>
<td>Baby boomers</td>
<td>Cold War, ‘Swinging Sixties’, Moon landings, Youth culture, Woodstock</td>
<td>33%</td>
<td>Organisational - careers are defined by employees</td>
<td>Television</td>
<td>Telephone</td>
<td>Face-to-face ideally but increasingly will go online</td>
</tr>
<tr>
<td>Generation X</td>
<td>Fall of Berlin Wall, Reagan/Gorbachev/Thatcherism, Live Aid, Early mobile technology, Divorce rate rises</td>
<td>35%</td>
<td>“Portfolio” careers - loyal to profession, not to employer</td>
<td>Personal computer</td>
<td>E-mail and text message</td>
<td>Online - would prefer face-to-face if time permitting</td>
</tr>
<tr>
<td>Generation Y</td>
<td>9/11 terrorists attacks, Social media, Invasion of Iraq, Reality TV, Google Earth</td>
<td>29%</td>
<td>Digital entrepreneurs - work “with” organisations</td>
<td>Tablet/smartphone</td>
<td>Text or social media</td>
<td>Face-to-face</td>
</tr>
<tr>
<td>Generation Z</td>
<td>Economic downturn, Global warming, Mobile devices, Cloud computing, Wiki-leaks</td>
<td>Employed in either part-time jobs or apprenticeships</td>
<td>Multitaskers - will move seamlessly between organisations and “pop-up” businesses</td>
<td>Google glass, 3-D printing</td>
<td>Hand-held communication devices</td>
<td>Solutions will be digitally crowd-sourced</td>
</tr>
</tbody>
</table>

Source: Barclays, University of Liverpool
Medical schools should be 4 years in duration:

- 2 years of basic sciences
- 2 years clinical medicine
Historical Cycle of Medical Education

- Paternalistic
- Hierarchical
- Abusive
‘Culture eats strategy for breakfast’
- Peter Drucker
• Ask
• Listen
• Empower
• Protected Time
• Create/Maintain Safe Spaces
• Provide True Mentoring
• Think Outside of the Box
• Promote Humanism

Welcome HOME
Humanism in Osteopathic Medical Education
This is my thank you dance!


• Gunderman, R. For the Young Doctor About to Burnout. The Atlantic. February 21, 2014.


