

Navigating the Whirlwind Burnout, COVID-19 and Your Personal Path Forward



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Today's Objectives

Fill a gaping hole in your medical education
around burnout

Show the COVID effect on your stress levels
Bust three burnout myths to build an effective
prevention strategy

Learn five simple burnout prevention tools to
lower your stress this week

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Dike Drummond – TheHappyMD.com

MD Mayo Medical School 1984
Family Practice Residency, Redding, CA
10 years in private practice in Mount
Vernon, Washington
Career ending burnout 1999

3

Dike Drummond – TheHappyMD.com

Executive Coach - Entrepreneur

2011 TheHappyMD.com Launch

The Creative Destruction of Physician
Burnout

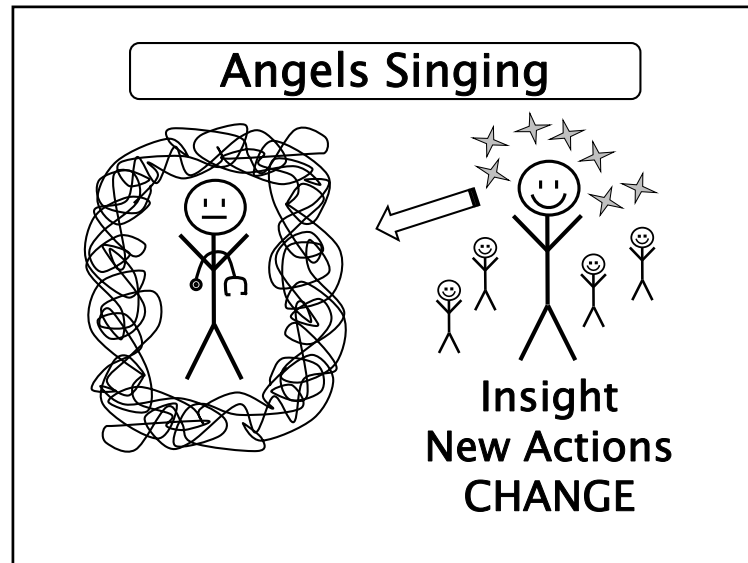
Individual Coaching for Physicians

3000+ hours of one on one coaching experience

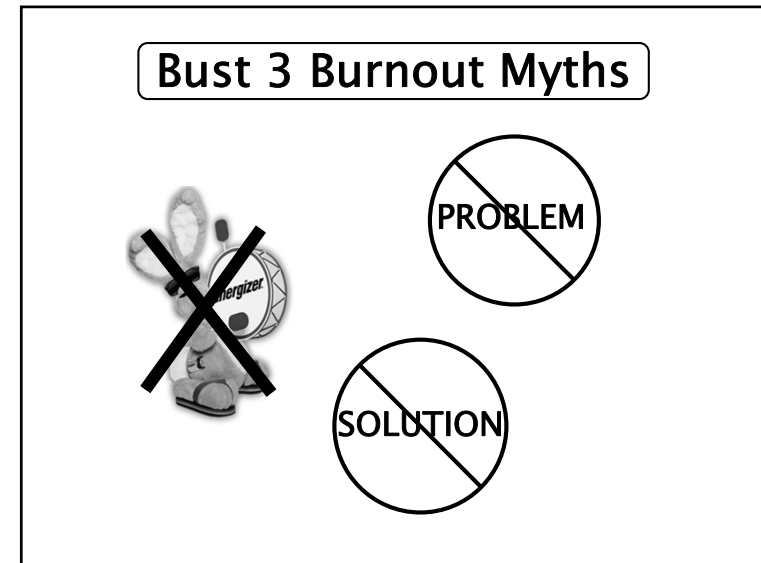
**Training, Retreats & Consulting for Healthcare
Organizations**

Over 40,000 doctors trained for 175 organizations

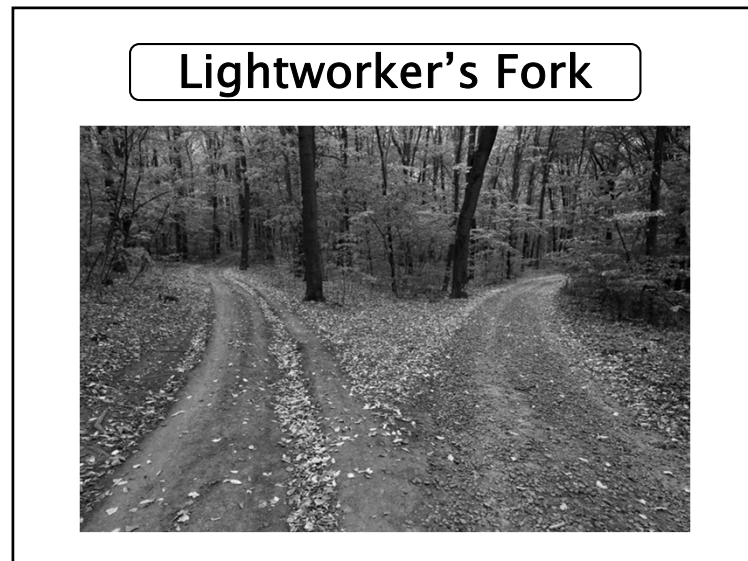
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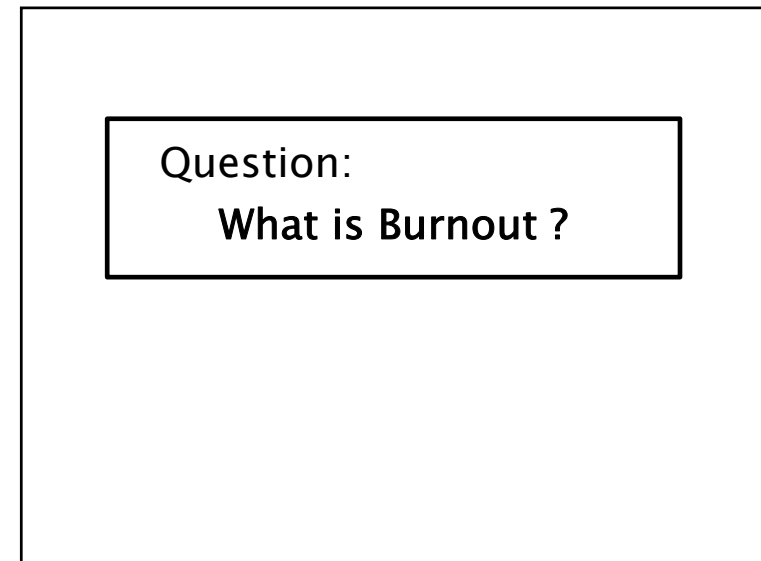
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Burnout Symptoms

Maslach Burnout Inventory



1) Exhaustion

"I am not sure how much longer I can go on like this"

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Burnout Symptoms

Maslach Burnout Inventory



2) "Depersonalization"

Cynical | Sarcastic | Venting
"Compassion Fatigue"

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Burnout Symptoms

Maslach Burnout Inventory



3) "Lack of Efficacy"

"What's the Use?"

My work doesn't serve a purpose or make a difference

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Burnout Symptoms

1) Exhaustion

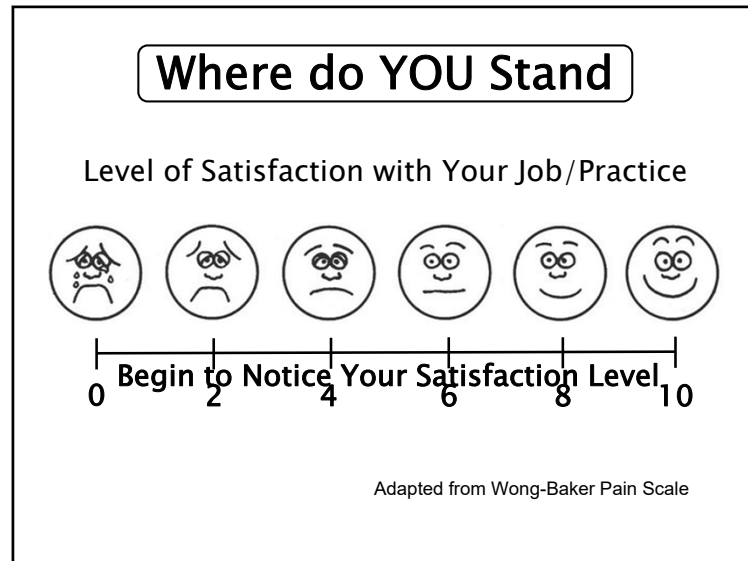
2) Cynical, Sarcastic, Venting

3) What's the Use?



"Survival Mode"

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Question:

Why is Burnout such a big deal in Healthcare ?

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Bad For the Patient

LOWER

- Patient Satisfaction
- Quality of Care

HIGHER

- Medical Error Rates
- Malpractice Risk
- Physician and Staff Turnover

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Bad For the Doctor

INCREASED

- Disruptive Behavior
- Physician Divorce
- Alcohol and Drug Abuse / Addiction
- Suicide

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Burnout Prevalence

Is It Increasing?

~ Mayo Clinic Proc: 2019

<u>2011</u>	<u>2014</u>	<u>2017</u>	
45.5%	54.4%	43.9%	Burnout

COVID Era Surveys are Worse in all ways

- Stress / Burnout
- Plans to Quit Medicine
- Especially ICU Nurses

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Question:

What is the
pathophysiology
of Burnout ?

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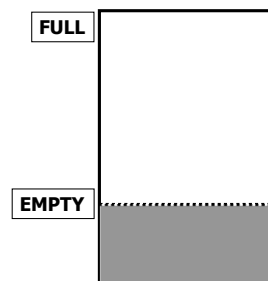
Burnout Pathophysiology



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Burnout Pathophysiology

An Energetic Bank Account



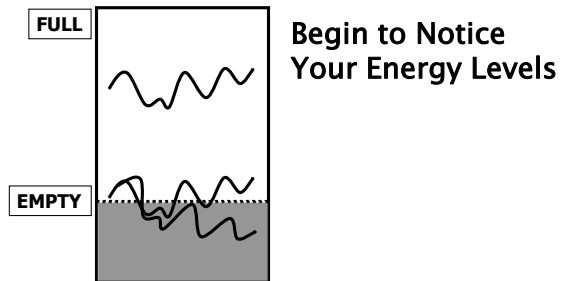
MAINTAIN
A POSITIVE BALANCE
1st Law of Burnout
“You can’t GIVE
what you Ain’t GOT”

- Patients
- Staff
- Family

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What is Your Balance ?

Your Energetic Bank Account



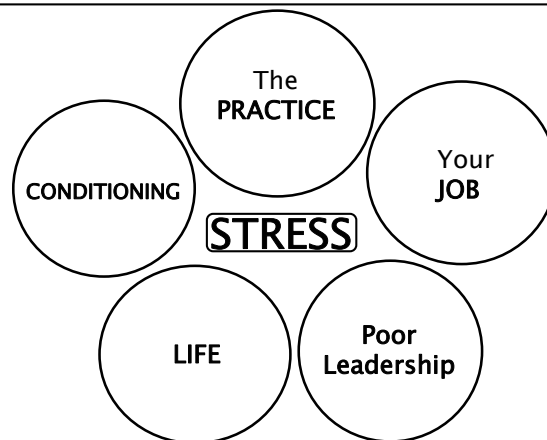
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Question:

What are the causes of Burnout ?

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Universal Burnout Causes



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Burnout Causes

1) The PRACTICE

The practice of clinical medicine is stressful

Sick-Hurting-Scared-Dying

BAD things happen
- to **EVERYONE** -

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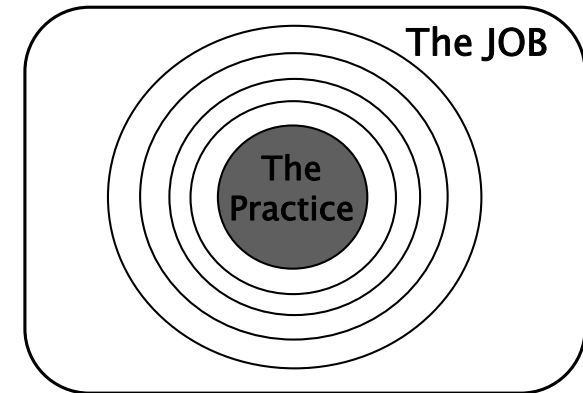
Burnout Causes

2) The JOB

Your specific job position adds multiple layers of stress

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Burnout Causes



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Burnout Causes

3) Poor Leadership

People don't quit the COMPANY,
They quit their BOSS

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Burnout Causes

4) LIFE

Life issues can show up as
burnout at work

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Burnout Causes

4) LIFE

When You See This
At Work

You Must Ask This ...

“How is it going at **HOME**?”



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Burnout Causes

5) Conditioning

- ✓ Workaholic
- ✓ Superhero
- ✓ Lone Ranger
- ✓ Perfectionist

Supposed to
be TOOLS
but ...

No one shows
you the
“OFF” Switch

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Burnout Causes

5) Conditioning

But Wait ... There's More

Two Prime Directives

“The Patient Comes First”

“Never Show Weakness”

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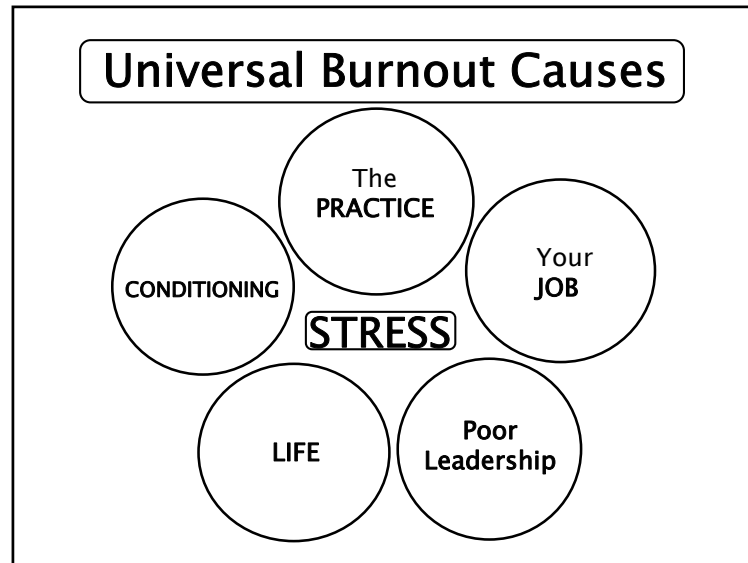
Burnout Causes

5) Conditioning

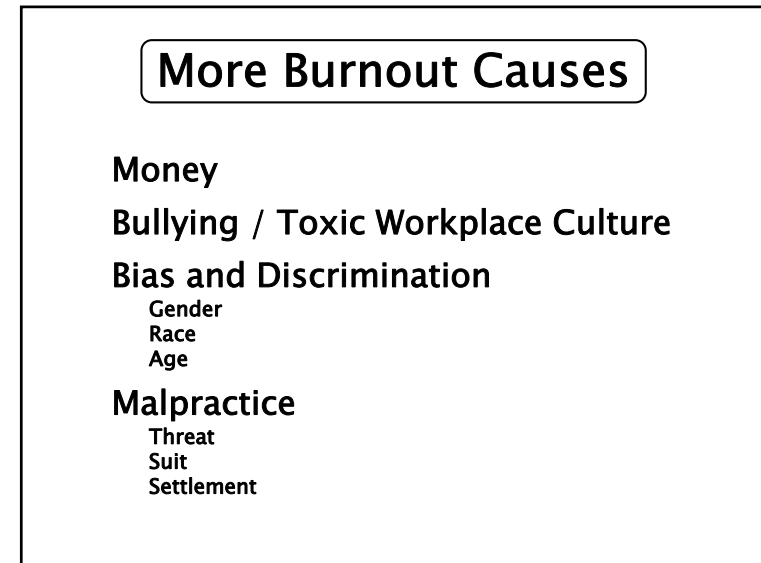
Denies our humanity
Blocks us from noticing burnout
And from helping each other

Einstein's “Insanity”

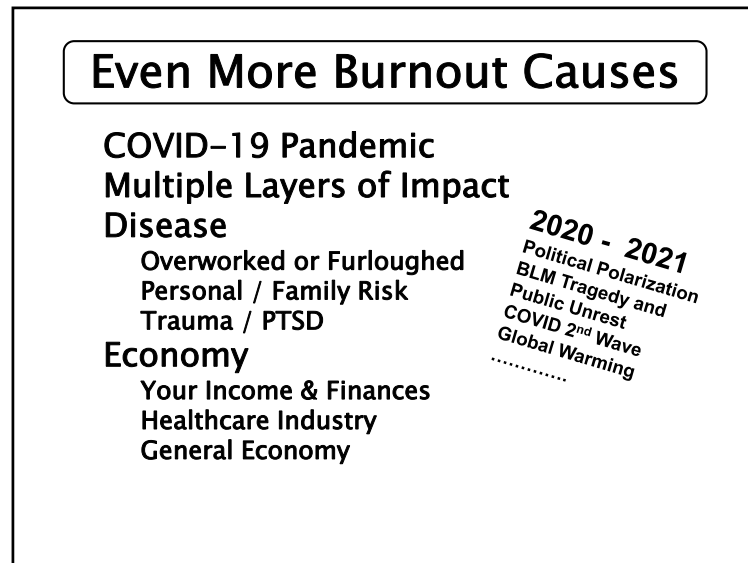
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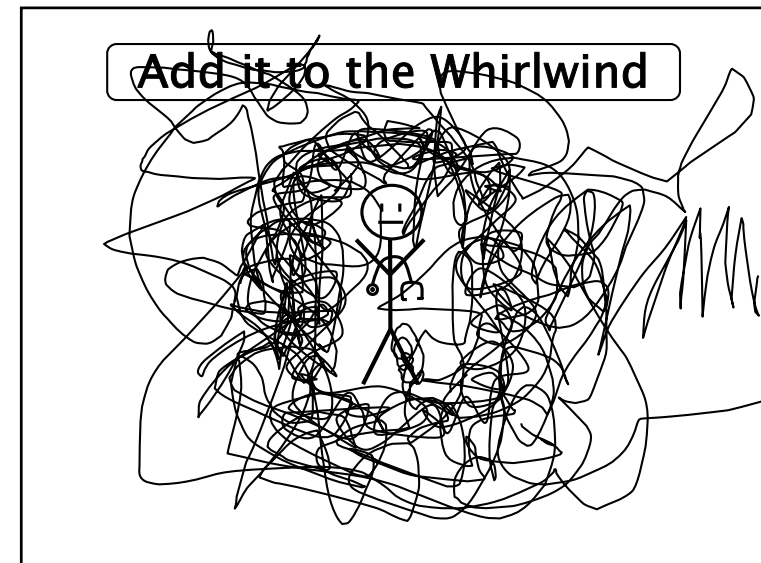
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In times of CRISIS

When the going gets tough
CIRCLE YOUR WAGONS

Take exquisite care of those in your
closest circle
Huddle Up Daily
Check in early and often
Have each other's backs

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Question:

How do I prevent
or reverse Burnout ?

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A Fundamental Distinction

Understand this first ...

Burnout is
NOT
A
"PROBLEM"

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Problem vs. Dilemma

Problems have solutions
Problem + Solution = No Problem!

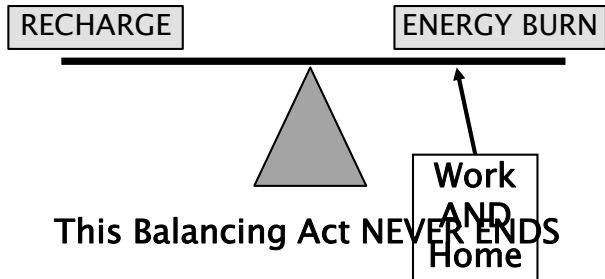
Burnout is not a Problem
It is a DILEMMA

A Never Ending Balancing Act

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Problem vs. Dilemma

The Balancing Act



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Problem vs. Dilemma

You can't solve a DILEMMA
Because it is Not a Problem

Tool #1

You must build a **STRATEGY**
to maintain
the **BALANCE** you seek

3-5 NEW Actions
Make them HABITS

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Parallel Burnout Strategies



Canary
Personal
RESILIENCE



Coal Mine
Organization
SYSTEM DESIGN

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Question:
How do I build my
Burnout Prevention Strategy ?

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Build Your Ideal Job

The Best Defense is a Good Offense

Don't just prevent burnout

Build your Ideal Job/Practice – 3 Steps

- 1) Ideal Job Description
- 2) Venn of Happiness
- 3) Master Plan

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1) Ideal Job Description

If you had a magic wand ...

Tool #2

**What is YOUR
Ideal Job Description ?**

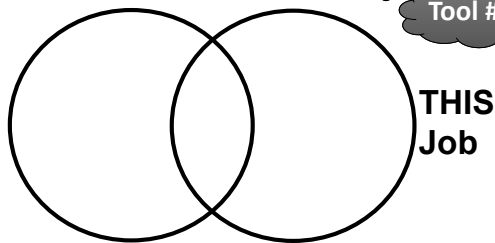
[write it down]



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2) VENN of Happiness

IDEAL
Job



Tool #3

What is your Current Overlap?
[In Percent %]

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3) Build Your Master Plan

Ask this question ...

Tool #4

***“To align This Job/Practice more
with my Ideal Job
... what would I change?”***

This list is your MASTER PLAN
[write it down]

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Escape Einstein's Trap

Pick one item on your MASTER PLAN and TAKE A NEW ACTION

- Use your team
- Celebrate all progress
- Review your Ideal Job Description & Master Plan at least quarterly

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Question:

What are the common components of a personal Burnout Prevention Strategy ?

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Your Canary Strategy

Five Main Buckets

- 1) Get Home Sooner
- 2) Build More Life Balance
- 3) Eye of the Storm Lessons
- 4) Leadership Power Tools
- 5) Manage Your Boss

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Your Canary Strategy

Five Main Buckets

- 1) Get Home Sooner

What You are DOING

- 2) Build More Life Balance

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Your Canary Strategy

Five Main Buckets

3) Eye of the Storm Lessons

Who You are BEING



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Your Canary Strategy

Five Main Buckets

4) Leadership Power Tools

Stop Working So Hard



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Your Canary Strategy

Five Main Buckets

5) Manage Your Boss

Navigate the bureaucracy and ...

Get a YES When You Need One

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Your Canary Strategy

Five Main Buckets

- 1) Get Home Sooner
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Your Canary Strategy

Five Main Buckets

- 1) Get Home Sooner
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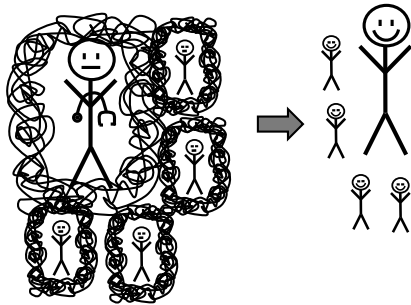
Team Huddle

Tool #5

Any day you do not huddle ...
You are getting home later than
you have to.

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BID Team Huddle



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BID Team Huddle

The biggest obstruction to an
effective huddle is ...

YOU

[You get too ...]

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BID Team Huddle

The BASIC HUDDLE:

Twice a day
Your whole team
Run your schedule / patient list
Prevent fires in the first place

Key Points:

You go to them
Stand up

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BID Team Huddle

POWER TIPS:

Breathe and Release – In and Out
Make a human connection & celebrate
Delegate the huddle captain role
Have some fun

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Your Canary Strategy

Five Main Buckets

- 1) Get Home Sooner
- 2) Build More Life Balance
- 3) Eye of the Storm Lessons
- 4) Leadership Power Tools
- 5) Manage Your Boss

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Build LIFE BALANCE

The Schedule HACK

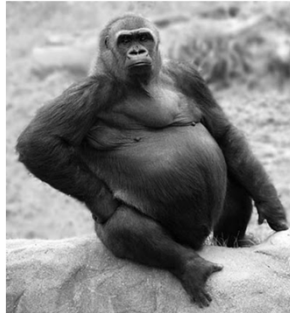
Build an extraordinary life
one week at a time


 Tool #6

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The Schedule HACK

Taming the Gorilla



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The Schedule HACK

In Work Life Balance, the
Strongest Structure WINS

What calendar do you have on
you right now?

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The Schedule HACK

Create a Life Calendar Using
Two Things You Already Have

- 1) The Paper Calendar on Your Refrigerator
- 2) Your Cell Phone

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The Schedule HACK

Use the Schedule HACK Weekly
Always Carry Your LIFE Calendar

Practice saying "NO"
with elegance
and grace



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The Schedule HACK

What to HACK ?

- Date Night - Twice A Month

Power Tip: SEASON TICKETS

- Bucket List Items
- Vacations
- Your workouts and hobbies
- Time with friends and family
- Massage / Mani,Pedi / Hot Yoga
- Play/movie/concert/dinner/sports

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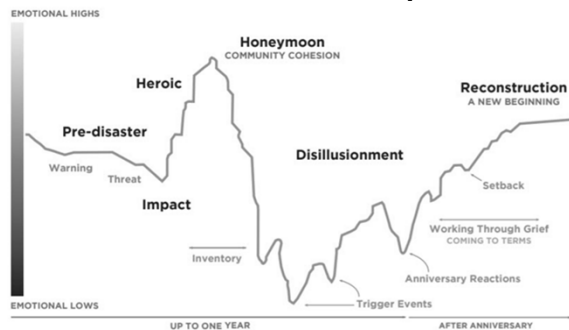
Question:

What can we expect in the wake of COVID-19 ?

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Crisis Management

Phases of Human Emotional Response to Disaster



Source: ZuningMeyers, as cited in Training Manual for Mental Health and Human Service Workers in Major Disasters, U.S. Department of Health and Human Services (2000).

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Crisis Management

Phases of Human Emotional Response to Disaster

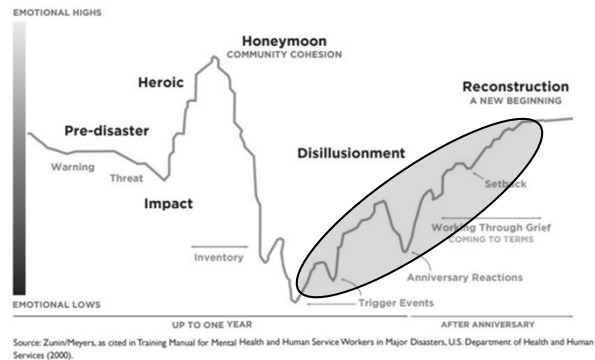


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Crisis Management

Phases of Human Emotional Response to Disaster



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Crisis Management

We can't stop all suicides
Everyone is at risk

What we can do is ...

Reach out to everyone you are
concerned about right now

Who is on Your List ??

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First Steps – For a Colleague

Who are you concerned about?

- Reach Out
- Take your Official *HAT OFF*
- Expect Intense Denial
- Be Persistent

Come From Your Heart
Your Outreach
Could Save Their Life

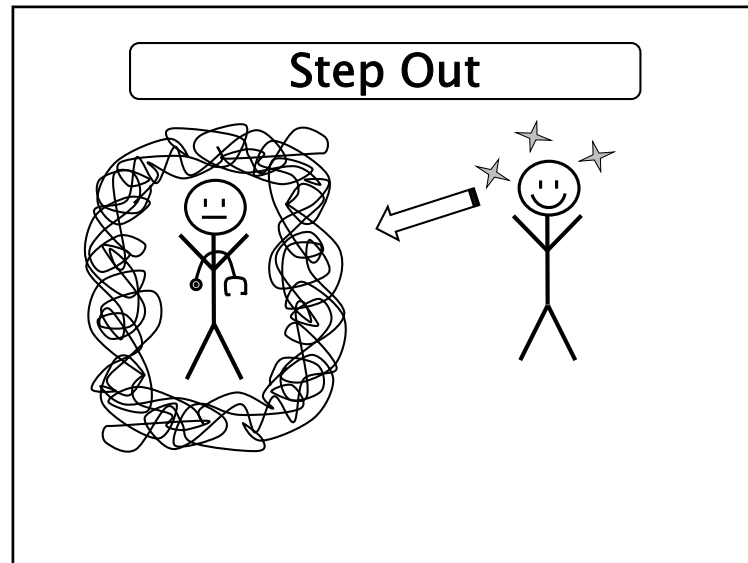
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Question:

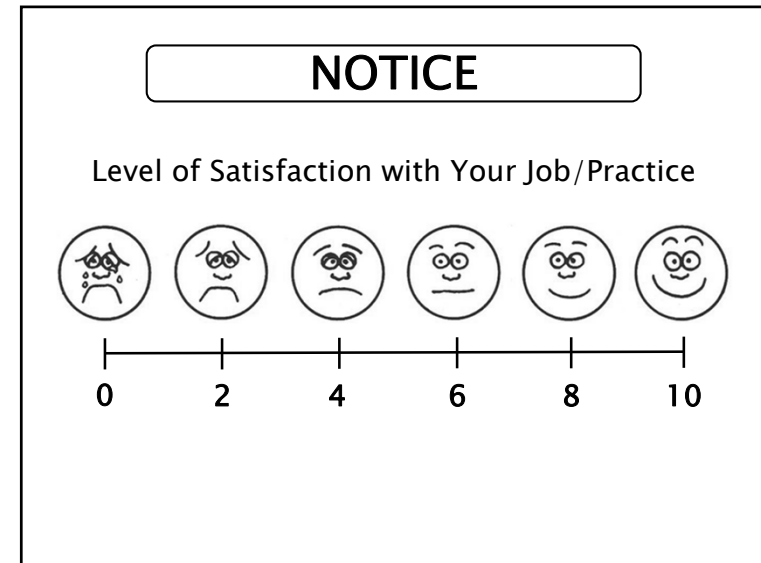
What can I do to get
started right away ?

- STEP OUT
- NOTICE
- PLAN
- ACT

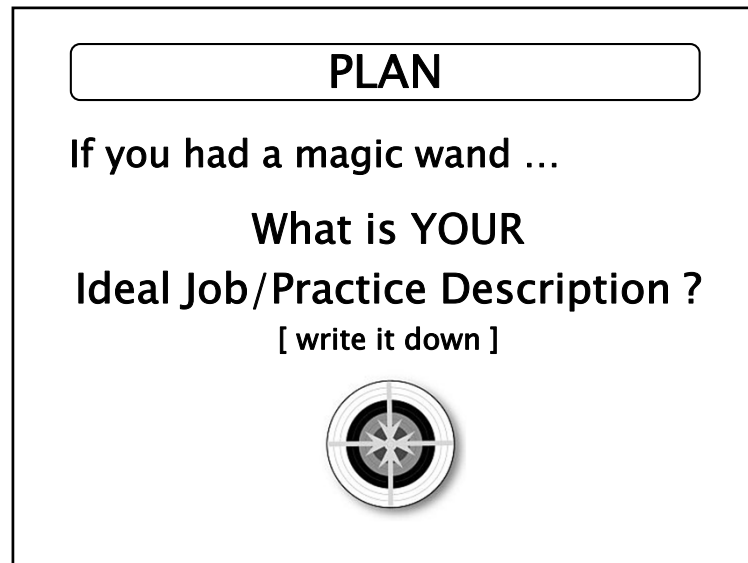
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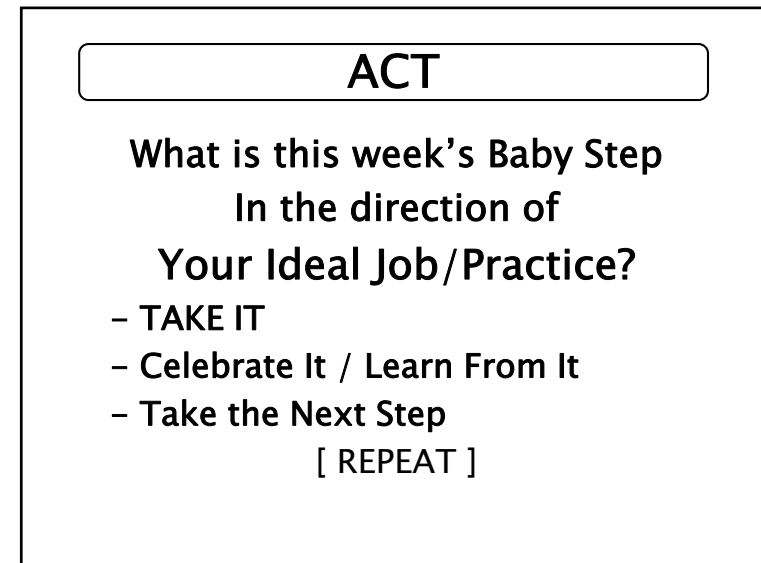
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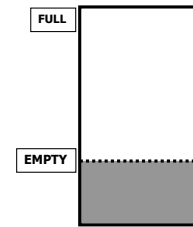


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3 MYTHS ... BUSTED

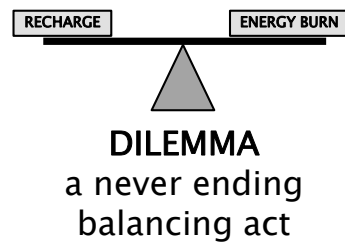
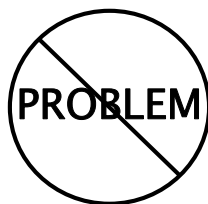
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3 Myths BUSTED



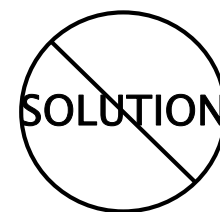
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3 Myths BUSTED



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3 Myths BUSTED



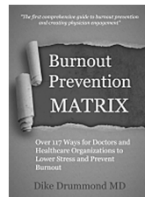
STRATEGY
3-5 NEW Actions
Make them HABITS

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Next Steps

Don't stop here
Build Your Burnout Prevention Strategy
TheHappyMD.com/Next

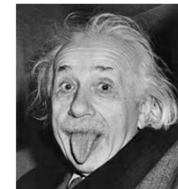
MATRIX 2.0 FREE Report
235 Ways
to Prevent Burnout



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“The definition of insanity is doing the same thing over and over and expecting a different result”

Albert Einstein



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“To take joy in the well-being of others is to share in the riches of the world”

B.K.S. Iyengar



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