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Objectives - Pharmacist

- 1 Define burnout, well-being, and resilience
- 2 Explain why clinician burnout is a patient care and healthcare workforce problem
- 3 Discuss the impact of COVID-19 on well-being and resilience
- 4 Identify strategies to improve well-being and resilience in the pharmacist workforce



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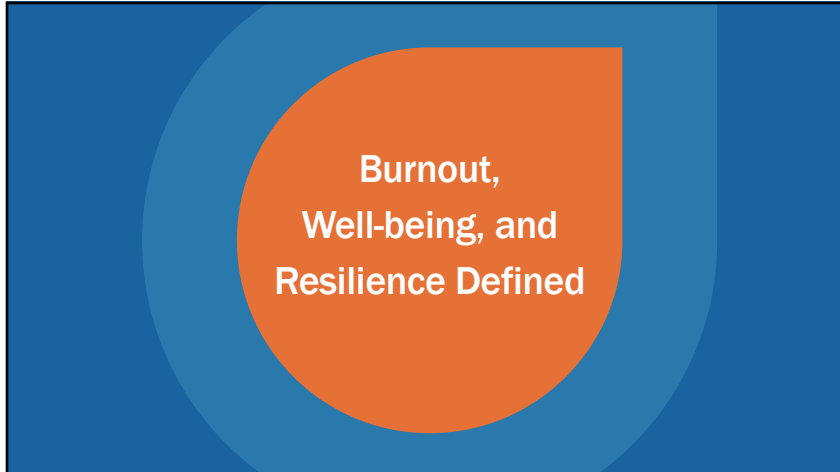


Objectives - Pharmacy Technician

- 1 Define burnout, well-being, and resilience
- 2 Explain why clinician burnout is a patient care and healthcare workforce problem
- 3 Discuss the impact of COVID-19 on well-being and resilience
- 4 Identify strategies to improve well-being and resilience in the pharmacy technician workforce



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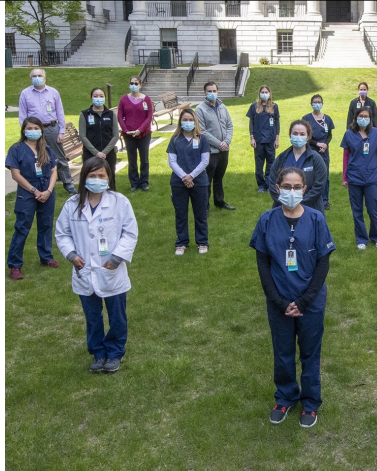


Burnout, Well-being, and Resilience Defined

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Well-being and Resilience

- **Well-being**
 - The presence of positive emotions and moods
 - The absence of negative emotions
 - Satisfaction with life, fulfillment and positive functioning
 - Physical well-being
- **Resilience**
 - Set of individual skills, behaviors, and attitudes that contribute to physical, emotional, and social well-being, including the prevention of burnout




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Burnout

Syndrome of:

- Depersonalization
- Emotional exhaustion
- Low personal accomplishment





Maslach, C., S. E. Jackson, et al. (1996). Maslach Burnout Inventory Manual. Palo Alto, CA, Consulting Psychologists Press



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An Occupational Phenomenon


- World Health Organization International Classification of Diseases
- ICD-11 presented at World Health Assembly in May 2019
 - States "burnout syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed"
 - Specific to the occupational context, not to be applied to describe other areas of life (e.g. medically, home-life)
 - Effective January 1, 2022


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National Pharmacist Workforce Study

- Primary objective: collect demographic characteristics, work contributions and quality of work-life of pharmacist workforce in the US during 2019
- New: workplace discrimination and harassment, opioid-related practice issues, and pharmacist retirement during 2019
- New: assessed job burnout and professional fulfillment
 - Fulfillment
 - High in community independent and hospital settings
 - Work exhaustion
 - High in community chain, mass merchandiser, and supermarket settings
 - Interpersonal disengagement



2019 National Pharmacist Workforce Study | AACP, American Association of Colleges of Pharmacy (AACP)




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National Pharmacist Workforce Study - Burnout

Fulfillment	Work Exhaustion	Interpersonal Disengagement
<ul style="list-style-type: none"> I feel happy at work I feel worthwhile at work My work is satisfying I feel in control when dealing with difficult problems at work My work is meaningful to me I'm contributing professionally in ways I value most 	<ul style="list-style-type: none"> I feel... a sense of dread when I think about work I have to do Physically exhausted at work Lacking in enthusiasm at work Emotionally exhausted at work 	<ul style="list-style-type: none"> I feel... Less empathetic with my patients Less empathetic with my colleagues Less sensitive to others' feelings/emotions Less interested in talking with my patients Less connected with my patients Less connected with my colleagues


2019 National Pharmacist Workforce Study | AACP, American Association of Colleges of Pharmacy (AACCP)



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Pharmacy Workforce

Hospitals / Health-systems	Community Practice	Clinical Pharmacy
<p>Purpose: Assess levels of and risk factors for burnout in health-system pharmacists</p> <p>Methods: Maslach Burnout Inventory Human Services Survey distributed to health-system pharmacists</p> <p>Results: 329 surveys analyzed; 175 (52.2%) reported scores of a high degree of burnout in at least one MBI-HSS subscales; emotional exhaustion (22.9%), depersonalization (6.2%), and reduced personal accomplishment (36.3%)</p>	<p>Purpose: Assess prevalence and risk factors for occupational burnout in community pharmacists</p> <p>Methods: Maslach Burnout Inventory Human Services Survey distributed to community pharmacists</p> <p>Results: 411 surveys analyzed; 308 (74.9%) reported scores of a high degree of burnout in at least one MBI-HSS subscales; emotional exhaustion (68.9%), depersonalization (50.4%), and reduced personal accomplishment (30.7%)</p>	<p>Purpose: Characterize level of and identify factors associated with burnout in clinical pharmacists</p> <p>Methods: prospective, cross-sectional pilot study utilizing</p> <p>Results: 974 surveys analyzed; rate of burnout (61.2%), mostly emotional exhaustion. Predictors: too many nonclinical duties, inadequate teaching/administration time, difficult pharmacist colleagues, contributions unappreciated</p>




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Burnout: Pharmacy Residents

- Stress and negative affect levels surveyed in PGY1 & PGY2s
- Those working > 60 hours/week reported higher levels of stress, depression, and hostility
- Perceived stress for pharmacy residents was significantly higher than in comparably aged adults and similar to medical residents
- When pressures of being overworked > resident's ability to cope, well-being is in danger

Le HM, Young SD. Evaluation of stress experienced by pharmacy residents. AJHP.2017;74:599-604



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ASHP Survey Details

- 4,090 pharmacist members completed entire survey
- 33% clinical pharmacist 11% residents
- 36% have at least 20 years of professional practice
- 74% of pharmacists are satisfied with their current job
- Most form part of interprofessional care teams and 86% feel valued by colleagues, particularly by physicians and nurses



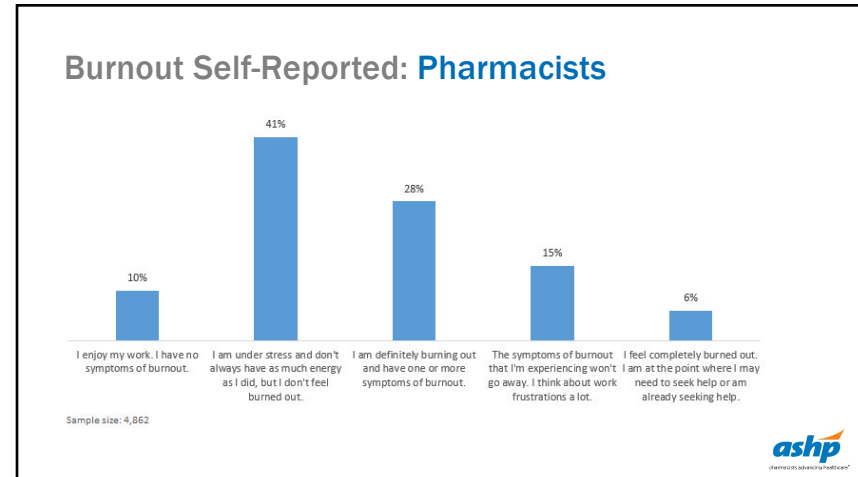
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Interprofessional Care Team

- 1 Role on interprofessional care team**
85% work as part of an interprofessional care team
- 2 High performing team qualities**
Shared goals (76% good/optimal) and Mutual trust (72% good/optimal)
- 3 Working at fullest potential on team**
65% agree or strongly agree
- 4 Meaningful interactions**
Largely with physicians, nurses, and administrative staff
- 5 Alignment with leadership values**
62% agree or strongly agree



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Wave 3 Survey Responses: Pharmacists




"My patient load in ICU went from 16 to 28 daily without additional support when the team split into 2 teams and I still have to cover both teams."
- Pharmacist Survey Respondent

- Over the past 12 months (March 2020 – March 2021):
 - 33% rate their mental health as good/very good
 - 27% rate their mental health as not good at all
 - 88% attribute mental health to pandemic either partially or significantly
 - 31% have a renewed sense of meaning/purpose in work
 - 42% are optimistic about the future



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Wave 3 Survey Responses: Pharmacists



In the next six months:


- 19% intend to leave their position; 18% are undecided
- 3% intend to leave the pharmacy profession; 10% are undecided

Comments from survey respondents:

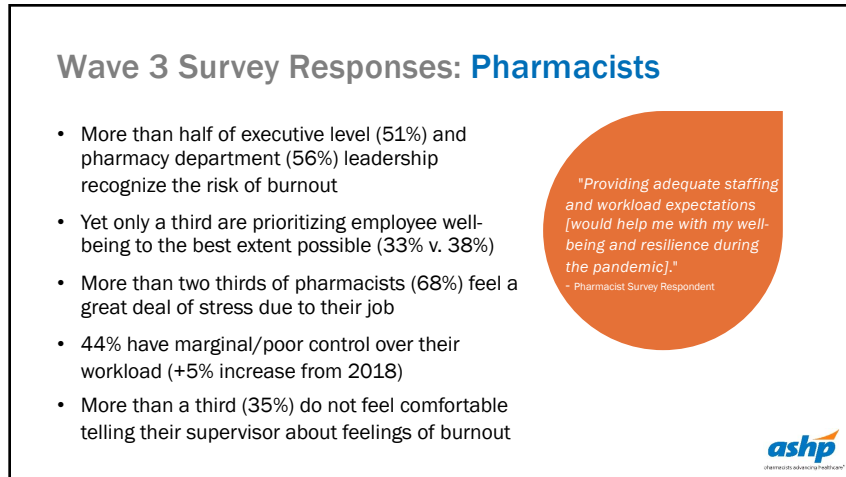
"Workload exceeds number or hours in the day. [There is a] lack of support/caring from home office."

"As a director - too many demands - placed upon RX leadership - feel like a squashed sandwich - between keeping Staff satisfied and C-Suite metrics in check with all other financial demands. No one cares about management!"

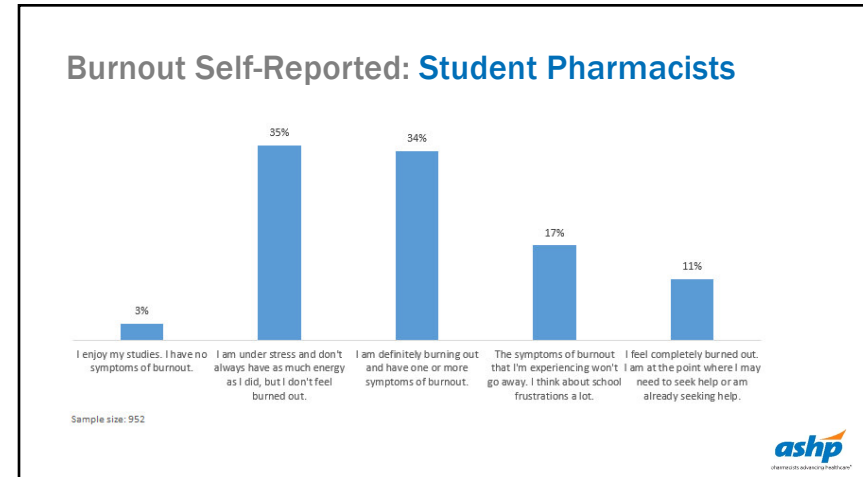
"No support from immediate supervisor for maintaining work life balance."



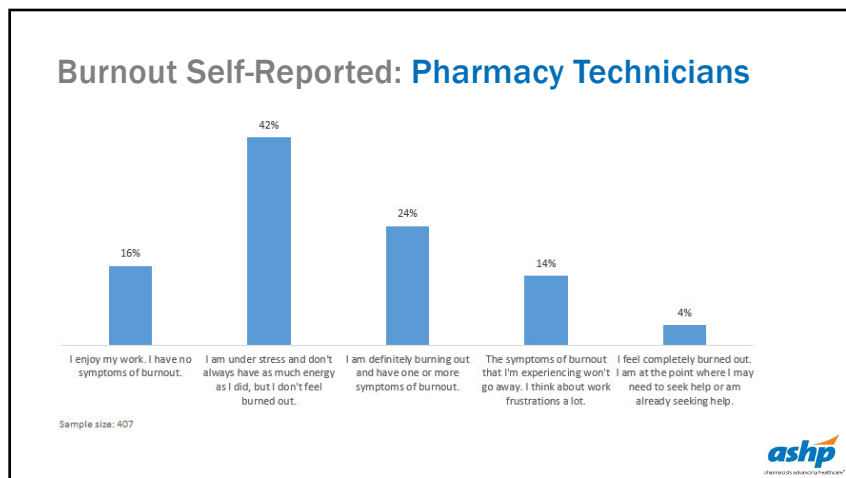
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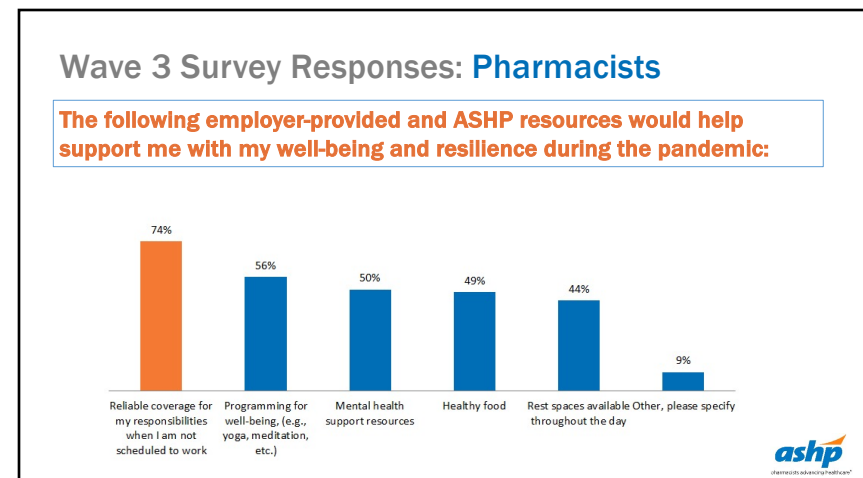
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“The doctors are not all right”

- June 2021 Vox *The Aftermath* series
- 2021 Kaiser Family Foundation and Washington Post Frontline Health Care Workers
 - 6 in 10 reporting pandemic stress has harmed mental health
 - 3 in 10 have considered leaving healthcare
 - > 50% self-reported burnout
- Barriers for healthcare practitioners to access mental health services
 - Time, Location
 - Mandatory Reporting to State Boards
 - Stigma, Fear

In 33 states, license boards are asking doctors about their mental health

■ Does not ask mental health questions
 ■ Only asks about conditions currently impairing doctors
 ■ Asks broader mental health questions

As of July 2020
Source: The Emotional PPE Project

Vox

Author: The doctors are not all right. Vox. <https://www.vox.com/2020/6/23/22309610/doctors-mental-health-licensing-concerns-pandemic>. Published June 23, 2020. Accessed June 26, 2021.

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Key Drivers of Burnout in Healthcare Professionals

Risk Factor	Example
Workload	Job demands exceeding human limits; limited time to rest, recover, and restore
Control	Role conflict; absence of direction in the workplace
Reward	Inadequate financial, institutional, or social reward in the workplace; lack of recognition
Community	Inadequate opportunity for quality social interaction at work; inadequate development of teams
Fairness	Perception of inequity from an organization or leadership
Values	Organizational values are incongruous with an individual's personal values or beliefs
Job-person incongruity	Personality does not fit or is misaligned with job expectations and coping abilities

Am J Health-Syst Pharm. 2017; 74:6576-81

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Clinician Burnout as a Patient Care & Healthcare Workforce Problem

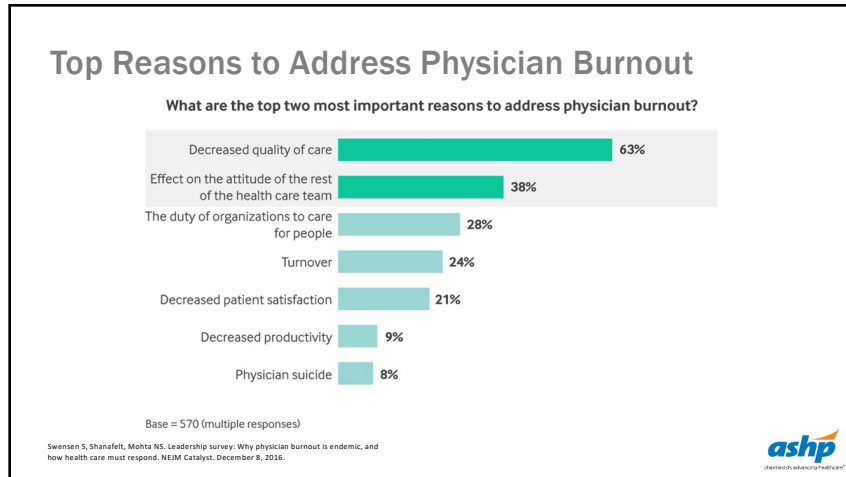
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Burnout is a Patient Care Problem

Quadruple Aim

Bodenheimer T, Sinsky C. From triple aim to quadruple aim: care of the patient requires care of the provider. *Ann Fam Med.* 2014;12(6):573-6.

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Decreased Quality of Care is a Top Reason to Address Burnout – According to Patients

SURVEY SAYS: PATIENTS WORRIED ABOUT CLINICIAN BURNOUT

Just as clinicians care for the well-being of their patients, patients care about the well-being of their clinicians. ASHP is a healthcare leader committed to preventing burnout and promoting well-being in pharmacists and the entire healthcare workforce. Resilient clinicians and healthcare organizations are critical to safe, high-quality patient care.

- Recent national survey of more than 2,000 Americans found:
 - 8 out of 10** have heard that burnout is a problem among healthcare professionals
 - About 77%** are concerned for their safety when clinicians appears burnt out
 - Nearly 80%** believe care quality may decrease when their pharmacist or other healthcare provider is burnt out
 - Total of 91%** believe its important that their pharmacists or clinician take measures to avoid burnout

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Burnout and Patient Safety

- A systematic review of 46 studies found significant correlation between poor well-being in health care professionals and worsening patient safety
- Multiple studies demonstrate relationship between medical errors and worsening burnout & depressive symptoms (i.e. second victim phenomenon)

Hall LH, Johnson J, Watt I, et al. Healthcare staff wellbeing, burnout, and patient safety: A systematic review. PLoS ONE. 2016; 11(7): e0159015; Shanafelt TD, Balch CM, Bechamps G, et al. Burnout and medical errors among American surgeons. Ann Surg. 2009;251(6):995-1000; Wu AW. Medical error: the second victim. The doctor who makes the mistake needs help too. BMJ. 2000;320(726-727); Balch CM, Oreskovich MR, Dyrbye LN, et al. Personal consequences of malpractice lawsuits on American surgeons. J Am Coll Surg. 2011;213(5):657-667; Newman M. The emotional impact of mistakes on family physicians. Arch Fam Med. 1996;5:71-75.

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Consequences of Burnout

There are many consequences of burnout:

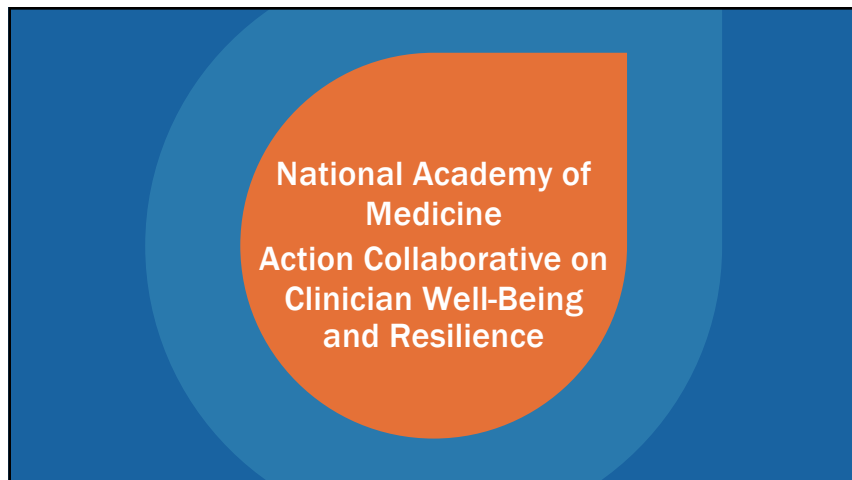
CLINICIANS AND LEARNERS	HEALTH CARE ORGANIZATIONS
<ul style="list-style-type: none"> • Occupational injury • Problematic alcohol use • Risk of depression and suicide • Career regret • Suboptimal professional development 	<ul style="list-style-type: none"> • Fewer available staff (absenteeism and turnover) • Lower morale and productivity • Presenteeism (working while sick) • Threat to organizational reputation

\$4.6 BILLION Estimated societal costs attributable to burnout in the United States each year.

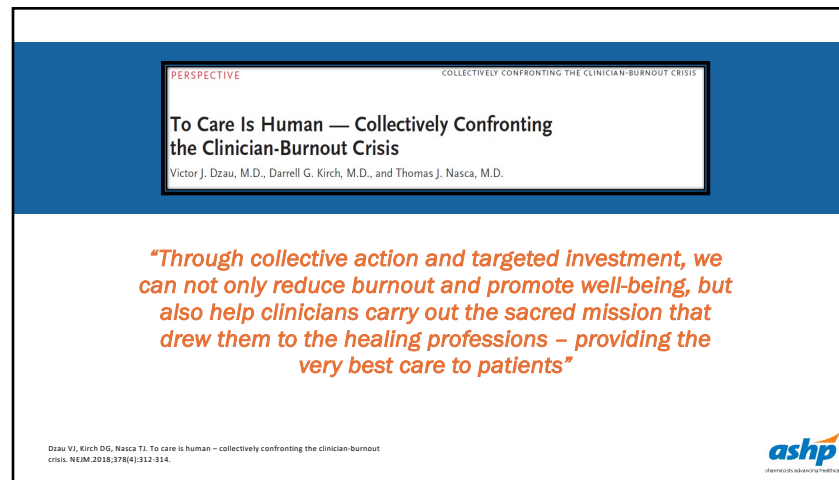
BURNOUT LOWERS PATIENT CARE QUALITY:

- Resulting staffing challenges decrease patients' access to care.
- High workloads, administrative burdens, and poorly designed technologies divert clinicians' time away from patient care.
- Workplace ethical dilemmas can erode clinician professionalism.
- Barriers to patient-clinician communication adversely affect patient satisfaction and health outcomes.
- Safety incidents, medical errors, and malpractice claims are more likely.

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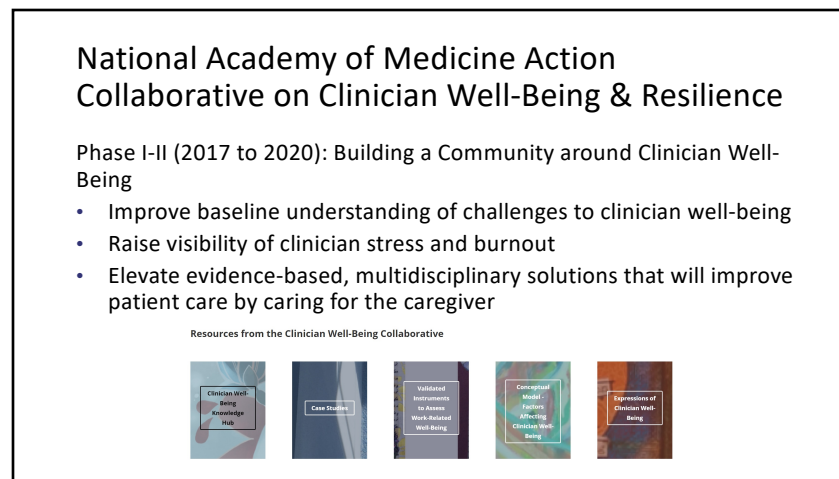
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National Academy of Medicine Action Collaborative on Clinician Well-Being & Resilience

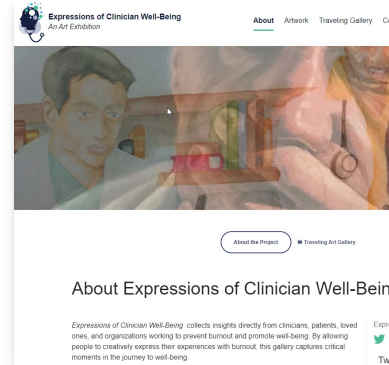
Phase III (2021-2022): Creating a National Strategy and Social Movement

- Working Group on A National Strategy for Clinician Well-Being
- Working Group on Implementing Tools to Improve Clinician Well-Being
- Working Group on Navigating the Impacts of COVID-19 on Clinician Well-Being

*Learn more <https://nam.edu/initiatives/clinician-resilience-and-well-being/>

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NAM Expressions of Well-Being



<https://nam.edu/expressclinicianwellbeing>



“Don’t Slip”

Elizabeth Canterbury, PharmD



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ASHP Vision and Strategic Plan



Strategic Priorities and Goals

- Our Patients and Their Care
 - Goal 4: Improve Patient Care by Enhancing the Well-Being and Resilience of Pharmacists, Student Pharmacists, and Pharmacy Technicians
- Our Members and Partners
- Our People and Performance



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2018 ASHP Policy

CLINICIAN WELL-BEING AND RESILIENCE

Source: Council on Education and Workforce Development

To affirm that burnout adversely affects an individual’s well-being and healthcare outcomes; further,

To acknowledge that the healthcare workforce encounters unique stressors throughout their education, training, and careers that contribute to burnout; further,

To declare that healthcare workforce well-being and resilience requires shared responsibility among healthcare team members and between individuals and organizations; further,

To encourage individuals to embrace well-being and resilience as a personal responsibility that should be supported by organizational culture; further,

To encourage the development of programs aimed at prevention, recognition, and treatment of burnout, and to support participation in these programs; further,

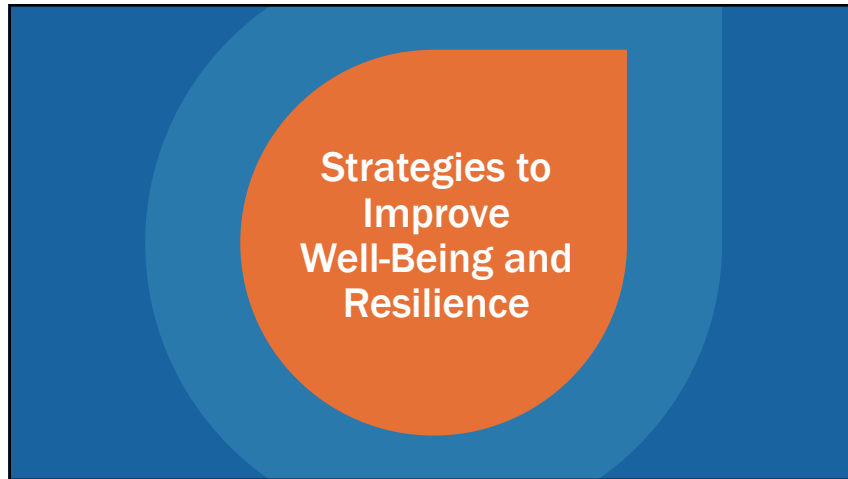
To encourage education and research on stress, burnout, and well-being; further,

To collaborate with other professions and stakeholders to identify effective preventive and treatment strategies at an individual, organizational, and system level.

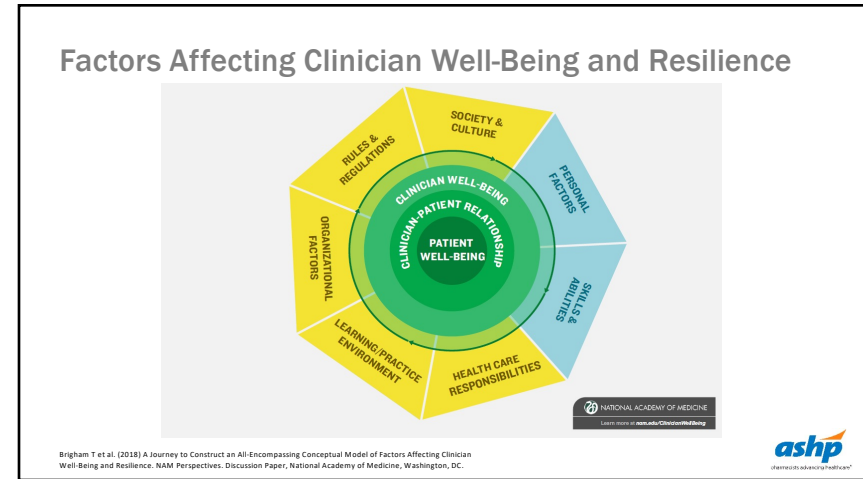
ASHP Policy Positions, 1982-2018: <https://www.ashp.org/2018-policy-positions/2018-policy-positions/>



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Identify Burnout

- Maslach Burnout Inventory – Human Services Survey for Medical Personnel
- Guide to selecting the most appropriate measurement instrument for *your* organization

NAM Survey Instruments: <https://nam.edu/valid-reliable-survey-instruments-measure-burnout-well-being-related-dimensions/>
 Maslach Burnout Inventory: <https://www.mindgarden.com/117-maslach-burnout-inventory>
 NAM Pragmatic Approach for Organizations: <https://nam.edu/pragmatic-approach-for-organizations-to-measure-health-care-professional-well-being/>

ashp

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Organizational strategies to reduce burnout and increase engagement

- Acknowledge and assess the problem
- Harness the power of leadership
- Develop and implement targeted work unit interventions^a
- Cultivate community at work
- Use rewards and incentives wisely
- Align values and strengthen culture
- Promote flexibility and work-life integration
- Provide resources to promote resilience and self-care
- Facilitate and fund organizational science

Executive Leadership and Physician Well-being: Nine Organizational Strategies to Promote Engagement and Reduce Burnout

Tat D. Shanafelt, MD, and John H. Noseworthy, MD, CEO

SPECIAL ARTICLE

Shanafelt, TD, and Noseworthy, JH. Executive Leadership and Physician Well-being: Nine Organizational Strategies to Promote Engagement and Reduce Burnout. Mayo Clinic Proceedings, January 2017;92(1):129-146 <https://www.mayoclinicproceedings.org/journal/2017/01/29/92-1/129-146>

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State Affiliate Toolkit

State Affiliate Toolkit Well-Being and Resilience

VIEW RELATED LINKS ↓

ASHP is an original sponsor of the National Academy of Medicine (NAM) Action Collaborative on Clinician Well-being and Resilience and actively leading the pharmacy profession on this issue! ASHP recognizes that a healthy and thriving clinician workforce is essential to ensuring optimal patient health outcomes and safety; this commitment to improving pharmacy workforce well-being and resilience is embedded within ASHP's Strategic Plan, as well as, a new policy position. ASHP Clinician Well-being and Resilience, that was approved during the 2018 House of Delegates. Check out a well-being and resilience resource page at ASHP.org to help you, whether you're a student pharmacist, a pharmacy resident, a pharmacy technician or an active pharmacist practitioner, in your resilience journey.

ashp.org/State-Affiliates/Affiliate-Resources/State-Affiliate-Toolkit-Well-being-and-Resilience

Tools for Promoting a Resilient and Thriving Pharmacy Workforce

- Educate
- Engage
- Prepare
- Discuss
- Promote
- Expand
- Share

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Taking Action Against Clinician Burnout: A Systems Approach to Professional Well-Being

- A consensus study from the National Academy of Medicine (Nov. 2019)
- 6 Goals to Reduce Burnout and Foster Professional Well-Being
 - Goal 1 Create Positive Work Environments
 - Goal 2 Create Positive Learning Environments
 - Goal 3 Reduce Administrative Burden
 - Goal 4 Enable Technology Solutions
 - Goal 5 Provide support to Clinicians & Learners
 - Goal 6 Invest in Research

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Systems Approach and Change Management

- Identify Need
- Describe current state
- Gather & Analyze Data
- Identify Improvement Opportunities
- Identify Root Causes of Problem(s)

- Generate and Choose Solutions
- Plan and Implement a Pilot

- Standardize Change
- Monitor Change & Hold Gains

- Evaluate Pilot Results
- Draw Conclusions

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Example – Work Redesign


MANAGEMENT CONSULTATION

Workplace strategies to reduce pharmacy leadership burnout

King E, et al. *American Journal of Health-System Pharmacy*, Volume 76, Issue 14, 15 July 2019, Pages 1007–1009. <https://doi.org/10.1093/ajhp/zvz089>


Summary of Publication

1. Burnout identified amongst pharmacy managers
2. Task Force formed
3. Recommendations made to reduce work overload
4. Senior leadership presentation
5. Actions taken
6. Results analyzed
7. Ongoing focus on work demands and stressors



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Addressing Burnout During a Pandemic




Preventing a Parallel Pandemic: Workforce Well-Being and Resiliency


PERSPECTIVE PREVENTING A PARALLEL PANDEMIC

Preventing a Parallel Pandemic — A National Strategy to Protect Clinicians' Well-Being

Victor J. Dzau, M.D., Darrell Kirch, M.D., and Thomas Nasca, M.D.



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Supporting the Health and Well-Being of Clinicians During COVID-19 bit.ly/CWCOVID19
#ClinicianWellBeing

Strategies for Health Care Leaders

For leaders and managers to implement to help sustain the well-being of clinicians amidst the COVID-19 outbreak

Strategies for Clinicians

For health care professionals to implement to help support themselves and their colleagues

Other Resources

More information on how to promote clinician well-being from sources such as global health organizations, U.S. government agencies, professional associations, health care providers & schools of health professions

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Strategies for Health Care Leaders During COVID-19 bit.ly/CWCOVID19
#ClinicianWellBeing

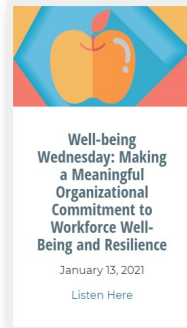
- 1 Value clinicians
- 2 Communicate best practices
- 3 Monitor & promote clinician well-being
- 4 Provide supportive environment
- 5 Enable cooperation & collaboration
- 6 Provide central information access point
- 7 Ensure clinicians aren't required to return to work during dire situation
- 8 Provide appropriate resources if clinicians are infected

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Organizational Best Practices: Fix the workplace, not the worker

Domains of evidence-based and promising practices:

- Organizational commitment
- Workforce assessment
- Leadership



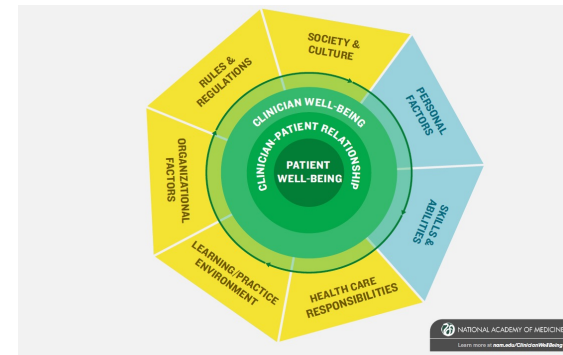
www.ashp.org/Professional-Development/ASHP-Podcasts/Wellness-Wednesday

Sinsky CA et al. Organizational Evidence-Based and Promising Practices for Improving Clinician Well-Being. NAM Perspectives. Discussion Paper, National Academy of Medicine, Washington, DC.



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Factors Affecting Clinician Well-Being and Resilience



Brigham T et al. (2018) A Journey to Construct an All-Encompassing Conceptual Model of Factors Affecting Clinician Well-Being and Resilience. NAM Perspectives. Discussion Paper, National Academy of Medicine, Washington, DC.



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Individual Resiliency Traits & Skills

HOW CAN INDIVIDUALS BUILD RESILIENCE?

- ⊕ Monitor your stress levels
- ⊕ Find a mentor
- ⊕ Develop meaningful social connections
- ⊕ Embrace change
- ⊕ Start a daily gratitude practice

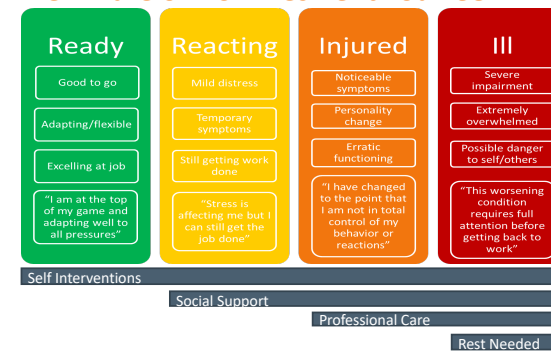


<http://wellbeing.ashp.org>



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Be Aware of How Resilient You Feel




Adapted from US Navy's COSC Doctrine



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Bolstering Resiliency

- **Identify personal self-care techniques**
- **Cognitive Reframing**
 - Create a different way of looking at a situation, person, or relationship
 - New "lens"
 - Reverse: What's the other person's perspective
 - Long: How will I likely view this situation in six months
 - Wide: How can I grow from this
- **Emotional Intelligence (EQ)**
 - Recognize emotions in self and others
- **Mindfulness**
 - Awareness in the present moment - without judgement



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Strategies for Clinicians During COVID-19

bit.ly/CWCOVID19
#ClinicianWellBeing

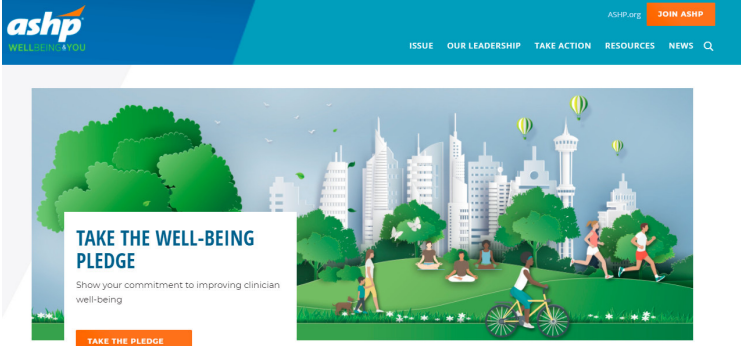
- 1 Meet basic needs
- 2 Take breaks
- 3 Stay connected
- 4 Respect differences
- 5 Stay updated
- 6 Perform self check-ins
- 7 Honor your service

A collection of resources to promote clinician well-being is available online.

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ASHP Member Resources

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ashp WELLBEING FOR YOU

ISSUE OUR LEADERSHIP TAKE ACTION RESOURCES NEWS Q


ASHP.ORG JOIN ASHP

TAKE THE WELL-BEING PLEDGE

Show your commitment to improving clinician well-being

TAKE THE PLEDGE

wellbeing.ashp.org



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ASHP COVID-19 Resource Center: Well-Being & Safety

Workplace Safety and Well-Being

Protect the health and well-being of yourself and others

From ASHP

- Tips for Taking Care of Yourself during COVID-19
- Checklist for Pharmacists and Pharmacy Technicians to Minimize Exposure from COVID-19 at Home [PDF]
- Checklist for Pharmacists and Pharmacy Technicians to Protect Themselves in Outpatient Care Settings [PDF]
- Well-Being Reminders during Difficult Times
- Wellness with COVID: Contagious Strategies to Promote Pharmacy Well-being [PDF]

<https://www.ashp.org/COVID-19/Workplace-Safety-and-Well-Being>

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Well-Being and Resilience Series

Planned in cooperation with the ASHP New Practitioners Forum

Release Date: December 3, 2018
 Expiration Date: December 3, 2021
 Activity Type: Knowledge-based
 Activity Fee: Member - Free / Non-member - N/A

Activity Overview

ASHP is an original sponsor of the National Academy of Medicine (NAM) Action Collaborative on Clinician Well-Being and Resilience and is honored to lead the pharmacy profession on this issue. ASHP is committed to fostering and sustaining a healthy and thriving pharmacy workforce, which is essential to ensuring optimal patient health outcomes and safety. This commitment begins with facilitating the development of education aimed at helping pharmacists, student pharmacists, and pharmacy technicians address and effectively cope with the stress and burnout associated with demanding patient care environments.

The Well-Being and Resilience Webinar Series is a growing collection that will cover facets of defining stress and burnout to identifying solutions to build resilience of individuals and of teams.

This series is free for ASHP members as a benefit of membership.

Educational Activities

Learning Module	ACPE #	Credit Hours
Empowering the Healer: Results of the National Academy of Medicine (NAM) Consensus Study	NO CE	0.0
Caring for the Pharmacy Workforce during COVID-19 (6/3/2020)	NO CE	0.0
Caring for the Pharmacy Workforce: Wellness Strategies for the Student Pharmacist	NO CE	0.0

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MCM 19 ASHP Well-Being Collaborative Meeting: Common Themes

- PRECEPTORS**
 - "A mental health training program for preceptors centered around protocol for when students are symptomatic of a mental health crisis is needed."
 - "Providing preceptors resources on teaching is vital. Many pharmacists lack a solid background on how to be an effective teacher and really carry out learner relationships."
- LEARNERS**
 - "Assessing burnout levels in residents before starting their program can be effective as a preventative measure."
 - "Peer evaluations can serve as a teaching tool on how to interact with learners."
- WORKFORCE**
 - "The workforce can utilize effective surveys and inventories to communicate more clearly how they are feeling."
 - "Programs within pharmacy schools should make strides to encourage more open discussions about burnout among pharmacy students."
- ASSESSMENTS**
 - "A call for more comprehensive testing to diagnose the signs of burnout and the use of evaluations to help improve efforts"
- COMMUNICATION**
 - "How can we address the 'lodge of honor' of not asking for help and more towards being more vulnerable with each other?"
- BUY-IN**
 - "We must emphasize the importance of having a community with common experiences and sharing them among one another."
- TRAINING**
 - "A call for more comprehensive professional training for preceptors and members of the workforce"
 - "A call for more free and open communication in the workplace"
- BARRIERS**
 - "System-level changes are repeatedly voiced but are notably difficult to implement due to bureaucratic barriers. The people making the final decisions don't necessarily see the benefit of these programs."

- ASHP Interprofessional Collaborative Discussion held at Midyear 2019
- Themes identified are applicable during COVID-19
 - Assess
 - Communicate
 - Lead
 - Train

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ASHP Wellbeing and Resilience Infographic

A RESILIENT PHARMACY WORKFORCE

BURNOUT
 Characterized by emotional exhaustion, cynicism, and/or a low sense of personal accomplishment.

TO DECREASE THE POTENTIAL FOR BURNOUT, THE PHARMACY WORKFORCE MUST BUILD RESILIENCE

- Return from setbacks
- Show confidence in strengths and abilities
- Stay calm under pressure

HOW CAN INDIVIDUALS BUILD RESILIENCE?

- Monitor your stress levels
- Find a mentor
- Develop meaningful social connections
- Embrace change
- Start a daily gratitude practice


HOW CAN HEALTHCARE ORGANIZATIONS BOOST RESILIENCE?

- Form a committee to explore burnout causes and resilience solutions
- Evaluate changes to confirm increases in employee resilience
- Recognize the presence and role of burnout in the workplace
- Identify burnout risk factors
- Celebrate and share positive experiences

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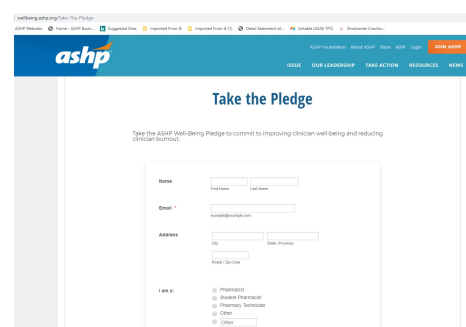
Commit to Individual Well-Being

Join the Movement




Take the Well-Being Pledge
Make your well-being a priority. Take the pledge to commit to your personal and professional well-being.



TAKE THE PLEDGE



The screenshot shows the ASHP website with a 'Take the Pledge' form. The form includes fields for Name, Email, and Address, and a section for selecting a profession (Physician, Student/Resident, Pharmacy Technician, Other).



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Send your feedback to wellbeing@ashp.org.

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ASHP Well-Being and Resilience Certificate



7 Modules | 18 CE Hours

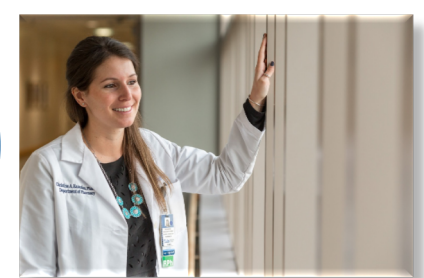
The curriculum addresses:


- Core principles associated with burnout in the healthcare workforce
- Individual resilience strategies
- Redesigned work system approaches
- Cultures to sustain healthcare professional well-being and resilience



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Looking Ahead





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ASHP Extends Commitment to NAM Action Collaborative on Clinician Well-Being and Resilience

- Two-year extension through 2022
- New working groups
 - National Strategy for Well-being and Resilience
 - COVID-19 Response
 - Implementation




National Academy of Medicine
Action Collaborative on Clinician Well-Being and Resilience

<https://nam.edu/initiatives/clinician-resilience-and-well-being>




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Conclusions





- 1 Clinician burnout is a patient care and healthcare workforce problem that needs addressing.
- 2 Well-being and resilience needs a combined effort by both the individual and the system.
- 3 ASHP is focused on promoting well-being and resilience in many ways and is here to help.



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1. What successful personal and health system resiliency strategies have been implemented at your institution?
2. Were you surprised by the survey results?
3. What challenges and gaps exist around wellbeing and resilience?

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Thank You

Contact:
wellbeing@ashp.org

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