To Fight Burn-out, Advocate for Justice!
Presenters

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Top Occupations for Burnout

1. Physicians
2. Nurses
3. Social Workers

AMA estimates that 50% of physicians are experiencing serious symptoms of burnout

American Medical Association
What’s Wrong with Us?

• Stress Intensifiers, Trauma, & Burnout
  • Duration
  • Uncertainty
  • Importance

• Empathetic Intensity
  • Compassion Fatigue
  • Vicarious Trauma
  • Secondary Trauma

National Healthcare Retention, RN Staffing Report, Healthcare Finance, & Hospital Review
Stages of Helping Fatigue

- Exhaustion
- Shame, Doubt & Guilt
- Cynicism & Callousness
- Crisis

Advocacy to Proactive Self-care Strategy

We are pretty much F'ed at this point!!
Exhaustion:
Know your triggers – before they impact your quality and health

• Physical
• Psychological
  • Increase in anxiety or depression
  • Decrease in cognitive capacity: creativity, cognitive flexibility, problem solving, and ability to handle complexity
• Social
  • Decrease in compassion, empathy, and patience
  • Increase in frustration and gossip
Shame, Doubt, & Guilt: Roots of Helplessness

- Focus shifts to what you can’t do
- Never enough time, resources, staff, and compassion
- Increased awareness of privilege
- Struggle with authentic connections
- Inability to get pleasure out of work
Cynicism & Callousness: Death of Compassion

Heart becomes a concrete monument to who you once were

Start disrespect patient passive aggressively or behind their back

Increase gossip about co-workers and passive aggressive behavior on job

Constant sense of anger towards patient, co-workers, or supervisors
## Crisis

<table>
<thead>
<tr>
<th>Physical Health</th>
<th>Social/Work Health</th>
<th>Mental Health</th>
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<tbody>
<tr>
<td>• Cardiovascular Disease</td>
<td>• Social Isolation</td>
<td>• PTSD</td>
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<tr>
<td>• Stroke</td>
<td>• Relationship Issues</td>
<td>• Memory Loss</td>
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<tr>
<td>• Type II Diabetes</td>
<td>• Poor performance</td>
<td>• Cognitive decline</td>
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<tr>
<td>• Musculoskeletal Disorder</td>
<td>• Absenteeism</td>
<td>• Sleep Problems</td>
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<td>• Cancer</td>
<td>• Tardiness</td>
<td>• Headaches</td>
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<tr>
<td>• Physical Fatigue</td>
<td>• Theft</td>
<td>• Mental Fatigue</td>
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<td>• Sexual Issues</td>
<td>• Dehumanization of patients</td>
<td>• Anxiety &amp; Irritability</td>
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<td>• Gastrointestinal problems</td>
<td>• Turnover (at least 40% is stress related)</td>
<td>• Depression</td>
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<tr>
<td>• Headaches</td>
<td>• patient &amp; Employee Filed Grievances</td>
<td>• Aggression</td>
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<td>• Physical Illness</td>
<td>• Litigation</td>
<td>• Defensiveness</td>
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<td>• Back problems</td>
<td>• Low Job Satisfaction</td>
<td>• Negative World View</td>
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<td></td>
<td></td>
<td>• Hopelessness</td>
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<td>• Feeling of incompetence and doubt</td>
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<td>• Negative attitude</td>
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Fernandez, 2006; Anchor, 2010; Siebert, 2005; Hoopes & Kelly, 2004; Maslach & Leiter 1997
"Compassion fatigue is real. I’ve struggled with it myself. Getting out of the exam room and into the halls of my state capitol was really important to me. I founded it deeply rewarding to tell my story—in my own words—and educate our state legislators about barriers to care. In the end, we passed a law allowing unaccompanied minors to consent to their own medical care. So now my patients have greater access to health care. How cool is that?"

Lisa Stambolis, BSN, MS, CPNP, Former Director of Pediatric and Adolescent Medicine, Health Care for the Homeless, Baltimore, MD

“Providers who chose to work in safety net systems need time to be part of bigger systems change. While caring for individual patients and families is the priority, we often feel powerless to change what’s coming in every day. I know our time is valuable, but provider turnover, recruitment and time spent training new staff, as well as fractured patient and team relationships has a real cost. Engaging in advocacy is essential for provider satisfaction and effectiveness.”

Danielle Robertshaw, MD, Senior Medical Director, Hennepin Healthcare Community Connections Care Ring | Medical Director, (HSPHD) Hennepin County Health Care for the Homeless | Hennepin County Medical Center, Minneapolis, MN
STRUCTURAL POLICIES UNDERMINE OUR WORK

- Low wages
- Limited job opportunities
- Barriers to health care
- Lack of stable housing
- Limited transportation & child care
- Limited educational opportunities
- Trauma, violence, poor health

Our work to improve health and well-being
FIVE KEY POINTS TO CONSIDER

• **1980s goal:** Put ourselves out of business. And here we are...now even bigger.
  
  → **We can’t end homelessness by ending homelessness.**

• Advocacy is fundamental to our mission. We have a very unique view of the problems and a firm grasp of the needed solutions.

• Advocacy is fundamental to our work as healers.

• Providers have the greatest social credibility & impact with policymakers.

• Advocacy can be collaborative & build credibility, trust and respect
THE NEED FOR JOY IN OUR WORK

• How do we inspire ourselves & our team?

• Framework for facilitating specific actions that lead to greater joy & less burnout

• Ask ourselves: “What Matters To You?”

• Build multiple approaches into individual and agency work plans

This is uploaded in your app!
WAYS TO ORGANIZE

AGENCY ACTIONS

1. Create an advocacy agenda & have providers take part in creating it
2. Dedicate advocacy time in provider schedules (set goals for participation)
3. Invite elected officials/policymakers to your program for “coffee & a chat”
4. Allow providers to testify at bill hearings (perhaps as part of a coalition)
5. Be righteous and inspiring

INDIVIDUAL ACTIONS

1. Join medical/professional society’s advocacy group (state chapters)
2. Write op-ed for local paper/blog
3. Put your elected officials in your “Favorites” and call them regularly!
4. Participate in rallies and marches
5. Involve your friends, colleagues & family members

“Favorite” Phone Numbers:
White House comment line: 202-456-1111
Congressional switchboard: 202-224-3121
TWO COUNCIL ADVOCACY RESOURCES

Sign up for our monthly Mobilizer!

Subscribe to our Poverty Policy Podcast!

Two New Issues on the Horizon

- Trump Administration Proposes Rule to Enforce Incarcerated Immigrants from 'Refugee' Status. This recent proposal could impact up to 25,000 households. Details will be posted soon in the Federal Register. Stay tuned for more information on this.

- Trump Administration Proposes Rule to Roll Back Transgender Protections. This change would make it easier for hospitals and providers to deny care or coverage to patients who are transgender. Details will be posted soon in the Federal Register. More information to come on this.

Our Work Together for Justice

The theme of our 2019 National HCH Conference this May is ‘Working Together for Justice.’ While in D.C., conference attendees will meet with members of Congress, share their advocacy work with others, and rally for human rights in front of the White House. While this is important and exciting, we know that our work together is year-round, far beyond the limits of HCH2019. Our success in advocacy depends on your involvement all over the country, 365 days a year.
QUESTIONS & DISCUSSION

• How do you see advocacy & organizing helping to fight burnout?
• How can we grow a culture of advocacy?
• Where do you see opportunities to take action?