

Talking Points on Burnout and Resilience for Residents and Faculty

(Effective/recommended language in italic quotes)

Faculty or senior residents: Use this approach and content to conduct a short discussion on physician wellness and self care during a busy rotation or service month.

Frame the conversation: “We are in the middle of a busy month/service/rotation that might impact our personal wellness. Let’s take a minute to talk about this and what each of us can do to keep ourselves well and resilient.”

Review key points :

- “**Burnout** is a prolonged response to chronic emotional and interpersonal stressors on the job, and is defined by the three dimensions of exhaustion, cynicism and inefficacy.” (Maslach et al 2001)
- “Stress can be a normal, healthy response to many situations, but **burnout represents a pathologic response** to the stressors in one’s work environment and likely places the burned-out physicians at increased risk for depression and suicide.” (Squires et al, Ann Thoracic Surg 2017;104:1117-22)
- “Studies demonstrate that burnout **negatively affects professional behavior, career planning and quality of care.**” (Wallace JE, Lemaire JB, Ghali WA. Physician wellness: a missing quality indicator. Lancet 2009;374:1714–21.)
- “A **resilient individual** has the ability to combat stress through **enhanced recovery** in response to stressful stimuli...A resilient individual uses ‘strategic stopping’ that allows for recharging rather than continuing to endure additional stress.” (Squires, 2017)

Stimulate Discussion:

- Faculty: “Given this service month, has anyone experienced any of these attitudes? (Overwhelm, negative attitude about work or patients, low energy, a low sense of work satisfaction).”
- Reduce stigma on this topic:
 - Faculty: Share the service impact on your own attitude or energy level. Use active listening, be supportive and non-judgmental to learner responses.
 - “It’s natural to feel stress: we are approaching this as a skill you will need to learn and not a weakness to ignore.”

Discuss personal responses:

- **Regularly measure** or get feedback from friends on your level of burnout. (Download the Mayo App: My Well-Being Index and set regular checks in Preferences).
- **Understand and employ factors that promote resilience:** (Meredith LS, Sherbourne CD, Gaillot S, et al. Promoting Psychological Resilience in the U.S. Military. Santa Monica, CA: RAND Corporation; 2011.
 - Individual factors: Positive coping, positive affect, positive thinking, realism, behavioral control, physician fitness, altruism.
 - Family Factors: Emotional ties, communication, support, closeness, nurturing, adaptability
 - Organizational factors: Positive leadership climate, teamwork, cohesion
 - Community Factors: Belongingness, cohesion, connectedness, collective efficacy
- **Number** to call if you need confidential support and help: 1-800-273-8255, text 741741