



BURNOUT WEBINAR SERIES

MAY 9, 2019

IPM EASTERN

ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Access to Care & Clinician Support

Recruitment & Retention

National
Health
Service Corps

Resources

Training

Networking

WHO WE ARE

Association of Clinicians for the Underserved



Funded by HRSA's Bureau of Primary Health Care

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WEBINAR HOUSEKEEPING

We are
Recording

Ask
Questions

Have Fun

GOALS FOR THE SERIES

Emphasize the importance of addressing burnout within an organization



Examine how different organizations approach burnout



Learn strategies to address burnout

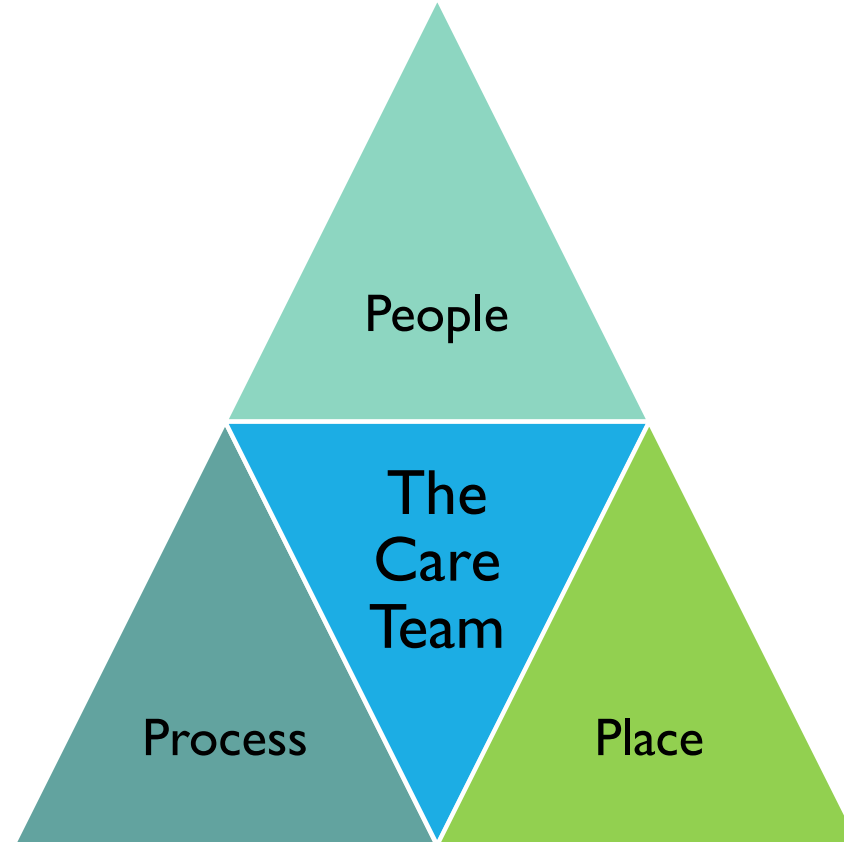


REKINDLING JOY IN PRACTICE CREATING A PLACE FOR JOY

CINDY BARR RN EDAC
OPERATIONS & FACILITIES PLANNER

CAPITAL LINK

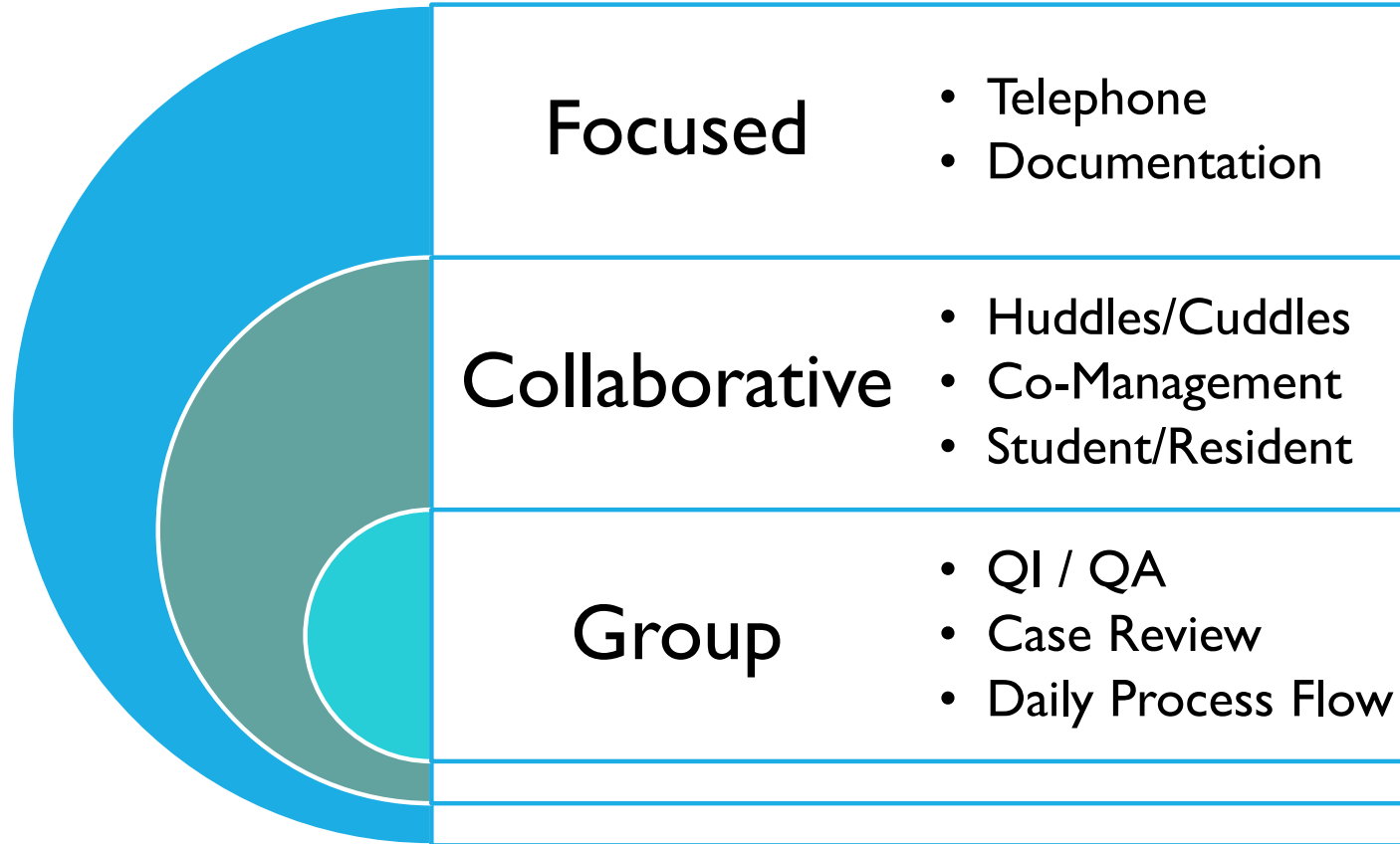
THE ROLE OF PLACE



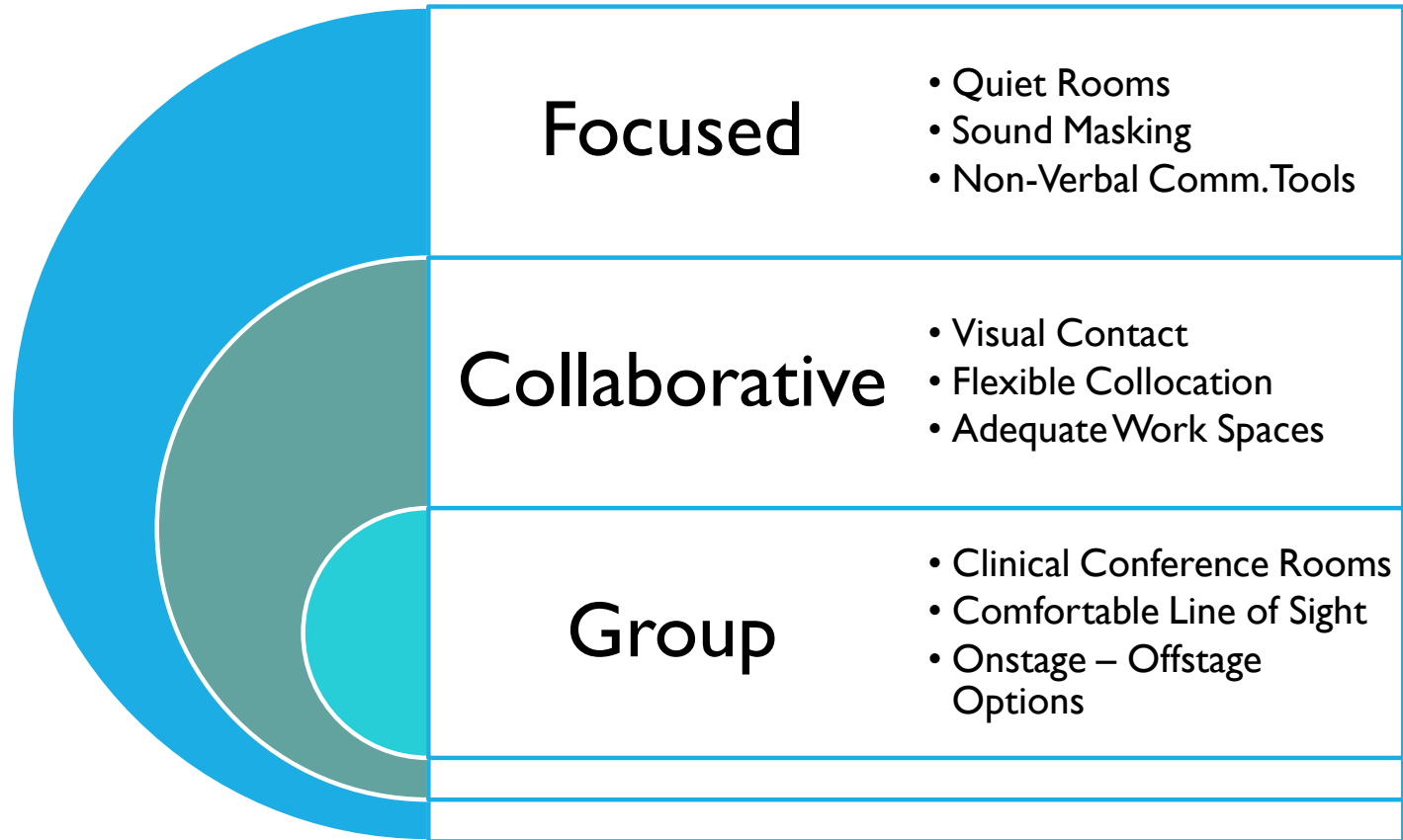
WHEN PEOPLE ARE WILLING
WHEN PROCESSES ARE DEFINED

DOES YOUR PLACE CREATE A WALL OR PROVIDE A DOOR TO JOY?

THE WORK OF THE TEAM



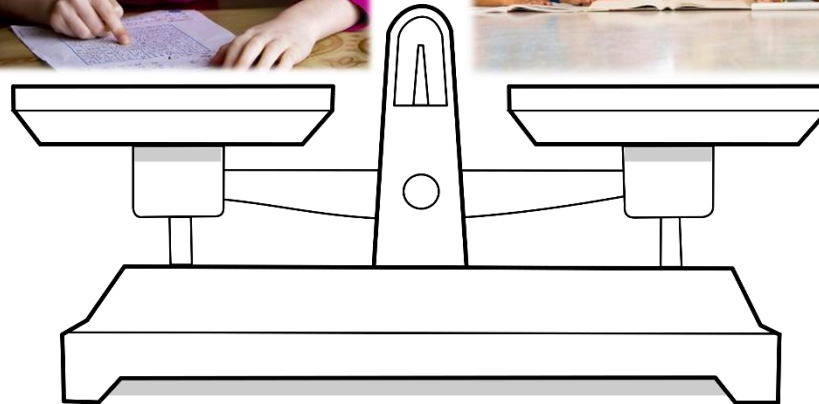
A PLACE FOR THE WORK OF THE TEAM



“I CAN’T HEAR MYSELF THINK IN HERE...”

– NURSE PRACTITIONER

A PLACE FOR JOY -> BALANCE



A PLACE FOR JOY -> BALANCE

Create Common Quiet Spaces Adjacent to the Team Room

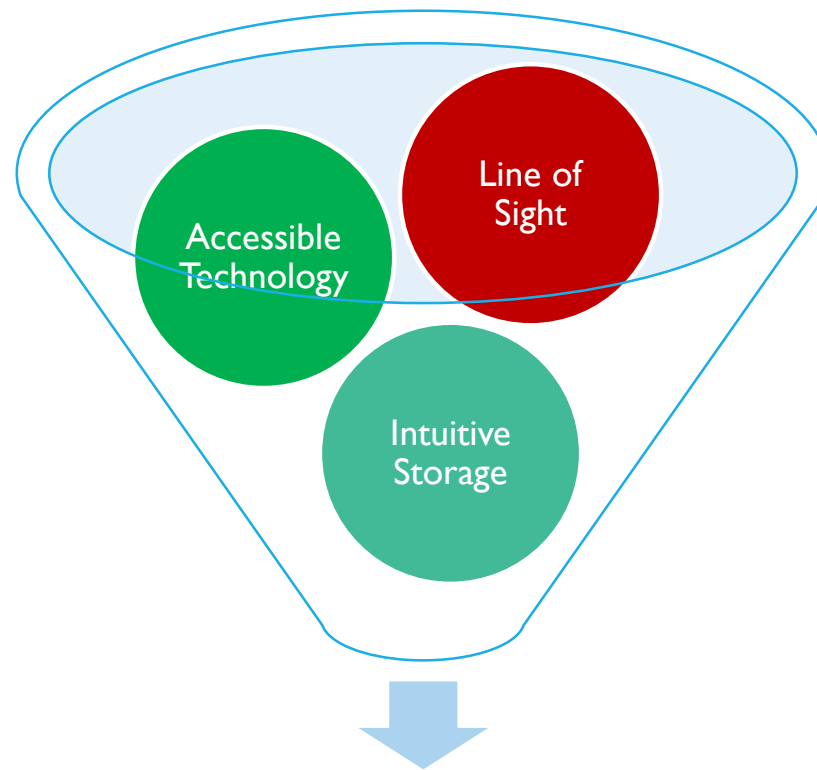
- Internal Access from/to Team Room
 - May be dual-access
- Not included in the work station count
- Offer line of sight to team activity
- Outfit with Internet and Phone
- Accommodate 1-3 persons
- Walls can be fixed or movable
- Yes, it needs a door!



“TODAY, I REALIZED THIS IS REAL,
WE REALLY ARE A TEAM!”

– CERTIFIED MEDICAL ASSISTANT

A PLACE FOR JOY -> SUPPORT

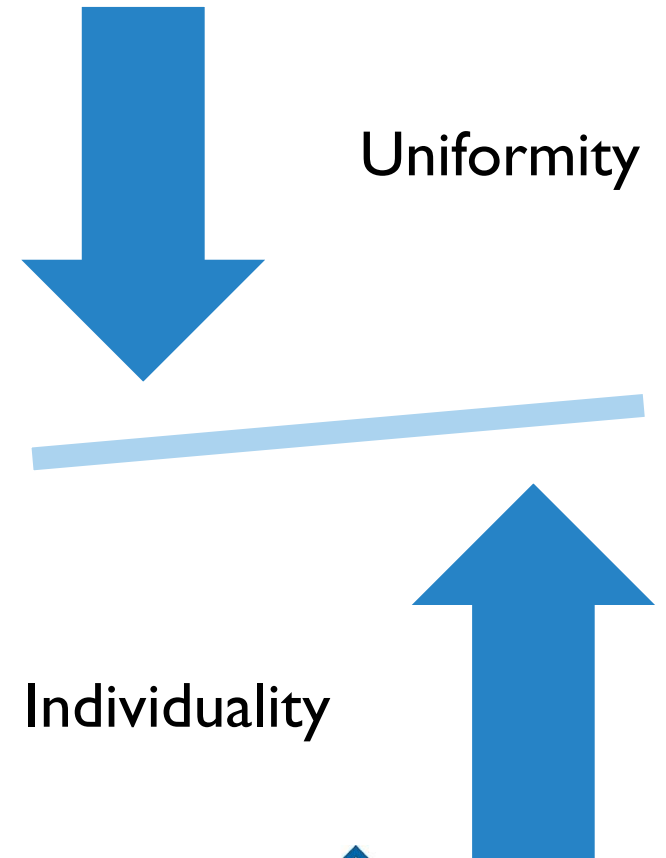
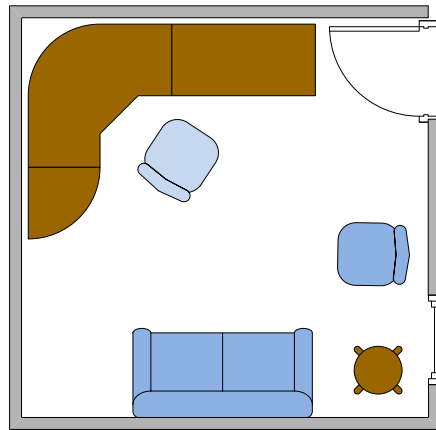
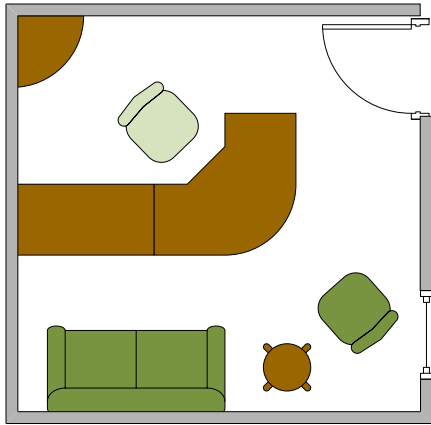


Opportunity

“I CAN’T STAND WORKING IN HERE. THEY HAVE NO IDEA
WHAT I DO ... ARE WE REALLY ALLOWED TO MOVE
THINGS?”

– IBH PROVIDER

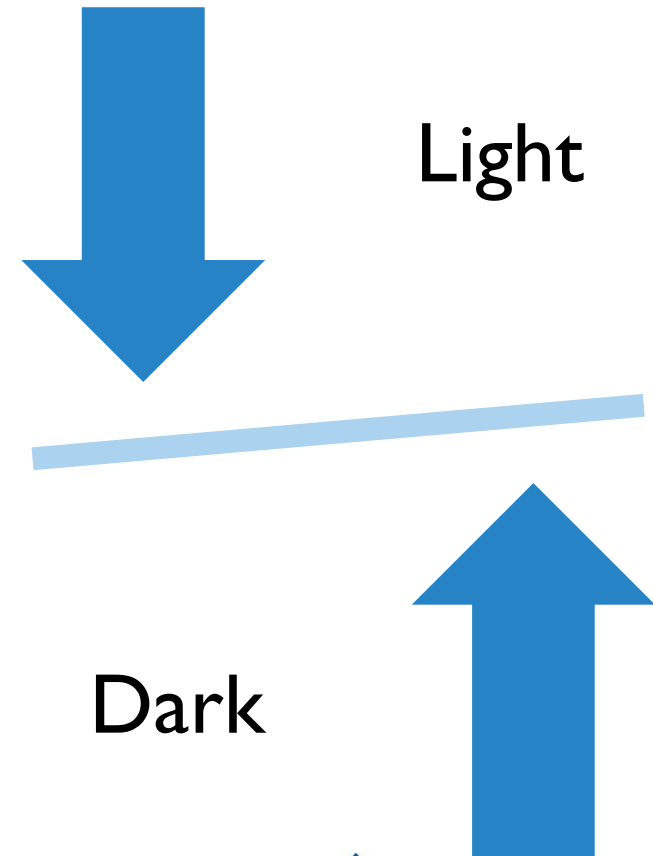
A PLACE FOR JOY -> RESPECT



“THANK YOU SOOO MUCH!”

– CALL CENTER TEAM MEMBER

A PLACE FOR JOY -> EQUITY



“OH, THEY ARE ALL KINDA LIKE THAT...”
– LEAD MEDICAL ASSISTANT

“I COULDN’T WORK IN THIS MESS...”
- CEO

A PLACE FOR JOY -> SERENITY



A PLACE FOR JOY -> RESPITE

Respite does *not* kill productivity!

A time away for renewal and refreshment to support personal health and maximize effectiveness

- The Restorative Escape
 - “I just need to clear my head...”
- The Reality Check
 - “Can you believe...”
- The Personal Connection
 - “How is your son doing in...”



“IT ISN’T THAT I THINK I AM BETTER THEN THEY ARE ... I JUST NEED A BREAK!”

– FAMILY NURSE PRACTITIONER

A PLACE FOR JOY -> RESPITE

**As we move together to work,
we must move apart to find respite.**



TAKE A FRESH LOOK AT “PLACE”



Replace – Renovate - Repurpose – Reorganize – REJOICE!

QUESTIONS?

Contact

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COMING UP!

May 16: Dr. Eileen Barrett on Improving R&R By Increasing Professional Satisfaction



THANK YOU!