

# **“Celebrating Wellbeing; *Strategies for A Continuous Personal and Professional Journey*”**

“Our Greatest glory is not in never falling, but in getting up every time we do” Confucius

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*Author, A Doctor’s Dozen; 12 Strategies for Personal Health and A Culture of Wellness*

***SCAFP Summer Break Away & Annual Assembly***

June 9th, 2023 8:15 – 9:15 am

Hilton Head, South Carolina

Moment of Gratitude



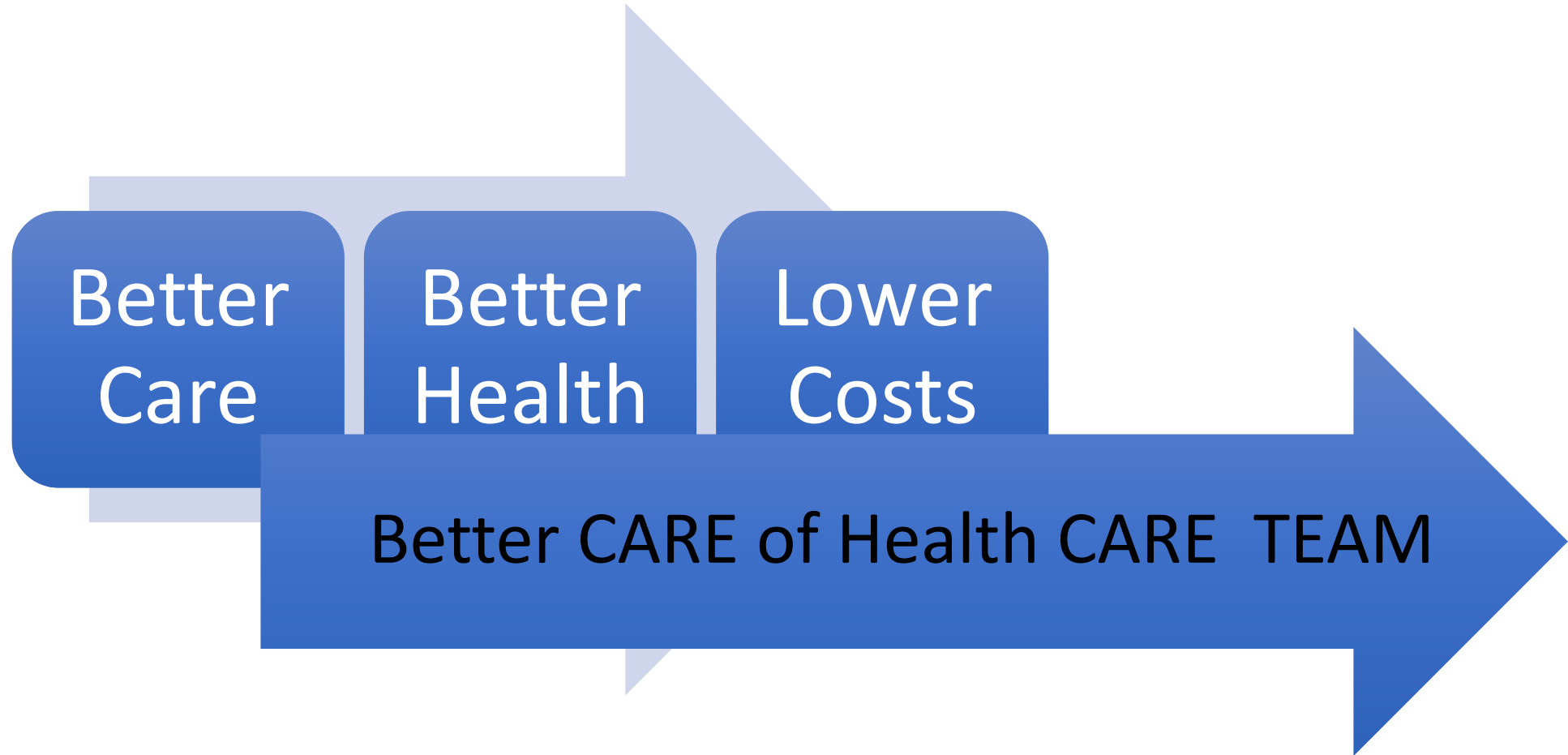
# SCAFP Learning Objectives:

1. Describe the importance of physician wellbeing in achieving the *Quintuple Aim* and averting burnout
2. Discuss the role of evidence-based strategies to overcome daily challenges and chronic stressors
3. Apply strategies personally to enhance performance and promote a lifelong journey to wellbeing in practice and beyond

# What Will it Take for All to Flourish in Medicine ?



# From Triple to QUADRUPLE AIM:



**From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider**

[Thomas Bodenheimer](#), MD<sup>1</sup> and [Christine Sinsky](#), MD<sup>2,3</sup>

*Ann Fam Med November/December 2014 vol. 12 no. 6 573-576*

The graphic features a dark blue background with a white arrow pointing right. Inside the arrow, there are several smaller triangles in shades of green and blue, some containing abstract patterns. The text 'National Plan for Health Workforce Well-Being' is written in a bold, dark blue font on the white background of the arrow.

# National Plan for Health Workforce Well-Being



NAM report: <https://nam.edu/initiatives/clinician-resilience-and-well-being/national-plan-for-health-workforce-well-being/>  
October 2022

The National Plan's vision is that *patients* are cared for by

1. a health workforce that is thriving in an environment that fosters their well-being
2. as they improve population health,
3. enhance the care experience,
4. reduce costs, and
5. advance health equity; therefore, achieving the

“quintuple aim”

# IMPACT OF BURNOUT

**Individual:** job dissatisfaction, anxiety, sleep disturbance, MSK pain, memory impairment, unprofessional behavior, substance abuse, depression and suicide

**Healthcare**  
7% t  
B/yr)

**PUBLIC HEALTH CRISIS**

enteeism,  
s (\$4.6

**Patient Care/Society:** (case of health professionals) suboptimal care, medical error, dissatisfaction, complaints, distrust, poor quality and outcomes

# JUST THE BEGINNING

**Distress Awareness Action** < 2005  
'05- '21  
>'22+

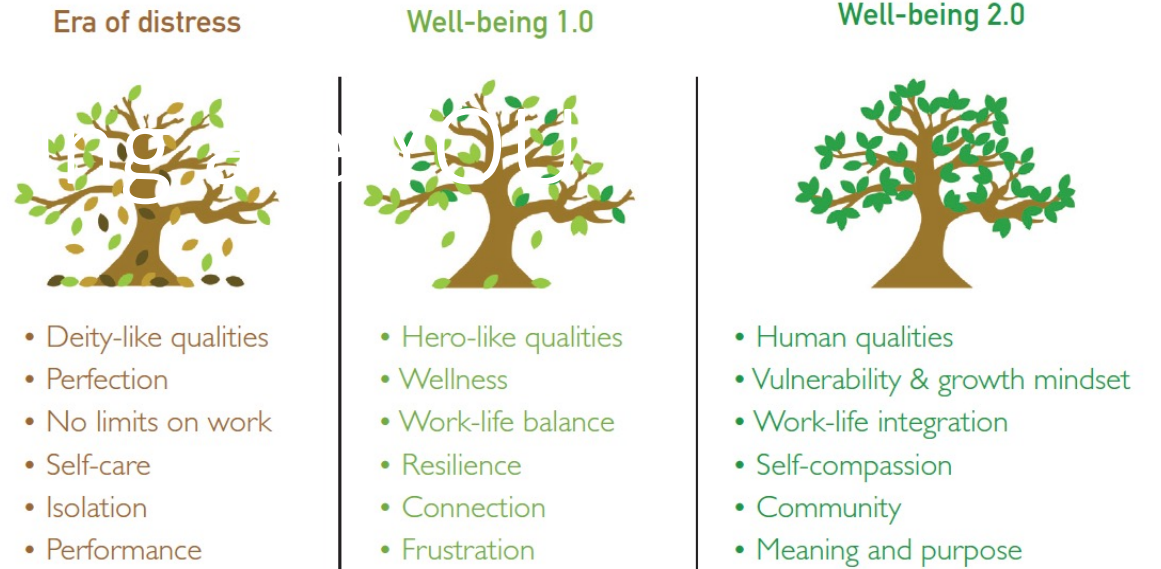
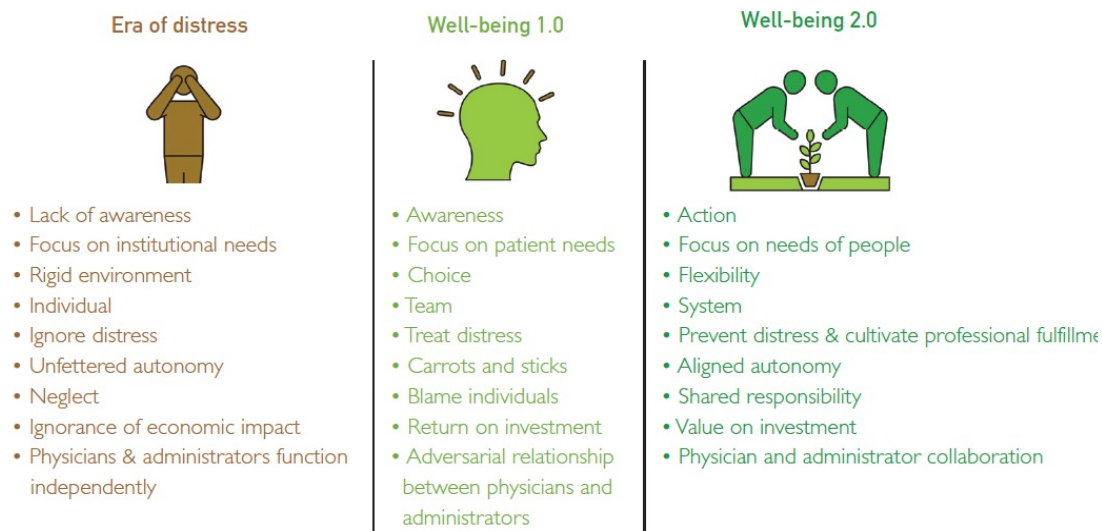


FIGURE 1. Professional characteristics and mindset of the 3 eras of physician well-being.

Mayo Clin Proc. ■ October 2021;96(10):2682-2693 ■ <https://doi.org/10.1016/j.mayocp.2021.06.005>  
www.mayoclinicproceedings.org



## Physician Well-being 2.0: Where Are We and Where Are We Going?



Tait D. Shanafelt, MD

FIGURE 2. Organizational characteristics and mindset of the 3 eras of physician well-being.



# FRAMEWORKS for LEADING ORGANIZATIONAL WELLBEING



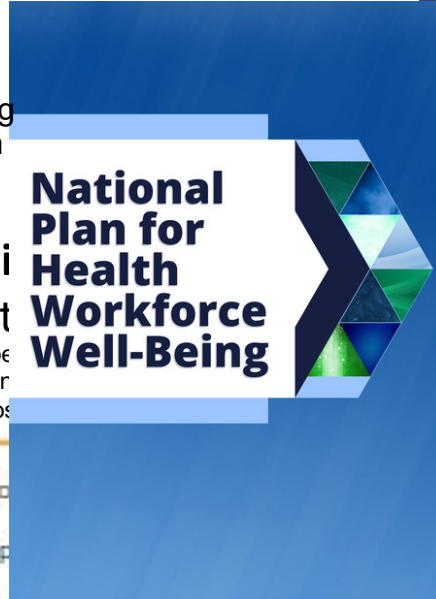
Accreditation Council for Graduate Medical Education

- 5. Empower broad-based action.
- 6. Generate short-term wins.
- 7. Consolidate gains and produce more change.
- 8. Anchor new approaches in the culture.

## AMA Recovery Plan for America's Physicians

We need to fix what's broken, and it's not just the system. We need to fix what's broken, and it's not just the system. We need to fix what's broken, and it's not just the system.

[ama-assn.org/Docs](http://ama-assn.org/Docs)



National Plan for Health Workforce Well-Being



Building a Program on Well-Being: Key Design Considerations for the Unique Needs of Each Organization

## Comprehensive Model

1. Core Strategy
2. QI Framework
3. CWO Leadership Team
4. Broad Goals
5. Individualized Interventions
6. Collaborative Policies



## CREATING A HEALTHIER LIFE

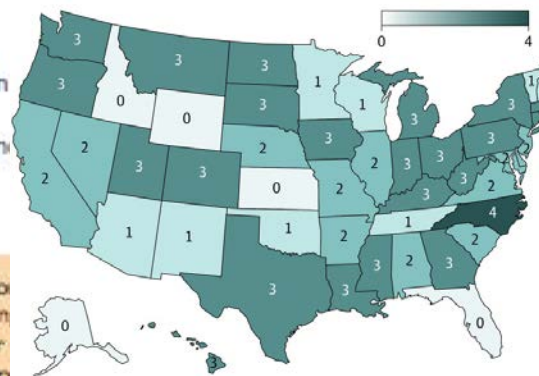
A STEP-BY-STEP GUIDE TO WELLNESS

**Suicide Prevention**  
Evidence-Informed Interventions for the Health Care Workforce

Development of this product was supported by Cooperative Agreement 1K20-2003, funded by the U.S. Centers for Disease Control and Prevention (CDC), National Institute for Occupational Safety and Health. The contents are solely the responsibility of the authors and do not necessarily represent the official views of CDC or the Department of Health and Human Services.

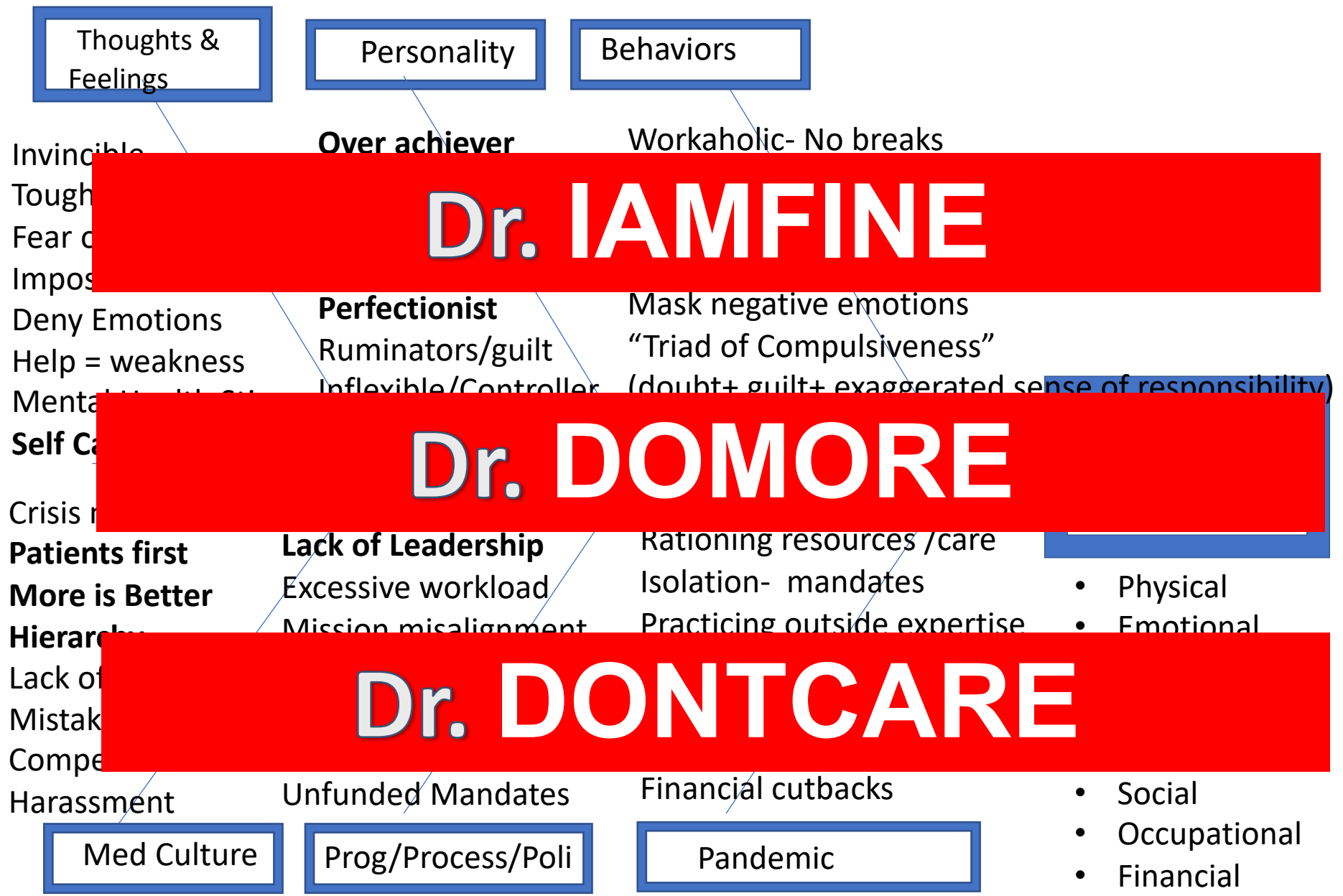
- Acknowledge and assess the problem
- Harness the power of leadership
- Develop and implement targeted interventions
- Cultivate community at work
- Use rewards and incentives wisely
- Align values and strengthen culture
- Promote flexibility and work-life integration
- Provide resources to promote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

NATIONAL ACADEMY OF MEDICINE

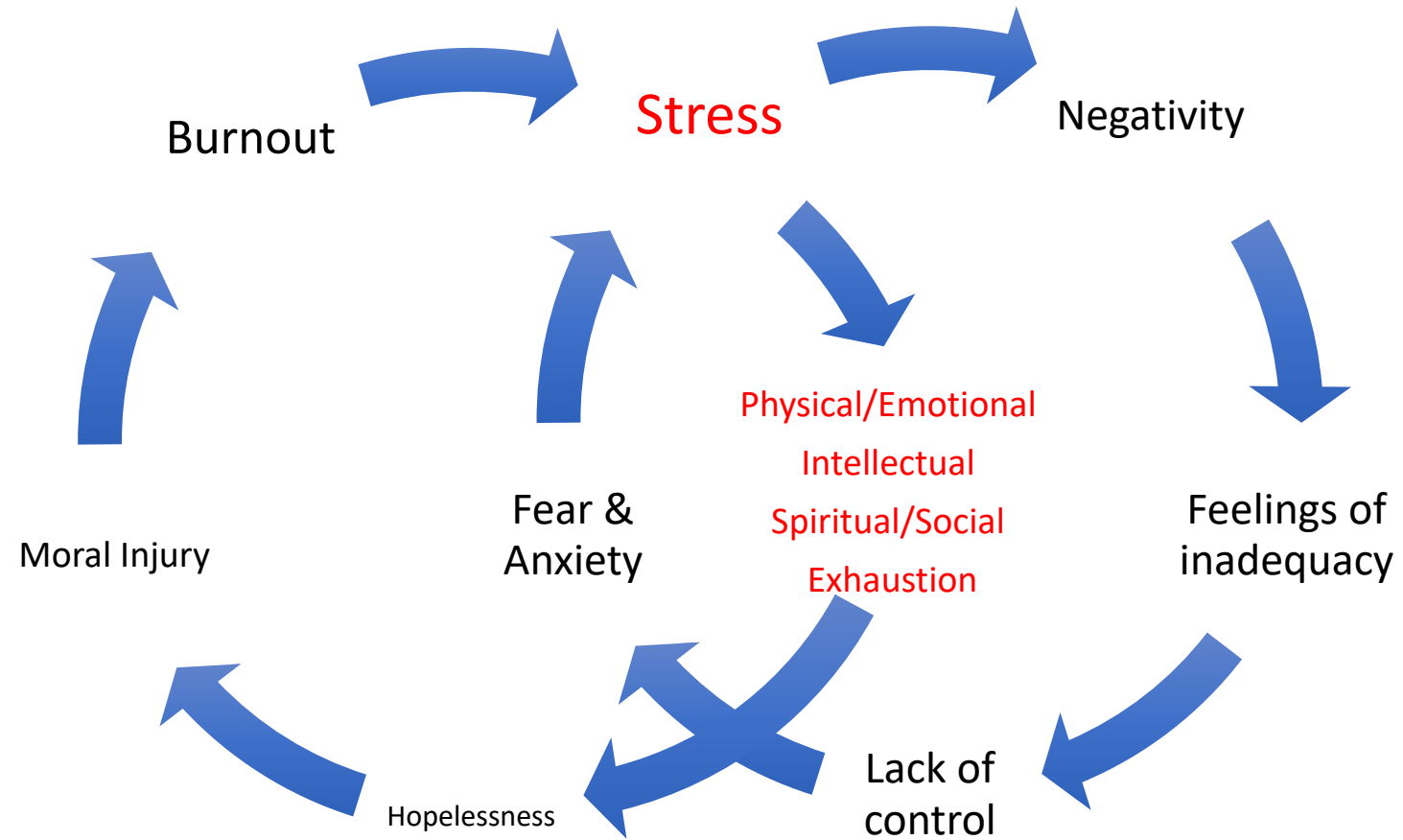


Final Metrics  
Resources (6k/  
1 and Edu

# Factors that Threaten Physician Wellness and Effectiveness (Individual and Institutional)

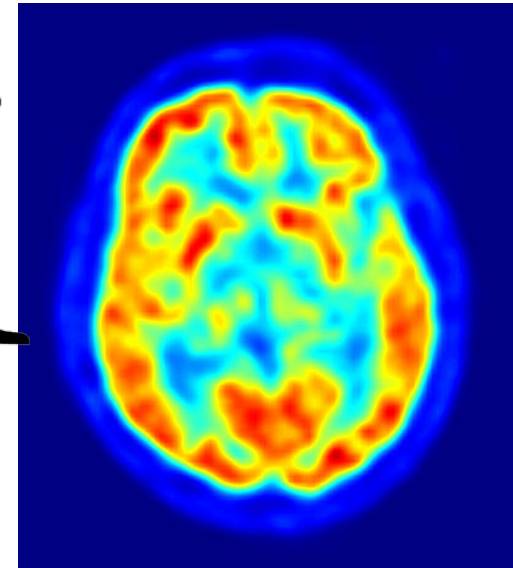
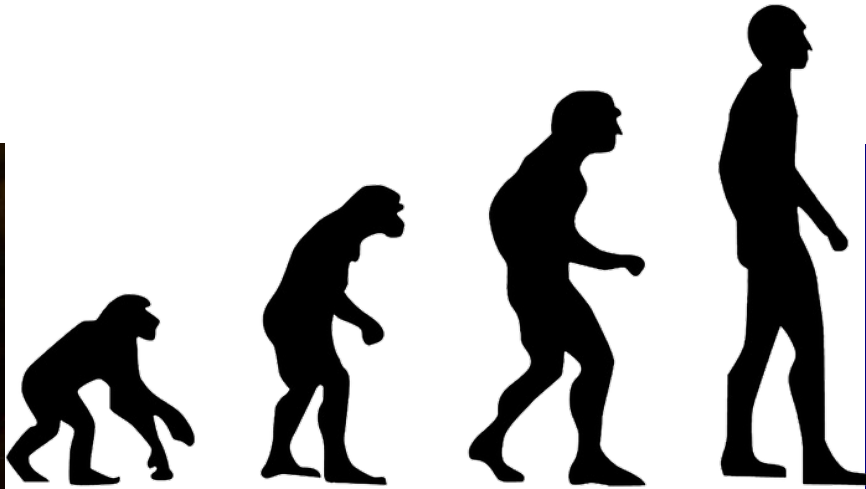


# Negative Stress Cycle



# “Negativity Bias”

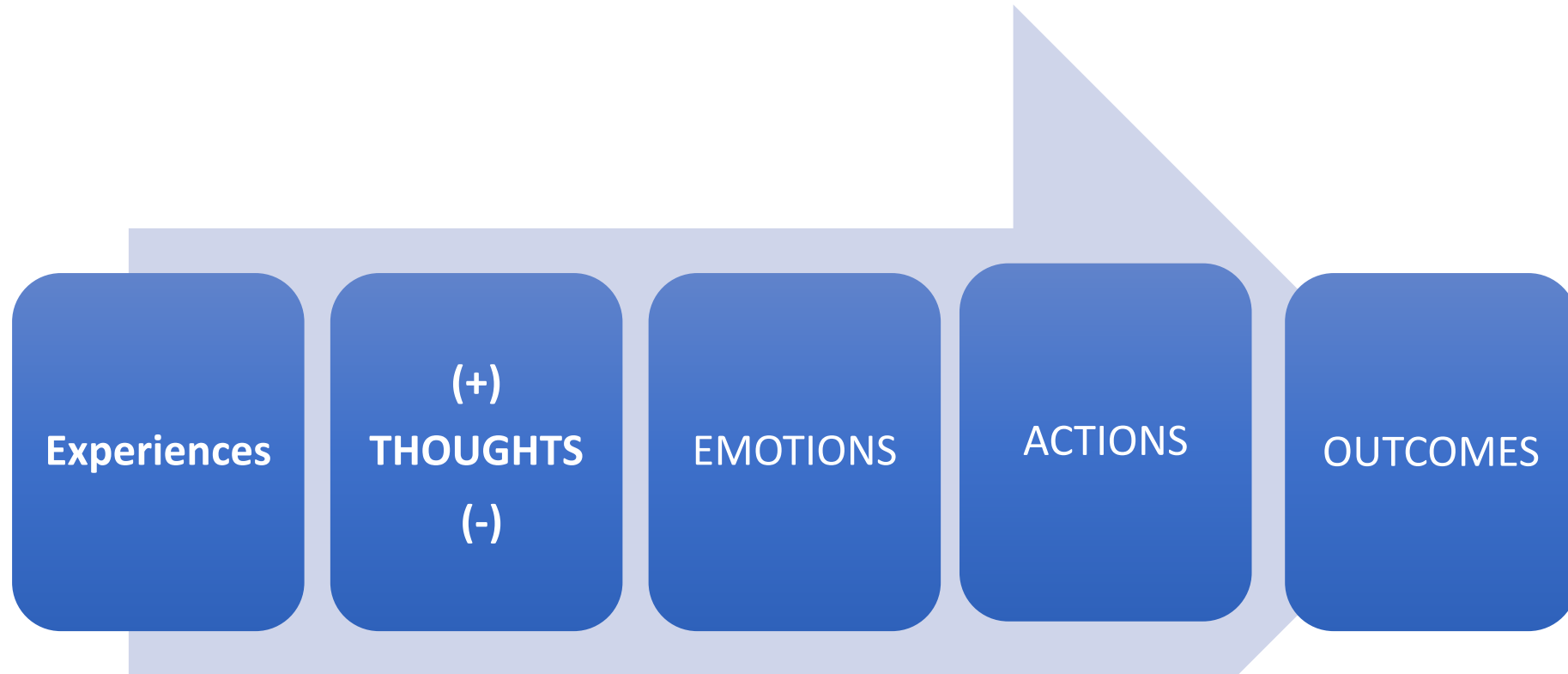
What’s the cost/benefit?



(Rozin and Royzman 2001) (Jonathon Haidt, *The Happiness Hypothesis*)

# “That Which We Believe Becomes Our Reality”

Thomas Theorem

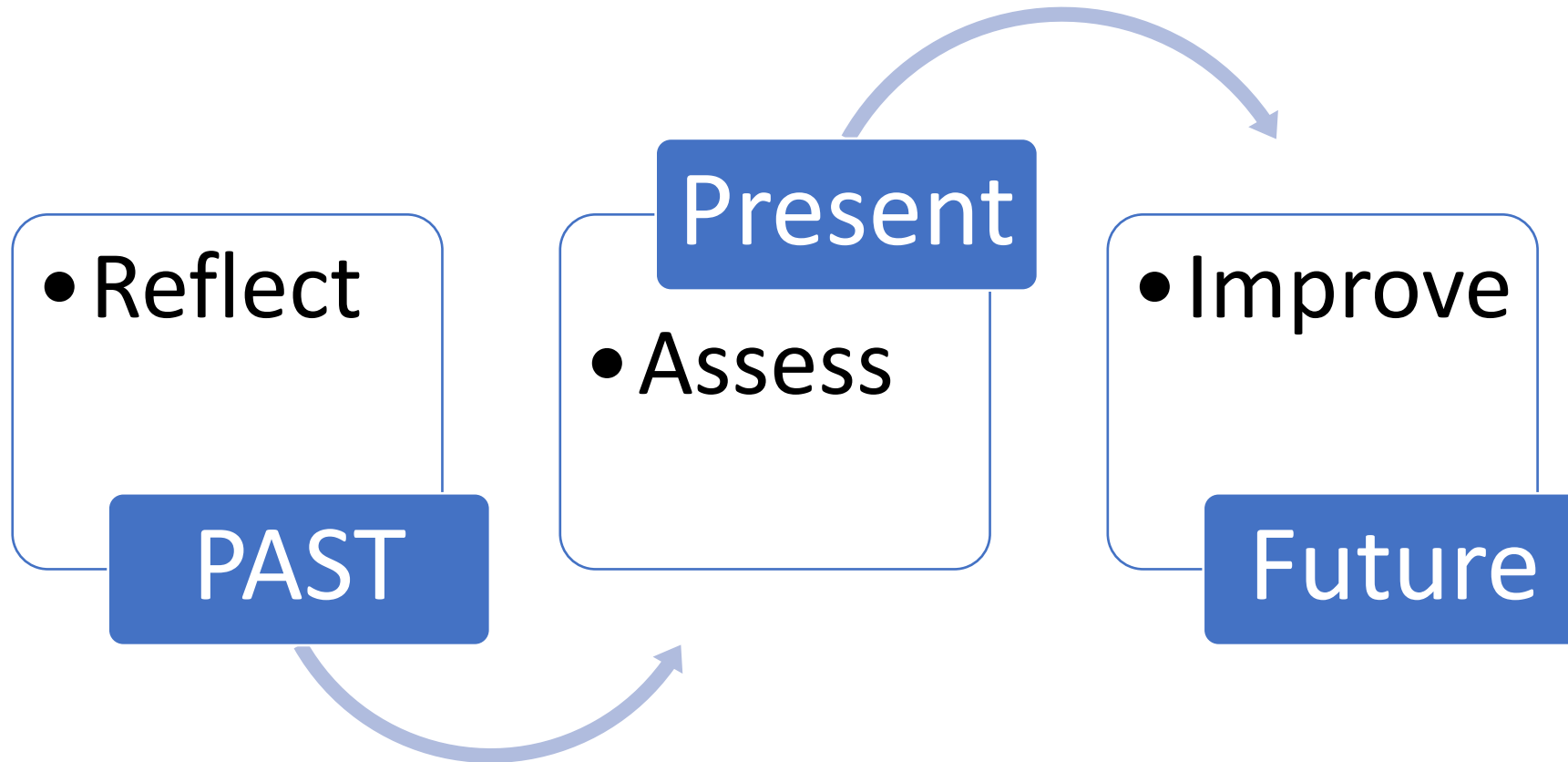


*“What we are today comes from our thoughts of yesterday, and our present thoughts build our life tomorrow; our life is the creation of our mind.” Buddha*



What Steps  
Can We Take  
to Advance  
OUR  
Wellbeing  
Journey?

# My Journey to Wellbeing

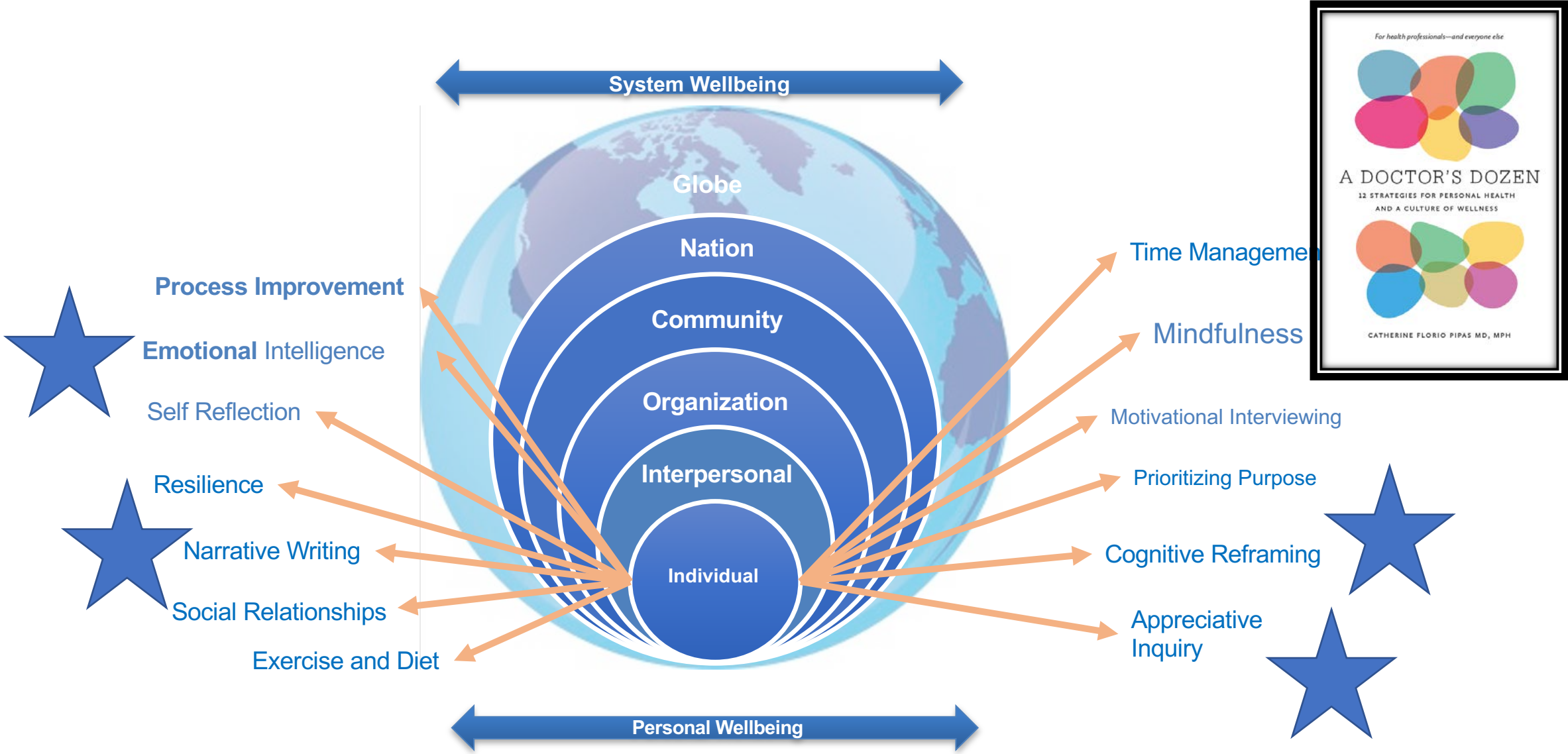


*The Power of Coaching: A Process to Supercharge Your Professional Development and Advance Your Well-being*

*Greenawald, M., Pipas, C., Fam Pract Manag. 2022;29(5):12-16*

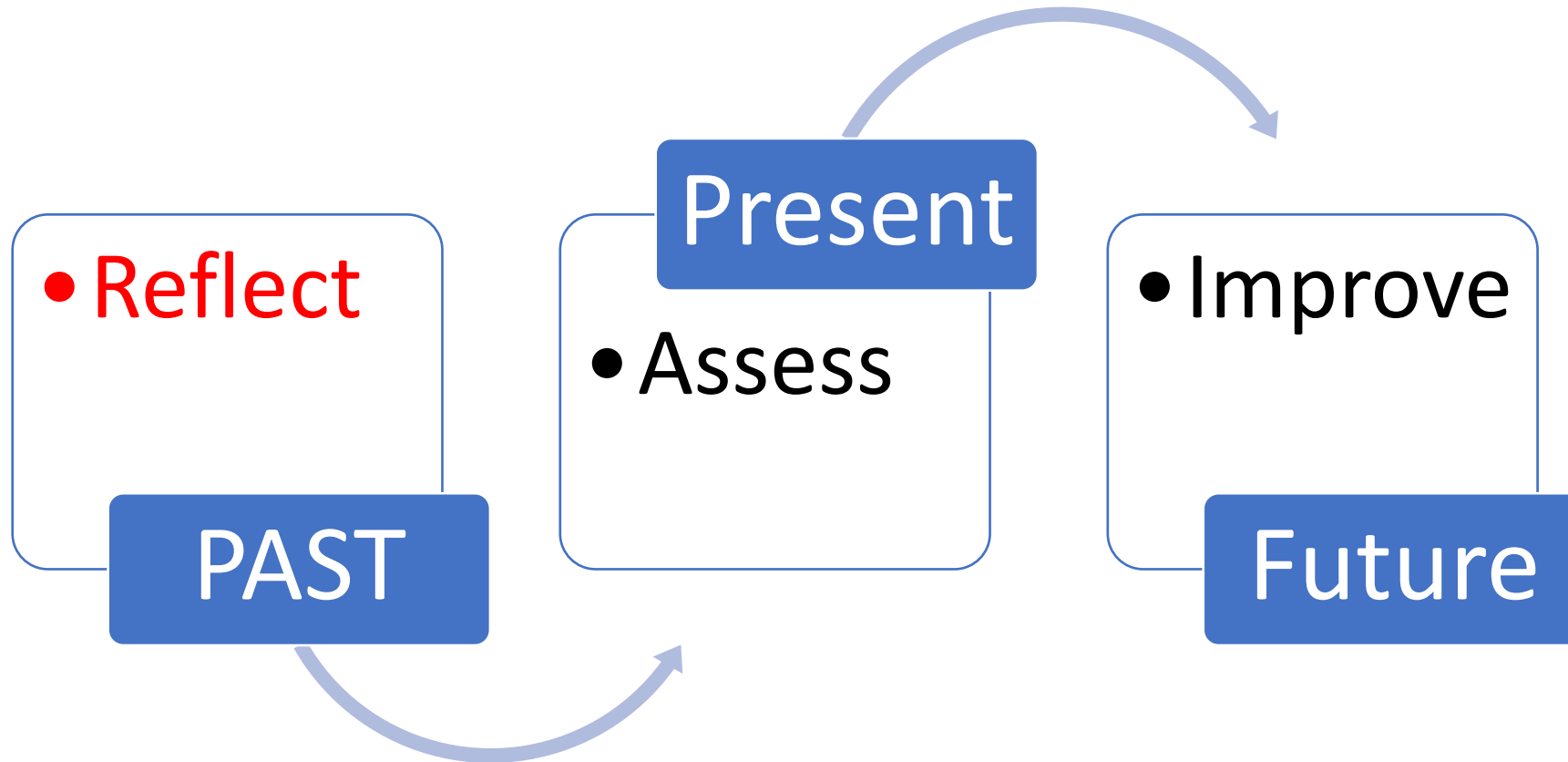
<https://www.aafp.org/pubs/fpm/issues/2022/0900/professional-coaching.html>

# “Strategies to Pursue Personal Health and Create a Culture of Wellbeing”





# My Journey to Wellbeing; Where have I been?



*The Power of Coaching: A Process to Supercharge Your Professional Development and Advance Your Well-being*

*Greenawald, M., Pipas, C., Fam Pract Manag. 2022;29(5):12-16*

<https://www.aafp.org/pubs/fpm/issues/2022/0900/professional-coaching.html>

Have you participated in a narrative writing exercise?

A. Yes

B. No



Do you, or have you, journaled?

- A. Continuously
- B. Occasionally
- C. In the Past Only
- D. Never



# Narrative Writing: What is it?

- Personal Reflection
  - Appreciation of personal life's experiences
  - Opportunity to explore story (interpretations) and reframe distortions
- Communication
  - Storytelling & Sharing
  - Listening- Insight into the lives of others (family, friends, colleagues, patients)
- Learning and Growth
  - Build Empathy
  - Unite Communities

# *Narrative writing*

*"Knowing yourself is the beginning of all wisdom."* ~Aristotle

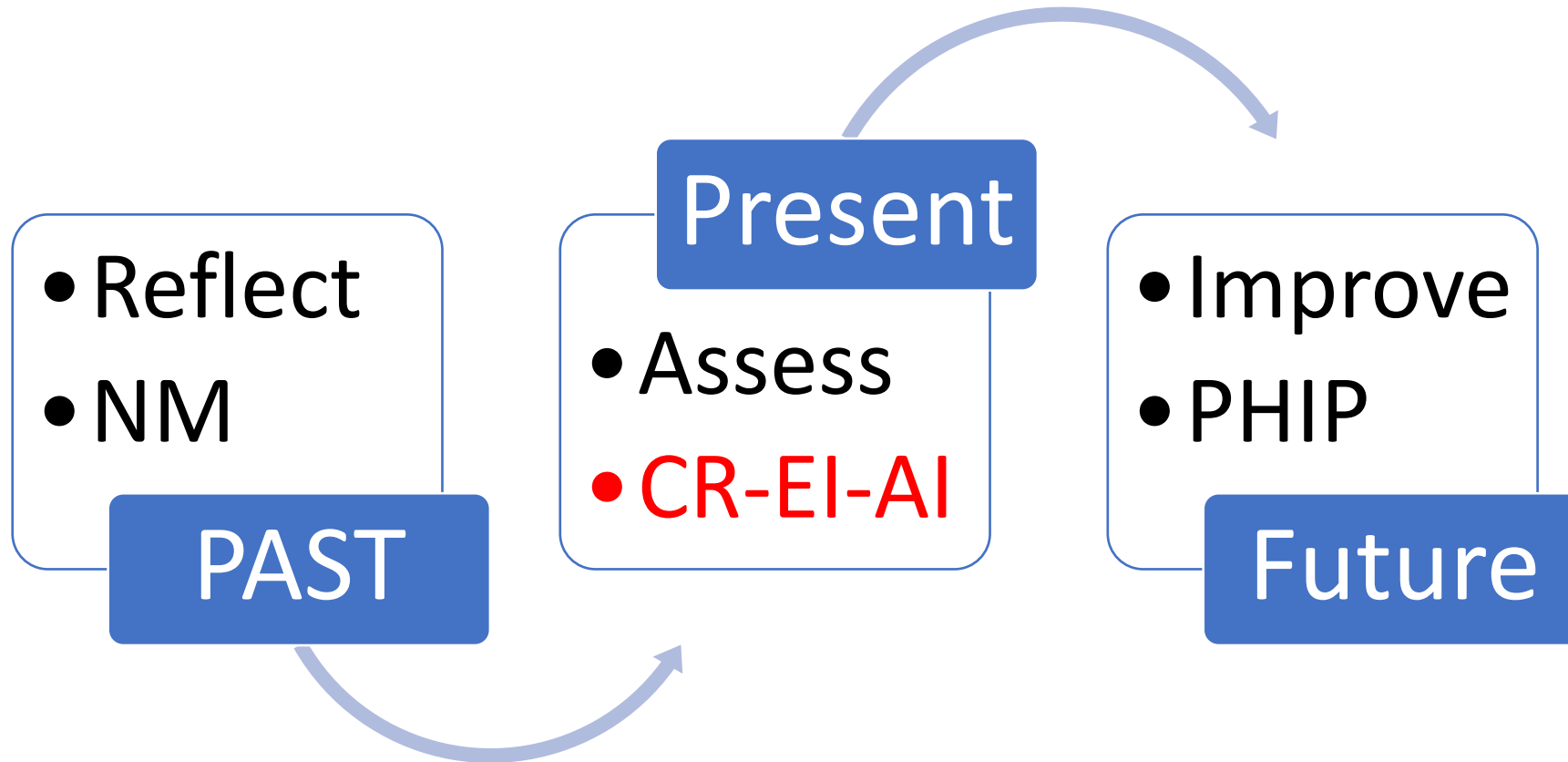
## 1. Choose a TOPIC:

Where am I along My Journey to Promote Wellbeing and Avert Burnout?  
What is MY Story?

## 2. Write My Narrative:

5 minutes to journal/blog/poem/note/essay/thoughts

# My Journey to Wellbeing; **Where am I now?**



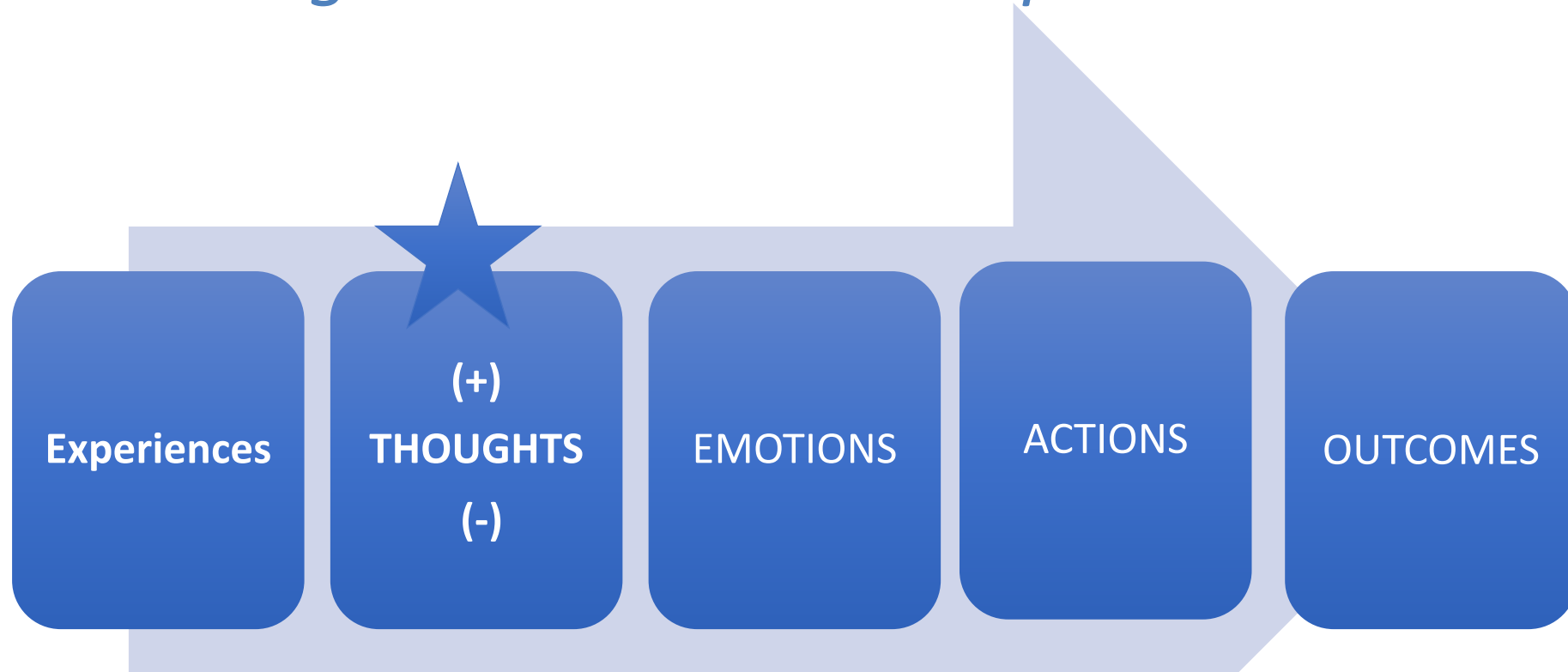
In what areas of well-being are you currently **succeeding**?



In what areas of well-being are you currently **struggling** ?

# “Cognitive Reframing”

*“Thinking makes it so” Shakespeare*



***“What we are today comes from our thoughts of yesterday, and our present thoughts build our life tomorrow; our life is the creation of our mind.” Buddha***





Common  
Cognitive  
Distortions

**15 Common  
Thought  
Distortions**

2009, John M. Grohol, Psy.D.

<b>1. Filtering:</b> An exclusive focus on a single negative aspect of a situation.
<b>2. Polarized Thinking:</b> A belief that something is all good or all bad “black-or-white.”
<b>3. Overgeneralization:</b> A broad conclusion based on a single incident, unpleasant event.
<b>4. Jumping to Conclusions:</b> A hasty conclusion as to how and why someone is behaving.
<b>5. Catastrophizing:</b> An expectation that disaster has struck, also referred to as “magnifying”
<b>6. Personalization:</b> A belief that I alone am at fault for bad outcomes.
<b>7. Control Fallacies:</b> A sense that I am <i>externally or internally controlled</i> , and helpless to fate.
<b>8. Fallacy of Fairness:</b> A resentment of being treated unfairly.
<b>9. Blaming:</b> Hold others responsible for my outcomes.
<b>10. Shoulds:</b> Strict rules about how others and I should behave.
<b>11. Emotional Reasoning:</b> A conviction that what I <u>feel</u> must be true automatically.
<b>12. Fallacy of Change:</b> An expectation that others must change to meet my needs.
<b>13. Global Labeling:</b> Attachment of a generalized and unhealthy label to others and myself.
<b>14. Always Being Right:</b> Inability to seeing myself as being wrong despite proof or damage to others
<b>15. Heaven’s Reward Fallacy:</b> A belief that self-sacrifice and self-denial pay off

# What is Cognitive Reframing?

*"In so far as the mind is stronger than the body, so are the ills contracted by the mind more severe than those contracted by the body." Cicero*



A technique that redirects self-destructive thoughts, to realign maladaptive behaviors and negative emotions.



A willingness to “let go” of a strongly held perspective and change lens to see a situation from a different angle.



A tackling of deeply ingrained self-defeating distorted thinking and movement towards healthier patterns

(Beck 2015, [www.beckinstitute.org](http://www.beckinstitute.org) )

# What Lens can we Apply to Cognitive Reframe and Broaden our Focus? Thrive > Survive



A close-up photograph of a doctor's hands holding a small globe of the Earth. The doctor is wearing a white lab coat and a stethoscope is visible around their neck. The background is a plain, light-colored wall.

## **My Wellbeing**

Self care is NOT a sign of weakness, laziness  
or failure

but an optimal means of caring for others

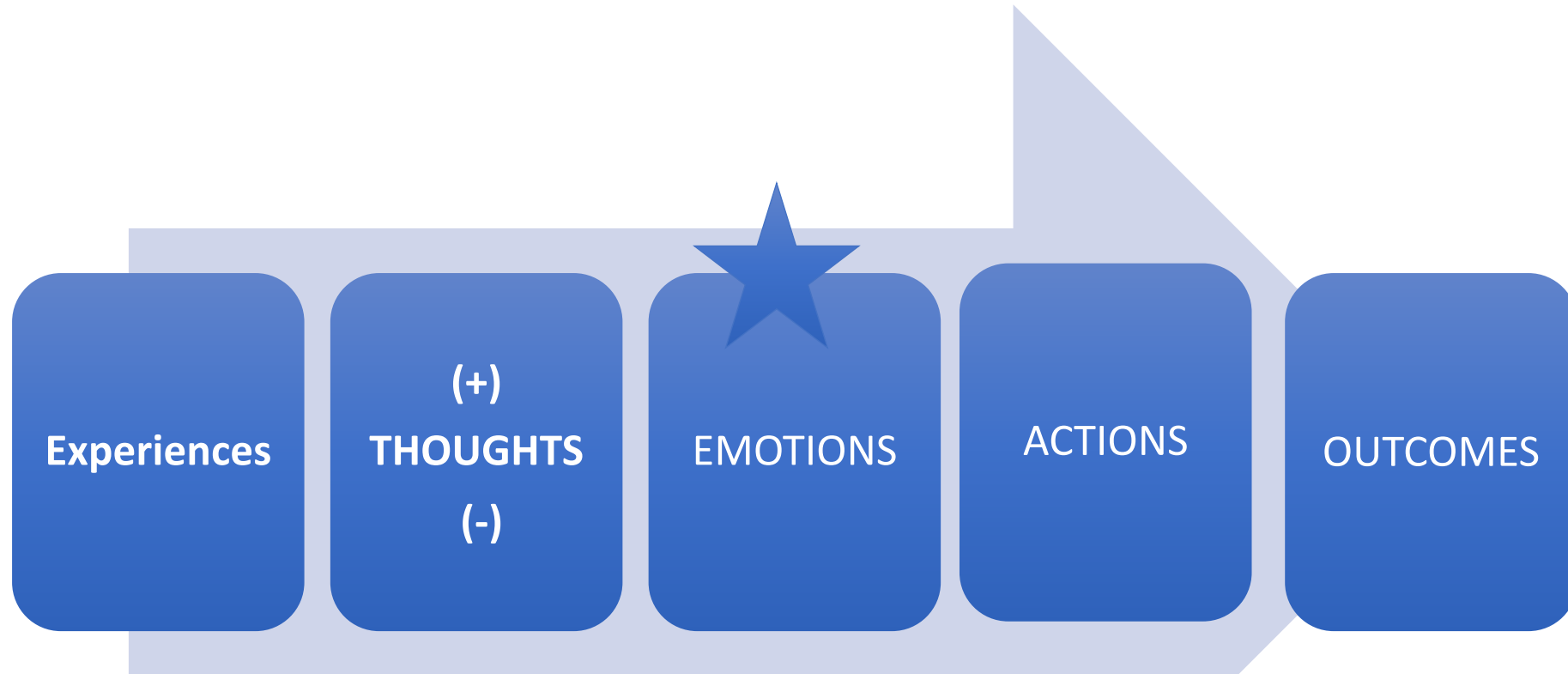


**A Supportive**

A broken system is not an excuse to not care  
for ourselves and our colleagues,  
It is a call for change.

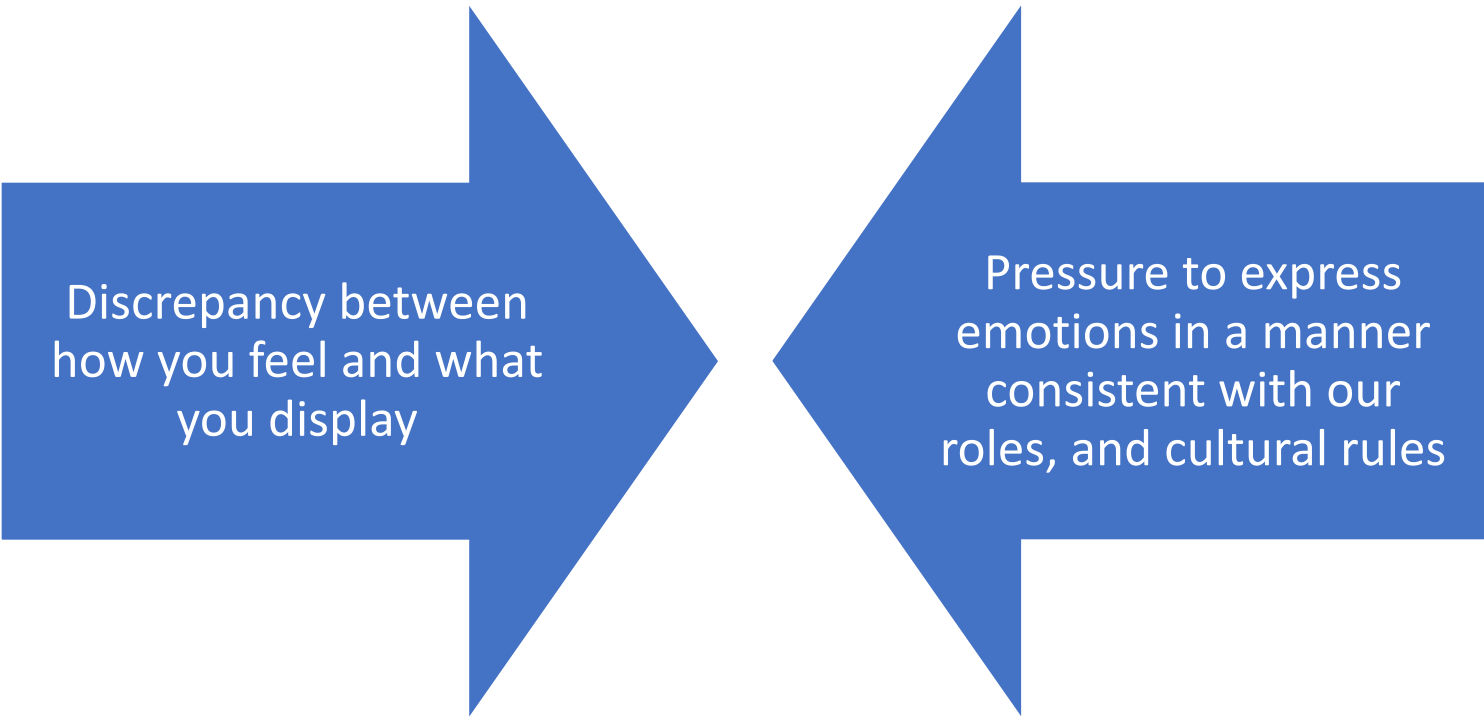
**Well Being**

# “Emotional Intelligence”



*“What we are today comes from our thoughts of yesterday, and our present thoughts build our life tomorrow; our life is the creation of our mind.” Buddha*

# EMOTIONAL LABOR



The diagram consists of two blue arrows pointing towards each other. The left arrow points right and contains the text 'Discrepancy between how you feel and what you display'. The right arrow points left and contains the text 'Pressure to express emotions in a manner consistent with our roles, and cultural rules'. To the right of these arrows is a list of results under the heading 'RESULTS IN'.

Discrepancy between  
how you feel and what  
you display

Pressure to express  
emotions in a manner  
consistent with our  
roles, and cultural rules

## RESULTS IN

- Emotional exhaustion
- Depersonalization
- Decreased satisfaction and sense of accomplishment
- Anxiety and depression

# EMOTIONAL INTELLIGENCE:

## THE POWER TO RESPOND OPTIMALLY TO LIFE'S STIMULI



The ability to:

- understand one's own emotions and the emotions of others
- use our emotions effectively to guide thinking and action, and enhance our wellbeing, relationships and performance.

Vary by Culture - Training - Practice



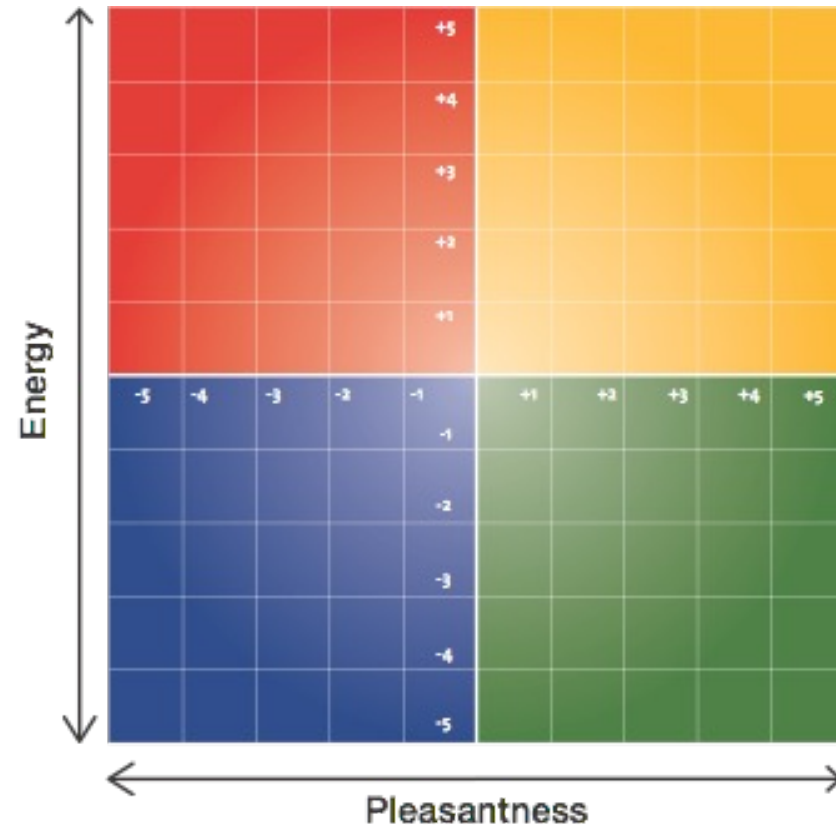
# Emotional Intelligence in Physicians

- Patients who view doctors **as emotionally engaged** disclose more about themselves, are more compliant and active in their treatment, reducing readmission rates (World Psychiatry, October 2014).
- **High EI** in physicians leads to **improved doctor–patient relationships**, linked to **higher patient satisfaction scores** (Aurora et al., 2010, Weng et al., 2011)
- Physicians' **empathy levels** linked to patient outcomes and relationships (Mintle et al., The Journal of the American Osteopathic Association, 2019)
- **Medical students' overall EI score declined** during the preclinical training (Mintle et al., The Journal of the American Osteopathic Association, 2019)
- First- and second-year **residents scored higher in empathy** than senior residents (Shahid et al., 2016)
- **Doctors often overlooked or dismissed signs of distress communicated by patients**, (Journal of Clinical Oncology, 2015)

# RECOGNIZING - UNDERSTANDING - LABELING

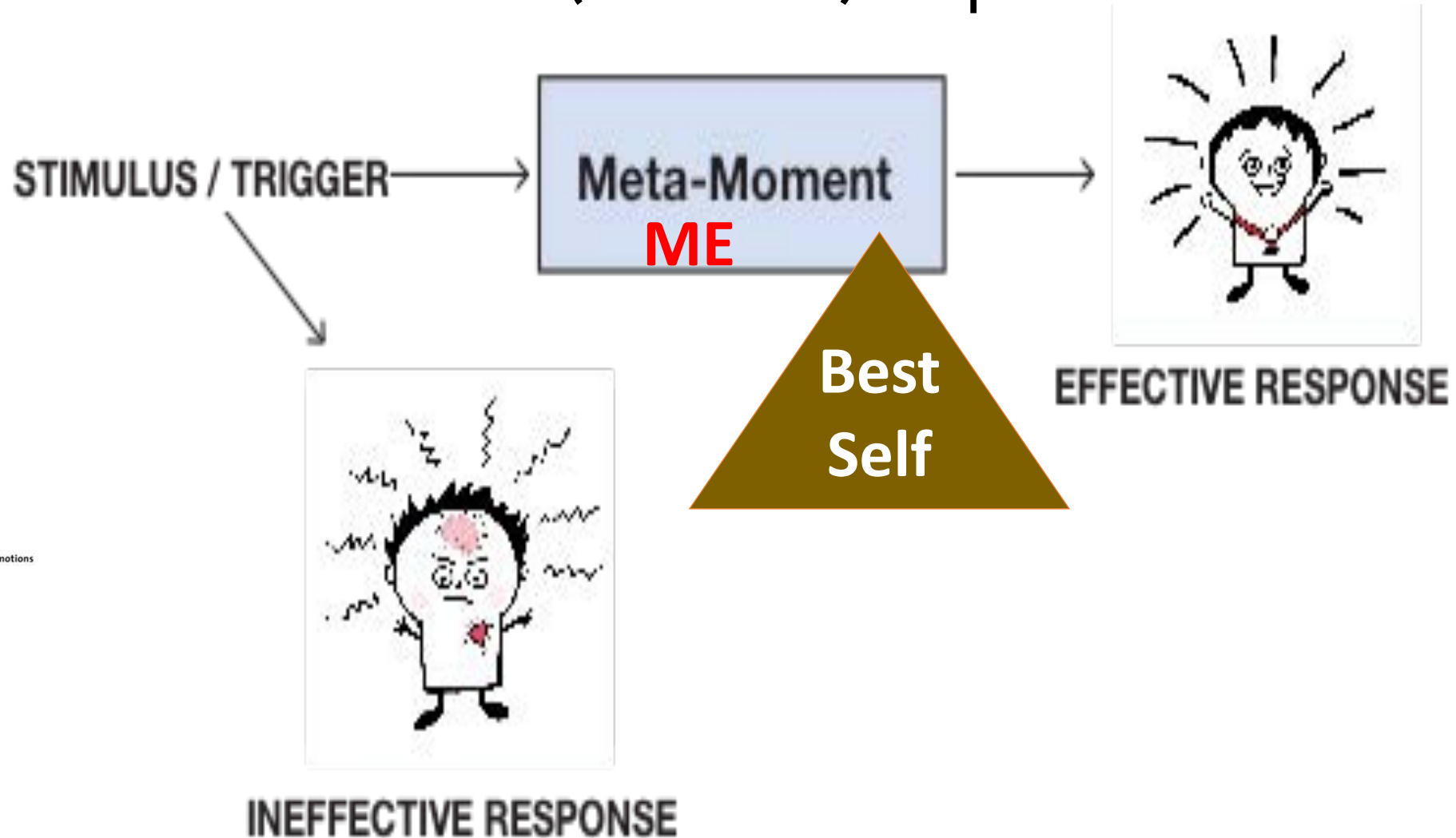
## What Am I feeling NOW and WHY?

- R**ecognizing emotions in self and others
- U**nderstanding the causes and consequences of emotions
- L**abeling emotions accurately
- E**xpressing emotions appropriately
- R**egulating emotions effectively



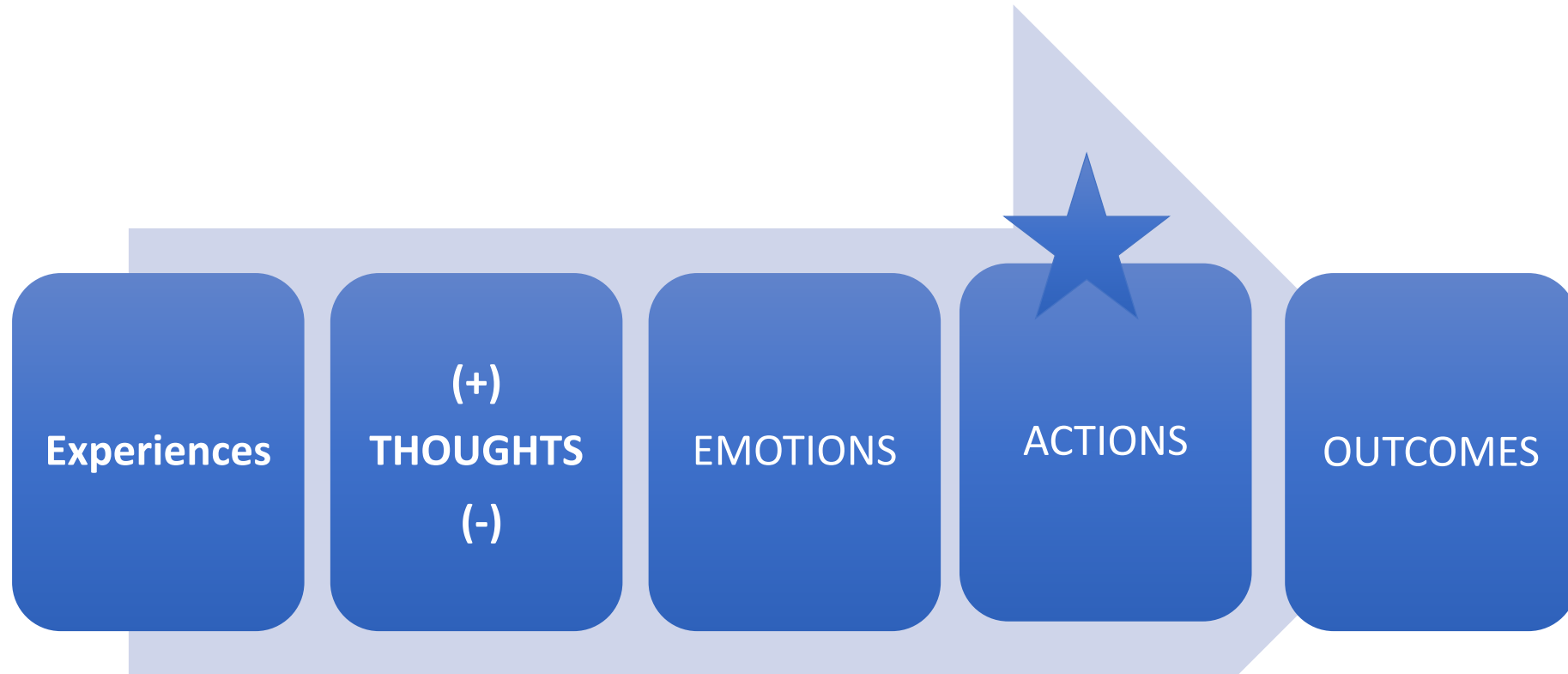
# Express and Regulate:

THE **META-MOMENT** Space to advance from automatic to conscious (effective) responses



- R**ecognizing emotions in self and others
- U**nderstanding the causes and consequences of emotions
- L**abeling emotions accurately
- E**xpressing emotions appropriately
- R**egulating emotions effectively

# “Appreciative Inquiry”



*“What we are today comes from our thoughts of yesterday, and our present thoughts build our life tomorrow; our life is the creation of our mind.” Buddha*

# Appreciative Inquiry (AI)

“Gratitude is the ultimate performance enhancing drug at work”

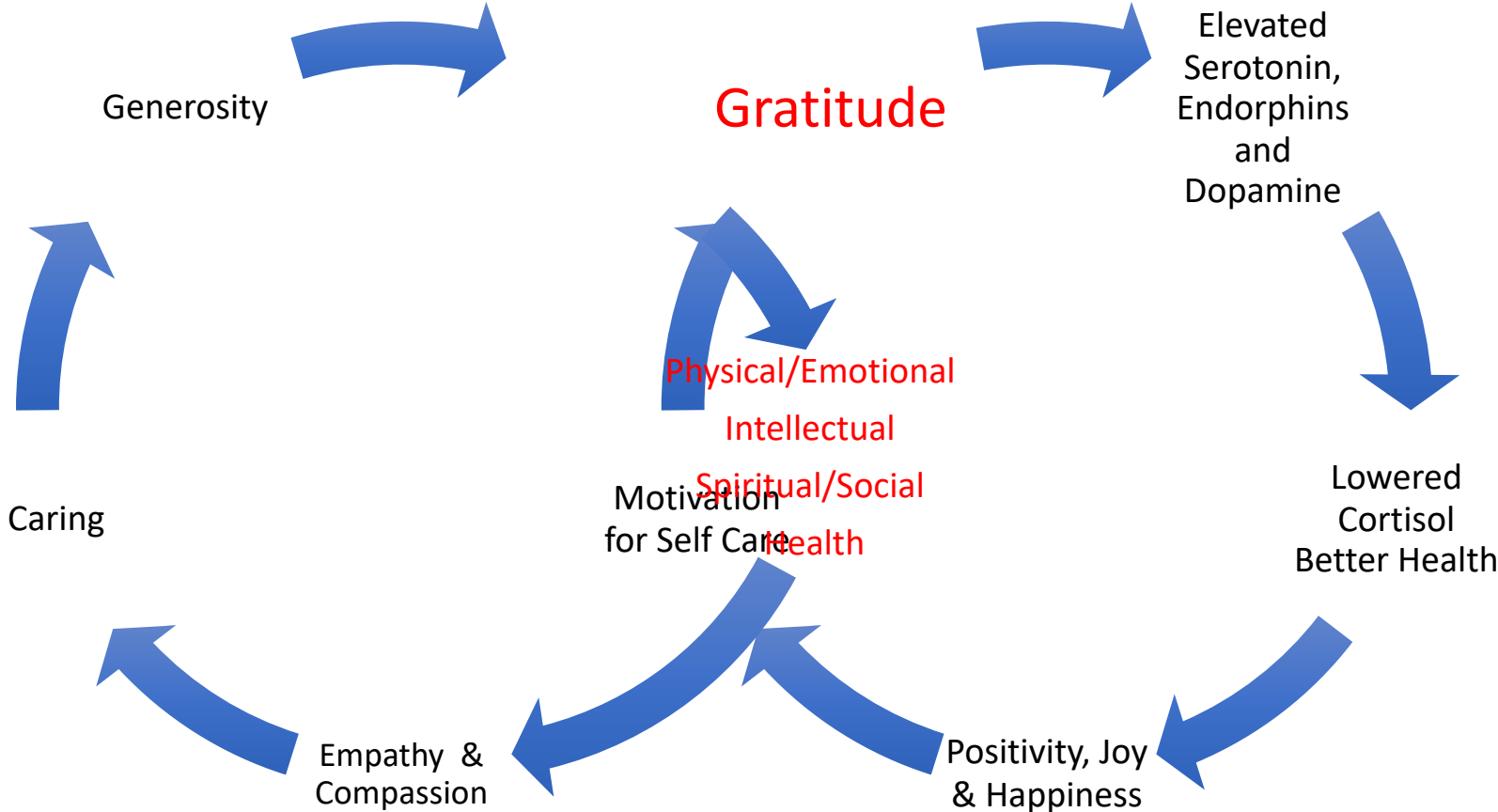
Robert Emmons



*st*

world around them

# Positive Gratitude Cycle



# Evidence

- |  |           |
|--|-----------|
| 1. Gratitude facilitates coping with stress                          | 1. Strong |
| 2. Gratitude reduces materialism                                     | 2. Strong |
| 3. Gratitude enhances positive memories                              | 3. Strong |
| 4. Gratitude unshackles from toxic emotions                          | 4. Strong |
| 5. Gratitude builds social resources                                 | 5. Strong |
| 6. Gratitude motivates prosocial behavior                            | 6. Strong |
| 7. Gratitude promotes physical health                                | 7. Good   |
| 8. Gratitude facilitates goal attainment                             | 8. Good   |
| 9. Gratitude Improves self-esteem                                    | 9. +/-    |
| 10. Gratitude reduces toxic emotions from<br>self/social comparisons | 10. +/-   |

Emmons, R. A., & Mishra, A. (2012). Why gratitude enhances well-being: What we know, what we need to know. In Sheldon, K., Kashdan, T., & Steger, M.F. (Eds.) *Designing the future of positive psychology: Taking stock and moving forward*. New York: Oxford University Press.

# BMJ Open Forty-five good things: a prospective pilot study of the Three Good Things well-being intervention in the USA for healthcare workers

Health Care Professionals

- 15 day intervention
- Three Good Things
- Reduced Burnout scores
- Benefits 1 year out

J Bryan Sexton,<sup>1,2</sup> Kathryn C Adair<sup>1</sup>

**To cite:** Sexton JB, Adair KC. Forty-five good things: a prospective pilot study of the Three Good Things well-being intervention in the USA for healthcare worker emotional exhaustion, depression, work-life balance and happiness. *BMJ Open* 2019;0:e022695. doi:10.1136/bmjopen-2018-022695

► Prepublication history and

## ABSTRACT

**Objectives** High rates of healthcare worker (HCW) burn-out have led many to label it an ‘epidemic’ urgently requiring interventions. This prospective pilot study examined the efficacy, feasibility and evaluation of the ‘Three Good Things’ (3GT) intervention for HCWs, and added burn-out and work-life balance to the set of well-being metrics.

**Methods** 228 HCWs participated in a prospective, repeated measures study of a web-based 15-day long 3GT intervention. Assessments were collected at baseline and 1, 6 and 12-month post-intervention. The primary

## Strengths and limitations of this study

- This pilot study examined the efficacy of the Three Good Things intervention for healthcare worker well-being over four time points: at baseline and three postintervention follow-ups (1 month, 6 months and 12 months).
- Efficacy was assessed with four well-being measures: emotional exhaustion, depression symptoms, subjective happiness and work-life balance.
- This pilot study is limited by not having a ran-



# 1. Appreciate the Day-to-Day

What people, places and things bring me joy everyday ?



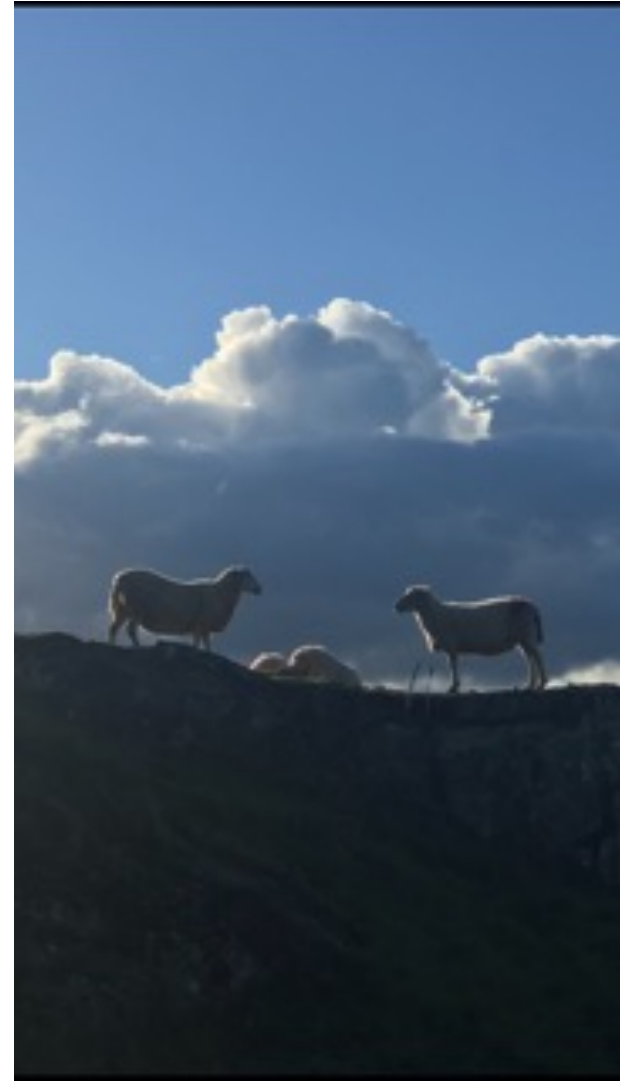
## 2. Appreciate Progress

What STEPS on my journey are worthy of recognition?



# 3. Appreciate Challenges

What can I learn from a current struggle?

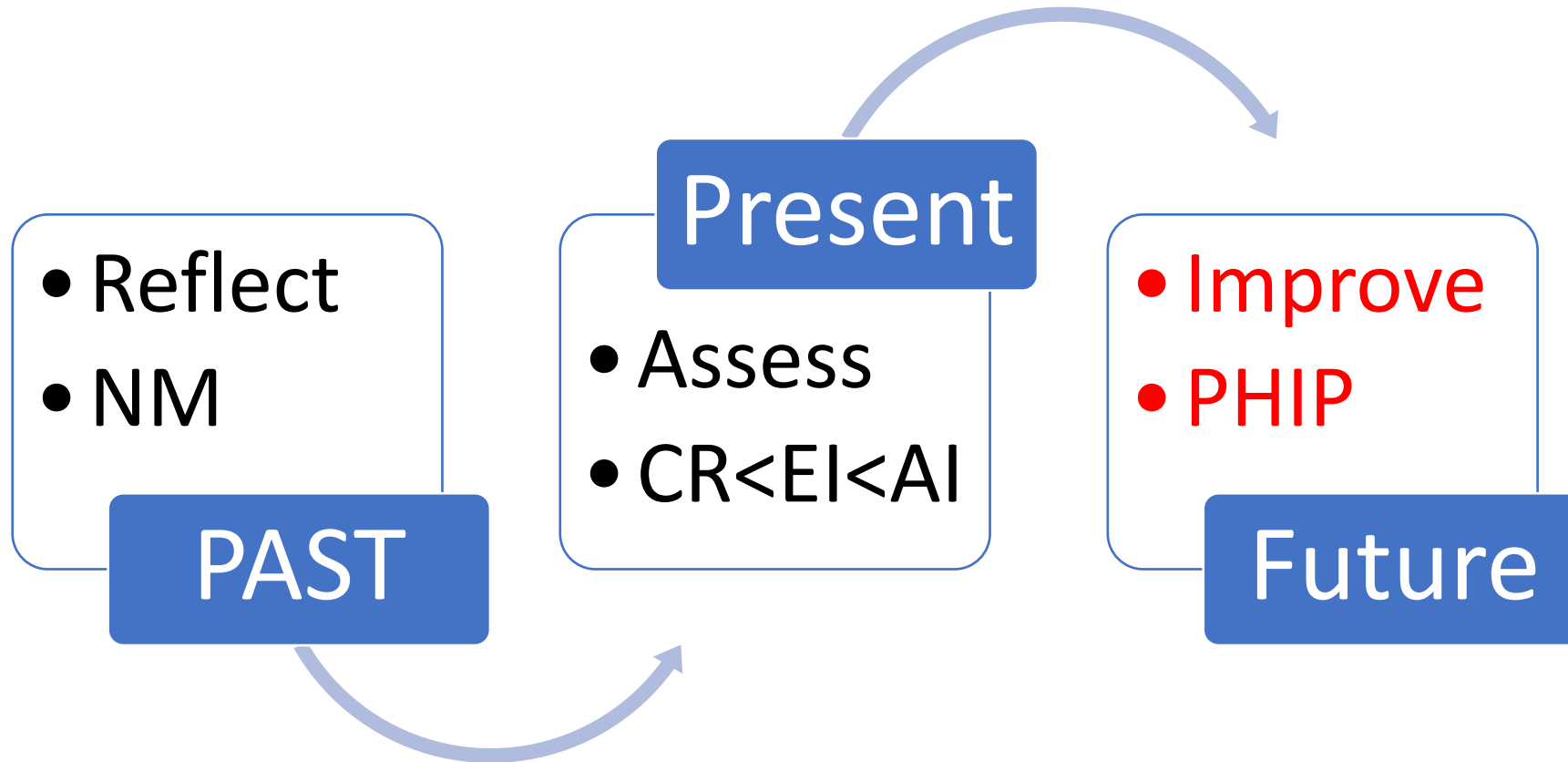


# Gratitude Exercise

*“At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us.”* Albert Schweitzer

Identify someone you're grateful for  
(personally, or professionally)  
Write them a *Thank You* note

# My Journey to Wellbeing; Where am I going?



*The Power of Coaching: A Process to Supercharge Your Professional Development and Advance Your Well-being*

Greenawald, M., Pipas, C., *Fam Pract Manag.* 2022;29(5):12-16

<https://www.aafp.org/pubs/fpm/issues/2022/0900/professional-coaching.html>

# Personal Health Improvement Plan

**GOAL:** Enhance Personal Wellbeing with Appreciation and Gratitude

## SMART OBJECTIVE:

Specific – Daily AI journal, to list one item I did well, or identify the good that can come from an adverse experience

Measurable –

Process completed (yes or no)

Outcome personal rating of positivity (1 to 5 scale)

Achievable – confident 9/10

Relevant – important 10/10 to my goal

Timely – begin today & daily for 21 days



# GOAL: Enhance Personal Wellbeing by Embracing Emotions and Increasing Emotional Intelligence

## SMART OBJECTIVE:

Specific – Check-in on my emotions and record “how I feel” daily

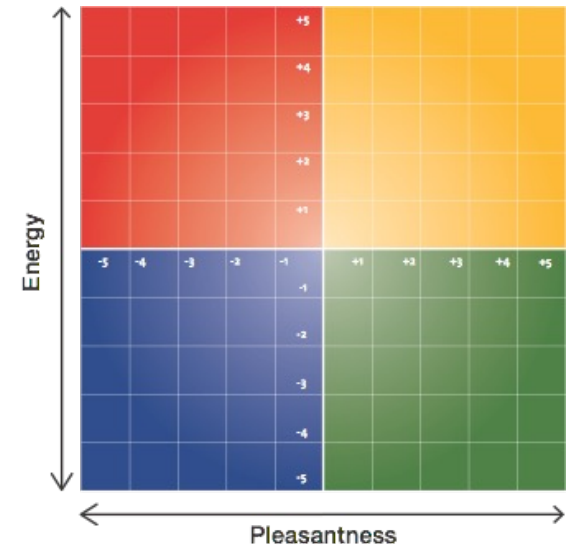
Measurable – Process completed,

Outcome emotional awareness (1 to 5 scale)

Achievable – confident 8/10

Relevant – important 10/10 to my goal

Timely – begin today & daily for 21 days



[www.moodmeterapp.com](http://www.moodmeterapp.com)

# GOAL: Enhance Personal Wellbeing by **Cognitive Reframing**

## SMART OBJECTIVE:

Specific – Identify and Reframe Distorted Thinking once daily

Measurable – Process complete, self assess

“positivity” 1-10 daily

Achievable – confident 9/10

Relevant – important 9/10 to my goal

Timely – begin today & daily for 60 days





# Personal Health Improvement Plan

**GOAL:** Enhance Personal Wellbeing by Increasing Self Awareness with Narrative Writing

## SMART OBJECTIVE:

Specific – Journal my experience and my interpretation for 10 minutes daily

Measurable –

Process completed (yes or no)

Outcome personal rating of “awareness” (1 to 5 scale)

Achievable – confident 9/10

Relevant – important 10/10 to my goal

Timely – begin today and daily for 30 days



# Key Messages

- Family Medicine is extremely rewarding, but challenges exist everyday that limit our wellbeing and our effectiveness as ....
- **Responses** to stressors in medicine can further limit effectiveness , wellbeing and contribute to burnout
- NM, EI, CR and AI are critical tools for physician to address factors that limit wellbeing and optimize performance
- Applying these, we, as physician leaders, advance our own wellbeing and the QUINTUPLE AIM- better care, better health, lower costs, healthier physicians and equity for all

# Cheers to our HEALTH – NOW !!

It is ridiculous to say “Wait until I finish this, then I will be free to live in peace.” What is “this” ? A diploma, a job, a house, the payment of a debt? If you think that way, peace will never come. There is always another “this” that will follow the present one. If you are not living in peace at this moment, you will never be able to. If you truly want to be at peace, you must be at peace right now. Otherwise, there is only “the hope of peace someday.”

- 

Thich Nhat Hanh, *The Sun My Heart*

Thank You!!



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