

Keep the Fire Burning Bright: Combating Preceptor Burnout Amidst a Pandemic

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Disclosure

- We have no relevant financial disclosures. No one else in a position to control content has any financial relationships to disclose.

Objectives

1. Recall the three dimensions of burnout as defined by the World Health Organization (WHO)
2. Describe the impact burnout and stress can have on students/learners
3. Explain how resilience can be used to overcome burnout in the midst of the COVID-19 pandemic
4. Develop strategies to combat burnout while precepting pharmacy learners

Pandemic Impact

Pandemic Impact: United States

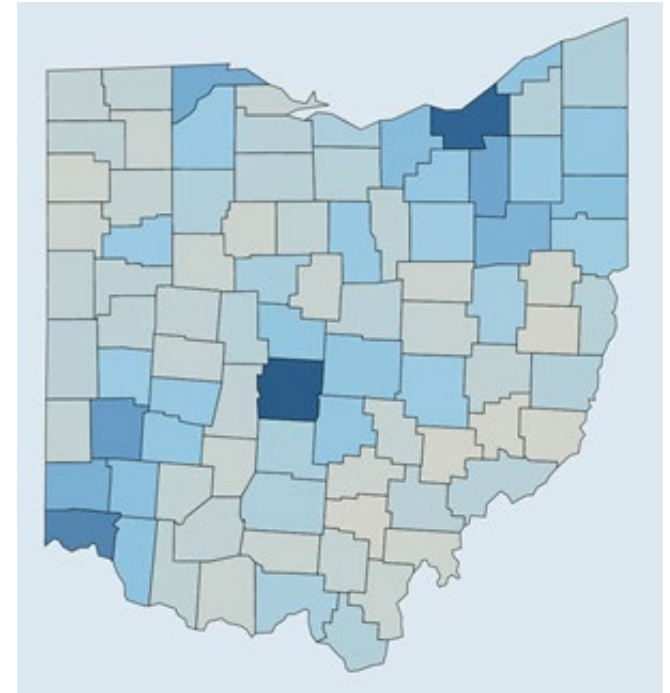
- 48,497,243 total cases
- 780,131 deaths
- 579,923 new cases in last 7 days

Data as of: November 30, 2021 2:41 PM ET

Pandemic Impact: Ohio

- 1,699,161 total cases
- 86,878 total hospitalizations
- 26,587 deaths

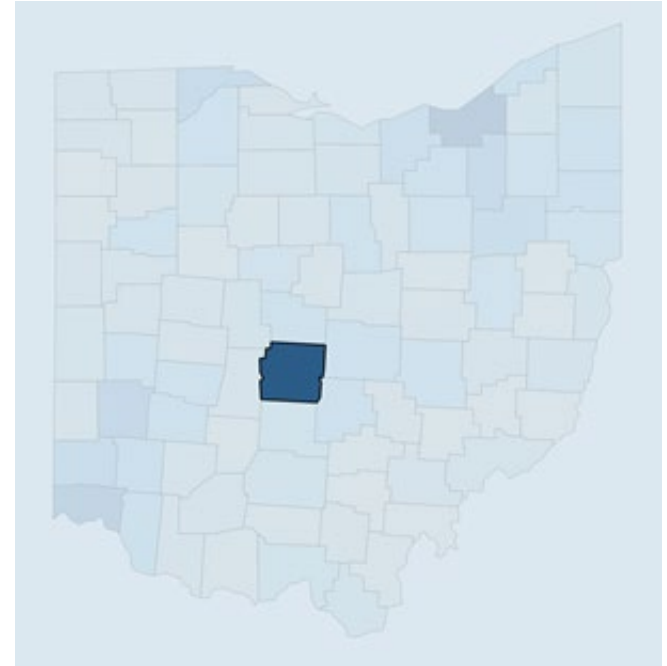
Data as of: December 1, 2021 2PM ET



Pandemic Impact: Franklin County

- 177,897 total cases
- 4,759 total hospitalizations
- 1,827 deaths

Data as of: December 1, 2021 2PM ET



Pandemic Impact: Healthcare

- Mental burden on healthcare professionals
 - Psychological burden in non-critical care
 - High rates of burden among physicians
 - Case load, hours worked, logistic limitations
 - High rates of anxiety and depression
- Compassion fatigue
 - Burnout
 - Secondary traumatic stress

Pandemic Impact: Healthcare

- Impact of pandemics on healthcare workers
 - Media coverage
 - Sense of personal danger
 - Uncertainty of the virus
 - Changing recommendations
 - Supply shortages
 - Loneliness and isolation
 - Concern for family/friends

Pandemic Impact: Pharmacists

- Pharmacists on the frontline
 - Medication delivery
 - Pharmacologic substitutions
 - Application of evidence-based medicine
 - Upholding education/teaching responsibilities
- ASHP survey among health-system pharmacists
 - 47% experiencing burnout; 81% with history
 - Workload, efficiency & resources, culture, work-life integration
 - 99.4% with moderate/high compassion satisfaction

Pandemic Impact: Pharmacists

- Compassion fatigue negatively impacts patient care
 - Physician burnout correlates with medical errors and patient safety incidents
- Depersonalization, cynicism
- Depression
- Substance abuse
- Pharmacists leaving the field → high turnover

Burnout

Burnout: Defined

- “Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.”

Emotional Exhaustion

- Feelings of energy depletion or exhaustion

Depersonalization

- Increased mental distance from job, feelings of negativism or cynicism related to job

Decreased sense of personal accomplishment

- Reduced professional efficacy

Burnout: Defined

- Maslach Burnout Inventory (MBI)

Appendix A. Maslach Burnout Inventory (MBI)

The Maslach Burnout Inventory (MBI) is the most commonly used tool to assess the risk of burnout which was developed by Christina Maslach (1981). The validity and reliability study of this inventory made by Ergin (1993) in Turkey.

Maslach C, Jackson SE. The measurement of experienced burnout. *J Organ Behav*, 1981;2:99-113.

Ergin C. Adaptation and Validity of MBI for Measuring Burnout Among Turkish Physicians and Nurses, 7th National Psychology Congress, Baysalın R (ed), Turkish Psychologists Association, Ankara D 1, 1993,140-154. (in Turkish).

Maslach Burnout Inventory (MBI)

The inventory consists of 22 questions which have five graded Likert-type answers. To determine the risk of burnout, the MBI explores three sub-scales: emotional exhaustion, depersonalization and personal accomplishment.

A high score in the first and third sections and a low score in the second section may indicate burnout.

Questions	Never	Rarely	Sometimes	Frequently	Always
I. Emotional Exhaustion					
I feel emotionally drained from my work	0	1	2	3	4
I feel used up at the end of the workday	0	1	2	3	4
I feel fatigued when I get up in the morning and have to face another day on the job	0	1	2	3	4
Working with people all day is really a strain for me	0	1	2	3	4
I feel burned out from my work	0	1	2	3	4
I feel frustrated by my job	0	1	2	3	4
I feel I'm working too hard on my job	0	1	2	3	4
Working with people directly puts too much stress on me	0	1	2	3	4
I feel like I'm at the end of my rope	0	1	2	3	4
II. Personal Accomplishment					
I can easily understand how my recipients feel about things	0	1	2	3	4
I deal very effectively with the problems of my recipients	0	1	2	3	4
I feel I'm positively influencing other people's lives through my work	0	1	2	3	4
I feel very energetic	0	1	2	3	4
I can easily create a relaxed atmosphere with my recipients	0	1	2	3	4
I feel exhilarated after working closely with my recipients	0	1	2	3	4
I have accomplished many worthwhile things in this job	0	1	2	3	4
In my work, I deal with emotional problems very calmly	0	1	2	3	4
III. Depersonalization					
I feel I treat some recipients as if they were impersonal 'objects'	0	1	2	3	4
I've become more callous toward people since I took this job	0	1	2	3	4
I worry that this job is hardening me emotionally	0	1	2	3	4
I don't really care what happens to some recipients	0	1	2	3	4
I feel recipients blame me for some of their problems	0	1	2	3	4

7 Factors Affecting Burnout

- Workload
- Control
- Reward
- Community
- Fairness
- Values
- Job-person congruity

Burnout: Pharmacists

Characteristics associated with higher rates of burnout across all dimensions	Characteristics associated with lower rates of burnout	Characteristics specifically associated with higher rates of emotional exhaustion
Moral distress	Doctorate of pharmacy degree	More work hours/week
Inadequate administration, teaching time	Older age	Staffing inadequacy
Uncertainty of health care reform	Time (years) in practice	High volume
Difficult pharmacist colleagues	Mentorship	High-demand encounters
Underappreciated contributions	Having a hobby	Unpleasant encounters
Too many nonclinical duties	Work satisfaction	Interruptions/divided attention
Female gender		Lower salary
Having young children		Less time (years) in practice
Unmarried		Having no children

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The Coronavirus Disease 2019 Pandemic Impacts Burnout Syndrome Differently Among Multiprofessional Critical Care Clinicians - A Longitudinal Survey Study

- Response rates similar prepandemic (46.5%) and during the pandemic (49.9%)
- Response rate > 50% for nurses, advanced practice providers, and physicians
- Burnout syndrome in 59% prepandemic increased to 69% during the pandemic
- Prevalence was not different between clinicians who managed patients with COVID-19 and those who did not

Burnout and the Challenges Facing Pharmacists During COVID-19: Results of a National Survey

- Australia from April, 2020 – June, 2020
- Response rate 53.8%
- Even response rate among hospital (n=269) and community (n=253) pharmacists
- Similar mean emotional exhaustion scores for males and females (p=0.656) as well as personal accomplishment (p=0.790)
- Higher depersonalization in male compared to female pharmacists (p=0.004)

Burnout and the Challenges Facing Pharmacists During COVID-19: Results of a National Survey

- Challenges most affecting pharmacists:
 - Medication supply (40.9%)
 - Increased workload (35.4%)
 - Patient/client incivility (24%)
- Personal life affected (87.2%) most commonly due to isolation from family and friends (83%)
- Greater understanding of infection control (33.9%)
- Provided a learning experience (29.8%)

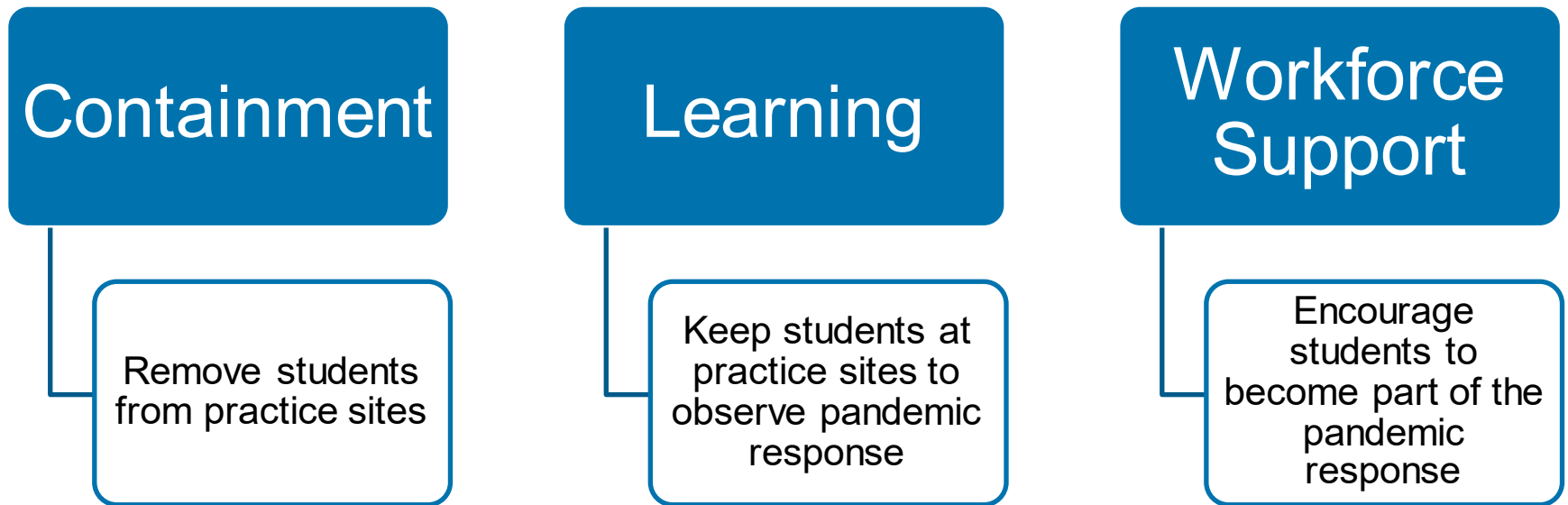
Burnout & Learners

Pandemic Impact: Students

- Pharmacy schools transition to remote learning
 - Online lecture format
 - Student-led learning
- Changes to experiential learning education
 - Interprofessional communication
 - Patient encounters
 - Technology barriers

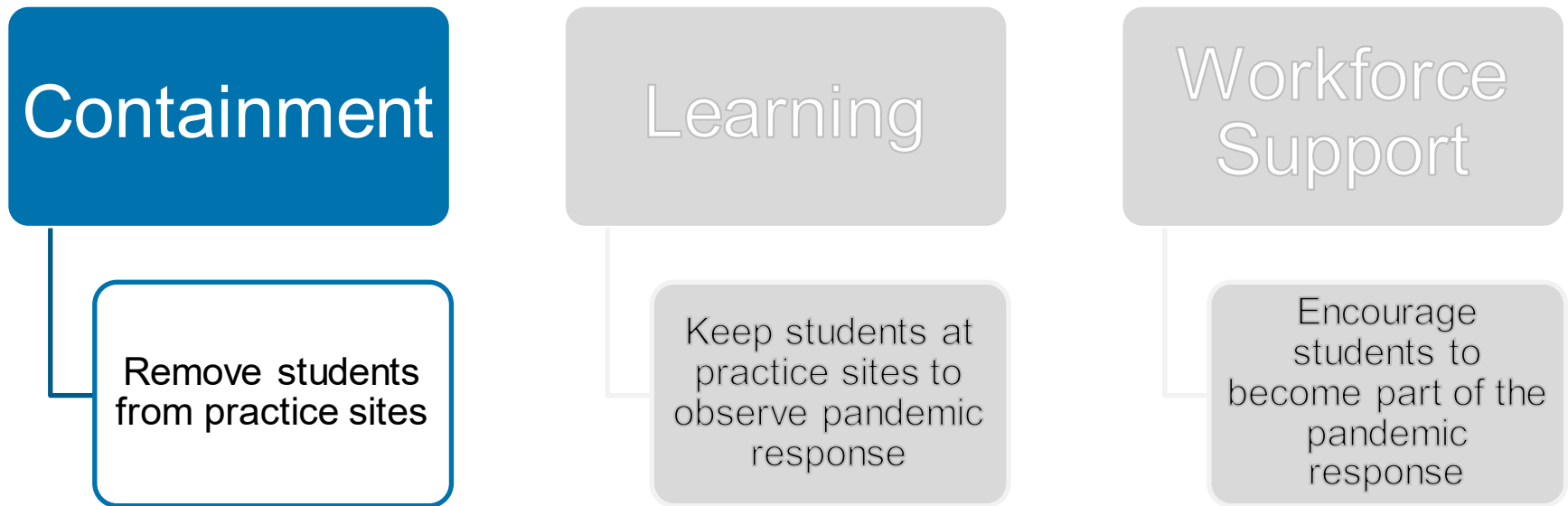
Pandemic Impact: Preceptors

- Approach to clinical education



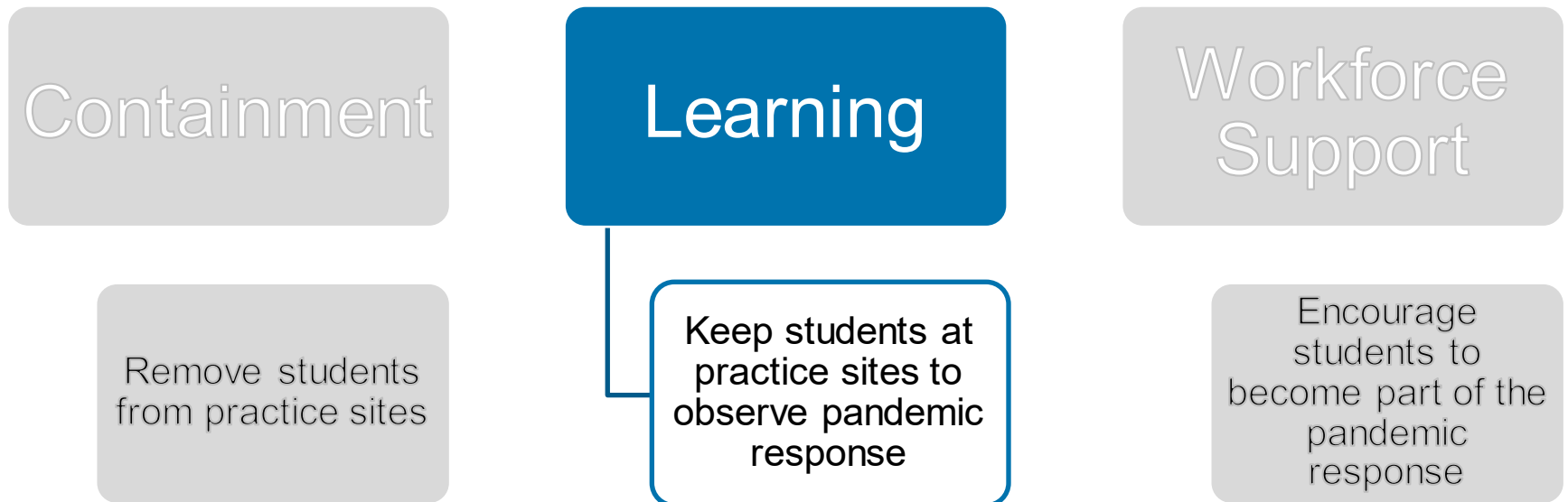
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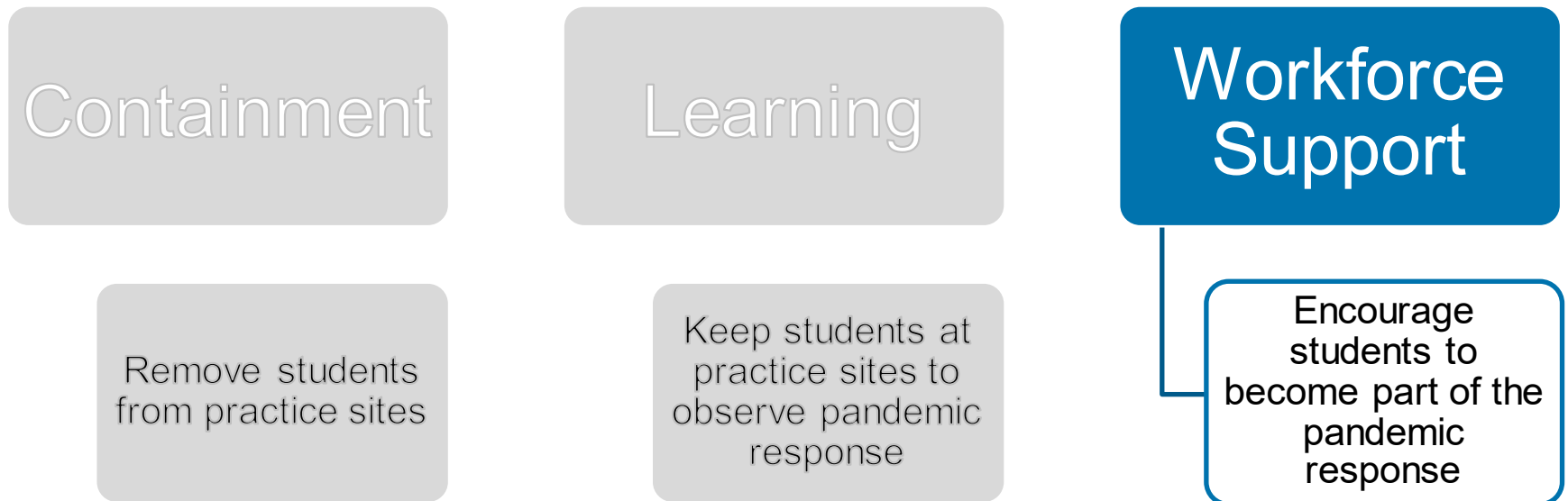
Pandemic Impact: Preceptors

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Pandemic Impact: Preceptors

- Approach to clinical education



Pandemic Impact: Preceptors

- Survey
 - For preceptors that have taken a student during the pandemic, what types of creative approaches to precepting have you had to take? What have you found to be successful?
 - *Please respond in the chat box*

Pandemic Impact: Preceptors

Emotional Exhaustion

- Apathy
- No longer invested

My student is hopeless. I've tried my best- they just weren't meant for hospital pharmacy.

Depersonalization

- Negative attitude towards work
- Separation from human aspect of work

Pharmacy schools just aren't producing the same quality of students these days.

Decreased sense of personal accomplishment

- Decreased interest in professional aspirations
- Medical errors

This student isn't ready to be independent on rounds yet, but I sent them anyway because I needed a break.

Reasons for Preceptor Burnout

Challenge of dual
role of practitioner
& teacher

Professional time
constraints

Lack of structured
preceptor
guidelines

Real or perceived
lack of
organization or
peer support

Overuse of single
individual in
preceptor role

Burnout: Precepting

- Increase teacher burnout → teaching preparation and classroom involvement decreases → increase student criticism
- Students change perception of teacher → students' sense of efficacy declines
- Teacher burnout → decreases student's motivation → learning and engagement decreases

Precepting in the Face of Burnout

Resiliency

- Process of adapting well in the face of significant sources of stress, adversity, and threats
- How an individual “bounces back” from difficult experiences
- Composed of thoughts, behaviors, and actions that can be learned

Factors Affecting Clinician Well-Being and Resilience

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

To view the latest version, please visit <https://nam.edu/clinicianwellbeing/wp-content/uploads/2019/07/Factors-Affecting-Clinician-Well-Being-and-Resilience-July-2019.pdf>

NAM Action Collaborative on Clinician Well-being and Resilience Goals

1. Raise the visibility of clinician anxiety, burnout, depression, stress, and suicide
2. Improve baseline understanding of challenges to clinician well-being
3. Advance evidence-based, multidisciplinary solutions to improve patient care by caring for the caregiver

Steps to Managing Physician and Trainee Stress

1. Take a deep breath and get organized
2. Think about your practice or training from a different perspective
3. Think about the big picture
4. Find support and guidance in outside groups
5. Find meaning outside of work
6. Last but not least - don't forget to have fun!

Promoting Preceptor Engagement

- Provide continuing education specific to preceptors beyond initial training
- Incorporation of a designated preceptor coordinator
- Recognition
- Organizational acknowledgement of challenges facing preceptors

Resilience in Precepting

- Prevent burnout from occurring in the first place
- Develop a rotation syllabus
- Delegate responsibilities to fellow pharmacists and technician staff
- Open, strong communication with learner from day one
- Ask learners for their individual goals to guide rotation
- Set reasonable yet challenging expectations
- Build in downtime for the learner
- Take advantage of preceptor development opportunities

Resilience in Healthcare

Well-being resources:

- <https://pharmacist.com/wellbeing>
- <https://www.aacp.org/resource/wellness-and-resilience-pharmacy-education>
- <https://wellbeing.ashp.org/resources?loginreturnUrl=SSOCheckOnly>
- <https://nam.edu/initiatives/clinician-resilience-and-well-being/>

OhioHealth Well-being Resources

Employee Assistance Program (EAP)

(614) 566.3348
EAP@ohiohealth.com
[EAP eSource Page](#)

Provider Well-being (PWB)

(614) 566.2919
Providerwell-being@ohiohealth.com
[PWB eSource Page](#)

WE Care Peer Support

Peer Support Training Module
(Currently available for anyone interested in
psychological first aid and peer support)
Peer Support Toolkit

24/7 Crisis Support

Ohio Crisis Text Line:
Text "4Hope" to 741 741

National Suicide Prevention Lifeline:
1-800-273-8255

Disaster Distress Helpline:
1-800-985-5990

Chaplain Support

(614) 566.2427 (CHAP)
Chaplain@ohiohealth.com
[Chaplain eSource Page](#)

OhioHealth Well-being Connection

Confidential Helpline:
(614) 566-1800

Question 1

Which of the following is a dimension of burnout?

- a. Increased sense of personal accomplishment
- b. Emotional exhaustion
- c. Depersonalization
- d. A & C
- e. B & C

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- e. **B & C**

Question 2

Which of the following would be a beneficial resilience strategy?

- a. Ensure adequate nutrition, sleep, and exercise
- b. Catastrophize whenever possible
- c. Pick up extra shifts to help out
- d. Eliminate downtime for learners

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Question 3

Preceptor burnout increases which of the following among students?

- a. Student motivation
- b. Student criticism
- c. Effective communication skills
- d. Excitement for post-graduate training

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Question 4

Which of the following are methods to overcome preceptor burnout?

- a. Pick up 4 shifts over the course of a single week
- b. Spend time outside of work doing activities you enjoy
- c. Get students' schedule organized ahead of time
- d. A & C
- e. B & C

Question 4

Which of the following are methods to overcome preceptor burnout?

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- e. B & C**

Question 5

All of the following are examples of the impact of the pandemic on pharmacists except?

- a. Compassion fatigue
- b. Medical errors and patient safety incidents
- c. Euphoria
- d. High turnover

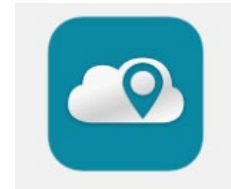
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3 Ways to Claim CE via CloudCME

#1

Via CloudCME App

Download the CloudCME app for iPhone or Android

Open the app, use organization code "OhioHealth"

Click "Login or Create Account" - Login with OH OPID/password

Go to Claim Credit

Enter Event ID – **11424**

Check the attestation and insert your digital signature

Please complete the Evaluation for the activity

#2

Via Text Message

First time only: Text your email address to 614-412-1138 to pair your mobile number.

Text the event code **11424** to 614-412-1138

#3

Via CloudCME on Computer

Website:

<https://ohiohealth.cloud-cme.com/default.aspx>

Go to My CME → Claim Credit → Enter Event ID **11424** → Hours attended 1.0 --> check box and complete signature



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