Fueling Your Fire: Identifying and Managing Preceptor Burnout

Mary Douglass Smith, PharmD
Presbyterian College School of Pharmacy
Charlene R. Williams, PharmD, BCACP, CDE
UNC Eshelman School of Pharmacy
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Learning Objectives

▪ Given a case study, analyze the terms stress and burnout as well as the differences and potential sources for each.

▪ Explain the effects of burnout on teaching and mentoring students.

▪ Demonstrate the role of resilience in overcoming burnout.

▪ Create strategies that can be implemented to thwart and prevent burnout in precepting.
Maintaining your Precepting Fire

Precepting tips/strategies

Resilience strategies

Oxygen

Heat

Fuel

Reasons for teaching

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NATIONAL PHARMACY PRECEPTORS CONFERENCE
“Can you believe how students are these days?”

“Why couldn’t the student just look this up in LexiComp?”

“Why don’t you just spend the afternoon on Independent Project Time?”

“I wonder if there are any open positions that don’t require precepting.”
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How would you classify Li?
A. Stressed
B. Burned-out
Stress vs. Burnout Case

Emotional Exhaustion
• Apathetic
• No longer invested

"My student this month is probably going to fail. But I’ve done all I can at this point."

Depersonalization and cynicism
• Negative attitude towards work
• Removal of human aspect

“These students that go to pharmacy school now just aren’t high quality anymore."

Decreased sense of personal accomplishment
• Poor clinical decision-making and medical errors

“That student probably wasn’t ready to go on rounds, but I sent her anyways to give me a break."

Stress vs. Burnout Case

- Li’s factors that contribute to his burnout:
  - Workload
  - Critical care specialty
  - Work-life balance

- Li’s symptoms of burnout:
  - Depersonalization of residents
  - Decreased preceptor satisfaction
  - Cynicism
  - Lack of desire to improve

Effects on teaching and mentoring

- ↑ teacher enthusiasm = ↑ quality instructional behaviors, ↑ student ratings
- Enthusiasm for teaching > enthusiasm for subject
  - Kunter, Tsai, Klusmann, Brunner, Krauss, & Baumert, 2008
- ↑ burnout = ↓ communication with students
  - Irvin, Hume, Boyd, McBee, & Odom, 2013
Effects on teaching and mentoring

- ↑ teacher *emotional exhaustion* = ↓ student motivation
  - Teachers reluctant to clarify the relevance of tasks to students’ goals
- ↑ teacher *depersonalization* = ↓ student motivation
  - Teachers actively ignore the qualities that make students unique and engaging
  - Shen, McCaughtry, Martin, Garn, Kulik, Fahlman, 2015
  - “She can be sarcastic at times, to the point where she disregards any valid complaints a student may have.”
- ↓ teacher *sense of personal accomplishment* = ↓ student outcomes
  - Wong, Ruble, Yu, McGrew, 2017
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A burned-out instructor is ______ to communicate effectively with students

A. More likely
B. Less likely
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Maintaining your Precepting Fire

Resilience strategies
I feel like my work-life balance is off.

“I am a failure unless all my learners are successful.”

“I am snapping at my family.”

“I can’t keep working at this nonstop pace indefinitely.”
The Role of Grit and Resilience

- **Grit:** “stick-with-it-ness” despite adversity

- **Resilience:** ability to “bounce back” and positively adapt to stress and negative experiences

Stoffel JM, Cain J. Review of grit and resilience literature within health professions education. J Pharm Educ 2018; 82 (2) Article 6150.


Kendall’s resilience has been affected by:

A. Work/external factors
B. Individual factors
C. Both
Resilience Case: Kendall

Pair and Share:

▪ What are some actions Kendall’s employer could take that could impact her resilience?
▪ What are some actions Kendall could take to further develop her resilience?
Framework for Improving Joy in Work
Steps for Leaders

IHI Framework for Improving Joy at Work

- Ask staff what personally matters to them
- Identify local barriers to joy at work
- Commit to a systems approach at all levels
- Use improvement science to test solutions

Polling Slide

True or False: One’s resilience can be strengthened/developed.

A. True
B. False
Individual Strategies

- Change work patterns
- Develop coping skills
- Obtain social support
- Utilize relaxation strategies
- Promote good health and fitness
- Develop a better self-understanding
- Assess your own contributors to burnout
- Compose a personal mission statement
- Journal gratitude
- Garner support from peers
- Learn new things
- Write about inspiring stories


Understanding Self Example: Segmentors vs Integrators

Integrators blend work and life
- Answering emails, work on weekends, engaged workaholic
- No family at work party
- Recovery time from work

Segmentors prefer clear boundaries
Resilience Activity

- Write a few sentences to one of your learners describing how your work together positively changed the way you precepted or positively impacted you/others

- Share with a partner/your table
Evidence-Based Individual Strategies

- Mindfulness
- Mindfulness with cognitive reappraisal
- Cognitive behavior therapy (CBT)


Free Mindfulness/Meditation Apps

As suggested by Forbes:

- **Trixie** (Android and iOS)
- **Aura** (Android and iOS)
- **MindFi** (Android and iOS)
- **Mindbliss** (Android and iOS)
- **ZenFriend** (Android and iOS)
- **Oak** (iOS)
- **Sonus Island** (iOS)
- **Now: Meditation** (iOS)
- **Timeless Meditation** (iOS)


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Mindfulness/Meditation Podcasts

As suggested by the Urban List:

- **Mindfulness Mode**
  by Bruce Langford
- **On Being**
  with Krista Tippett
- **Meditation Station**
- **Meditation Oasis**
  by Mary and Richard Maddux
- **10% Happier**
  with Dan Harris

Maintaining your Precepting Fire

Precepting tips/strategies
Precepting Tips: Activity

Step 1: Each table or group of 3-4 writes down 3 precepting ideas to reduce burnout (5 minutes)

Step 2: Switch your card with another group. Score the ideas on the back of the card (1 least effective, 3 most effective) (2 minutes)

Step 3: Switch your card with another group that has not had the card before. Score the ideas on the back of the card again (2 minutes)

Step 4: Switch your card with another group that has not had the card before. Score the ideas on the back of the card again. Add the 3 scores (2 minutes)
Precepting Tips


https://www.americannursetoday.com/preventing-preceptor-burnout/
<table>
<thead>
<tr>
<th>Employer actions</th>
<th>Individual actions</th>
<th>Preceptor Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seek employee feedback</td>
<td>Develop mission</td>
<td>Optimize layered learning</td>
</tr>
<tr>
<td>Identify barriers (autonomy, staffing, and teaching needs)</td>
<td>Align activities and boundaries with mission</td>
<td>Seek development on challenging situations</td>
</tr>
<tr>
<td>Address barriers from systems approach</td>
<td>Schedule wellness activities</td>
<td>Change format of topic discussions</td>
</tr>
<tr>
<td>Create culture of wellness and resilience</td>
<td>Integrate mindfulness and</td>
<td>Alter pre-rounding &amp; rounding approach</td>
</tr>
</tbody>
</table>

Resilience Case: Kendall
Additional Resources

- National Suicide Prevention Lifeline:
  - 1-800-273-8255
- 24/7 crisis support- Text “home” to 741741
- ASHP Well-Being and Resilience Resource Center
Homework


https://www.scientificamerican.com/article/quiz-are-you-on-the-path-to-burnout/

- Constructs
  - Workload
  - Control
  - Reward
  - Community
  - Fairness
  - Values
Key Takeaways

- Determine if you are stressed or burnt out
  - Review evaluations, monitor behavior

- Resilience is an organizational AND individual responsibility
  - Choose one new resilience strategy to implement in the next 30 days
  - Leave your email/card for accountability check if desired

- Utilize preceptor strategies to prevent burnout
  - Choose one precepting strategy to implement in the next 30 days
  - Leave your email/card for full list of audience ideas
Thank you!
Questions?

Speaker personal photo

mdsmith@presby.edu
charlene_williams@unc.edu