

Preventing Preceptor Burnout

Striking (mis) Matches


- ## Objectives
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- Be able to recognize the signs of burnout in themselves and others.
 - List 3 consequences of not addressing burnout.
 - List 3 measures that can be taken to help reduce or slow burnout among preceptors.

- ## Waypoints
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- Defining Burnout
 - Susceptibility
 - Environmental Context
 - Specifics for Clinical Education

*Success is getting what you want.
Happiness is wanting what you get.*

Dale Carnegie

Burnout

- ## What is Burnout?
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- Christina Maslach, defined it as "a syndrome of emotional exhaustion, depersonalization, and reduced personal accomplishment that can occur among individuals who do 'people work' of some kind."
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What is Burnout?

- Burnout is a persistent, negative work-related state of mind in normal individuals that is primarily characterized by exhaustion, which is accompanied by distress, a sense of reduced effectiveness, decreased motivation, and the development of dysfunctional attitudes and behaviors at work. This psychological condition develops gradually but may remain unnoticed for a long time by the individual involved. It results from a misfit between intentions and reality in the job. Often burnout is self-perpetuating because of inadequate coping strategies that are associated with the syndrome" (Schaufeli & Enzmann, 1998).

The Dimensions of Burnout


- Overwhelming exhaustion.
- Feelings of cynicism and detachment from the job.
- A sense of ineffectiveness and lack of accomplishment.

Susceptibility

Who is susceptible? Demographics

- Age: younger employees > those over 30 or 40 years old
- Gender: unclear
- Marital Status: Single>Married
- Ethnicity: unclear
- Education: educated>uneducated

Susceptible?



Age?

Gender?


Ethnicity?

Education?

Marital Status?

Who is susceptible? Personality

- Hardiness
- Locus of Control
- Coping Styles
- Self Esteem
- Neuroticism
- Type A
- Feeling Types Vs. Thinking Types
- Job Idealism/Expectations



Environmental Context

Mismatch Principle

- Workload
- Control
- Reward
- Community
- Fairness
- Values



How do we detect it?

- Maslach Burnout Inventory
- Symptoms




Symptoms?

- Exhaustion/Irritability
- Cynicism/Apathy
- Frustration/Anger
- Decreased efficiency and effectiveness
- Chronic thoughts about alternate jobs
- Decrease cooperation
- Feeling unappreciated
- Absenteeism/Tardiness
- Feeling Trapped or Hopeless
- Emotional detachment
- Blaming others
- Isolation
- Increased self defeating behaviors
- Stress associated illnesses

What can we do to about it?

Personally


- Put your health first.
- Set aside time for yourself.
- Put limits on the amount of time you spend at work.
- Set aside time for your hobby.
- Develop your social support network.
- Find a mentor or 3.
- Do not be afraid to ask for help.



What can we do to about it?

Work

- Understand exactly what is expected of you.
- Participate in decision-making processes.
- Improve your time management.
- Learn to delegate.
- Understand what you can control.
- Set up your own schedule.
- Limit your connectivity.
- Learn to say "no."



What can we do to about it?

The Organization

- Be Proactive
- Manage Workloads
- Push for Resources
- Monitor Responsibility and Power
- Encourage Community/Support
- Insist on Fairness
- Reconcile Value Conflicts



Specifics for Clinical Educator

Why are we susceptible?

- Accessibility/Connectivity
- Work/Non-work Life Separation
- Care Focus
- Detail Oriented People
- Two Jobs



Question #1

- When thinking about your practice and mentoring students what things contribute to your perception of burnout?

(How do the symptoms manifest?)

What can we do to about it?

Precepting

- Understand exactly what is expected of you.
- Participate in decision-making processes.
- Improve your time management.
- Learn to delegate.
- Understand what you can control.
- Set up your own schedule.
- Limit your connectivity.
- Learn to say "no"



Question #2

- Does the number of pharmacy students necessarily relate to burn out for all preceptors?

(Number/month, Number/year)

Are You Outnumbered?



Question #3

- What self assessment steps can we put into place that will allow us to recognize burnout in ourselves or others?

Introspection is a Skill

- How can you know there is a problem?
- How can you identify it?
- What are your keys/triggers/indicators?
 - How do you (re)act when under stress?
 - How do you (re)act when disappointed?
 - How do you (re)act when angered?

Peer-trospection?

- Is that even a word?
- Who knows you better, you or your peers?
- Who knows you better, you or your spouse?
- Who knows you better, you or your family?

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