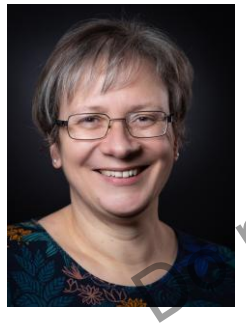


Resilience toolbox

Uta Schmidt-Strassburger, DE
Discussant: Dr. Assia Konsoulova,
Complex Oncological Center, Burgas, Bulgaria

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Uta Schmidt-Straßburger
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Resilience

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Disclaimer

- No conflict of interest to declare

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Outline

- How ESCO collegiates feel (burned out)
- How ESCO collegiates would like to feel (resilient)
- Suggestions how to get there

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Outline

- **How ESCO collegiates feel (burned out)**
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Burnout

A syndrome of feeling **exhausted**, **cynical**, and **ineffective** at work.

More than 50% of physicians experience it.

Contributors:

- Clinical workload & inefficiency
- Reduced autonomy
- Difficult work-life integration
- Erosion of meaning

Why it matters

- More errors
- Increased turnover
- Inpatient mortality
- Reduced care time

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The Maslach Burnout Inventory: A tool to measure burnout

- For different professional settings, also medical personnel (MP)
- Addresses three scales:
  - Emotional Exhaustion
  - Depersonalization
  - Personal Accomplishment
- Users must indicate frequencies for different statements
  - Never
  - A few times a year or less
  - Once a month or less
  - A few times a month
  - Once a week
  - A few times a week
  - Every day
- Previously used intensities are no longer in use

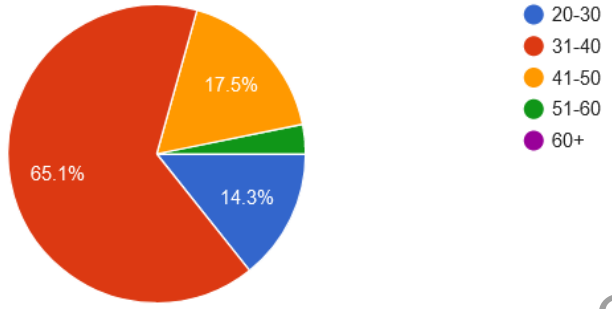
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Maslach, C.; Jackson, S.E. (1981). "The measurement of experienced burnout". Journal of Occupational Behavior. 2 (2): 99–113

The Audience

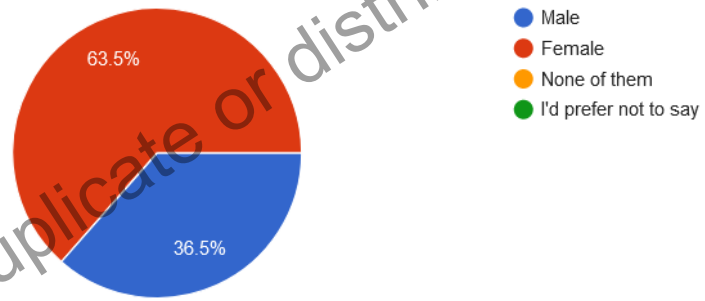
How old are you?

63 responses



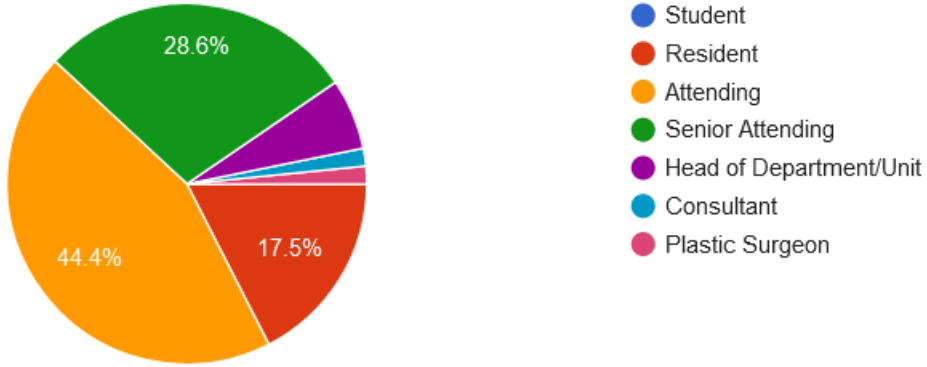
What gender do you identify as?

63 responses



What is your current professional position?

63 responses

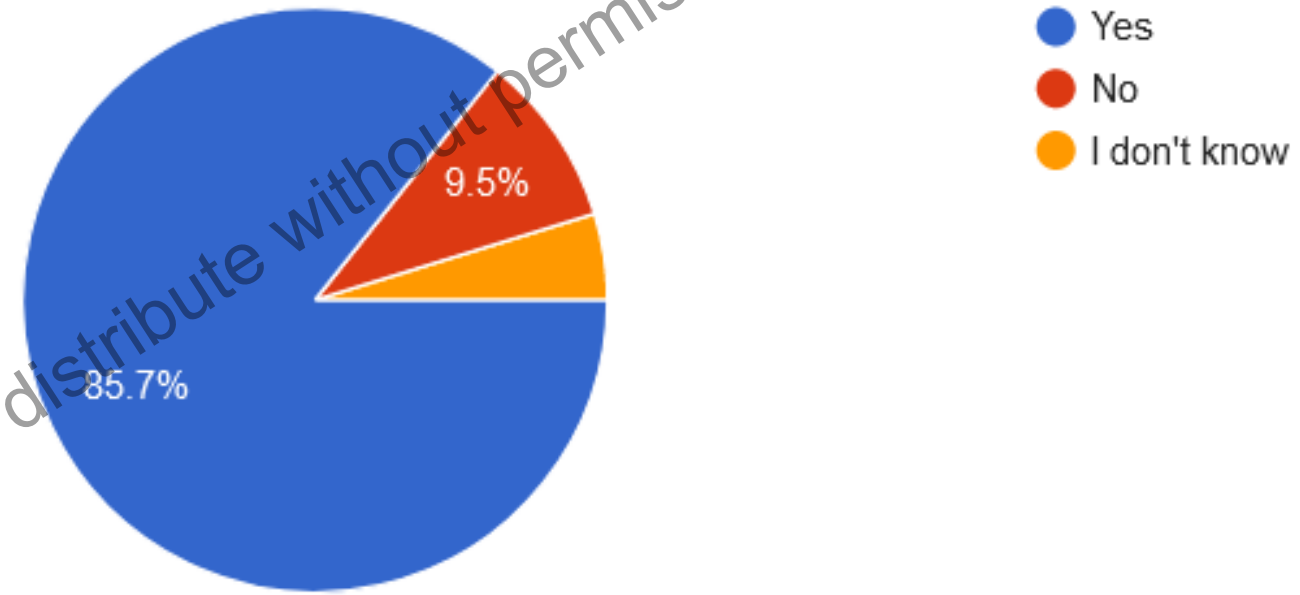


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1. Have you ever experienced emotional exhaustion?

63 responses



Duration of emotional exhaustion

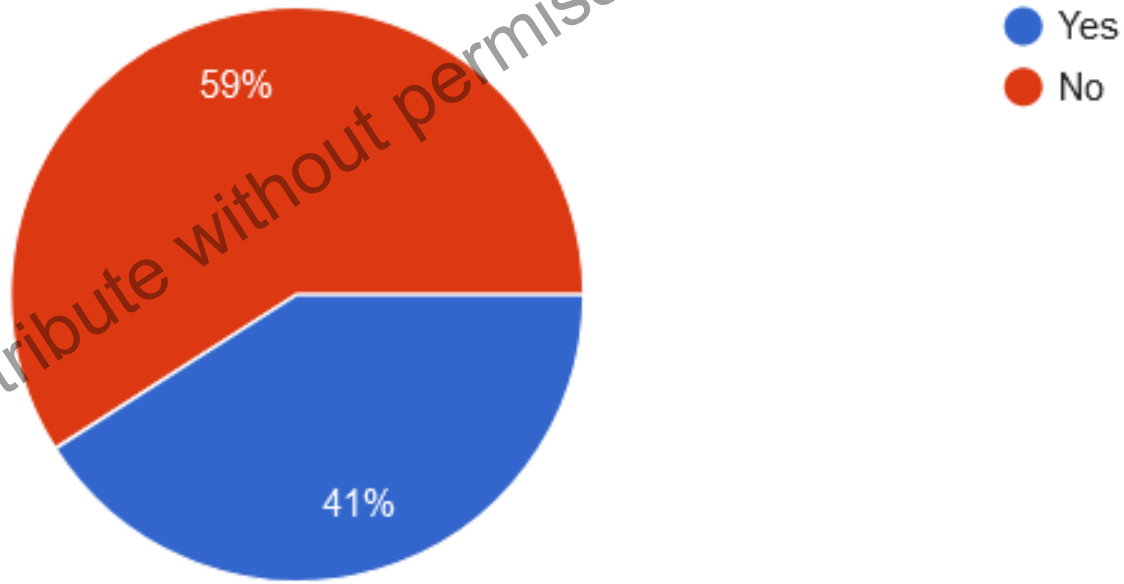
- Minutes x
- Hours x
- Days xxxx
- Weeks xxxxx
- Months xxxxxxxxxxxxx
- Years xxxxxxxxxxxxxxxxxx
- Intermittent xxxxx



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Does the feeling persist until now?

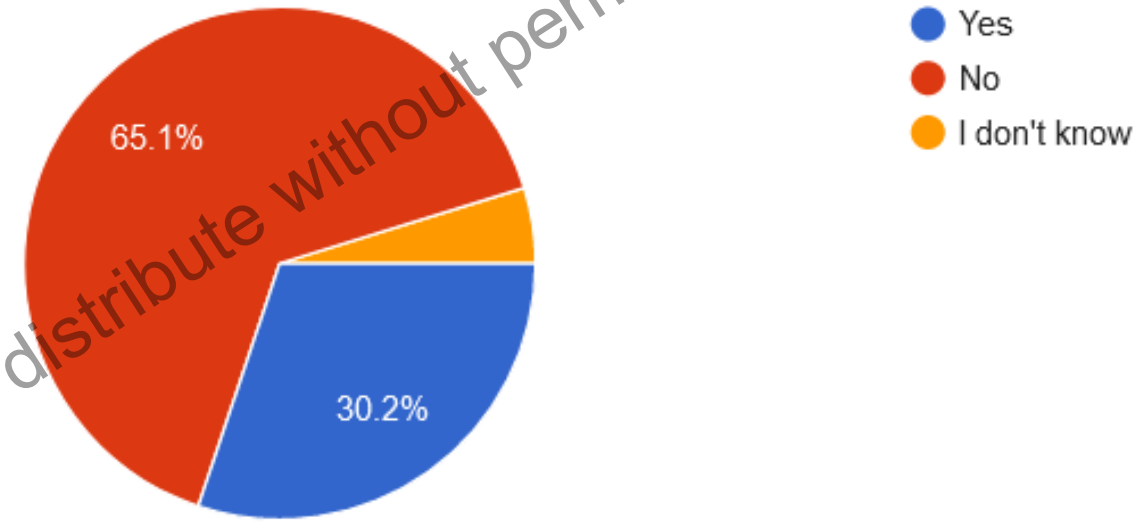
61 responses



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2. Have you ever experienced depersonalization? i.e. you were no longer able to see patients or personnel as fellow human beings.

63 responses



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Duration of depersonalization

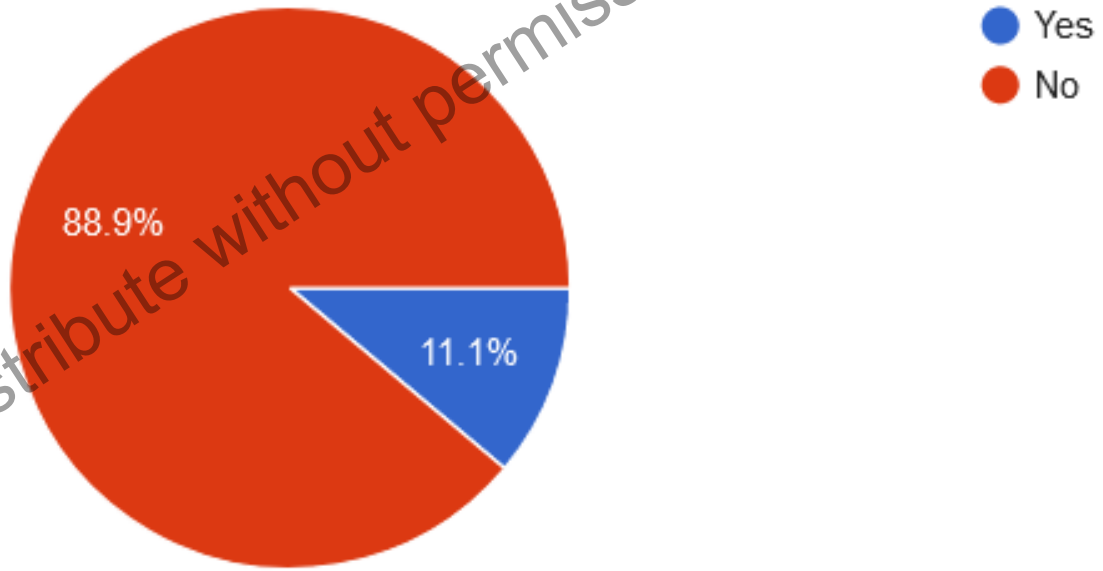
- Weeks xxxx
- Months xxx
- Years xxxxx
- nondescript x



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Does the sentiment persist until now?

54 responses

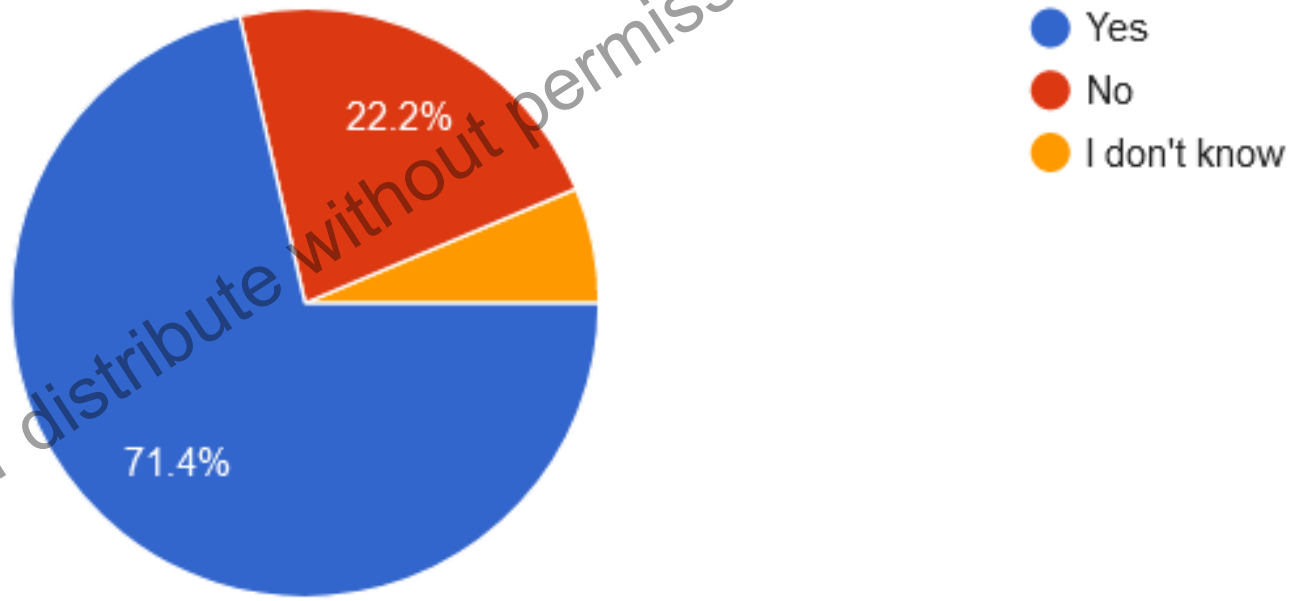


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3. Have you ever experienced the feeling of reduced personal accomplishment?

63 responses



Duration of feeling less accomplished/ accomplishing less

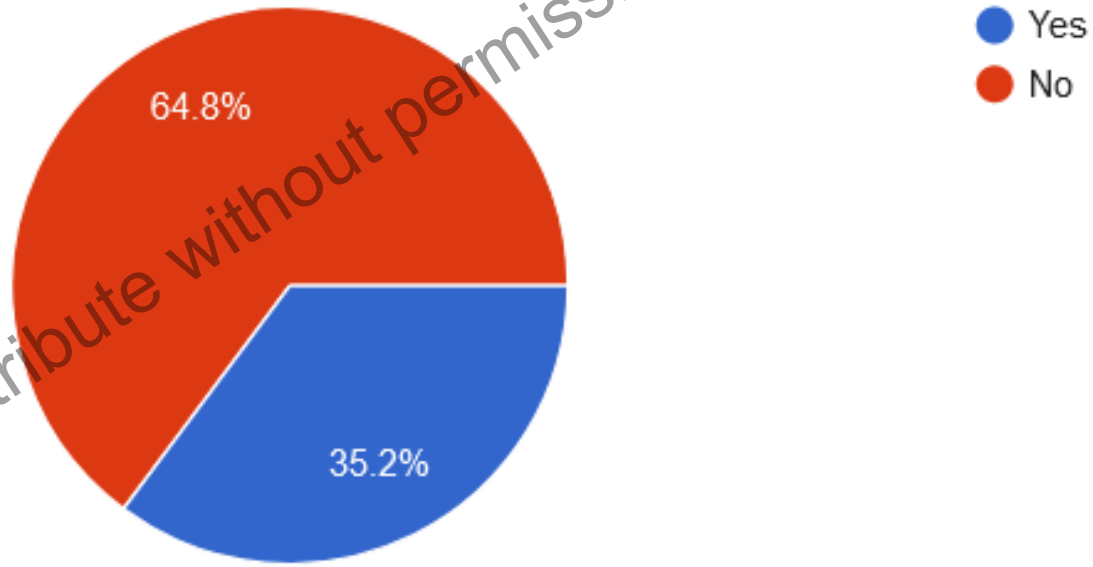
- Days xxxxx
- Weeks xx
- Months xxxxxxxxx
- Years xxxxxxxxxxxxx
- Nondescript xxx



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Do you still feel like this?

54 responses

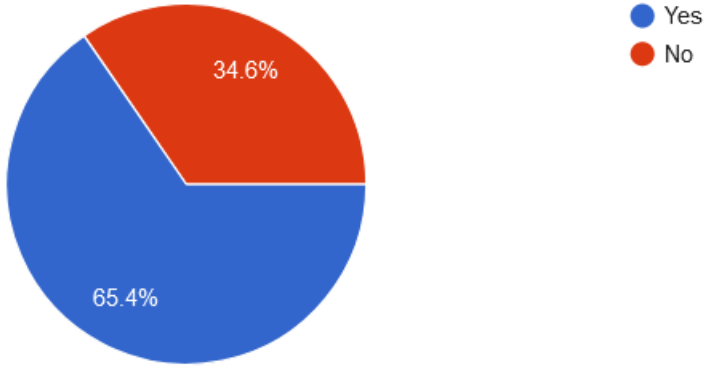


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If you answered "yes" to any to the three questions above:

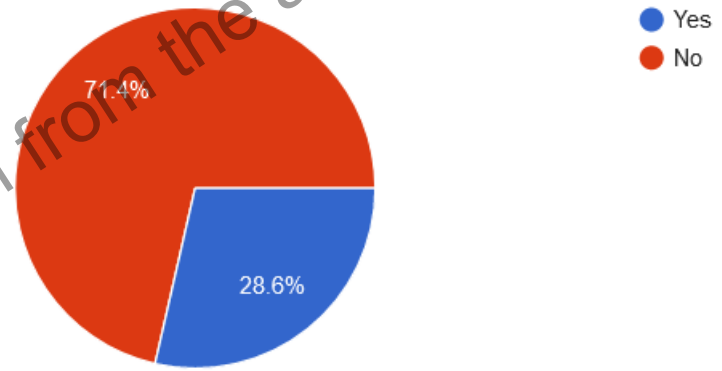
Have you shared your experience with a family member (chosen or genetic family)?

52 responses



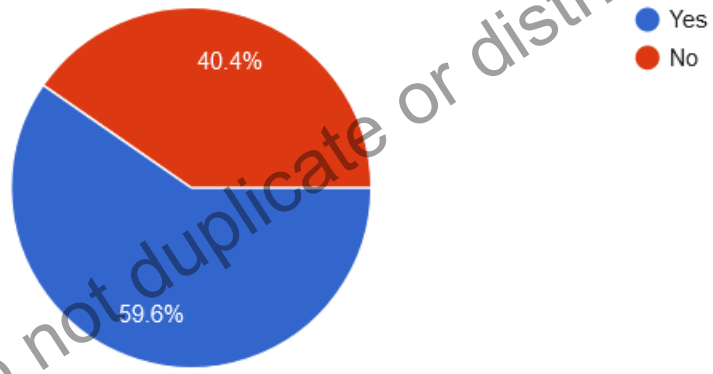
Have you shared your experiences with a superior?

56 responses



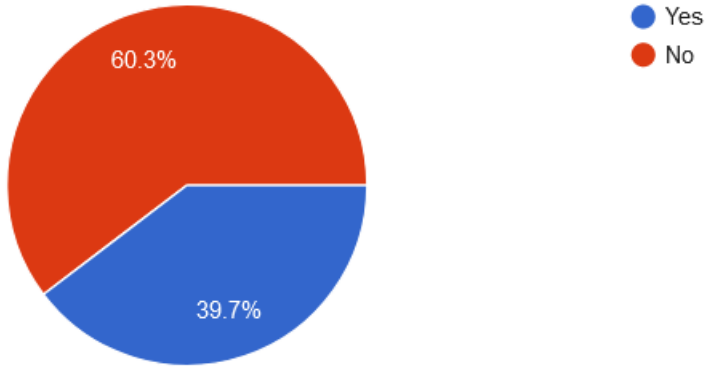
Have you shared your experience with peers?

57 responses



Have you sought professional help?

58 responses



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Resilience

The capacity to **take on** challenges, **bounce back** from difficulties, and **thrive** at work.

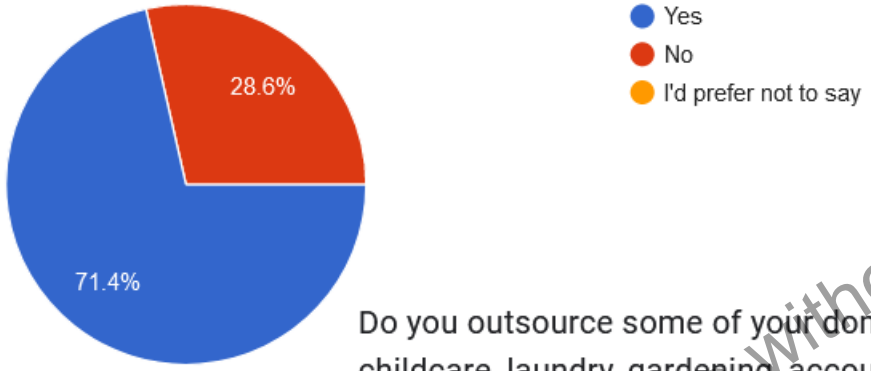
Resilience can be modified.

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Contributors to resilience (survey)

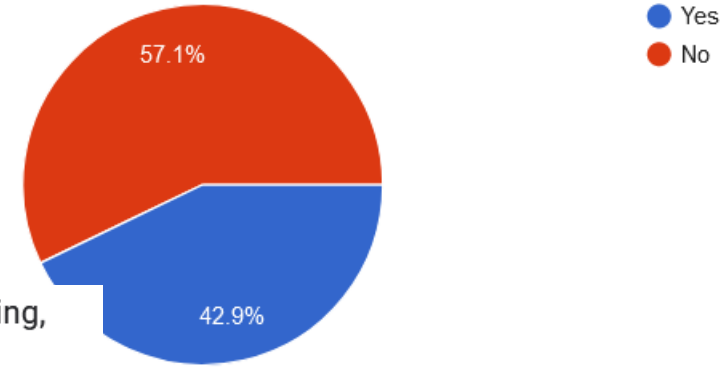
Are you currently in a stable relationship

63 responses



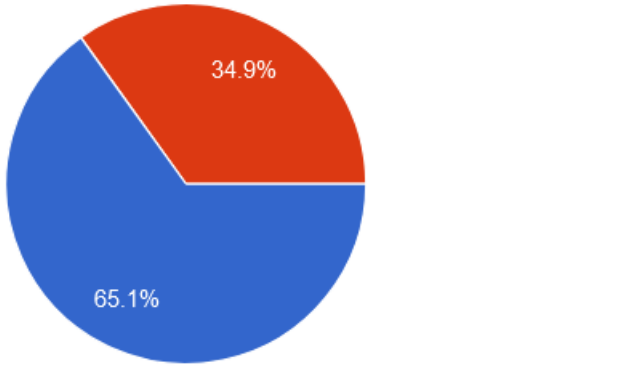
Do you have children?

63 responses



Do you outsource some of your domestic duties? (cleaning, shopping, driving, childcare, laundry, gardening, accounting)

63 responses



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What makes you happy



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What makes you feel to belong (to a group or institution)



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What makes you feel accomplished



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Resilience Skills

- Managing **energy**
- Using **attention** mindfully
- Finding healthy **boundaries**
- Reframing cognitive **distortions**
- Calibrating **expectations**
- Regulating **emotions**
- Discovering **meaning** daily

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Outline

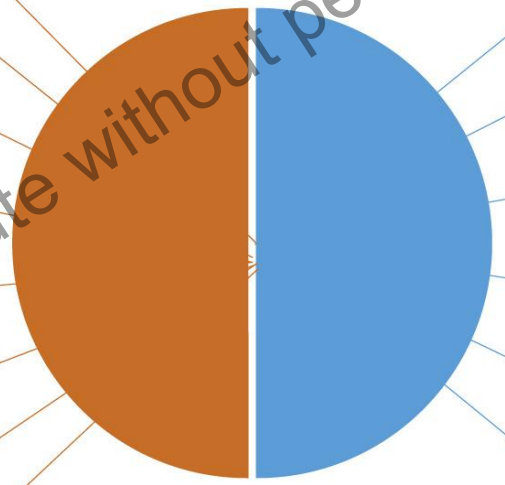
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Where to look for solutions

Individual skills

- Working from strengths
- Tracking activation
- Healthy boundaries
- Regulating emotions
- Recognizing distortions
- Reasonable expectations
- Finding meaning
- Commitment to long term



Workplace factors

- Enabling control
- Structuring rewards
- Building community
- Promoting fairness
- Recognizing values
- Calibrating workload

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Unhelpful Thinking Styles, a.k.a. Cognitive Distortions

„I should have done more“.

Myth: I wasn‘t good enough.

Unhelpful thinking styles (cognitive distortions) can put you into a negative cycle of rumination.

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Spotlight Effect

People tend to believe that more people take note of their actions and appearance than is actually the case

- Making a brilliant point in a group discussion
- Contributing to a successful project
- Executing the perfect jump shot on the basketball court

- Actions we wish to disown because they reflect poorly on our ability or character

Efforts go unnoticed or underappreciated by others

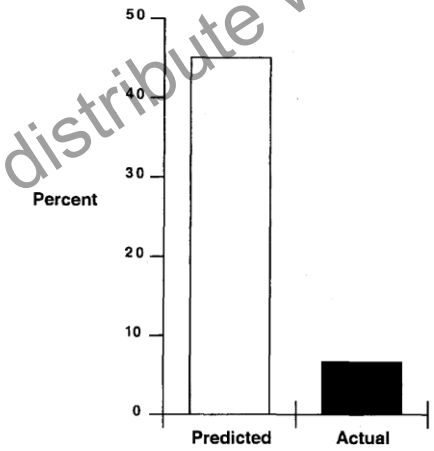


Figure 2. Predicted and actual percentage of observers able to identify the individual (Martin Luther King, Jr., Bob Marley, or Jerry Seinfeld) depicted on the target's T-shirt.

They may have less impact on our audience than we might think

Table 1
Comparison of Discussants' Estimates of How Prominent Their Contributions Were to the Rest of the Group, and How Prominent Their Contributions Actually Were

Dimension	Predicted standing in the eyes of others	Actual standing in the eyes of others	Difference[a]	Mean correlation between predicted and actual
Advance discussion	2.69	2.84	−0.15*	.79**
Speech errors	2.30	2.96	−0.66**	.34**
Offensive comments	2.35	2.90	−0.55**	.65**
Comments judged critically	2.61	2.82	−0.21*	.51**
Remarkable comments	3.93	2.76	1.17**	.47**
Percentage spent talking	23.05	20.96	2.09*	.75**

[a] Calculated by subtracting actual standing from predicted standing. Because the first 4 dimensions involve a comparison of ranks, support for the spotlight effect is provided by a negative difference. For the last 2 dimensions, support for the spotlight effect is provided by a positive difference.
* $p < .05$. ** $p < .001$.

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Strategies for Learning from Failure



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https://hbr.org/2011/04/strategies-for-learning-from-failure

What could enable me to be more resilient?

Mindfulness -> take a mindful moment, a step back, and breathe, meditate or pray

Acquaint yourself with your own unhelpful thinking styles, find strategies to break the cycle

Be aware of your own demands and expectations.

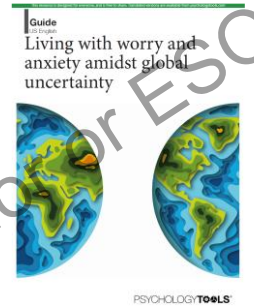
Prioritize.

Be kind to yourself.

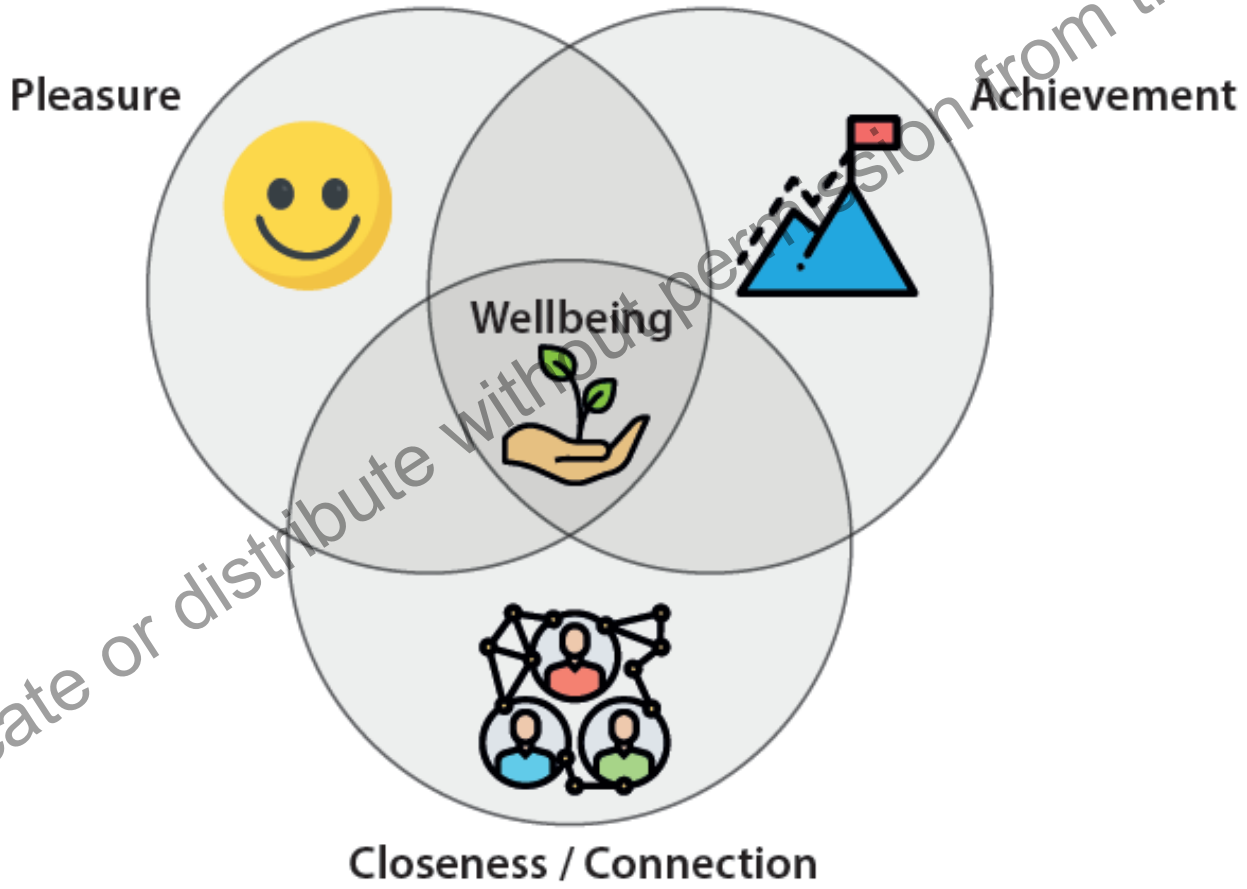
And others.

Start/continue a gratitude journal.

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Target



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Credits

Dr. Anthony L. Back drew my attention to resilience at the Hematology/ Oncology Program Directors‘ Retreat 2017 of ASCO.

I am equally indebted to the late Dr. Anne-Derke Rose, a former lecturer in the Advanced Oncology study program and a psycho-oncologist, who drew my attention to oncologists‘ burnout. R.I.P., I still miss you.

I am grateful to ESO, particularly all the support from Corinne Hall, who launched the questionnaire and shared the data.

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Thank you!

for participating in this
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