



Summary of:

WELL-BEING AND RESILIENCE RESOURCES

A national survey finds 80% of patients believe quality of care decreases when healthcare providers are burnt out.¹ According to a health-system pharmacist survey in 2018, 53% of pharmacists reported a high degree of burnout. Additionally, 36% reported emotional exhaustion and 32% reported reduced personal accomplishment. ASHP is dedicated to helping members combat burnout in the healthcare workplace.

BUILDING A WELLNESS PROGRAM

RESOURCES FOR STATE AFFILIATES

[ASHP State Affiliate Toolkit on Well-Being and Resilience](#)

- Creates a “to-do” list for state affiliate involvement, including:
 - Educating on causes, effects, and solutions for burnout
 - Engaging key health-system leaders, academic leaders, and residency directors to form a well-being committee
 - Preparing the well-being committee with well-being resources
 - Discussing goals and objectives of the well-being committee
 - Promoting wellness in state affiliate meeting
 - Expanding by engaging other healthcare stakeholders

RESOURCES FOR RESIDENTS AND RESIDENCY PROGRAM DIRECTORS

[Building Resilience in Residency Training It Takes a Village](#)

- Outlines methods for optimizing resident resiliency, including:
 - Identifying stressors leading to burnout
 - Comparing and contrasting methods for instilling a sense of community within residency programs, with specific examples from health systems
 - Explaining how to manage unexpected life/residency events
 - Identifying methods to measure success

[How to Become a Wellness Leader](#)

- Provides tips to members on advocating for wellness at their institution
 - When evaluating how additional responsibilities may impact well-being, know your strengths/weaknesses; set achievable, realistic, and measurable goals; and recognize interests and needs
 - Know institution-specific and external resources
 - Potential educational activities: presentations and articles
 - Potential initiatives: form a wellness committee, mentor learners, and recognize others

[Fueling Your Fire Identifying and Managing Preceptor Burnout](#)

- Focuses on preceptor burnout
- Elaborates on the effects of burnout on teaching: lowers quality of teaching/precepting, decreases communication, decreases learner motivation, and reduces outcomes for the learner
- Strategies to prevent burnout:
 - Assessing work-related and personal-related stressors
 - Understanding your own work-life blend (segmentors vs. integrators)
 - Practicing mindfulness

[ASHP Intersections](#)

- Provides specific examples of activities pharmacists have used to manage burnout, including: exercise, yoga, meditation, volunteerism, improv, and art

[National Academy of Medicine \(NAM\) Resources](#)

- Additional well-being strategies and methods to measure burnout

[ASHP Well-Being and Resilience Certificate](#)

- Self-guided, online program for both pharmacists and pharmacy technicians to enhance well-being and resiliency skills in personal and professional settings

EDUCATING YOURSELF ON BURNOUT

Creating a Culture of Resident Well-Being

- Emphasizes that while burnout has traditionally been associated with physicians, recent publications are advocating for emotional well-being for pharmacists, especially residents
- Common stressors for residents include: time/hours worked, finance, unsettling cases/challenging patients, and personal relationships
- Addresses a case study on the University of Chicago:
 - Historically stressful on-call program
 - mDASS-21 tool used during and after an on-call debriefing with a preceptor
 - Debriefing provided an avenue to discuss emotionally, clinically, or physically challenging situations with preceptors with immediate additional support available, if necessary

Protect Your Psychological Paycheck

- Differentiates imposter phenomenon from burnout
- Imposter phenomenon (IP): internal, persistent experience of self-doubt about one's competency despite objective, undeniable, high levels of achievement
 - Individual factors, family, work, and sociocultural contexts contribute to the feeling of IP
 - Creates a vicious cycle of either over-preparing or procrastinating
- Addressing IP feelings:
 - Learning to change your relationship with failure
 - Celebrate successes; normalize failures

Webinars

- Addresses various topics related to managing burnout, impacts of burnout, and prevention of burnout within pharmacy departments and residency

Headspace: A meditation and mindfulness app

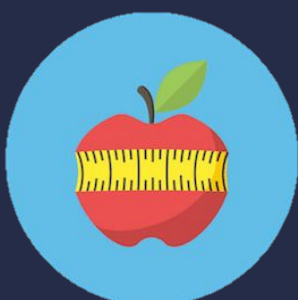
- A meditation and mindfulness resource free for ASHP members

CONNECTING WITH OTHER PROGRAMS

ASHP Connect Community on Well-Being

- Tools for residency programs to start their own wellness programs, including forum posts asking for and giving feedback/advice
- Community discussions on individual and system-wide issues

In conclusion, burnout affects a number of individuals in pharmacy.² This can result in medication errors and increase the potential for patient harm. In order to decrease the potential for burnout, pharmacists have to build resilience to combat personal and workplace stressors. This can be done individually or through healthcare organizations. A great way to start building resiliency are through the resources described above.



REFERENCES

1. <https://wellbeing.ashp.org/-/media/wellbeing/docs/WBR-Survey-final.ashx?la=en&hash=402219A2C9DA42337EFF22B98066506E1A299966>
2. <https://wellbeing.ashp.org/-/media/wellbeing/docs/A-Resilient-Pharmacy-Workforce-Infographic.ashx?la=en&hash=424ABB74F017F852DDCECE13BCF33704E6EE886F>