Rediscovering the Joy in Practice: Addressing Physician Burnout to Improve Patient Care

Jason C. Vallee, Ph.D
Director, Achieving Excellence, Dartmouth-Hitchcock
Assistant Professor, Geisel School of Medicine/Dartmouth College
EMPATHY
Understanding One Another:
Empathy in Engaging Others
Table Dialogue: The Vessel

• Discuss the video, in terms of the shift in thinking about empathy as “not solving problems,” but rather connecting with one another

• How full is your vessel?

• What are some ways to empty the Vessel?
Service Excellence

Employee Rounding for Outcomes: Sample Questions to Use
Drafted Sept. 30, 2014

Explain desired outcomes from rounding process – ask specific, actionable questions
- Tell me what is working well today; what is not working well?
- Are there any individuals whom I should be recognizing?
- Is there anything we can do better?
- Do you have the tools and equipment to do your job?

Other sample questions to use:
- How would you like to be more involved in the decision-making process?
- How do you prefer to be recognized for a job well done?
- What is going well that you would like to continue?
- What is not going well that we should be focusing on?
- What do you need to sustain your level of energy at work?
- What tools and equipment are needed for your XX initiative?
- Can we change anything in your daily routine?
- If we could change one part of your workflow, what would it be?
- Can you tell me about one or two barriers that you face?
- Can you provide one or two ideas that might improve things?
- What are some environmental changes that can be made?
- What is your opinion on changes that we’ve made?
- Tell me something new that you’ve learned that I can use.
- What are you learning outside of work? Any good books?
- Do you love your job? If not, what can we do to improve it?
- Who’s your go-to person that you’d like to recognize?
- What about someone from another department? What about someone from another job?
- If you/we could change one thing, what would it be?
Several studies have shown that gorillas, like people, have individual tastes in music.
CAN YOU BREAK THROUGH?
change
Opportunity
Coral-eating starfish, which are currently damaging the Great Barrier Reef, can be killed by injecting them with vinegar.
Table Dialogue

- Positive
- Sense of Security and Self Assurance
- Focused
- Clear Vision
- Flexible

- Respond to Uncertainty
- Organized
- Structured Approach to Managing Ambiguity
- Proactive
- Engage vs. Defend with Regard to Change
The chances of developing cancer increase by 10% in men and 18% in women for every 10cm (4”) above 1m (3’2”) they are tall.
Elephants evolved additional copies of a gene that fights cancer cells, meaning it’s very rare for an Elephant to die from Cancer.
Engagement

THOUSANDS OF CANDLES
CAN BE LIT FROM A SINGLE CANDLE
AND THE LIFE OF THE CANDLE WILL NOT BE SHORTENED

HAPPINESS
NEVER DECREASES FROM BEING SHARED

Buddha
Mindfulness

Strive to focus on the present
Table Dialogue

• How do you practice mindfulness?
• Write down one activity you have do to engage in mindfulness…
• How wellness inspired in your organization?
During Napoleon's exile on St. Helena, his **daily** shopping list included 42 eggs, 68lb of bread, 31 bottles of Cape wine, a bottle of Champagne, and more.
Conflict Styles

HIM? NO, HE DOESN’T WANT A TREAT

HE SAYS I CAN HAVE TWO
Emotional Intelligence
MY BLOOD TYPE IS
BE NEGATIVE
Return to Empathy…
Table Dialogue

• What are some ways that we encounter empathic distress?
• What are some ways we can create empathic sociability within our care teams?
“We are what we repeatedly do. Excellence, then, is not an act, but a habit.”

- Aristotle
Stone-age people were making porridge at least 32,000 years ago, with remains found in a cave showing oat processing.