

Program Coordinator Wellness: Combating Burnout and Promoting Career Satisfaction

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Welcome

Disclosure

- No financial disclosures
- We are not mental health professionals

ANTI-STRESS KIT



Directions:

1. Place on firm surface
2. Follow directions provided in circle
3. Repeat until you are anti-stressed, or become unconscious

**If stress burned
calories, I'd be
a super model.**

VIA FUNNYSTATUS.COM



Before Work



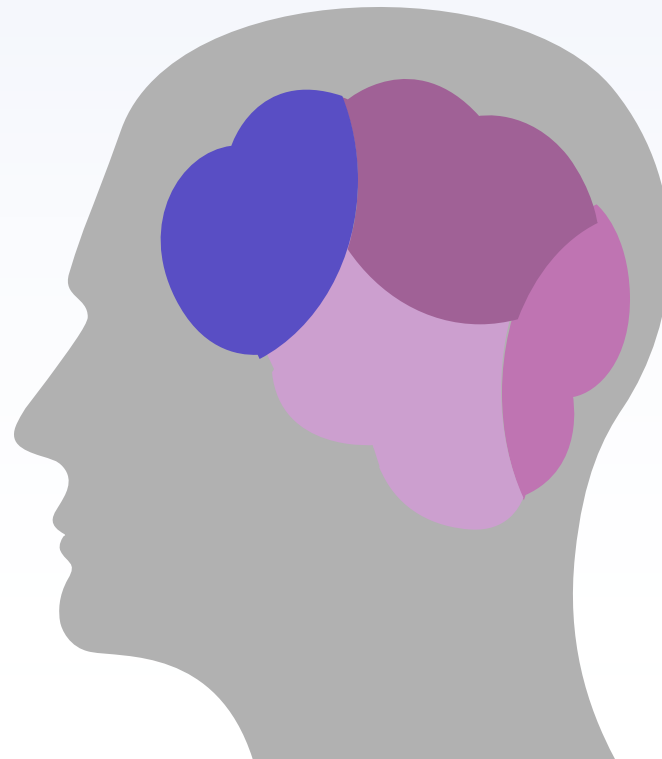
After Work

THRIVE

- *Def.* to grow or develop successfully: to flourish or succeed (www.merriam-webster.com)



Stress and the Human Brain





How stress affects your brain - Madhumita Murgia

<http://ed.ted.com/lessons/how-stress-affects-your-brain-madhumita-murgia>

Stress

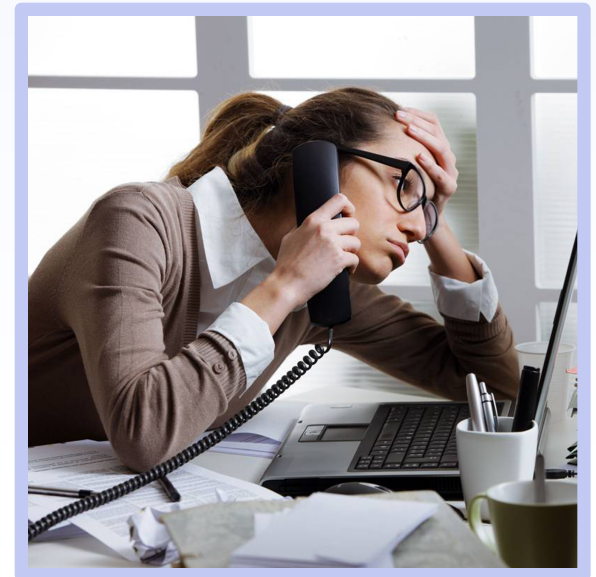


dear stress,
let's break up.



What is Occupational Stress?

Occupational stress is stress related to one's job. It can stem from a single event or multiple events, and are perceived by the receiver as an attack on their mental, physical, and emotional well being. As essential players in graduate medical education, Program Coordinators (PCs) often experience stressful situations.



Role Uncertainty as Occupational Stressor

- Role uncertainty usually takes two forms: unspecified employment requirements or added obligations/responsibilities¹
 - The job description for a PC can often be largely undefined while the actual job requirements are often very broad and far-reaching
 - Job responsibilities are often added as a PC masters his or her role, creating additional stressors in the form of competing deadlines and priorities



¹Robert E. Raitano Brian H. Kleiner, (2004), "Stress management: stressors, diagnosis, and preventative measures", Management Research News, Vol. 27 Iss 4/5 pp. 32 - 38

When you just don't have time for the mug.



Stress and Burnout



Why study wellness and job satisfaction in Program Coordinators?

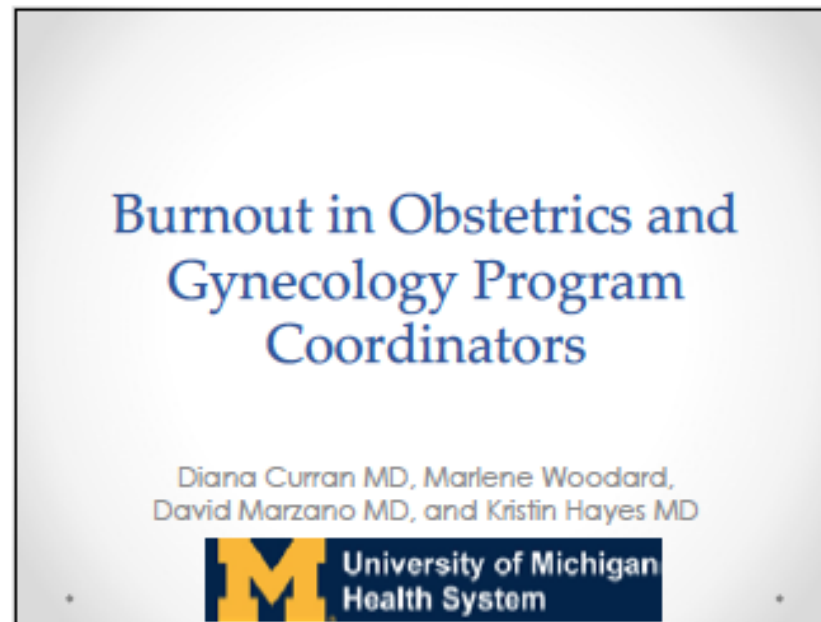
- Program coordinators are integral to the success of residency and fellowship programs
- Anecdotal evidence from a single institution, over a five-year period (2010-15) reveals an attrition rate of 24 total pediatric residency and subspecialty program coordinators and managers
- This has not been studied in Pediatric Program Coordinators – until now
 - A live IRB Exempt, anonymous survey is currently open – please complete it
 - Same survey is currently open and collecting data from Program Coordinators at a single institution, Stanford University (N=112)
 - The goal of this survey is to understand the variables that contribute to stress and resources available to program coordinators.

Has this been studied?

- A PubMed search of “Pediatric Program Coordinator Burnout” produced one article published in August 1993 with a primary focus on Med-Peds residents, The perspectives of current trainees in combined internal medicine-pediatrics.
- In 2014, a small study was conducted by the University of Michigan of OB/GYN Residency Coordinators

Has this been studied?

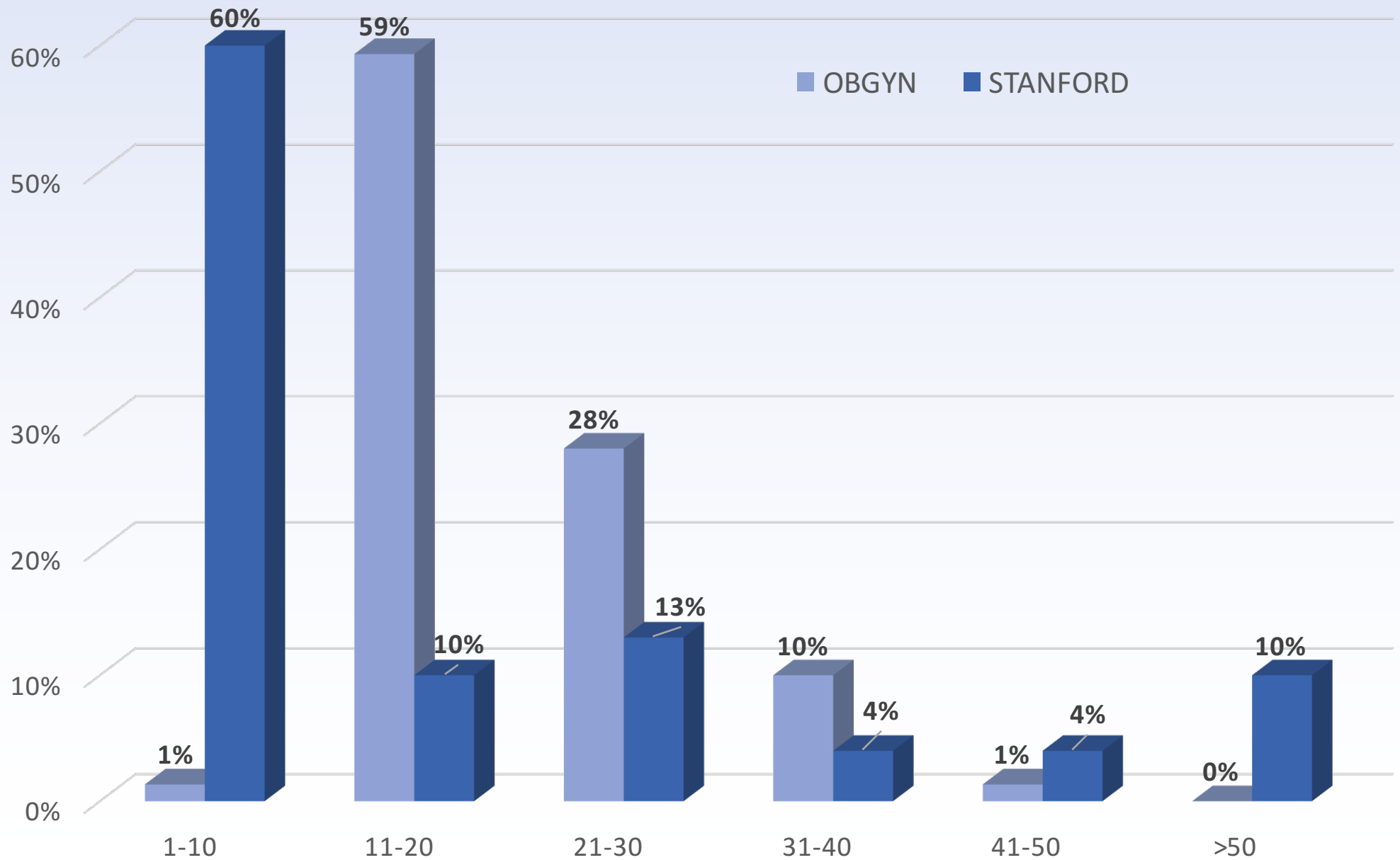
A study conducted by the University of Michigan of OB/GYN Residency Coordinators, results shared at 2015 Council on Resident Education in Obstetrics and Gynecology (CREOG) & Association of Professors of Gynecology and Obstetrics (APGO) Annual Meeting



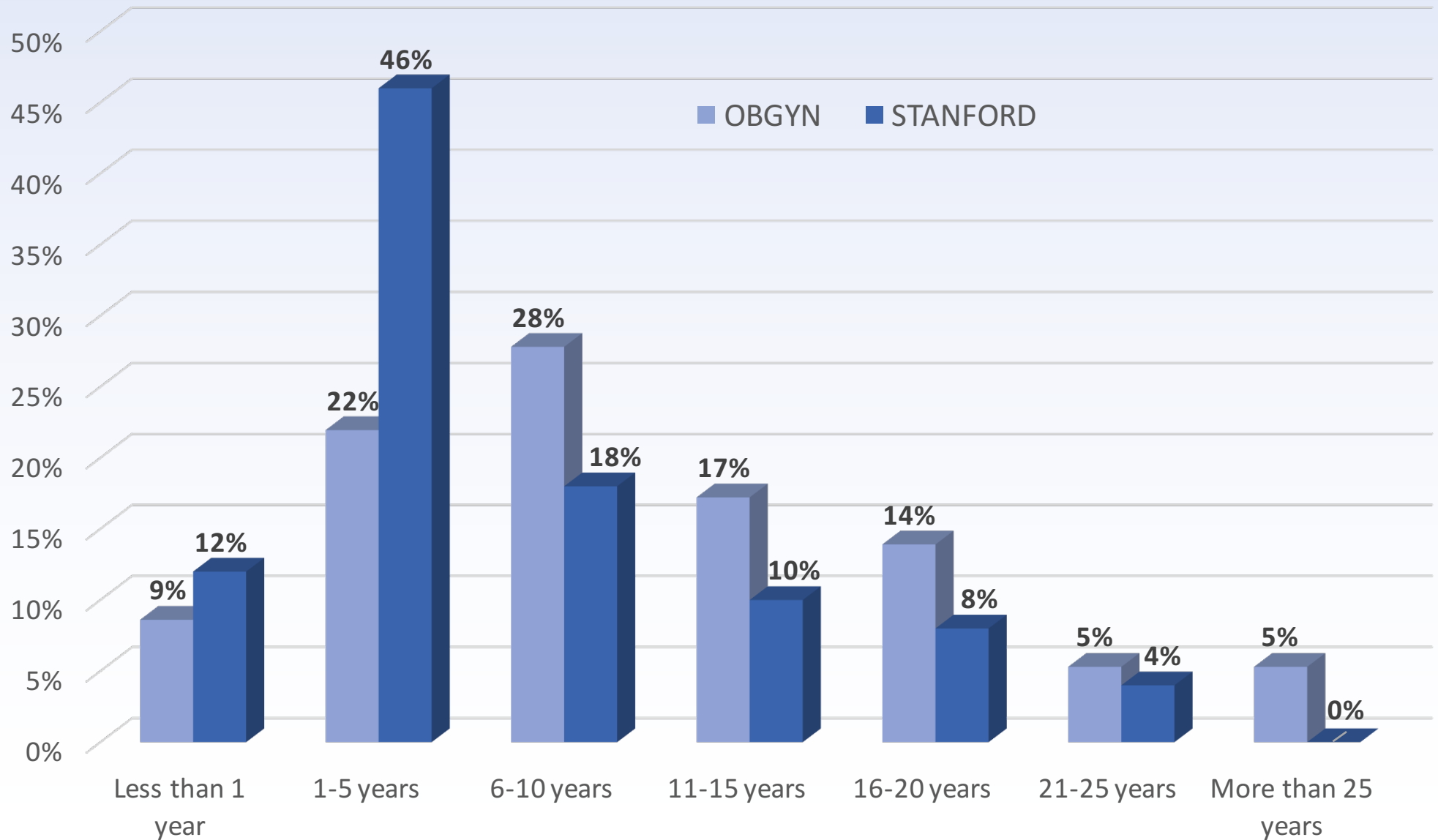
Survey Results

- 151 of 241 (63%) response rate – OB/GYN National Survey (2014)
- 43 of 112 (38%) response rate – Stanford University (2016) *survey still open, *preliminary results provided**
- 191 of 624 (31%) response rate – APPD (2016)
survey still open, no results provided

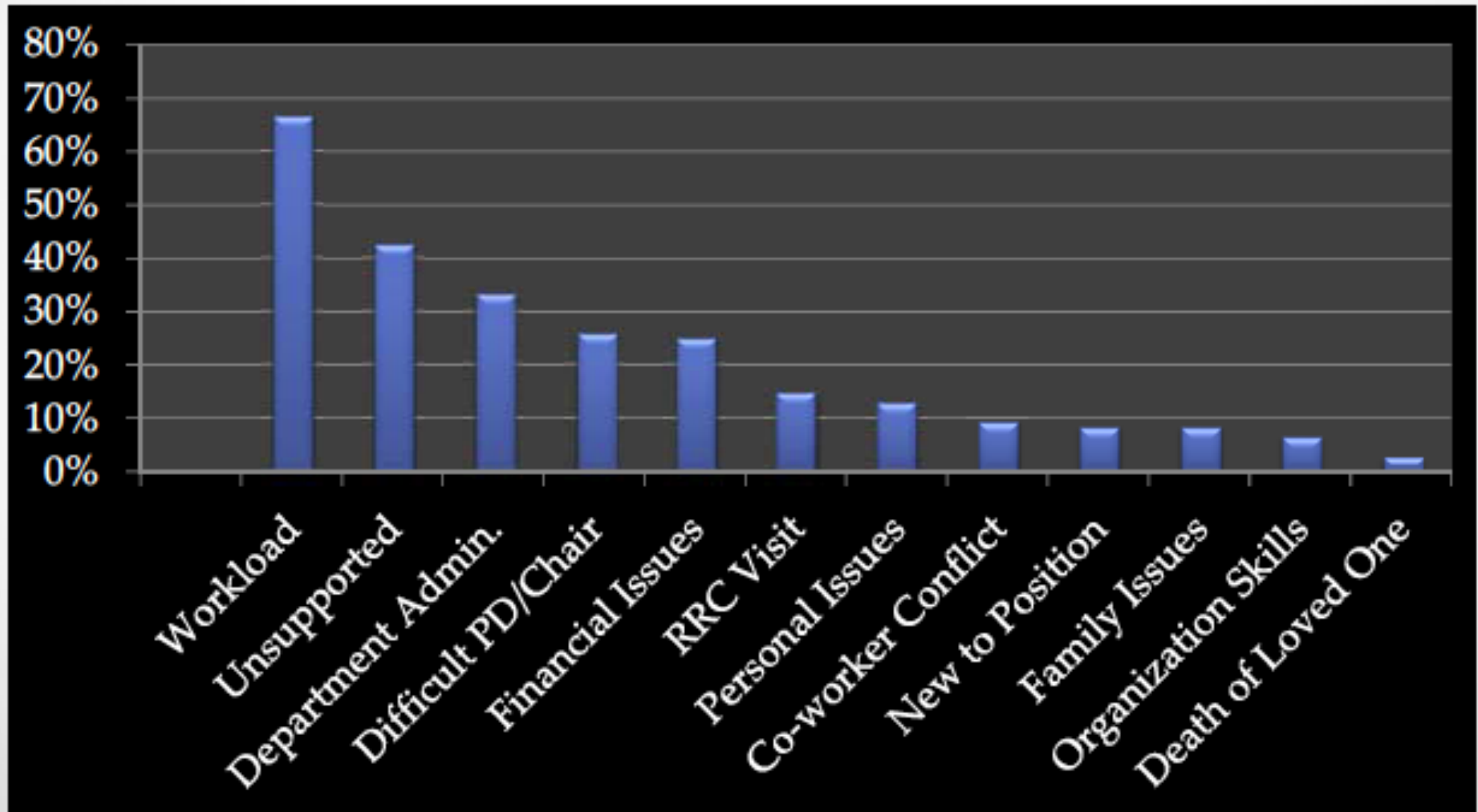
Program Size (# of Trainees)



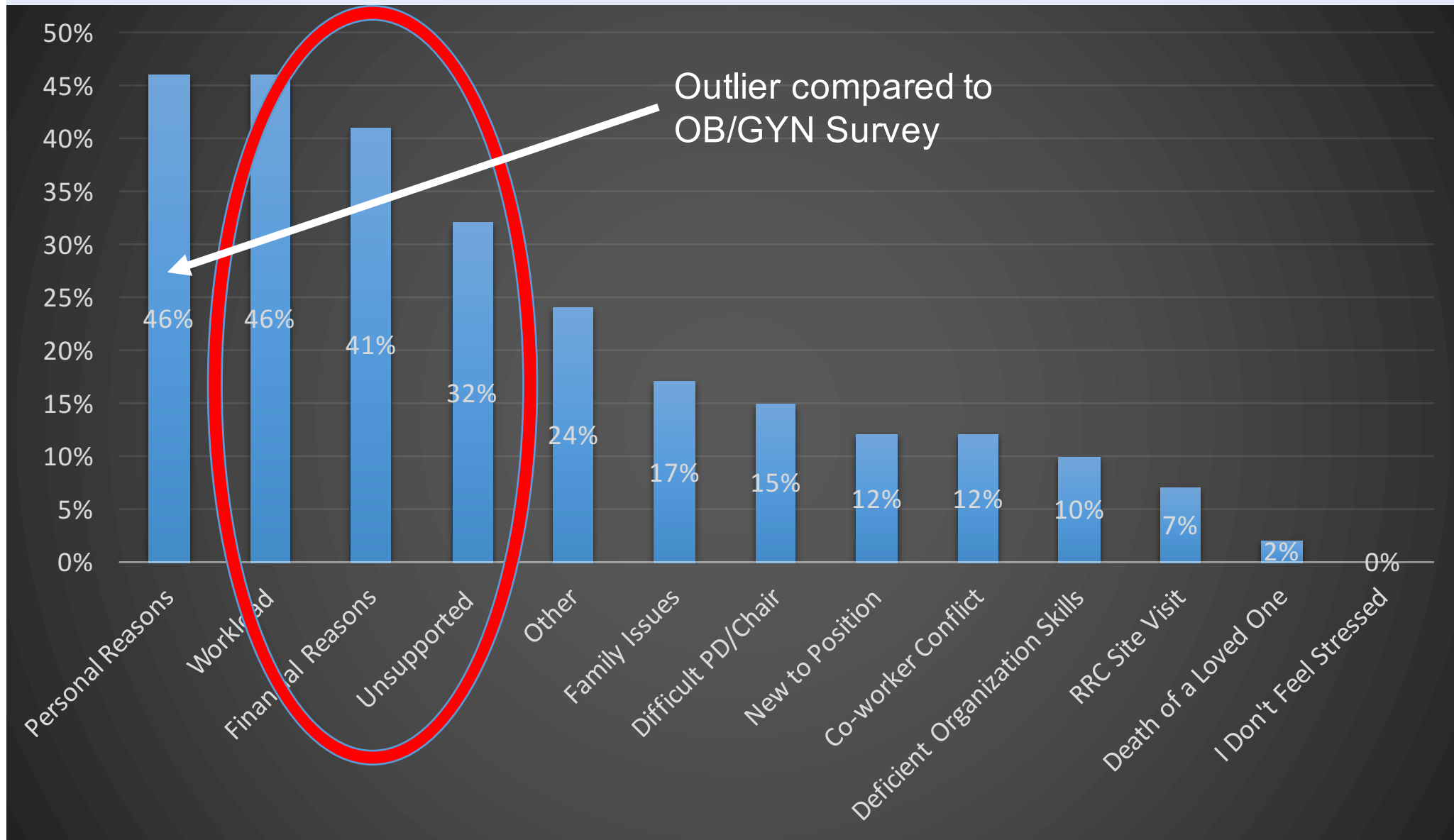
Length of Time as a Program Coordinator



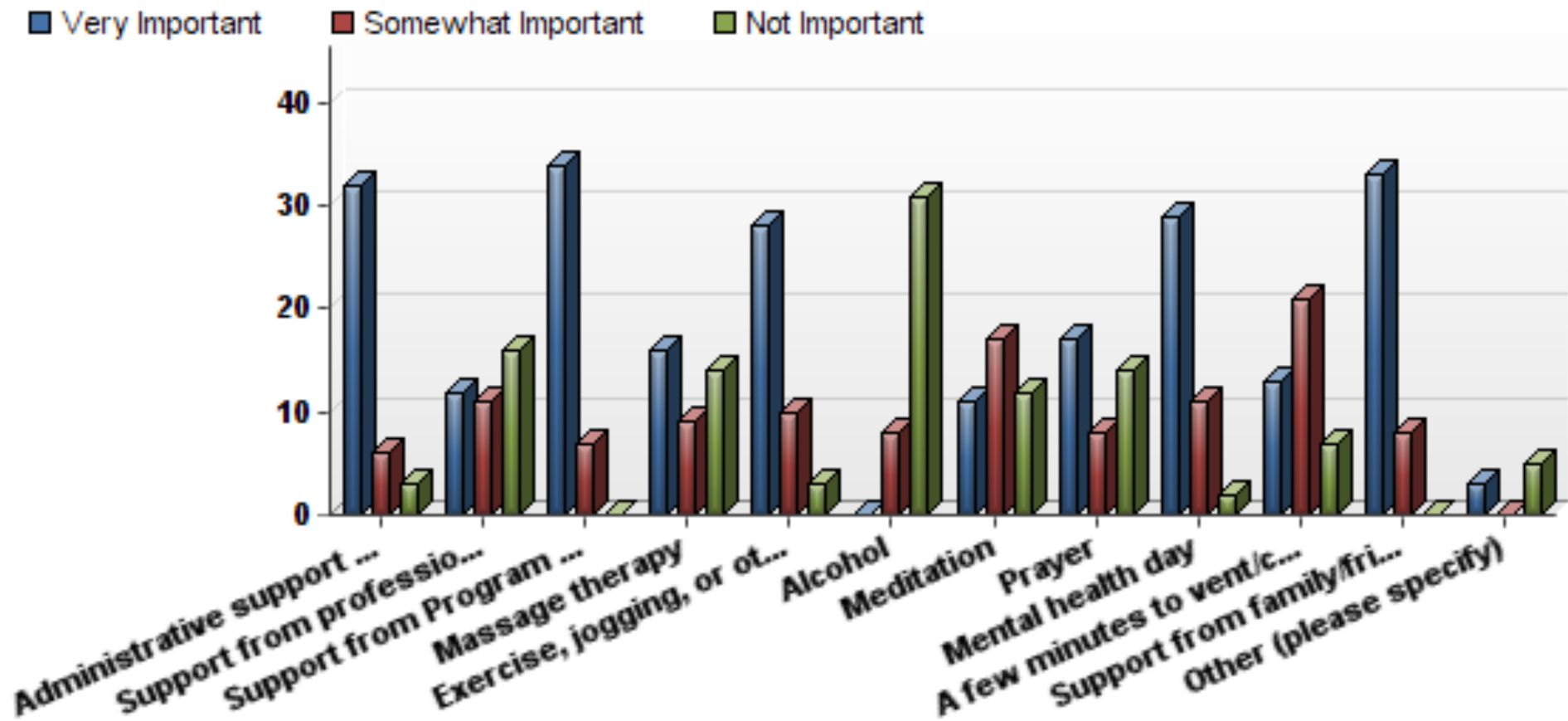
Sources of Stress - OB/GYN



Sources of Stress - Stanford



How important are each of these tools when you feel overwhelmed?



Stanford Responses

	Administrative support from co-workers	Support from professional organizations, e.g., CREOG, APPD, ARCS, APCR, etc.	Support from Program Director	Massage therapy	Exercise, jogging, or other physical activities	Alcohol	Meditation	Prayer	Mental health day	A few minutes to vent/cry	Support from family/friends	Other (please specify)
Min Value	1	1	1	1	1	2	1	1	1	1	1	1
Max Value	3	3	2	3	3	3	3	3	3	3	2	3
Mean	1.29	2.10	1.17	1.95	1.39	2.79	2.03	1.92	1.36	1.85	1.20	2.25
Variance	0.36	0.73	0.15	0.79	0.39	0.17	0.59	0.81	0.33	0.48	0.16	1.50
Standard Deviation	0.60	0.85	0.38	0.89	0.63	0.41	0.77	0.90	0.58	0.69	0.40	1.22
Total Responses	41	39	41	39	41	39	40	39	42	41	41	9

Coping Strategies for Stress - Stanford

NEXT STEPS

- Continue to collect and analyze data from the Pediatric Program Coordinator Wellness and Job Satisfaction Survey – **Please complete if you haven't done so already!**
- Continue to collect and analyze data from the Stanford University Program Coordinator Wellness and Job Satisfaction Survey
- Plan to share more indepth analysis and correlations at the next ACGME Annual Educational Conference and APPD Annual Spring Meeting
- Consider expanding the survey to other specialties

Self-Care Plans



What is a Self-Care Plan?

- Self-care = intentional actions taken to care for your physical, mental, emotional health
- Self-care plan = a commitment to attend to all domains of your life

Self-Care Plans

MY WEEKLY SELF-CARE PLAN

Day 1

Day 2

Day 3

Day 4

Day 5

Day 6

Day 7

My self care plan

I can exercise my body by...

I can be a good friend by...

I can relax my body and mind by...

This is me

I can keep myself clean and tidy by...

I can eat healthy foods...

Important people Who I trust

's Self-Care Plan!

MIND


BODY

SPIRIT

SUPPORTIVE PEOPLE IN MY LIFE

I WANT TO ACCOMPLISH

Self Care Plan by Social Work Tech | Ignacio Pacheco
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SELF-CARE PLAN

Instructions:

1. Define your focus areas. Pick three of the following and write one at the top of each box: Professional, Physical, Psychological, Emotional, Spiritual, Social, Familial.
2. Write down activities in each chosen area that you can engage in to maintain and strengthen your well-being.
3. Identify allies that can help you in each area.
4. Write a sentence or two that summarizes your self-care plan and why it is important for you to stick to it!

Area

Activities

:

Allies

:

Area

Activities

:

Allies

:

Area

Activities

:

Allies

:

GOAL STATEMENT:

Self-Care Plan Instructions

1. Define your focus areas. Pick three of the following and write one at the top of each box:
 - Professional
 - Physical
 - Psychological
 - Emotional
 - Spiritual
 - Social
 - Familial

Self-Care Plan Instructions

2. Write down activities in each chosen areas that you can engage in to maintain and strengthen your well-being.
3. Identify allies that can help you in each area.

Self-Care Plan Example

Area: PHYSICAL

Activities:

- Bosu 2-3 x weekly

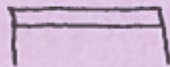


- Resistance band exercises daily (during 15 min break)


- ↑ daily steps



- Barre class!







Allies:


my fiancé 
my co-workers
my best friend

Area: SPIRITUAL


Activities:

- schedule weekly alone / relaxation time  

- weekly walks in nature  

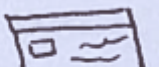
* when feeling overwhelmed, take time to recognize and experience those emotions 

Allies:

my fiancé
my family
MYSELF


Area: PROFESSIONAL

Activities:

- submit to at least one conference each year 

- Be on one publication a year

- Spearhead one QI initiative a year



Allies: my manager
fellow coordinators
my fellows!

Self-Care Plan Instructions

4. Write a sentence or two that summarizes your self-care plan and why it is important for you to stick to it!

Example GOAL STATEMENT:

I often feel like I am “behind” in most aspects in my life. The to-do lists keep piling up with no progress in any area. By developing and sticking to this self-care plan, I hope to be less stressed and feel more “on-top” of things.

SELF-CARE PLAN

Instructions:

1. Define your areas of focus. Pick 3 of the following and write one at the top of each box: *Professional, Physical, Psychological, Emotional, Spiritual, Social, Familial*.
2. Write down activities in each chosen area that you can engage in to maintain and strengthen your well-being.
3. Identify allies that can help you in each area.
4. Write a sentence or two that summarizes your self-care plan and why it is important for you to stick to it!

Area: Professional

Activities:

Daily:

Triage Emails/Tasks
Long Term Goal
Creativity



Monthly:

Networking
Mentoring
Committee Meetings
Lecture Series
Classes



Yearly:

Diversity Groups
Wellness Ambassador
Project Management



Allies: Husband, Program Coordinators, Manager, Professional Networks, Classmates

Area: Spiritual/Social

Activities:

Daily:

Prayer
Meditate
Book Worm
Writing/Blogging



Weekly:

Bubble Bath
Wine



Monthly:

Book Clubs
Fashion Events
Volunteer



Yearly:

Romantic Trips
Family Reunions

Allies: Husband, Family, Co-Workers, Friends, Meet-up Group Members

Area: Physical

Activities:

Daily:

Vegetables
8 cups of water



Weekly:

Strength Training
Yoga/Barre
Dance Class
5K/Evening Walk
Dog Agility
Indoor Cycling



Yearly:

Surfing
Snowboarding
Rafting
Hiking



Allies: Husband, Family, Co-workers, Friends, Trainers, Dance Teachers

GOAL STATEMENT: With the help of my allies, I want to continue to integrate rewarding moments, while strategically tackling life's competitive demands.

Resources

Institution Resources

Professional



Spiritual/Social



Physical



ASSOCIATION
OF PEDIATRIC
PROGRAM
DIRECTORS



Stanford Resources

Professional



STANFORD UNIVERSITY

Stanford Center for Professional Development

Spiritual/Social



Physical



Wellness on Wheels
HIP classes to your worksite



Other Resources

- Use inspirational materials
- Quotes, poems, pictures
- Investigate where your time is going
- Yoga, meditation, sleep

References

- University at Buffalo, The State University of New York, School of Social Work

Break and Change Tables

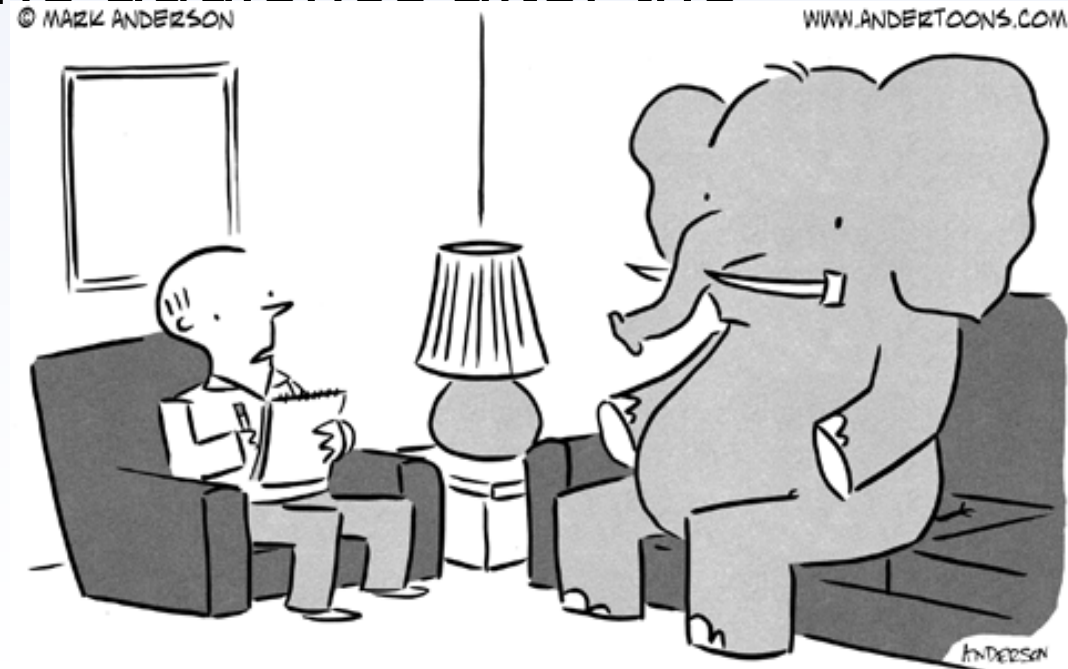


- Residency Coordinator
- Fellowship Coordinator
- Other Educators/Administrators

Activity – Workplace Stressors

Identify three volunteers at each table

- Two role-play characters
- One group speaker who will lead discussion at the table and share with the audience after the role-play



"Let's try some role playing. I'll be the elephant in the room and you address me."

Activity Debrief

- How does workplace stress impact us?
- What are some of the consequences you notice in yourself when it comes to workplace stress?
- Are there certain signs that you observe in yourself when you are stressed at work?
- What are some strategies you can undertake to mitigate stress in the workplace?

www.glasbergen.com

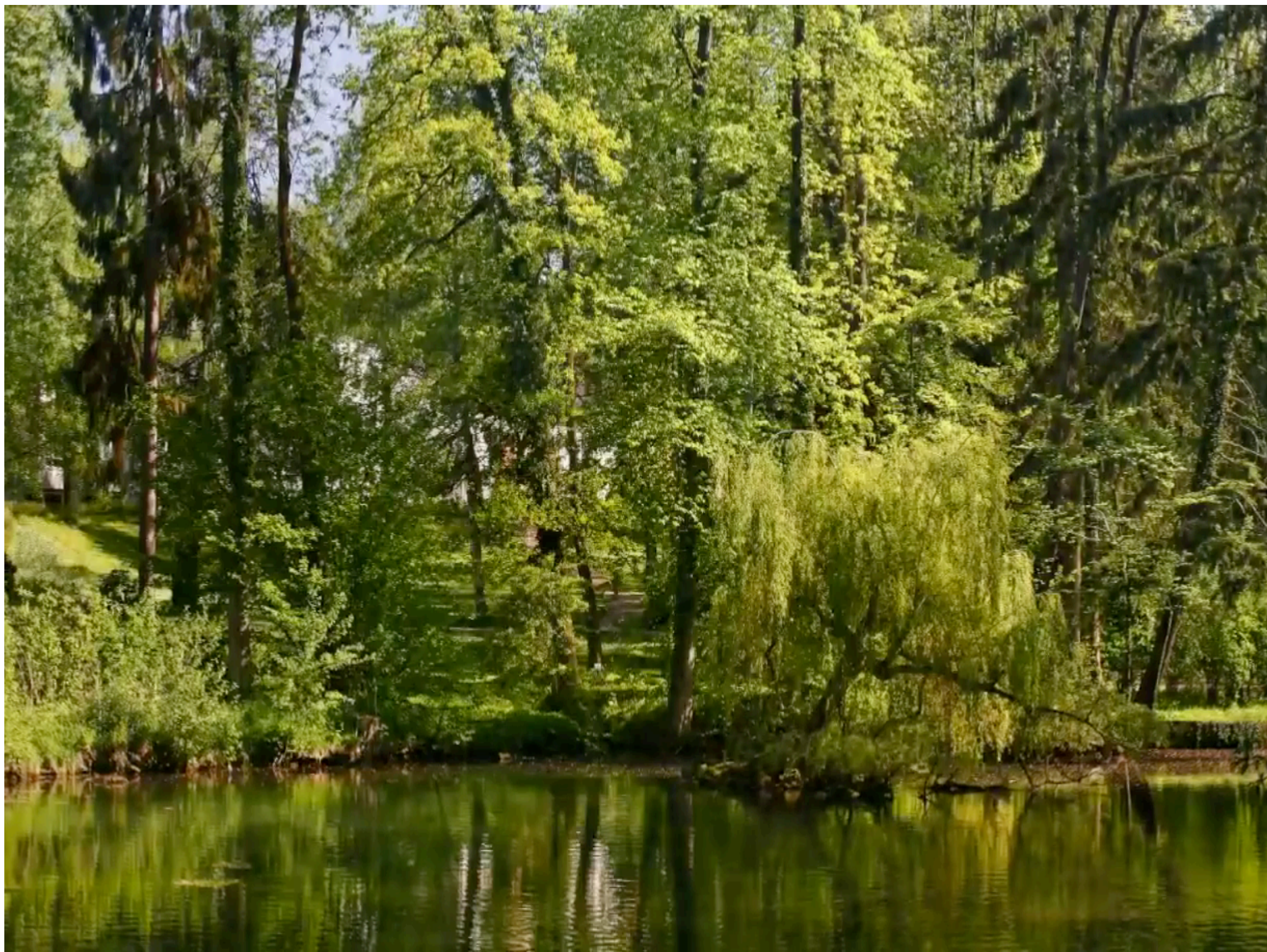


“No matter how intense things get, you manage to keep a cool head. What’s your secret?”

Mindfulness Exercise

Courtesy of Yellow Brick Cinema

<https://www.youtube.com/watch?v=MNJDn8VcZ9Q&list=RDMNJDn8VcZ9Q#t=0>





University of Michigan

- Marlene Woodard – Residency Program Coordinator, OB/GYN

New York Presbyterian - Weill Cornell

- Erika Abramson, MD – Associate Program Director, APPD Research and Scholarship Task Force, Vice Chair (2015-17)

University of California Davis, Medical Center

- Su-Ting T. Li MD, MPH – Program Director, APPD Research and Scholarship Task Force, Chair (2015-17)

Albany Medical Center

- Kelley Pike, BA – Residency Program Coordinator, APPD Coordinators' Executive Committee, Past-Chair (2015-16)

Stanford University

- Megan Christofferson, BA – Fellowship Coordinator, Pediatric Gastroenterology
- Susan Freeman Ike, BS – Fellowship Coordinator, Allergy & Immunology and Pediatric Rheumatology
- Emily Johnson, MA – Fellowship Coordinator, Pediatric Cardiology
- Charlene Larson Rotandi, AB, AA – Fellowship Coordinator, Pediatric Hematology/Oncology, APPD Coordinators' Executive Committee, Chair-Elect (2015-16)
- Meghan Stawitcke, BA – Fellowship Coordinator, Pediatric Neonatology

University of Utah

- Jaime Bruse, C-TAGME – Manager, Pediatric Education Enterprise
- Pamela Carpenter, C-TAGME – Manager, Pediatric Education Enterprise, APPD Coordinators' Executive Committee, At-Large (2014-16)

FEEDBACK

