

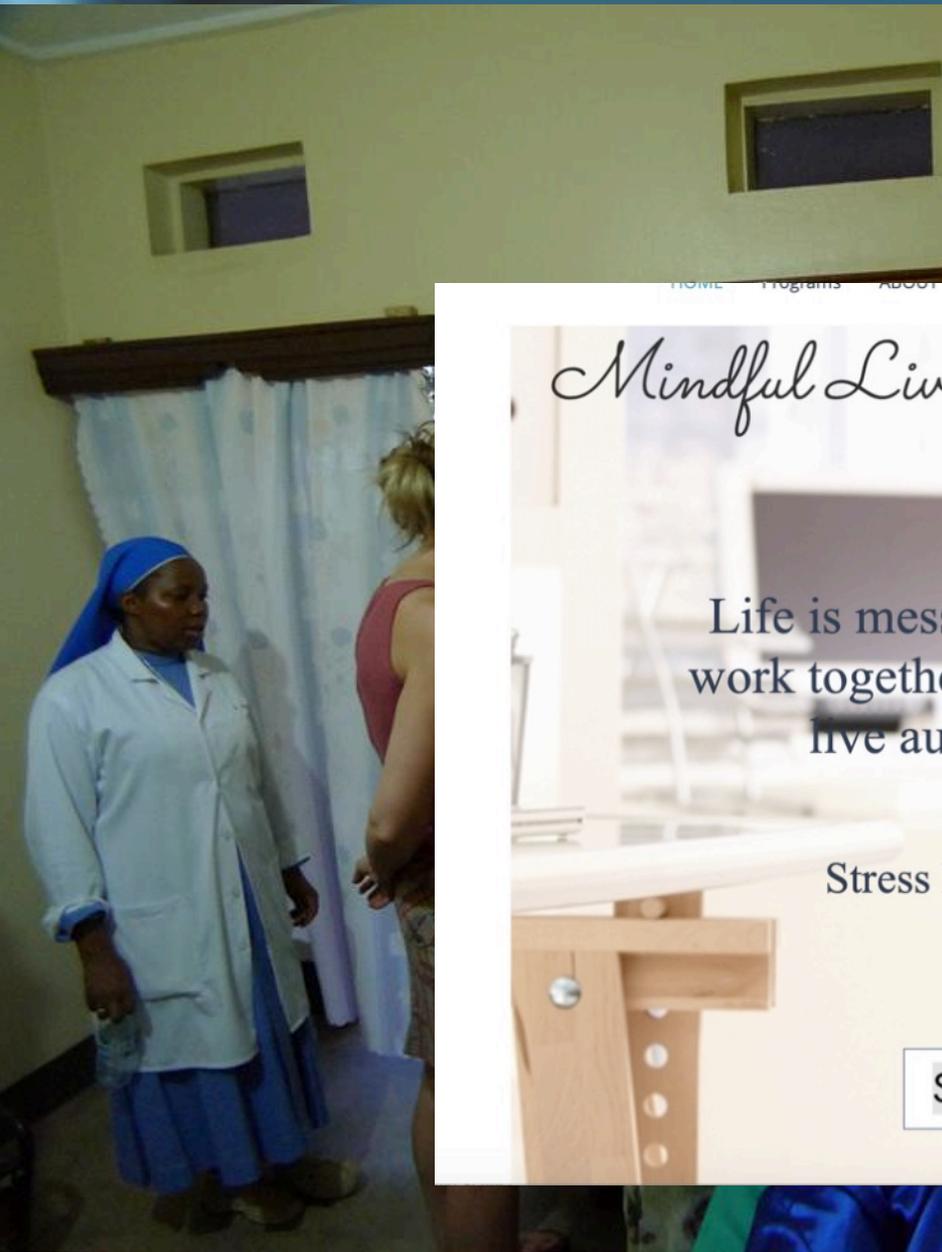
Upstreaming Stress to Improve Wellbeing

Mary Streeter, MS, RA, RT(R)(CT)
University of Vermont Medical Center

For Patient, Provider & Life

Talk Intentions :

- Contributing factors to stress and burnout
- How stress is effecting how we live and work
- Stress Reduction Tools
- Research
- Building resilience in healthcare and life
- Interactive practices



HOME Programs ABOUT

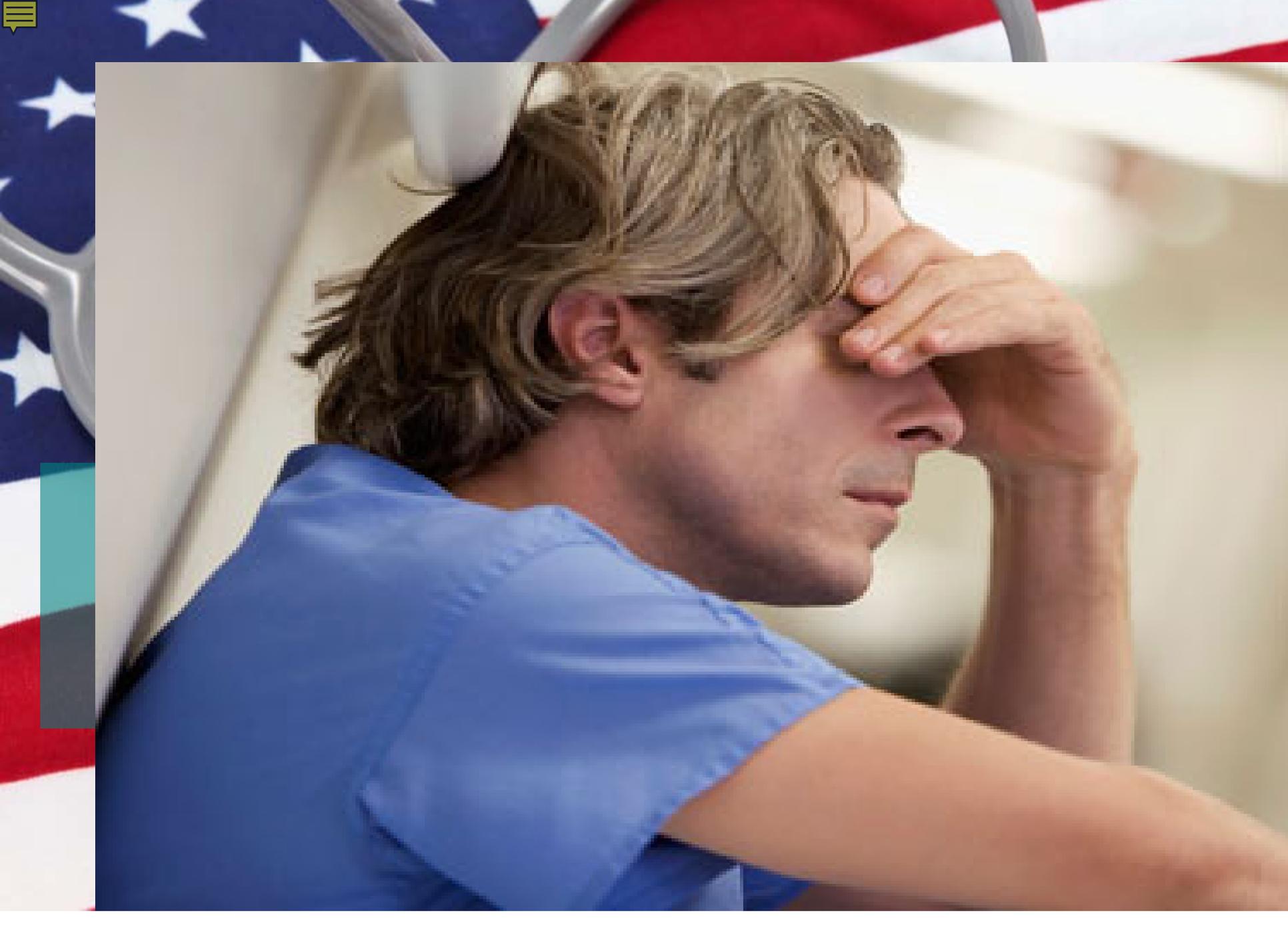
Mindful Living

Life is messy
work together
live au

Stress

S







MBI 3 Pillars of Burnout

- Emotional Exhaustion (overwhelmed, drained, unable to meet demands)
- Depersonalization (callous, seeing others as objects)
- Inefficiency (diminished sense of accomplishment)

Maslach Burnout Survey (MBI)

Christine Maslach, PhD
Professor Emeritus, Berkely

Moral Injury

Unable to live up to ideals:

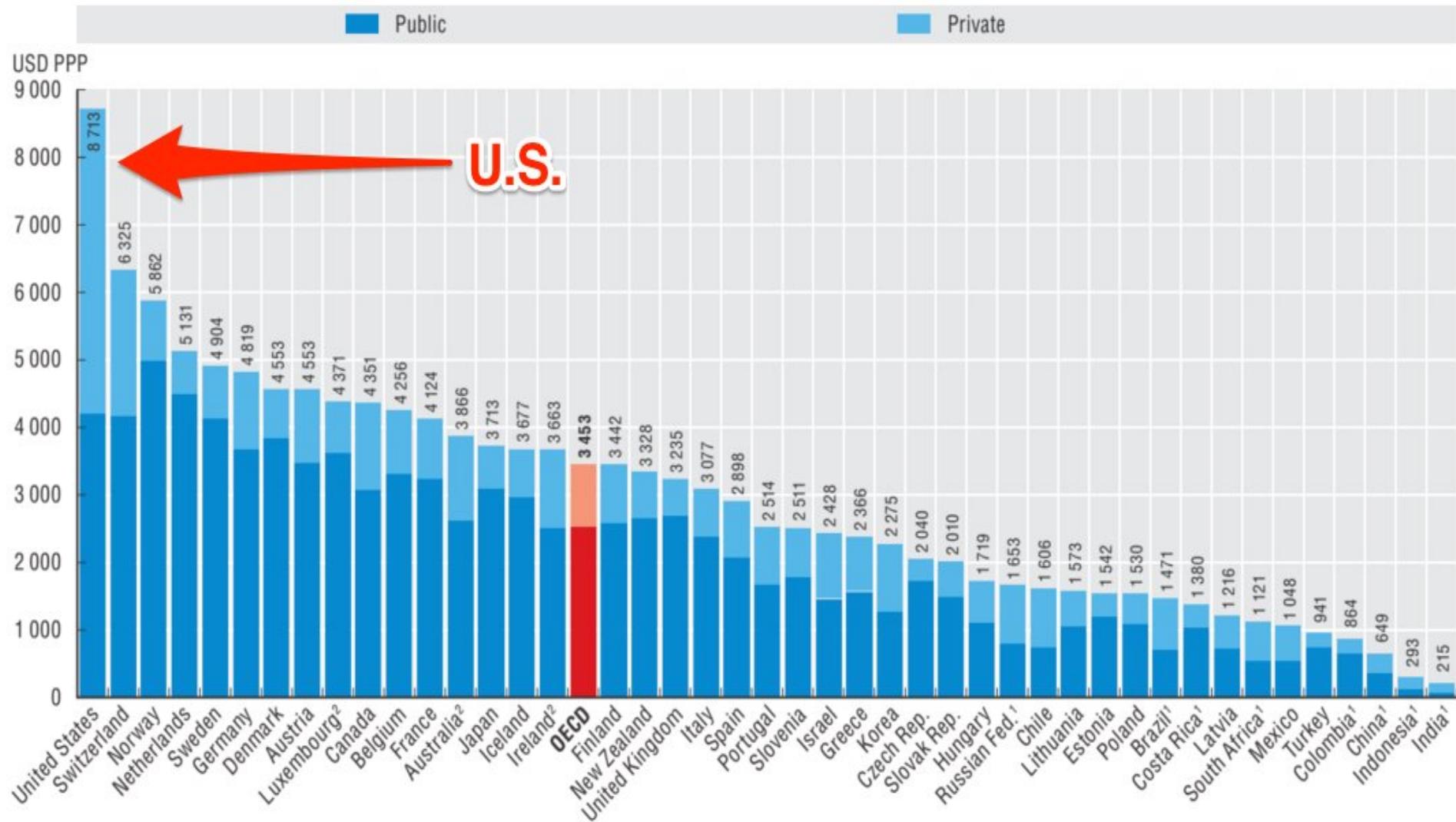
HC 3.0

- Balances work, family and life
- Technology that enable the human relationship
- Tools resources and autonomy

Zubin Damania, MD
ZDOGG MD



9.1. Health expenditure per capita, 2013 (or nearest year)



Note: Expenditure excludes investments, unless otherwise stated.

1. Includes investments.

2. Data refers to 2012.

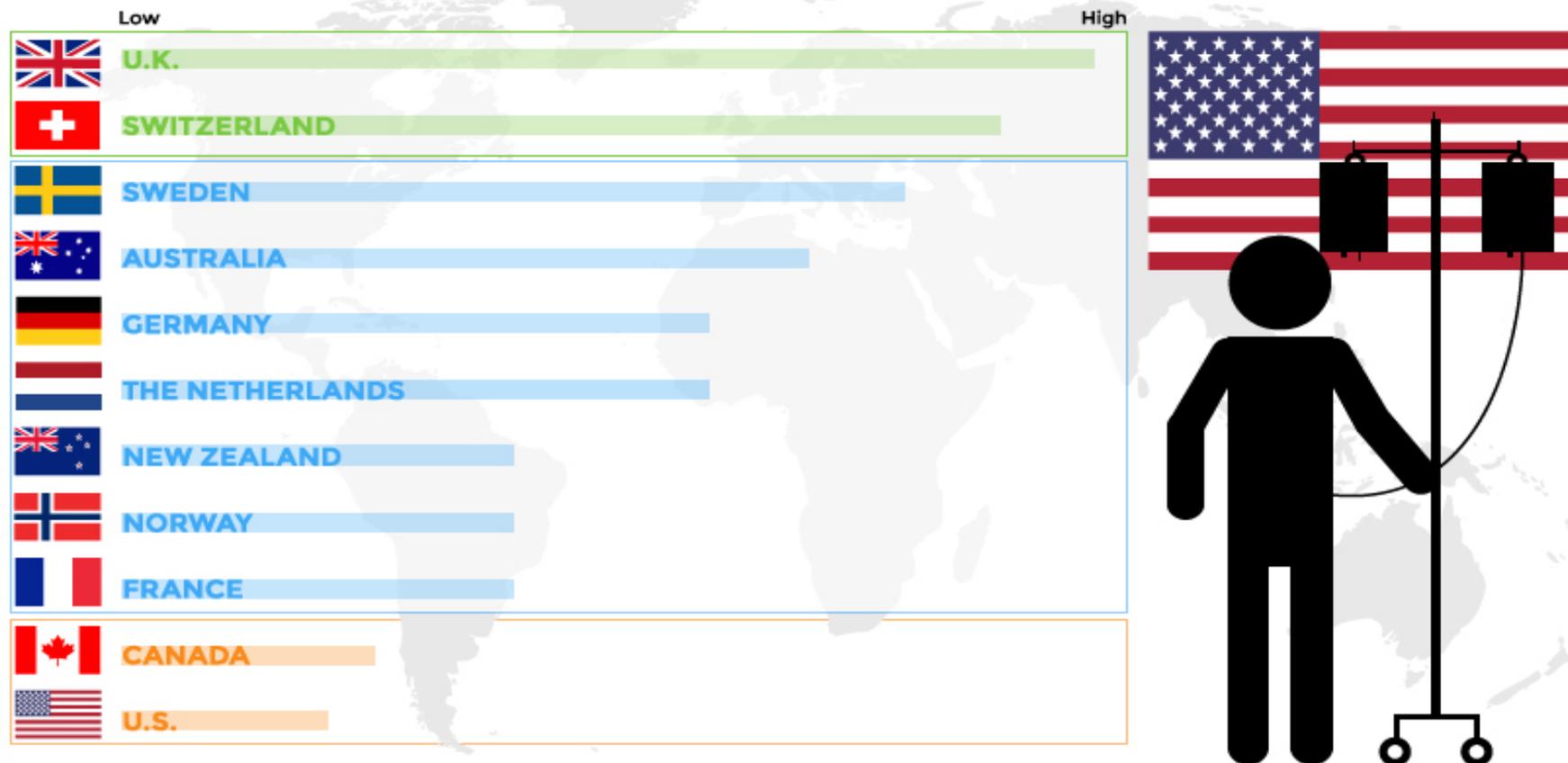
Source: OECD Health Statistics 2015, <http://dx.doi.org/10.1787/health-data-en>; WHO Global Health Expenditure Database.

StatLink  <http://dx.doi.org/10.1787/888933281252>

U.S. HEALTH CARE RANKS LAST AMONG WEALTHY COUNTRIES

A recent international study compared 11 nations on health care quality, access, efficiency, and equity, as well as indicators of healthy lives such as infant mortality.

Overall Health Care Ranking

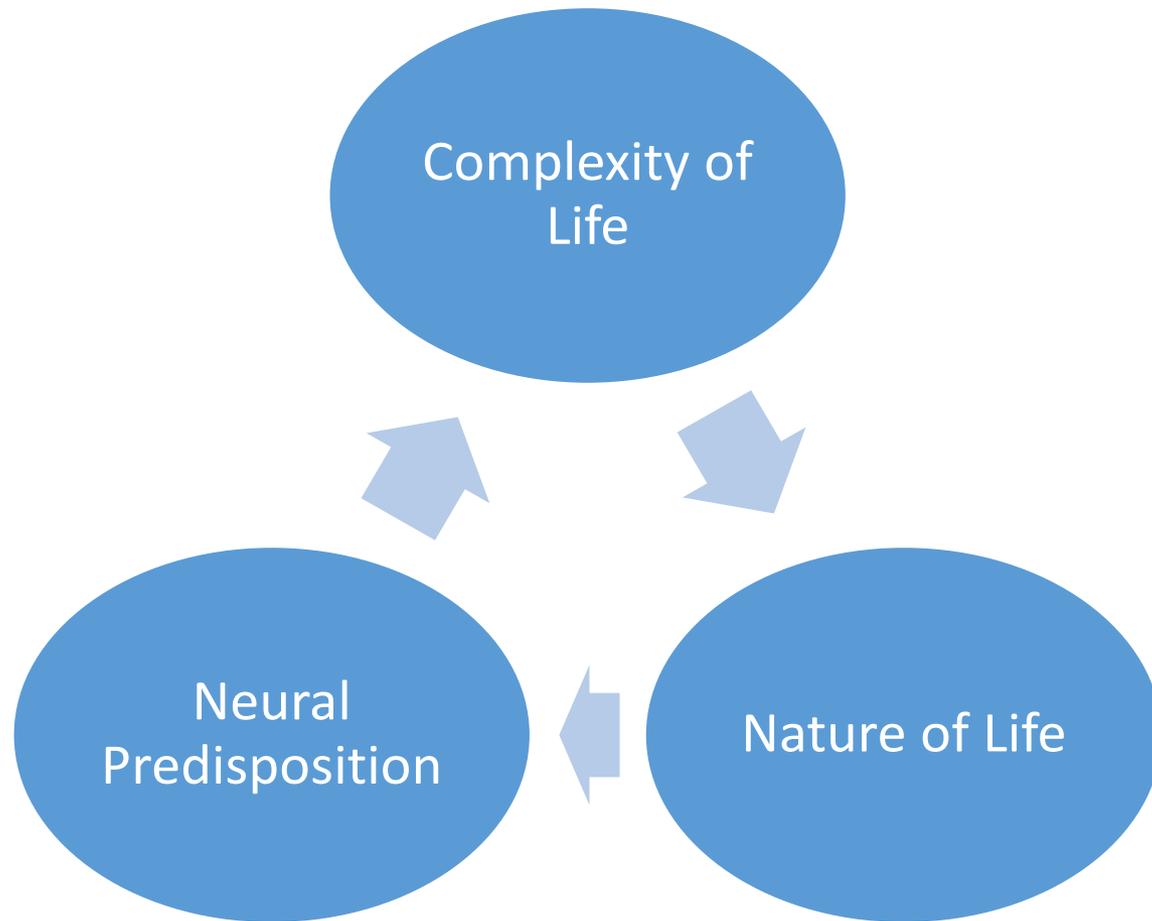




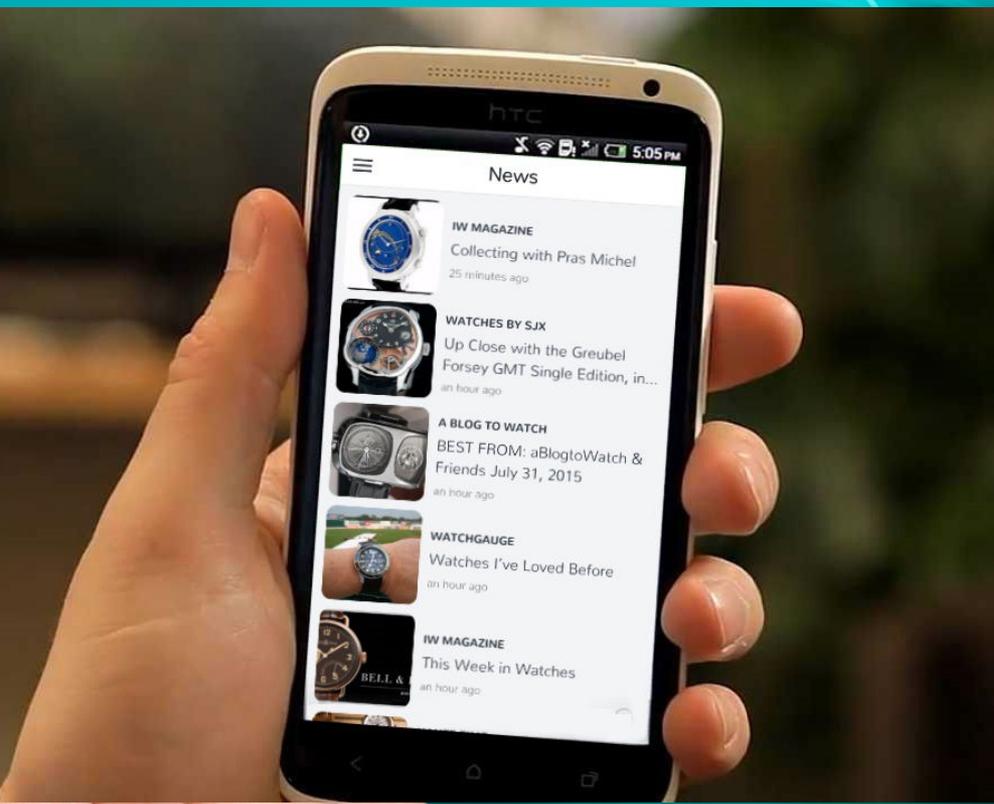
Healthcare

A central graphic showing several hands holding up large, red, 3D block letters that spell out the word "CHANGE". The background of this graphic is white. The entire graphic is overlaid on a background image of a modern building at dusk with a teal horizontal band across the top.

CHANGE



3 Contributors to Unhappiness





Perpetual Self Distraction

Let's Talk About Stress



FIGHT OR FLIGHT RESPONSE

All too common in the modern workplace.

Chronic Stress



Not
"ENOUGH"

s-ease



58% of Americans say their stress is rising

There has been a 400% increase in antidepressants in the last decade

Anxiety is the leading cause for mental health issues with a national cost of \$42 billion per year



50% of employees are unengaged (present but uninspired)

20% are actively disengaged (very unhappy at work)

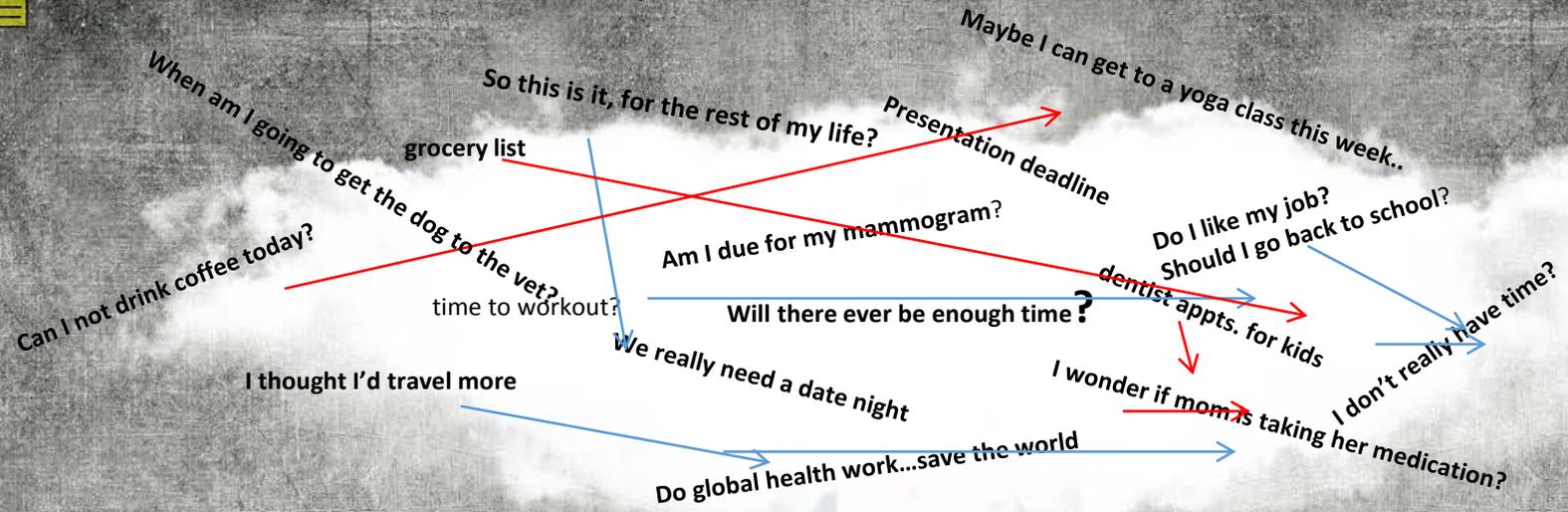
Costing the US economy over \$450 billion per year Gallup Study 2014





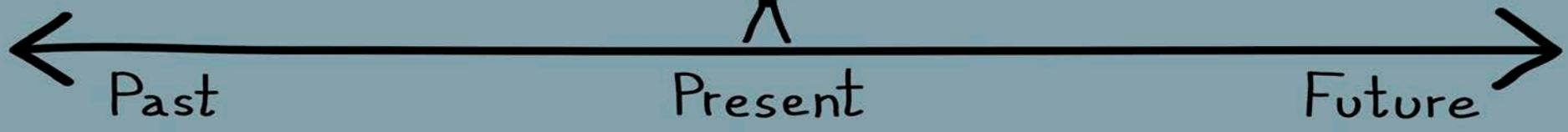


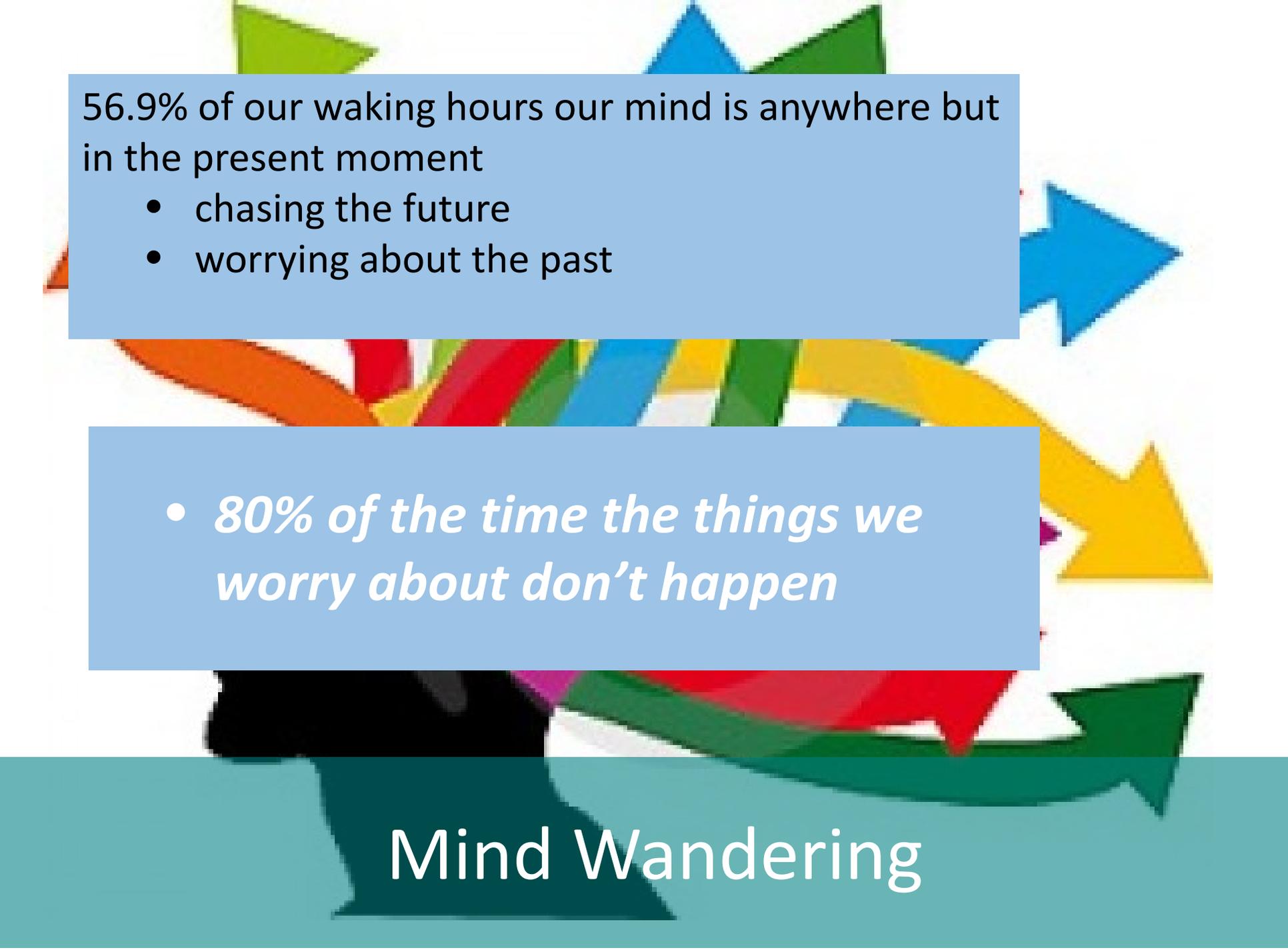




Your body is present.

Is your mind?





56.9% of our waking hours our mind is anywhere but in the present moment

- chasing the future
- worrying about the past

- *80% of the time the things we worry about don't happen*

Mind Wandering

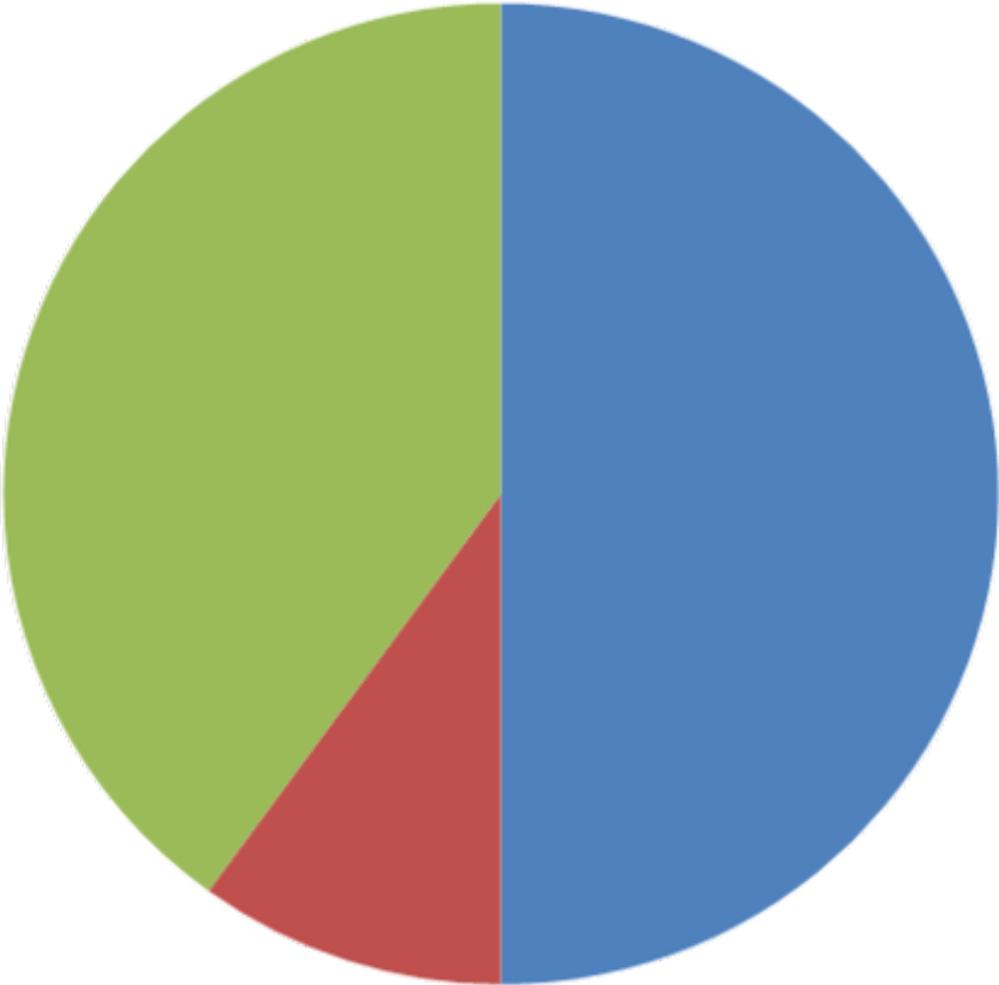


FOR HAPPINESS

HAPPINESS
HERE

STEP INSIDE

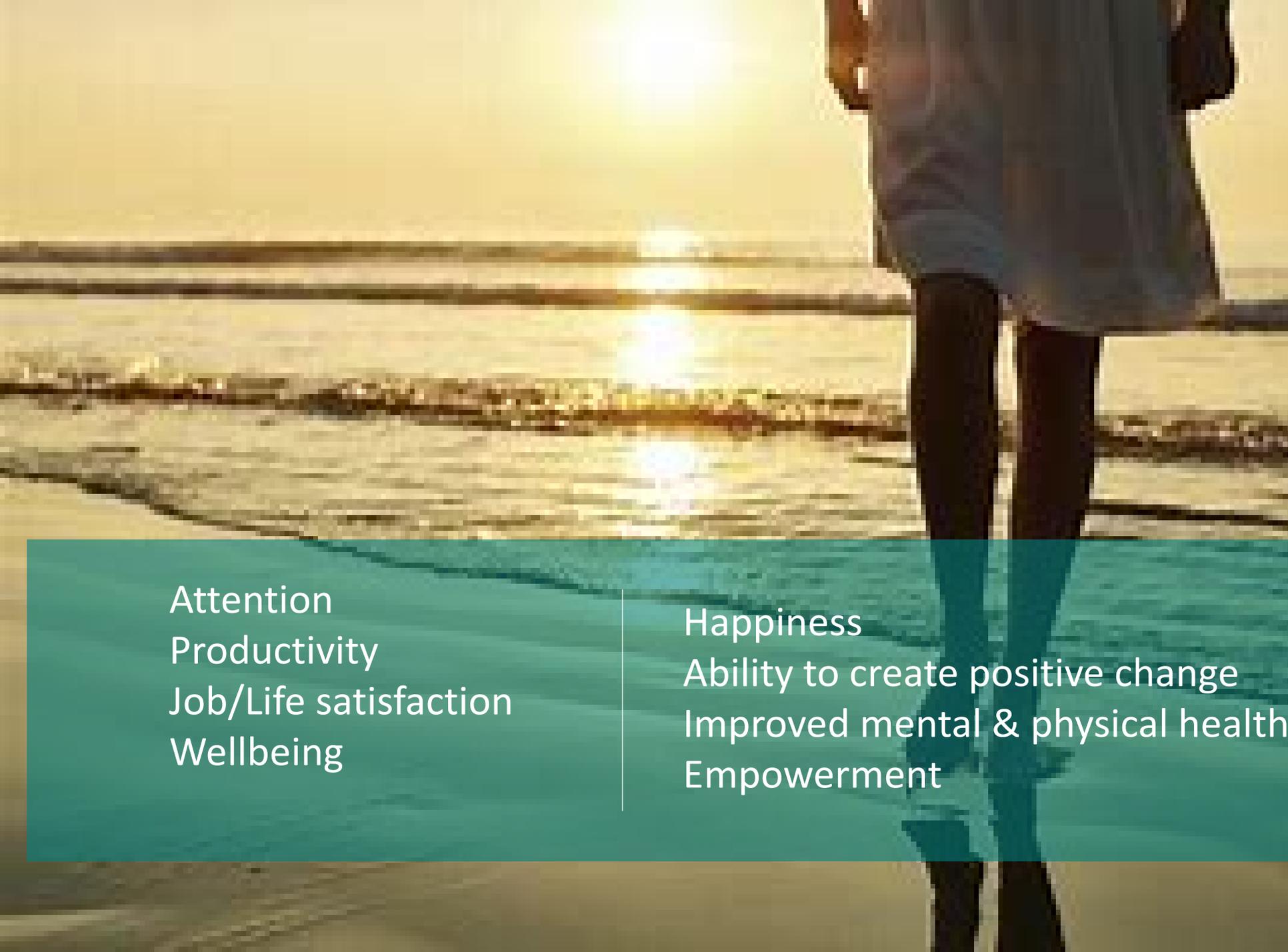
Determinants of Happiness



- Set Point - 50%
- Circumstances - 10%
- Intentional Activity - 40%

Upstreaming Stress: Reviving Resilience



A photograph of a person standing on a wooden pier, looking out at the ocean during a sunset. The sun is low on the horizon, creating a bright reflection on the water. The person is wearing a light-colored shirt and dark pants. The background is a vast expanse of water and sky, with the sun's glow illuminating the scene.

Attention
Productivity
Job/Life satisfaction
Wellbeing

Happiness
Ability to create positive change
Improved mental & physical health
Empowerment

MINDFULNESS

awareness

directing attention

with intention

present moment

without judgement

Sit up~ pay attention ~aim ~sustain



ABC's of MINDFULNESS

Awareness

Attention

A quality of mind that
is awake, aware,
and that knows what
is happening



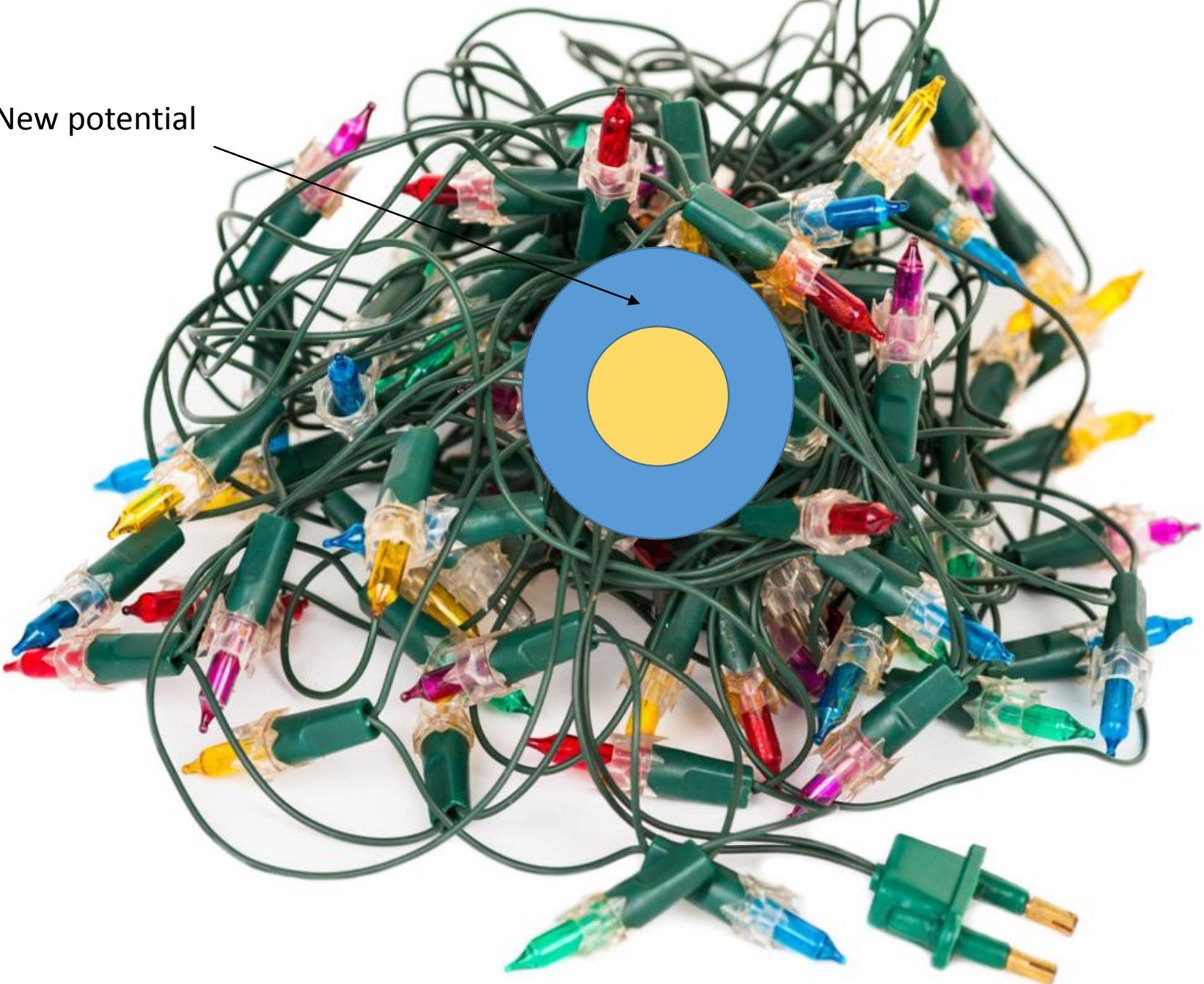
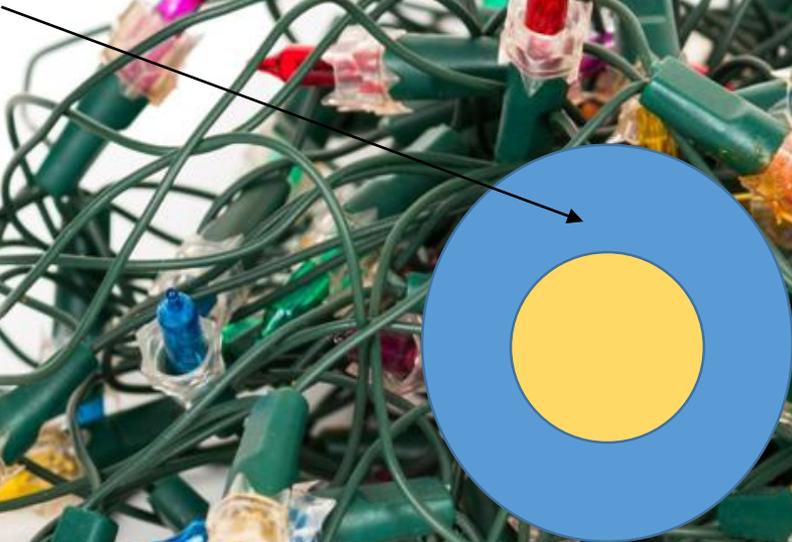


B A L A N C E





New potential

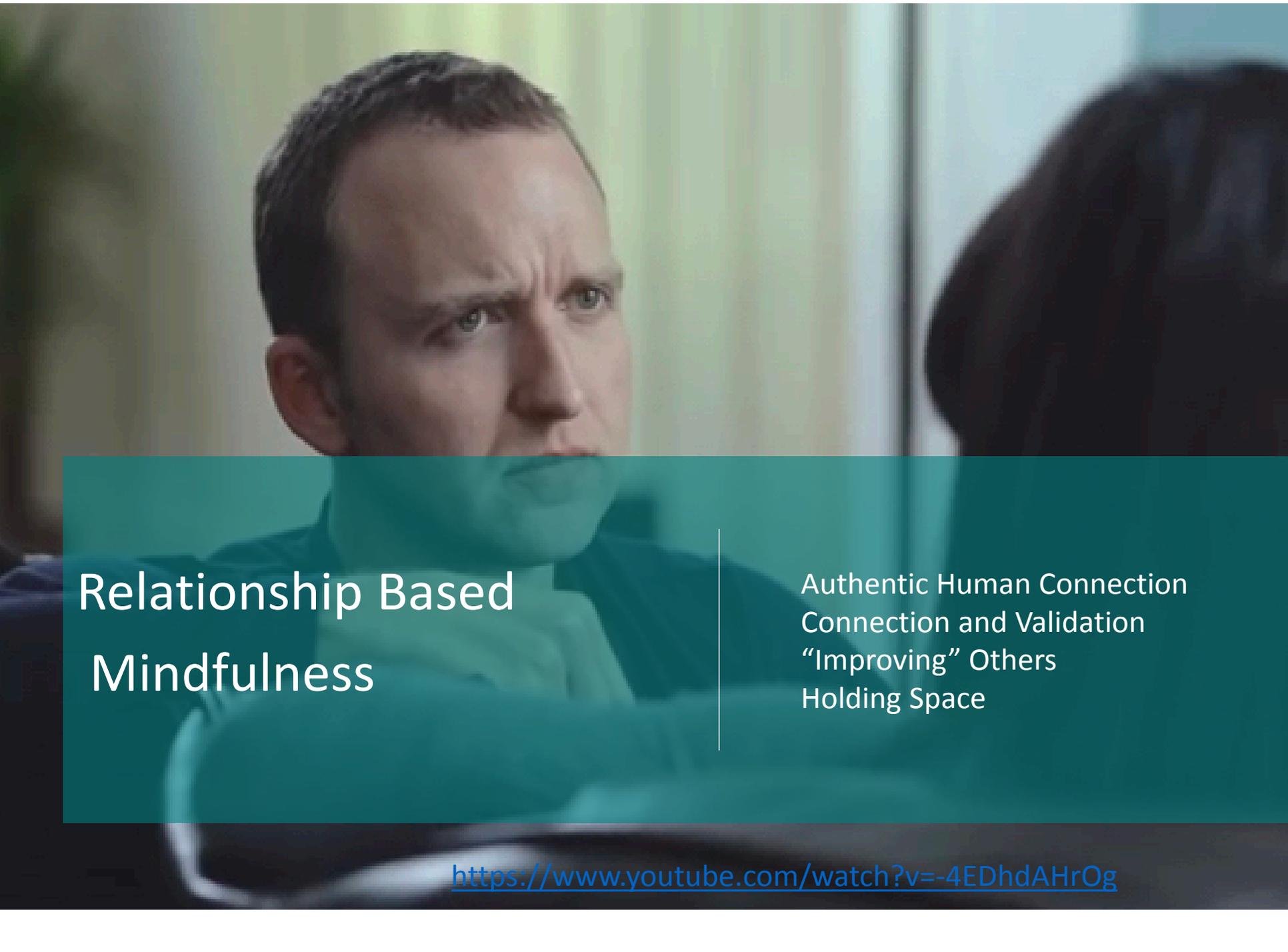




COMPASSION

Caring &
Connection





Relationship Based Mindfulness

Authentic Human Connection
Connection and Validation
“Improving” Others
Holding Space

<https://www.youtube.com/watch?v=-4EDhdAHrOg>



neuroplasticity

EXERCISE FOR THE BRAIN



prefrontal cortex
executive function

amygdala
*processing and memory
of emotional reactions*

cerebellum
motor control

posterior cingulate cortex
impulse control

hippocampus
*consolidation of information
from memories*

Mindfulness is related to:

Stress Relief (Jacobs et al., 2013, Health Psych; In Healthcare:Yang et all, 2017)

Improved Immune Fct (Davidson et al., 2003, Witek et al., 2013)

Improved Sleep (Lergacher et al., 2015; Klatt et al., 2017)

Reduced Anxiety (Roemer et al., 2008; Vollerstad et al., 2011)

Reduced Depression (Kuyken et al., 2008; Kaviani et al., 2011)

Improvements in Eating Disorders (Atkinson & Wade, 2016; Wanden et al., 2011)

Working Memory & Creativity (Bass et al., 2014; Jhu et al., 2010)

Better Relationships (Wachs et al., 2007; Burns et al., 2007; Atkinson, 2013)

Better Connections with Patients (empathy)(Shapiro et al., 1998)

Decrease Error Rates

Association of an Educational Program in Mindful Communication With Burnout, Empathy, and Attitudes Among Primary Care Physicians

Michael S. Krasner, MD

Ronald M. Epstein, MD

Howard Beckman, MD

Anthony L. Suchman, MD, MA

Benjamin Chapman, PhD

Christopher J. Mooney, MA

Timothy E. Quill, MD

Context Primary care physicians report high levels of distress, which is linked to burnout, attrition, and poorer quality of care. Programs to reduce burnout before it results in impairment are rare; data on these programs are scarce.

Objective To determine whether an intensive educational program in mindfulness, communication, and self-awareness is associated with improvement in primary care physicians' well-being, psychological distress, burnout, and capacity for relating to patients.

Design, Setting, and Participants Before-and-after study of 70 primary care physicians in Rochester, New York, in a continuing medical education (CME) course in 2007-2008. The course included mindfulness meditation, self-awareness exercises, narratives about meaningful clinical experiences, appreciative interviews, didactic material, and discussion. An 8-week intensive phase (2.5 h/wk, 7-hour retreat) was followed by a 10-month maintenance phase (2.5 h/mo).

Main Outcome Measures Mindfulness (2 subscales), burnout (3 subscales), empathy (3 subscales), psychosocial orientation, personality (5 factors), and mood (6 subscales) measured at baseline and at 2, 12, and 15 months.

Results Over the course of the program and follow-up, participants demonstrated significant improvements in well-being and attitudes associated with patient-centered care. Mindfulness (total score, 5.0 to 5.7; $\Delta = 0.7$; 95% confidence interval [CI], 0.2 to 1.2); burnout (emotional exhaustion, 26.8 to 20.0; $\Delta = -6.8$; 95% CI, -4.8 to -8.8 ; depersonalization, 8.4 to 5.9; $\Delta = -2.5$; 95% CI, -1.4

P RIMARY CARE PHYSICIANS REPORT alarming levels of professional and personal distress. Up to 60% of practicing physicians report symptoms of burnout,¹⁻⁴ depersonalization (treating patients as objects), and low self-efficacy and commitment. Physician burnout has been linked to poorer quality of care, includ-

Results: short-term and sustained improvements in well-being and attitudes associated with patient-centered care.



MAKE STRESS YOUR FRIEND

Mindset: how you think about stress matters





breathe

Pathway to our nervous system

CLINICAL CARE



Routine Care



Credit: Mary Streeter, 2017. All rights reserved.

Procedural Time out





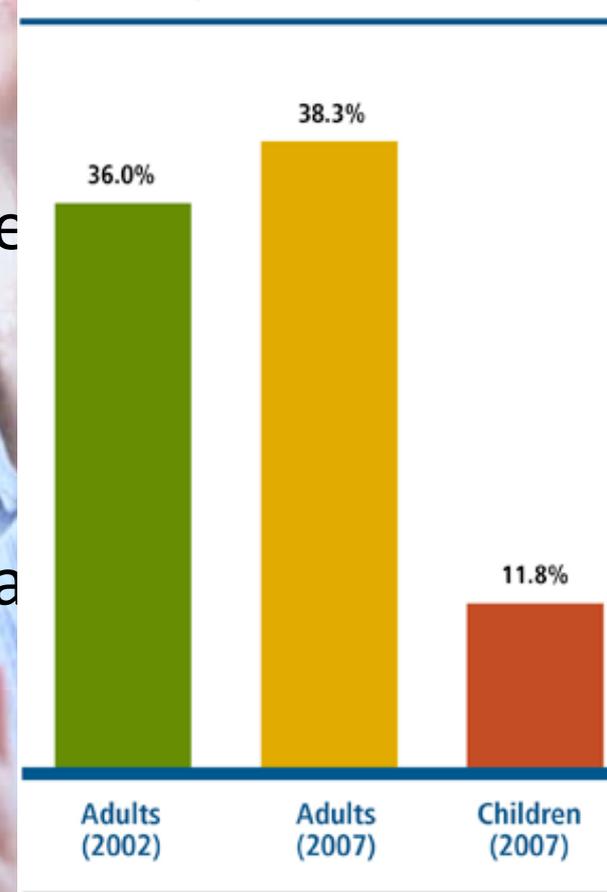
Critical Care Situations



Patient Care

- People want to be involved, educated
- Access to their medical records
- Partnership
- Safe accessible and affordable care
- Improve the way we communicate a

CAM Use by U.S. Adults and Children



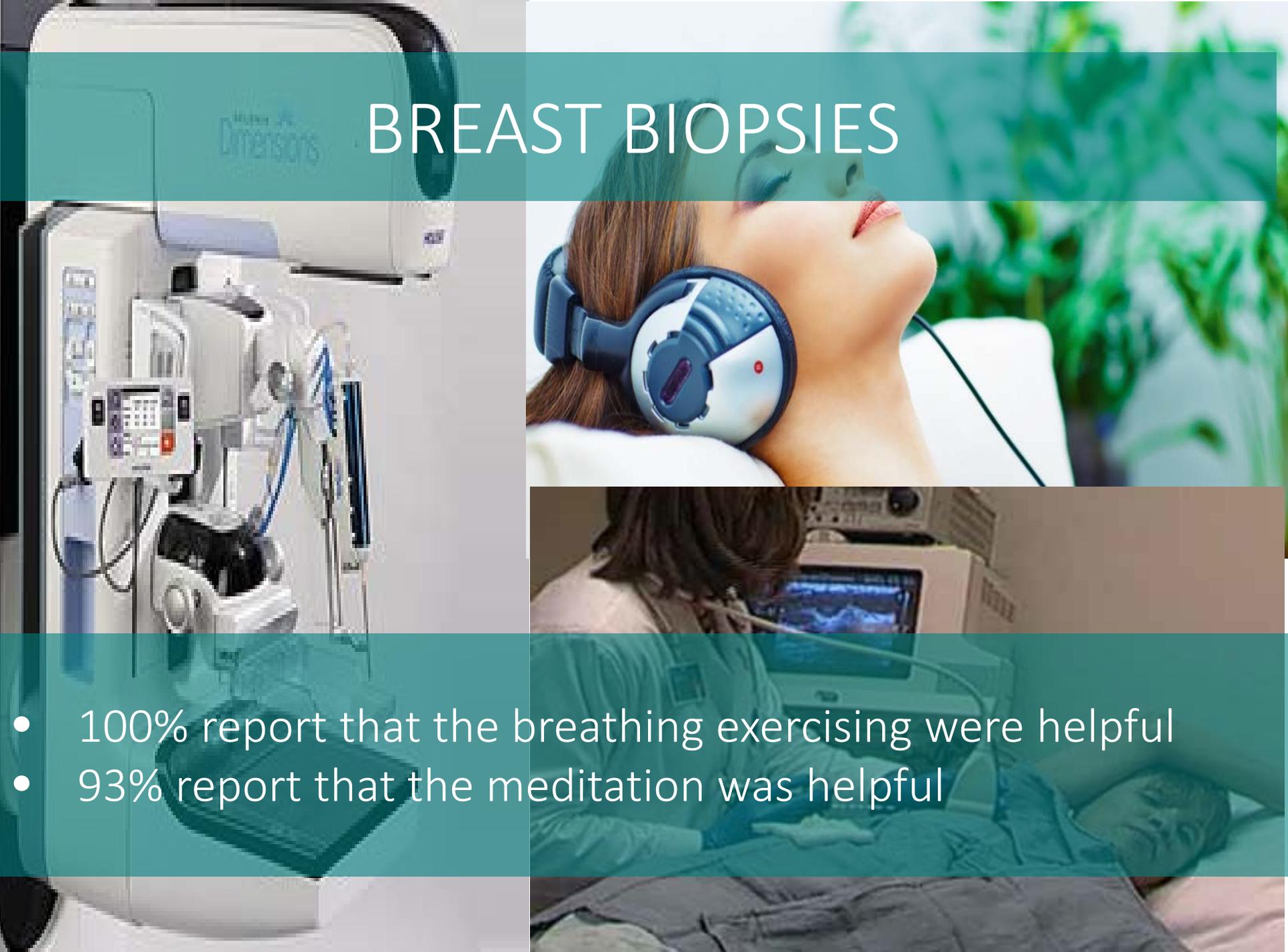
Source: Barnes PM, Bloom B, Nahin R. CDC National Health Statistics Report #12. Complementary and Alternative Medicine Use Among Adults and Children: United States, 2007. December 2008.

Radiology Imaging



BREAST BIOPSIES

- 100% report that the breathing exercising were helpful
- 93% report that the meditation was helpful



Lower blood pressure
Improves brain function
Improves memory
Improves immune system

Decreases side effects of treatments
Decreases anxiety
Improves mental health
Decreases stress
Empowerment





Healthcare

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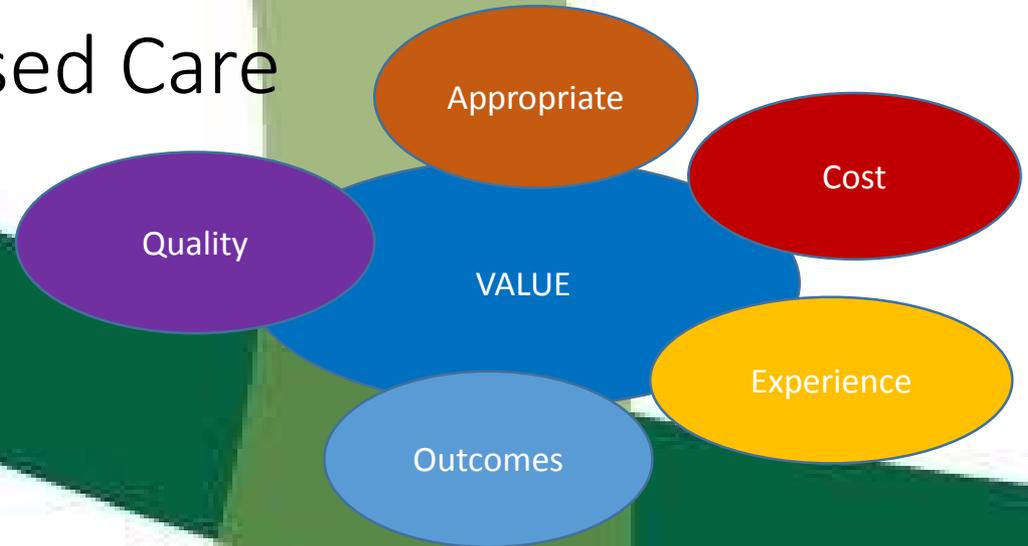
CHANGE



competitive
growth

transformation
change
productivity
effort
model
product
implementation
sociology
business
technology
organization
value
innovation
design
policy
economic
risk
idea
improvement

Building Value Based Care



Quadruple Aim:

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations
- Reducing the per capita cost of health care
- Improve the wellbeing of those providing care





Heart and Science of Medicine

A woman wearing a pink and white patterned hat and a floral dress is shown from the side, reaching out to touch tall green grass in a field. The background is a soft, golden sunset over a green landscape.

ENJOY THE LITTLE THINGS IN LIFE...

Gratitude Practice: what are 3 things you are grateful for? Write it down everyday, either first thing in the morning or right before bed. I find that it is a nice way to start my day-gets my thoughts moving intentionally toward positivity.

Act of Kindness: 1 act of kindness each day. It can be as simple as holding a door open, asking someone if they need help or paying it forward at the coffee shop.

ONE DAY YOU WILL REALIZE
THEY ARE THE BIG THINGS

Counting Blessings Versus Burdens: An Experimental Investigation of Gratitude and Subjective Well-Being in Daily Life

Robert A. Emmons
University of California, Davis

Michael E. McCullough
University of Miami

The effect of a grateful outlook on psychological and physical well-being was examined. In Studies 1 and 2, participants were randomly assigned to 1 of 3 experimental conditions (hassles, gratitude listing, and either neutral life events or social comparison); they then kept weekly (Study 1) or daily (Study 2) records of their moods, coping behaviors, health behaviors, physical symptoms, and overall life appraisals. In a 3rd study, persons with neuromuscular disease were randomly assigned to either the gratitude condition or to a control condition. The gratitude-outlook groups exhibited heightened well-being across several, though not all, of the outcome measures across the 3 studies, relative to the comparison groups. The effect on positive affect appeared to be the most robust finding. Results suggest that a conscious focus on blessings may have emotional and interpersonal benefits.

Reflect on your present blessings, on which every man has many, not on your past misfortunes, of which all men have some.

—Charles Dickens (*M. Dickens*, 1897, p. 45)

been treated as both basic and desirable aspects of human personality and social life. For example, gratitude is a highly prized human disposition in Jewish Christian Muslim Buddhist, and

The con
the genera
audiences

1995; Ryan
Muto, 1992
a similar f

tions on the value of gratefulness, along with strategies for cultivating an attitude of gratitude. The essential message of these volumes is that a life oriented around gratefulness is the panacea for insatiable yearnings and life's ills. Grateful responses to life, we are told, can lead to peace of mind, happiness, physical health,

Gratitude Intervention:

Increased positive and decreased negative emotions

Improved sleep quality and quantity

The effects on wellbeing was apparent to the participants' significant others

the consensus
people are
response to

ns, the con-
all positive
s empirical
s still in a

fledgling state (Emmons & McCullough, in press; McCullough, Emmons, & Tsang, 2002). Our primary purpose in this set of studies is to examine the influence of grateful thinking on psychological well-being in daily life and thereby put to the test popular



ENJOY THE LITTLE THINGS IN LIFE...

Awe: pause and experience a moment of awe at least once a day. It can be a sunrise, the snow falling down, a child laughing, anything that holds beauty for you. Pause, breath and enjoy for at least 10 seconds.

Mindfulness Practice: dedicate a few moments everyday, 3, 5, 10 , 15 minutes...just sit and be still. Follow your breath, quiet your mind. When your mind wanders, come back to your breath-over and over again. There are many guided mindful meditations out there (APP: calm, insight meditation; podcast: Tara Brach) - this is a nice place to start

ONE DAY YOU WILL REALIZE
THEY ARE THE BIG THINGS

Awe Expands People's Perception of Time, Alters Decision Making, and Enhances Well-Being

Melanie Rudd¹, Kathleen D. Vohs², and Jennifer Aaker¹

¹Graduate School of Business, Stanford University, and ²Carlson School of Management, University of Minnesota

Psychological Science
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http://pss.sagepub.com
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Abstract

When do people feel as if they are rich in time? Not often, research and daily experience suggest. However, three experiments showed that participants who felt awe, relative to other emotions, felt they had more time available (Experiments 1 and 3) and were less impatient (Experiment 2). Participants who experienced awe also were more willing to volunteer their time to help other people (Experiment 2), more strongly preferred experiences over material products (Experiment 3), and experienced greater life satisfaction (Experiment 3). Mediation analyses revealed that these changes in decision making and well-being were due to awe's ability to alter the subjective experience of time. Experiences of awe bring people into the present moment, and being in the present moment underlies awe's capacity to adjust time perception, influence decisions, and make life feel more satisfying than it would otherwise.

Keywords
time perception
Received

Participants who felt AWE:
Felt they had more time available and were less impatient
More willing to volunteer their time to help others
Experienced greater life satisfaction

Time might be the scarcest commodity for many people in modern life. A recent poll of more than 1,000 Americans found that nearly half (47%) felt they lacked enough time in daily life (Carr, 2009). This feeling of time scarcity is not just a

Can the Experience of Awe Increase Perceived Time Availability?

The present research shows that experiencing awe expands perceived time availability and increases willingness to help others.

A woman wearing a wide-brimmed pink hat and a floral dress is shown from the side, reaching out to touch the blades of tall green grass in a field. The background is a soft, golden sunset sky over a line of trees.

ENJOY THE LITTLE THINGS IN LIFE...

Move your body: yoga, walking, dancing, running-whatever it is you enjoy, find some time each day, at least 20 minutes, to get your heart pumping. This will release hormones that invite positive feelings and move stuck energy, promoting health and wellbeing. Just do it!

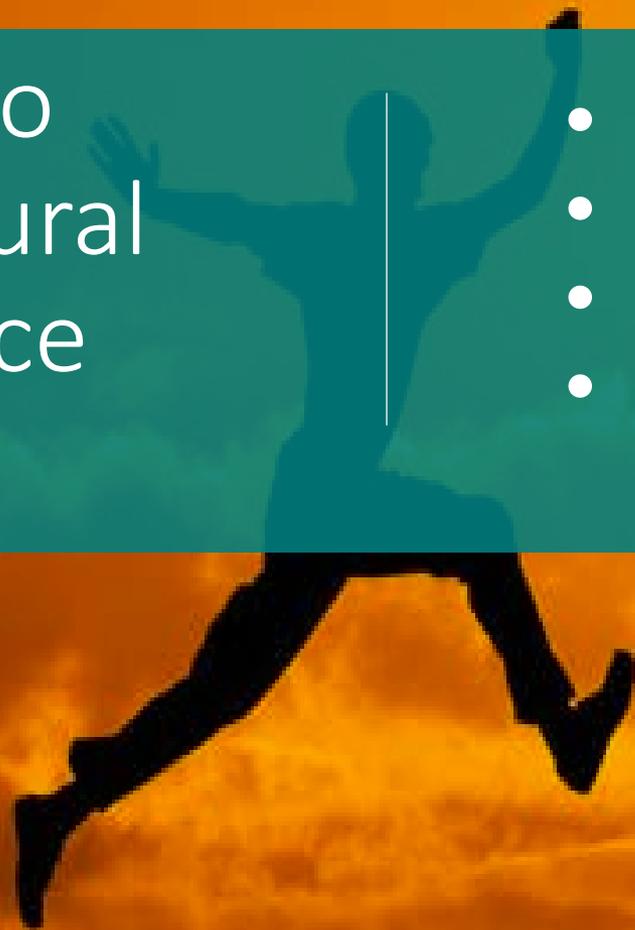
Nourishment: enjoy good, wholesome food. Fuel yourself for health and vitality.

ONE DAY YOU WILL REALIZE
THEY ARE THE BIG THINGS



Tap into your natural resilience

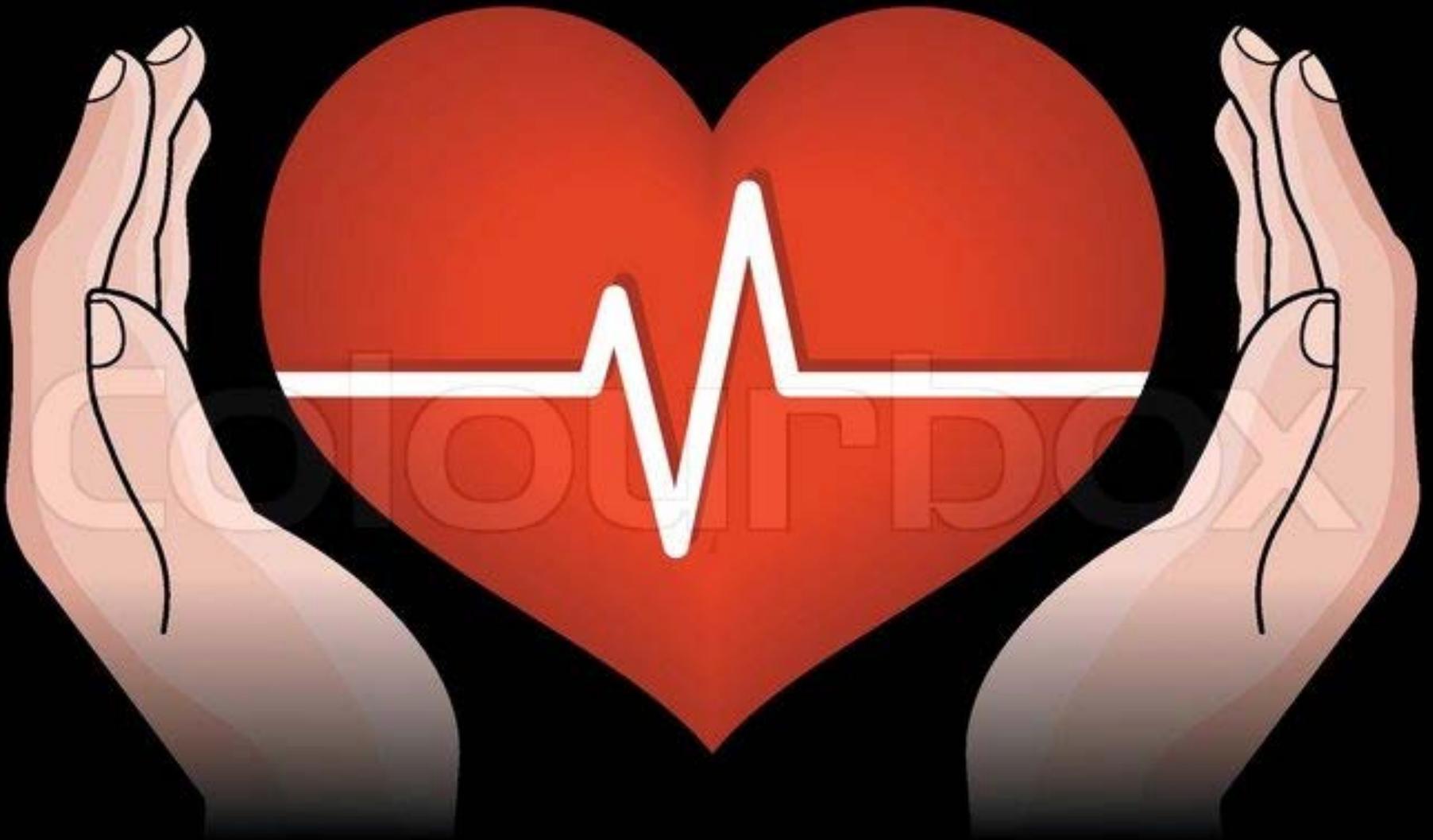
- Reflect
- Remember
- Resistance
- Radiate



LIFE

- Keep it simple and consistent
- Make it part of your routine
- Let everyday life be your opportunity to practice
- Let go of judgment (self and others)
- Develop a 10-20 minute formal practice
- Find your tools of resilience: find joy
- Find a supportive community

Thank you



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