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
Mindful Living

Life is messy, work together, live authentically.

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

USD PPP
9000
8000
7000
6000
5000
4000
3000
2000
1000
0

United States
Switzerland
Norway
Sweden
Germany
Denmark
Austria
Canada
Belgium
France
Australia
Japan
Ireland
Iceland
United Kingdom
Finland
New Zealand
Italy
Spain
Portugal
Slovenia
Israel
Greece
Korea
Czech Rep.
Slovak Rep.
Hungary
Russian Fed.
Chile
Lithuania
Estonia
Poland
Brazil
Costa Rica
Latvia
South Africa
Mexico
Turkey
Colombia
China
Indonesia
India

Note: Expenditure excludes investments, unless otherwise stated.
1. Includes investments.
2. Data refers to 2012.

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

Low
U.K.
SWITZERLAND
SWEDEN
AUSTRALIA
GERMANY
THE NETHERLANDS
NEW ZEALAND
NORWAY
FRANCE
CANADA
U.S.
High

[Chart showing health care ranking for various countries, with the U.S. at the bottom.]
Healthcare
Complexity of Life

Neural Predisposition

Nature of Life

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"

Dread, Health, Sick, No Time, Tired, Headache, Bills, Payments, Debt, Work, Job, Retirement, Anxiety, Expectations, Time Management, Late Nights

Stress, Fear, Worry, No Sleep, Anxiety
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?

Past

Present

Future
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
Determinants of Happiness

- Set Point - 50%
- Circumstances - 10%
- Intentional Activity - 40%
Upstreaming Stress: Reviving Resilience
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
A quality of mind that is awake, aware, and that knows what is happening.
BALANCE
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 al., 2017)
- **Improved Immune Function** (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

Primary care physicians report alarming levels of professional and personal distress. Up to 60% of practicing physicians report symptoms of burnout, defined as emotional exhaustion, depersonalization (treating patients as objects), and low personal accomplishment. Physician burnout has been linked to poorer quality of care, including: short-term and sustained improvements in well-being and attitudes associated with patient-centered care.

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, 3, 12, and 15 months.

Results Over the course of the program and follow-up, participants demonstrated significant improvements in well-being and attitudes (mean change, 8.9 to 5.9; Δ = -3.0; 95% confidence interval [CI], 1.7 to 5.3). Emotional exhaustion decreased (mean change, 26.8 to 20.0; Δ = -6.8; 95% CI, -4.8 to -8.8); depersonalization, 8.4 to 5.9; Δ = -2.5; 95% CI, -1.4
Mindset: how you think about stress matters
breathe

Pathway to our nervous system
CLINICAL CARE
Procedural Time out
Patient Care

- People want to be involved, educated
- Access to their medical records
- Partnership
- Safe accessible and affordable care
- Improve the way we communicate and deliver care
Radiology Imaging
• 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
innovation

growth

competitive

growth

change

productivity
effort

design

model

implementation

sociology

business

technology

organization

value

idea

improvement

economic

risk

policy
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
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)

Gratitude Intervention:  
Increased positive and decreased negative emotions  
Improved sleep quality and quantity  
The effects on wellbeing was apparent to the participants’ significant others

Gratitude has 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 many other religious and cultural traditions. The broad consensus is that people are motivated to express gratitude in response to personal and social benefits, the consequences of which are all positive. Empirical evidence that gratitude can have empirical benefits, however, is 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 theories of gratitude.
**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

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, time preferences, awe

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Can the Experience of Awe Increase Perceived Time Availability?

The human experience has a unique and distinct flavor. It is a feeling of being present, a sense of timelessness, and a recognition of the vastness of the world and our place within it. When we experience awe, we often have a sense of spaciousness and freedom, a feeling of being gifted with more time than we need. This sense of time availability can have profound implications for decision making and well-being.

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 (Overall, 2009). Why is finding a balance between work and play so challenging in today’s fast-paced world? Experiments with awe suggest one answer: the experience of awe can alter the perception of time, leading to increased availability and a greater willingness to invest in the present moment.

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Can the Experience of Awe Increase Perceived Time Availability?
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.
Tap into your natural resilience

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


References


