VCH Safety Summit: Reflections on COVID

2021 JOHSC conference

September 15, 2021

Virtual experience
SELF-CARE

Everything you do for your mental, physical, and emotional well-being.

Self-care helps ensure a healthy work-life balance by focusing on nurturing the mind, body, and spirit.
SELF-CARE IN HEALTHCARE

You cannot give to others what you don't have yourself.
What are the risks if we don't care for ourselves?
Risk Assessment

Health Care staff who neglect self-care face:

- Performance deficits
- Increased risk of errors
- Decline in short-term memory
- Reduce ability to learn
- Negative impact on divergent thinking, innovation and insight
- Increased risk-taking behaviour
- Impaired mood and communication skills (Aiken 2014; ANA, 2014)
Risk Assessment

**Patient safety**
- Associated patient mortality and increased medical errors
- Medical-legal issues and complaints increased +20% the past five years (CMPA)

**Workplace safety**
- Needle stick injuries
- Falls
- Musculoskeletal injuries

**Workplace health**
- Depression
- Sleep disturbances
- Worsening health (eg, cardiovascular, gastrointestinal)

**Other loss**
- Lack of a healthy work-life balance
- Missed work
- Increased job turnover
- Burnout

Fencl, J; Grant, D, AORN, 2017
## Causal analysis

### Maslach Triad
- Emotional exhaustion
- Depersonalization
- Reduced sense of self-efficacy

### Burnout

### Part of the job
- Intense mental or physical activity
- Sleep disruption
- Organizational changes
- Work scheduling
- Little time to recover between shifts
- Long commuting times
- Violence

### Healthcare workers are doers, team players, and self-starters. Caring for others comes easily
What does burnout mean?
Am I burned out?
Burnout

Burnout is a psychological syndrome of emotional exhaustion, depersonalization, and reduced personal accomplishment. (Maslach et al, 1997)
# Burnout

<table>
<thead>
<tr>
<th>Emotional exhaustion</th>
<th>Depersonalization</th>
<th>Reduced sense of self-efficacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Fatigue</td>
<td>• Negativity</td>
<td>• Self-doubt</td>
</tr>
<tr>
<td>• Dread</td>
<td>• Cynicism</td>
<td>• Reduced self-esteem</td>
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<tr>
<td>• Disrupted sleep</td>
<td>• Anger or irritability</td>
<td>• Feelings of failure</td>
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<tr>
<td>• Impaired focus</td>
<td>• Detachment or apathy</td>
<td>• Reduced productivity and engagement at work</td>
</tr>
<tr>
<td>• Somatic symptoms (eg, headache, gastrointestinal upset, muscle tension, increased illness)</td>
<td>• Isolation</td>
<td>• Lost value, satisfaction, and meaning in work</td>
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</tbody>
</table>

Taken from: [Burnout triad: Manifestations of the 3 core features - McMaster Textbook of Internal Medicine (empendium.com)](https://www.empendium.com/burnout-triad-manifestations-of-the-3-core-features-mcmaster-textbook-of-internal-medicine)
Healthcare worker burnout
- Healthcare worker to patient ratio
- Pandemic burnout (SARS-CoV-2, SARS, AH1N1)
- PPE shortage

Caregiver burnout
- Family members, spouses, children
- Shift from acute to chronic illnesses
- Increase in the aging population

Parental burnout
- Working from home
- Work-to-family spillover:
  - impact of job on the ability to function in the family role.
- Family-to-work spillover:
  - effect that the employee's family environment on the ability to meet work demands.
Burnout can be infectious
- Spread from one team member to another
- The departure of a burned out physician can increase burnout among remaining team members in the following 12 months

Burnout affects patient care.
- High levels of burnout are associated with a poorer sense of teamwork and higher patient mortality rates

80% of nurses said on-the-job stress impacts their safety;
- 59% said workplace pressure leads them to rush and take unsafe shortcuts.

Accessed on August 2021)
How does this apply to safety management?
Raise Awareness

- We do not know the prevalence of unsafe conditions if it is not brought to our attention first.
- Most of us may not even know we are burned out.
- Being burned out does not only mean tired, depressed, stressed or unhappy with a job.
- Burnout is the way body and mind choose to react to that all together.
Incident Investigation: Root cause analysis

• The human error
  o Views unsafe acts as arising primarily from aberrant mental processes such as forgetfulness, inattention, poor motivation, carelessness, negligence, and recklessness
  o Contributing factors
    ▪ Appropriate Procedure Not Followed
    ▪ Inadequate Point Of Care/Use Assessment
    ▪ Uncontrolled Hazard
    ▪ Other/No Contributing Factor

SYSTEMIC FACTOR?
What are the following steps?
Self-care

Based on current (and limited) literature on this topic, self-care for professionals typically refers to activities or processes that are initiated and managed by the professional for the purpose of providing stress relief and supporting one’s health and well-being.
Self-care

Pursuing a “quadruple aim” that includes healthcare staff well-being will support other goals and improve our ability to provide efficient, high-quality care.

Enhancing patient experience
Improving population health
Reducing costs
Promoting staff well-being

CMPA extracted from: Healthier Physicians—An investment in safe medical care (cmpa-acpm.ca) accessed on August 2021
Self-care

Commitment to Basic Personal Care

- Eating healthy, physical activity
- Quality sleep
- Preventive care checkups and screenings. (including immunizations)
- Participating in team-building activities at work

Mindfulness

- Being fully aware and present in the actual moment, being aware of surroundings (ie, sights, sounds, smells), and not being distracted by competing thoughts or demands.

Life work balance

- Prioritizing work-life balance and creating family time,
- Developing the ability to detach successfully from work affects
Final thoughts

Burnout symptoms manifesting at the personal level are a sign that something is wrong in the environment.

Self-care should not add anxiety

Learn to say No

Visit Wellness (vch.ca) for more resources
Questions?
Self-Care Promotes Safer Patient Care

Thank You