

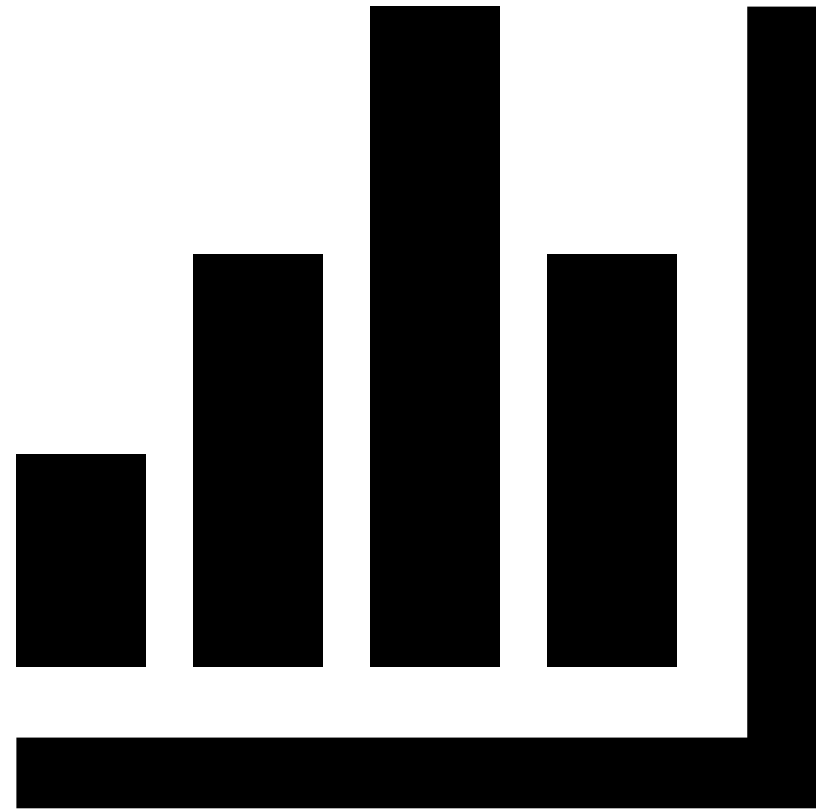


GOOD HOUSEKEEPING

21/10/20

POSITIVE CHARGE

Think of one good thing that has happened to you at work this week and write it in the poll ev



ROGER NEIGHBOUR'S - THE INNER CONSULTATION

Neighbour proposed five checkpoints in the consultation:

1. Connecting: have we got rapport?

2. Summarising: could I demonstrate to the patient that I've sufficiently understood why he's come:

- the patient's reason for attending
- the patient's ideas and feelings, concerns and expectations are explored and acknowledged adequately
- listening and eliciting
- the clinical process - assess, diagnose, explain, negotiate and agree

3. Handing over: has the patient accepted the management plan we have agreed?

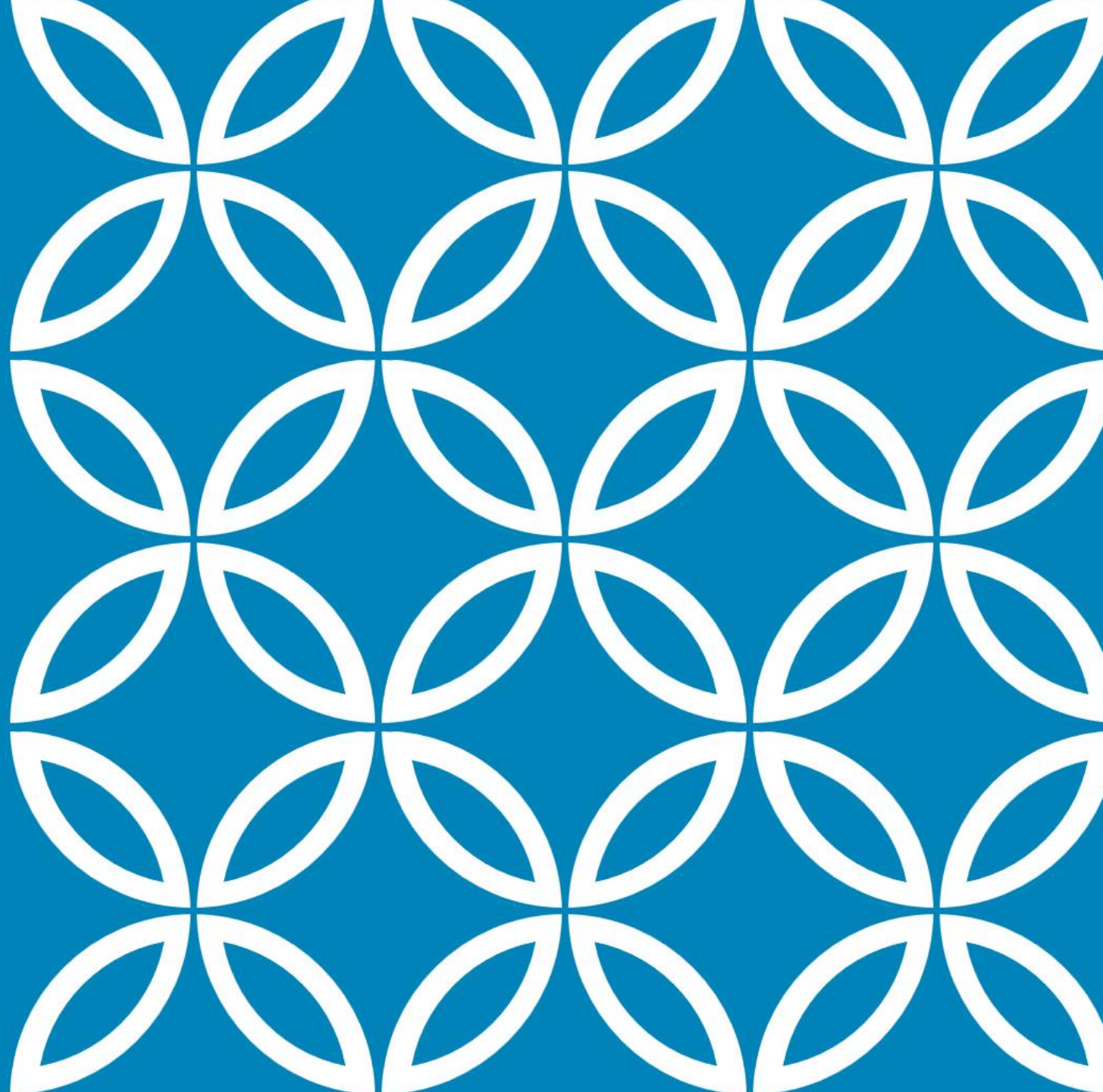
4. Safety netting: What if...? General practice is the art of managing uncertainty:

- predict what could happen if things go well
- allow for an unexpected turn of events
- plans and contingency plans

5. Housekeeping: Am I in good condition for the next patient? - stress, concentration and equanimity

WHAT CAN WE DO?

What things can we do to make sure we have good housekeeping?





STRESS VS BURNOUT

What is stress?

Adrenaline response 'fight /flight'

Useful in some circumstances, but chronic stress has negative consequences

Interestingly, only negative consequences if people perceive stress as negative

BURNOUT

What is burnout?

Emotional exhaustion – feeling unable to ‘give’ any more

Depersonalisation – not used in the normal psychiatric sense, but referring here to cynical attitudes towards patients and colleagues

Lack of personal accomplishment – a tendency to evaluate one’s work negatively

Initial sign of burnout is that you are living in survival mode. You don’t look forward to being at work, you don’t like who you are at work, and you can’t see why you became a doctor in the first place.

You then start to feel trapped, like your head is up against a brick wall

STRESS vs BURNOUT

- Overengagement
- Reactive or over reactive emotions
- Sense of urgency and hyperactivity
- Lost or diminished energy
- Leads to anxiety
- Physically tolling

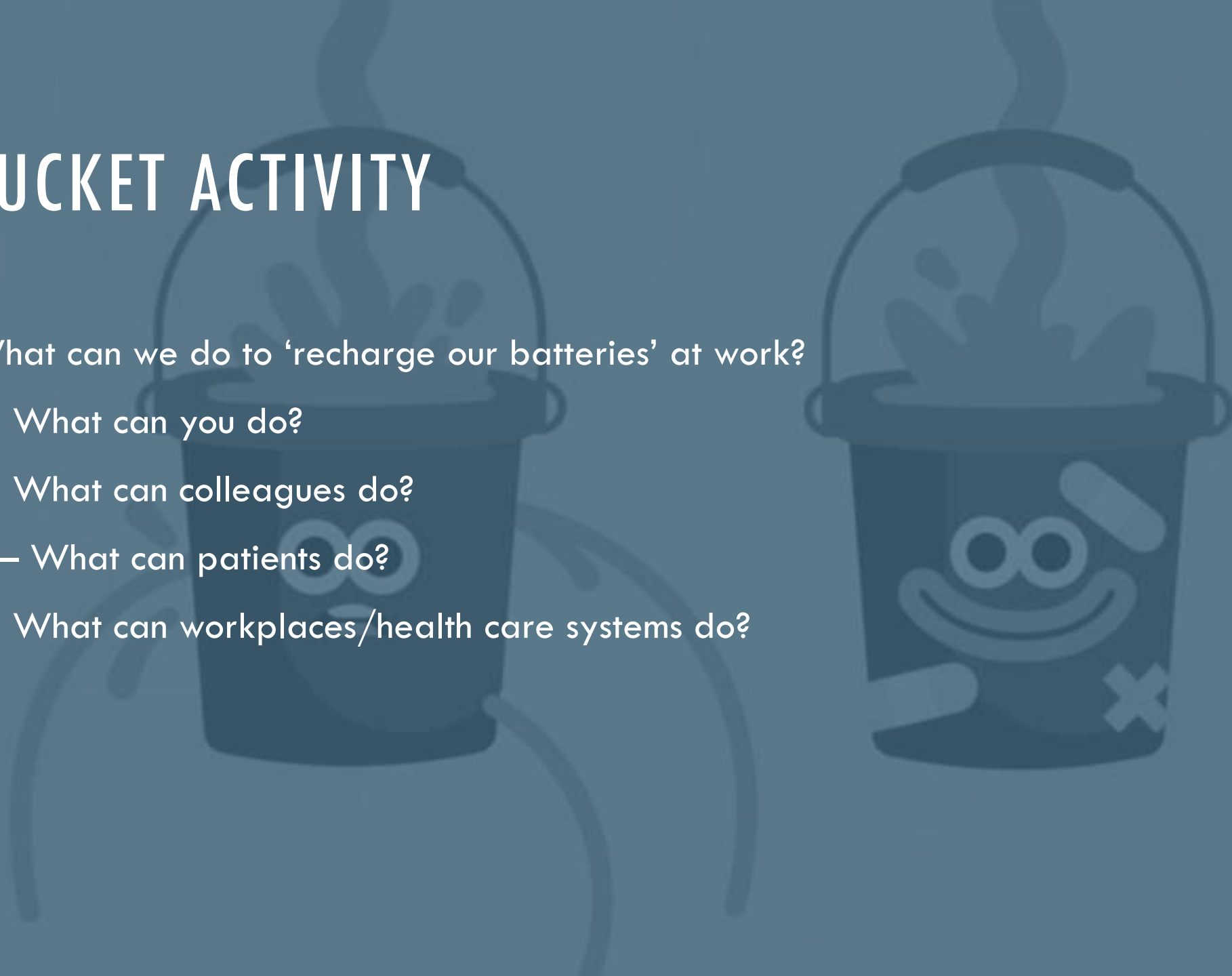


- Disengagement
- Blunted or distant emotions
- Sense of helplessness
- Motivation is lost or diminished
- Leads to feeling depressed
- Emotionally tolling

BUCKET ACTIVITY

What can we do to 'recharge our batteries' at work?

- 1- What can you do?
- 2- What can colleagues do?
- 3 – What can patients do?
- 4- What can workplaces/health care systems do?



The Burnout Prevention Matrix

	↓ Stress	↑ Recharge
Personal	I	II
Organization	III	IV

THE BURNOUT PREVENTION MATRIX

This looks at **4 key areas for you** to considers **strategies to:**

reduce your stress at work ie setting firm boundaries

reduce your stress at home ie systems in place

increase your ability to re-charge at work ie seeking social support

increase your ability to re-charge at home ie meditation, yoga



BREAKOUT ROOM DISCUSSION



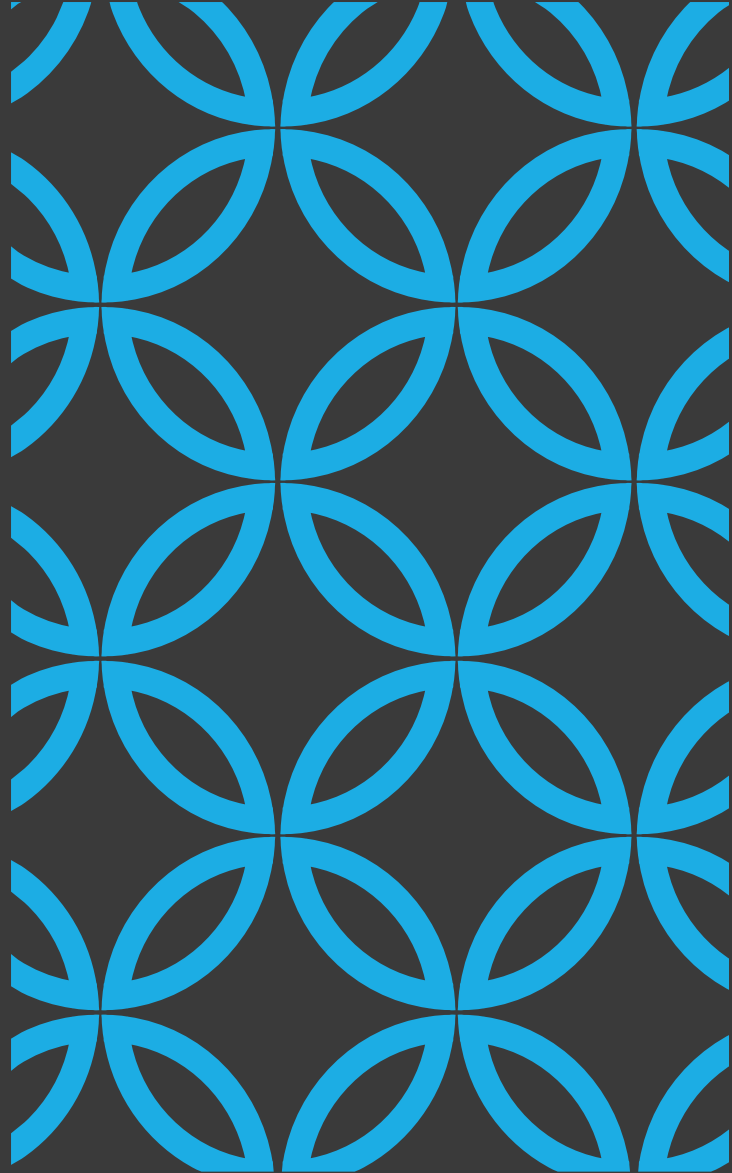
How to reduce your stress at work and home?



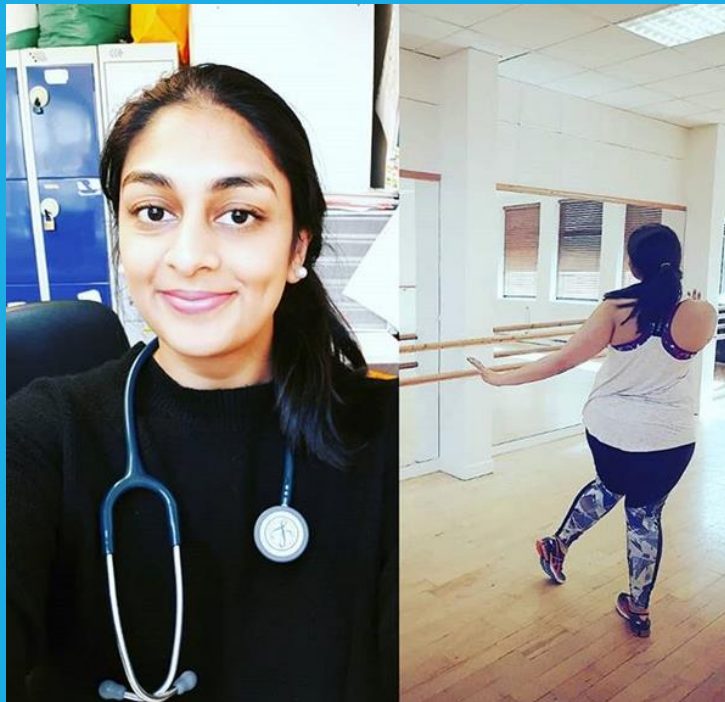
How to recharge at work and at home?



TIME MANAGEMENT



DANCING





TECHNOLOGY

MINDFULNESS

