

Strike and Ignite Your Work-Life Balance



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Performance = Skill – Interference

- *Performance* = consistent excellence in performing medicine/surgery to provide the safest and highest quality patient care
- *Skill* = becoming a high-level clinician requires competence in every aspect of training and life
- *Interference* = achieving effective work-life balance is essential to optimize your performance in and out of the healthcare environment



Objectives

- How to effectively maintain performance, both mental and physical, in a high-functioning and stressful environment?
- How to differentiate between endurance and burnout?
- How to achieve better work-life balance and lead a healthier, peaceful, and purposeful life?



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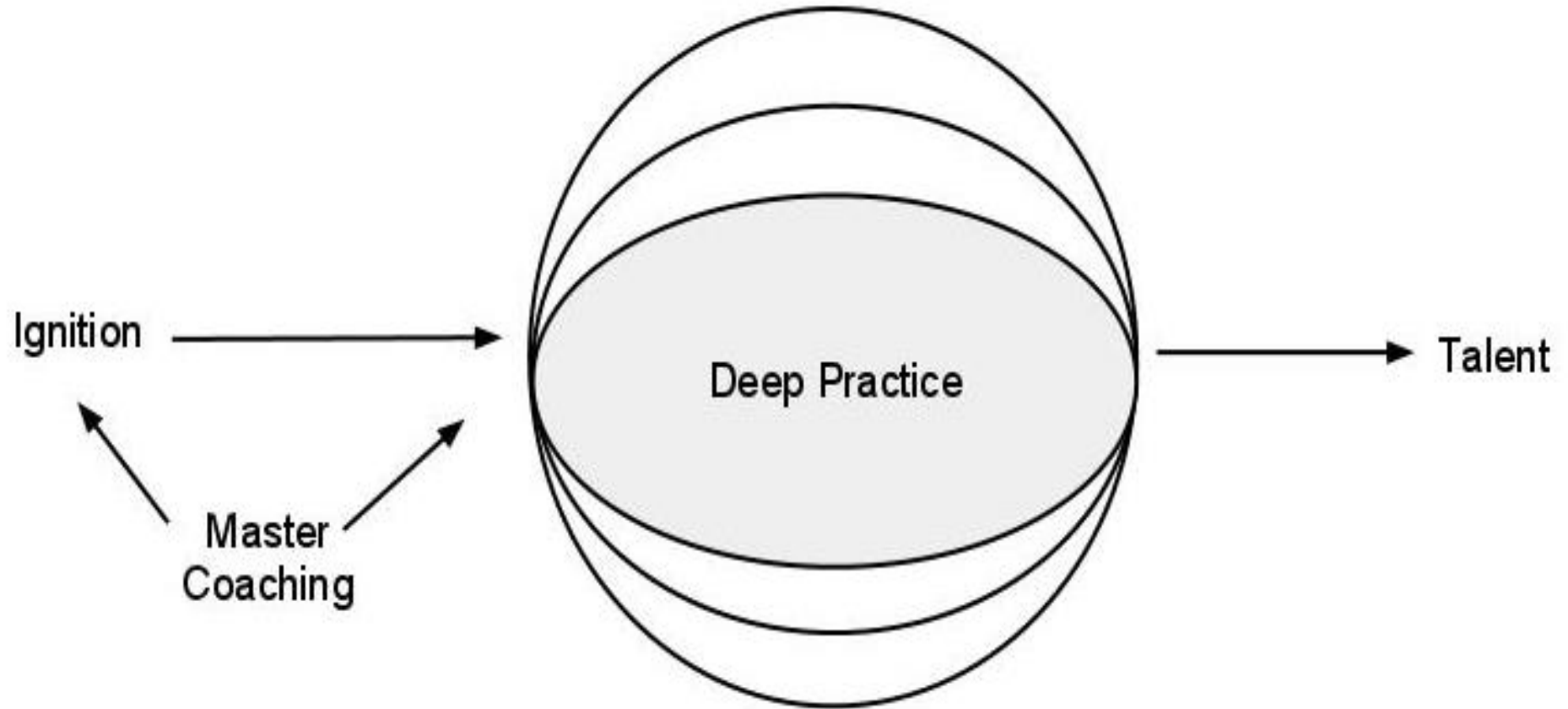


“The Talent Code” by Daniel Coyle

- **Deep Practice**
 - > Requires commitment; X 10,000 hours = world-class skill
- **Ignition**
 - > Motivational fuel: energy, passion, “that is who I want to be”
- **Master Coaching**
 - > Show the right way to do something, show the incorrect way, show the right way again (tailored to each pupil)
- Combine them, even for six minutes, and things begin to change



The Talent Code



Ignition (Passion) => Coaching

- Master Coach / Mentor: helping one tap into their authentic desires and needs
 - > What does success mean to you?
 - > Are you mentally ready?



“Mental readiness in surgeons and its links to performance excellence in surgery”

- > Assess *mental, technical, and physical factors* related to surgical excellence among surgeons performing high-mortality risk surgery (e.g., neurosurgery, cardiac surgery, vascular surgery)
- > In both athletes and surgeons, *mental readiness* was judged to be as important as *technical readiness*

- Jrl Peds Ortho 15:691-697, 1995



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Mental Readiness...

- Super Bowl 51:
 - > Tom Brady
- Nick Hanscom skiing
<http://www.backincontrol.com/nicks-winning-run-off-of-the-hill/>



Objectives

- How to differentiate between endurance and burnout?



What physicians need for satisfaction?

- Quality
- Efficiency
- Input
- Appreciation



When Out of Balance => Burnout

- Need purposeful work...
- Our work, at INI, in neurosciences revolves around brain health of our patients, and part of maintaining their brain health is taking care of each other and ourselves, and striking a work-life balance.



Genesis...

- From a state of absolute nothingness, God created time, space, and the entire physical world – the process of creation took 6 days, and on the seventh day God “rested.”



Burnout Factors

- Accelerating Change:
 - > Healthcare environment
 - > Practical hurdles
 - > Psychological challenges
 - > Organizational structure changes
 - > Training challenges
- > “Healing Physician Burnout,” 2015, Quint Studer in collaboration with George Ford, MD



Healthcare Environment

- Healthcare funding worrisome
 - > 2015: 17.8% GDP, \$9,990 / person
- Value-based purchasing and new delivery models
- Imminent physician shortage
- Changing patient expectations
- 20th century training...



Practical Hurdles



- Physicians feel overworked
- Greater productivity demands
- Sleep deprivation
- Mounting bureaucracy and regulations
- Little time with patients and too much doing everything else (e.g., increased reliance on user-unfriendly EMR)



Psychological Challenges



- Missed important personal events
- Loss of control and rapid pace of change
- Heavy debt
- Stress related to uncertainty around the prognosis that we give our patients



Organizational Structure Changes

- New skills not learned in medical school
 - > process improvement, leadership, teamwork, collaborative respectful discourse
- Performance feedback: alignment of compensation and healthcare system goals



Training Challenges

- Physicians think as I and not WE
- Increasing use of internet for information
- Patients expect miracles
- Changing attitudes on work-life balance



Without a healthy work-life balance, we are at risk of burnout!

- Burnout can lead to
 - > Impaired judgment, lack of attention to detail and communication failure, which impact the quality and safety of patient care.
 - > Symptoms: anxiety/depression and suicidal ideation, insomnia, apathy and loneliness, marital/family stress, anger/boundary issues, overeating, and addiction/substance abuse, any of which lead to dissatisfaction with work-life balance, and ultimately, professionals leaving their careers.



Physician Burnout National Statistics

- Physicians are twice as likely to be dissatisfied with their work-life balance than the average working adult
- Medical students' rate of depression is 15-30% higher than that of the general public
- In 2017, 51% of physicians reported that they were burned out (compared to 28% of other US workers)
- Physicians are more than twice as likely to commit suicide than the general population
 - Each year, roughly 300-400 physicians commit suicide
 - Mayo Study: 7% of employed MD between ages of 29-65 considered suicide in last 12 months (compared to 4% of other workers)
 - Female physicians are 2.5-4 times as likely as women in other occupations to commit suicide



Nurse Burnout National Statistics

- 7 / 10 RNs feel burned out
- 18% depression rate of inpatient RNs versus national prevalence of 9%
- 35% of hospital RNs have high degree of emotional exhaustion

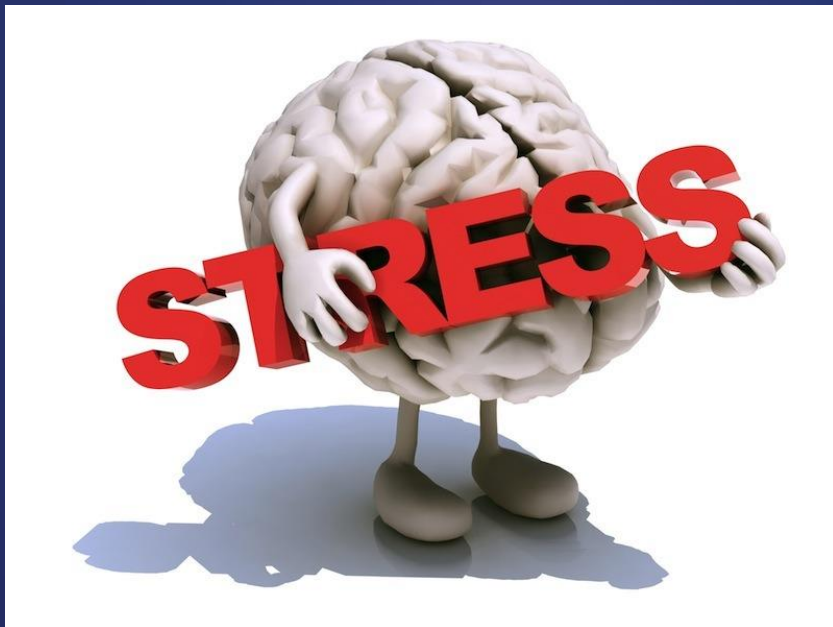


Burnout Turnover Costs

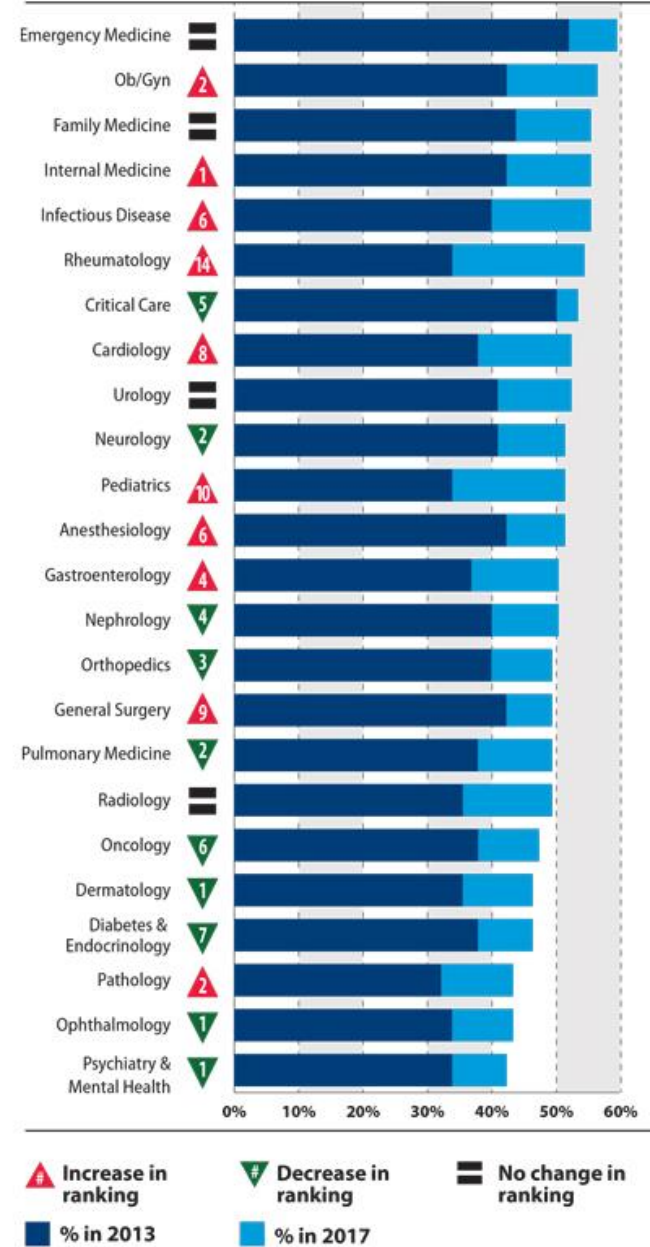
- A Million Physicians in US: 400,000 burnout...
- Cejka study (2011): \$1,262,297 / physician
 - > Lost downstream revenue: \$990,034
 - > Recruitment expenses: \$61,200
 - > Investment in bringing up to speed: \$211,063
- For RN: \$82,000 - 88,000



AMA Wire, 1/31/2017



Changes in burnout by specialty 2013-2017



My Story – 3 Events...

- Nine years ago I was in a very bad place in my life. I was one of those statistics – burnout, depression and suicide.
- Through ultra-running and friendships I control my negativity, but it's an on-going struggle. Like any disease, the first step is to recognize the problem so we can do something about it.
 - > What keeps me up at night is the 1-2 bad outcomes every year I made an honest error... (second-victim syndrome, beat myself up)
 - > HMC: lost empathy and viewed people as objects rather than human beings
 - > Started in medical school



My story...

- Kevin Schoeplein, past CEO of the OSF HealthCare system, told me: *“You must celebrate your success along the journey.”*
- In this high-paced world of the global internet, we can never really get away from email and work.
- We all express insecurities; it’s how we deal with them and find inner peace that’s key.
- If we could channel 20% of our negativity into positivity, imagine how much more peaceful we and the world would be!



Achieving Work-Life Balance:

Why – What – How ?



What?

- Healthy Living: Awareness & Recognition
- baseline assessment (Maslach burnout inventory)
 - personal stories
 - generational appreciations and different life stages

Why?

- Work Life Balance
- purposeful achievement and self-worth
 - inner and relational peace
 - happiness, laughter, **love**

How?

- Fulfillment Strategies: Prevention and Treatment
- exercise
 - nutrition
 - sleep
 - spirituality
 - mindfulness
 - available resources, EAP

Event: Young mom, bills not paid, house dirty, ...



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Love: Saves lives...

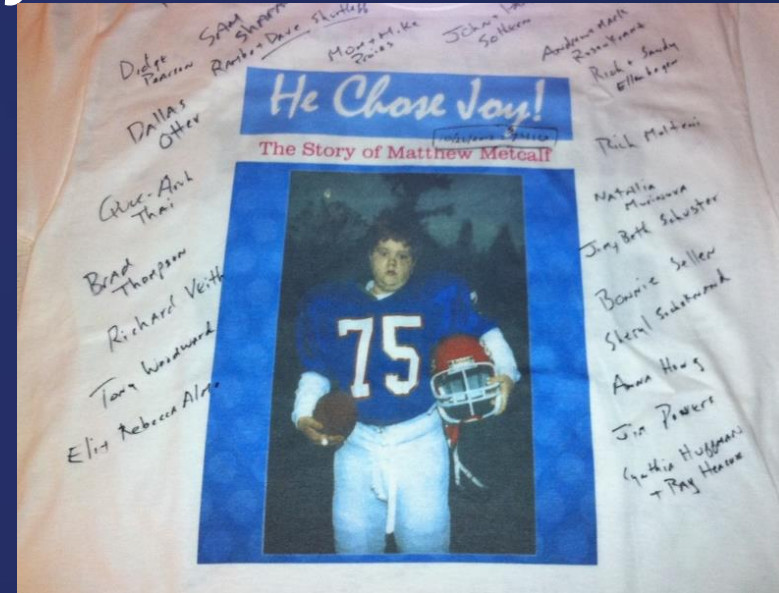
- Babies cuddled in orphanages improves their survival!
- Rabbits in lower cages did better, less plaque buildup, because lab tech was short and touched/patted lower cage rabbits more...

LOVE



2012: Life Changing Event...

- *He Chose Joy!: The Story of Matthew Metcalf*, by Dan Metcalf



- Matthew Metcalf Memorial Scholarship Fund at Life Christian Academy



My Passion: Ultra-Running

- “Long distance running is what keeps me connected with helping others, both spiritually and emotionally.”
- During some of my most difficult times of life, I found hope, healing, and purpose on the trails...
- Ultra races are just like life...
 - > ***prepare, start, teamwork, stay focused, finish...***

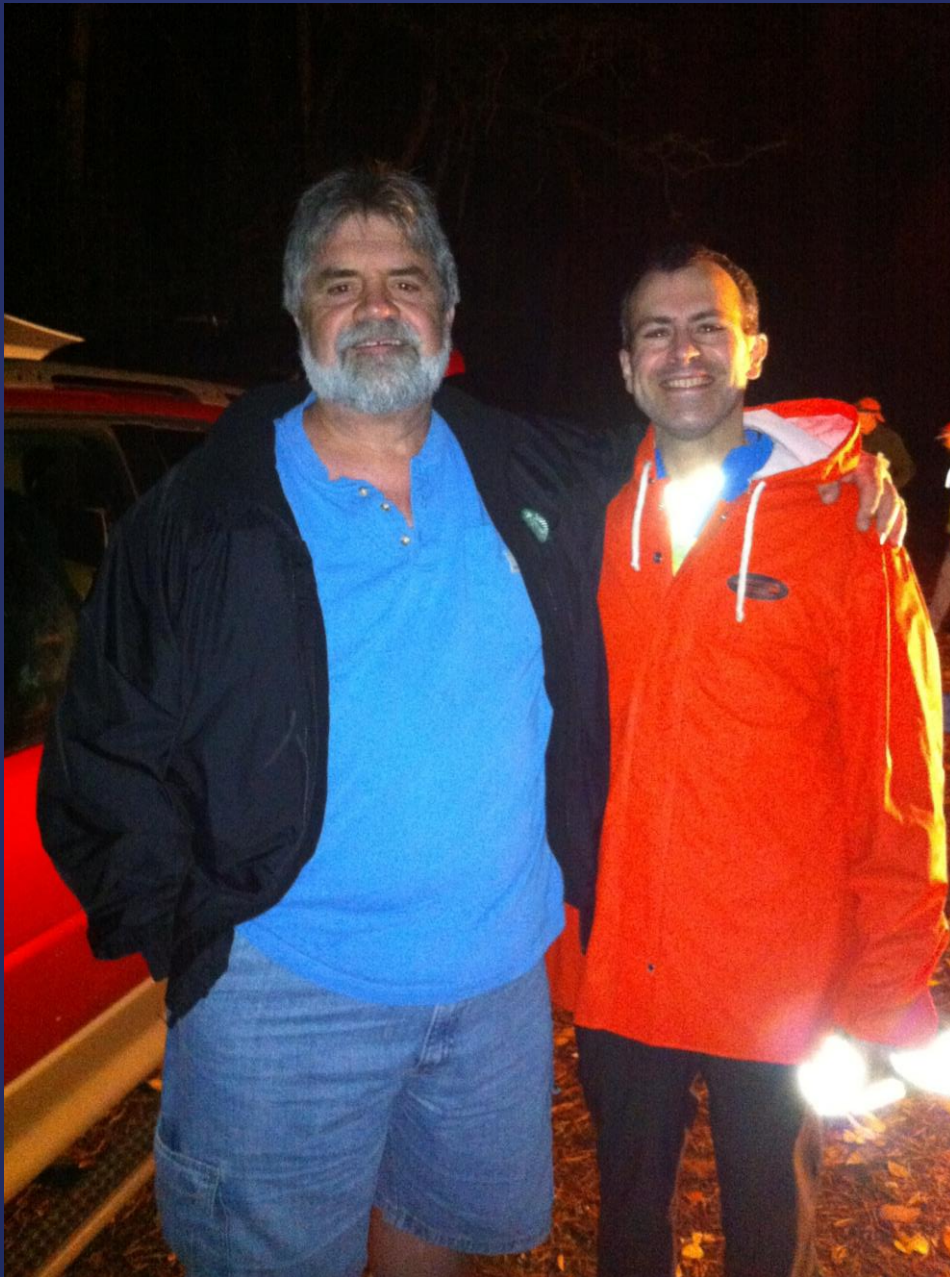


Prepare / Coaching...



Prepare...

Insight...	Total Miles / Aid Station (start, 5 mile in)	Time	Pacer / Crew Lead	Nutrition (200-250 cal/hr) = 2 sq peanut butter/wheat bread (150 cal) or hammer (90 cal) or sports beans (100 cal)
Relax, hydrate	start	5:00am	TA / JA	Eliminate negative thoughts into positive/useful thoughts!
Relax, hydrate	5 miles	6:00am	TA / JA	#1 (sport beans): Feel the now and stay in the moment!
Relax, hydrate; stay on task	10 miles	7:00am	TA / JA	#2 (PJ/hammer): Feel the now and stay in the moment!
Relax, hydrate	15 miles	8:00am	TA / JA	#2 (PJ/hammer): Feel the now and stay in the moment!
Relax, hydrate	20 miles	9:00am	TA / JA	#3 (sports beans): Feel the now and stay in the moment!
Relax, hydrate; stay on task	25 miles	10:00am	TA / JA	#3: Keep moving forward!! If GI distress, drink water! If salt on face/shorts, gatorade!!
Relax, hydrate; stay on task	30 miles	11:00am	TA / DM	#4 (PJ/hammer): Keep moving forward!!; FEAR = face everything and respond!



Start (4am)



In Life You Need – Supportive Team...



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Stay Focused / Mental Readiness...



Stay Focused...





Finish...



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Objectives

- **How to achieve better work-life balance and lead a healthier, peaceful, and purposeful life?**



Work Life Balance: 3 Tools

(Mr. Ed Rapp, Former Group President of Caterpillar)

1) Make a plan

2) Improved efficiency

3) Be a corporate athlete



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1) Make a plan...

- Your life vision: self esteem, honesty, faith, ethics, competitive spirit, respect, responsibility
- Setting the calendar
> Family, hobbies
- Communicate



Avellino Team: Work-Life Parameters...

- No expectation of an immediate response to emails evenings, weekends or vacation
- Early morning meetings (<7am): No more than one per week
- Late night meetings (>5pm): No more than one per week
- No early and late meetings on same day
- After-hours activities
 - > No more than two total per month unless want to attend
 - > Recruitment dinners (priority)
 - > Events (optional)



2) Improved Efficiency...

- Morning: exercise, breakfast, kids, family...
- Email: short responses
- Technology
- Meetings: 30 minutes if all prepared
- Simplify your life: lawns, clean, etc



3) Be a corporate athlete...

- Healthy mind, healthy body, happy family...
- Stress management: must be habit, no excuses, you must love to do
 - > Exercise, mindfulness relaxation and meditation, 15 min walks, think positive...
- Make a list with time management
- *You get to choose what type of day you will have...*



What Am I Doing at OSF Healthcare?

- Happy, healthy, and engaged staff => more purposeful, productive, and meaningful work and better outcomes
- Ministry-wide 45 min seminars on “A conversation about work-life balance in a safe zone?”
 - To learn more about burnout and how to achieve effective work-life balance
- UICOMP (Dr. Soares): Cognitively-Based Compassion Training (CBCT)



Tim Vega, MD, FAAFP

Director, OSF Health Management and Ambulatory Physician Services; Medical Director, Physician Wellness OSFMSG

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Life is like a marathon...

- Need to pace yourself ...
- Make plans and goals that are realistic ...
- Ask for feedback so you continually improve ...
- Think positive!
- Eliminate negative thoughts ...
- Feel the now and stay in the moment!
- FEAR: face everything and respond!
- Be passionate ! => Strike and Ignite Your Work-Life Balance!!

Your “TACTICS”

- Take time for yourself and lead a peaceful life
- Always eat healthy, exercise, and sleep
- Continually self improve and remain coachable
- Treasure family and friends
- I choose the day I have
- Control disappointments and respond positively
- Smile and laugh



- Life is like a journey on a train...
- with its stations...
- with changes of routes...



Thank you

hygge [*hugh-gah*]

origin: Denmark

1. savoring the present moment. 2. life moments brimming with happiness and comfort. 3. Philly's newest brewery.

In essence, hygge means creating a warm atmosphere and enjoying the good things in life with good people.



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