



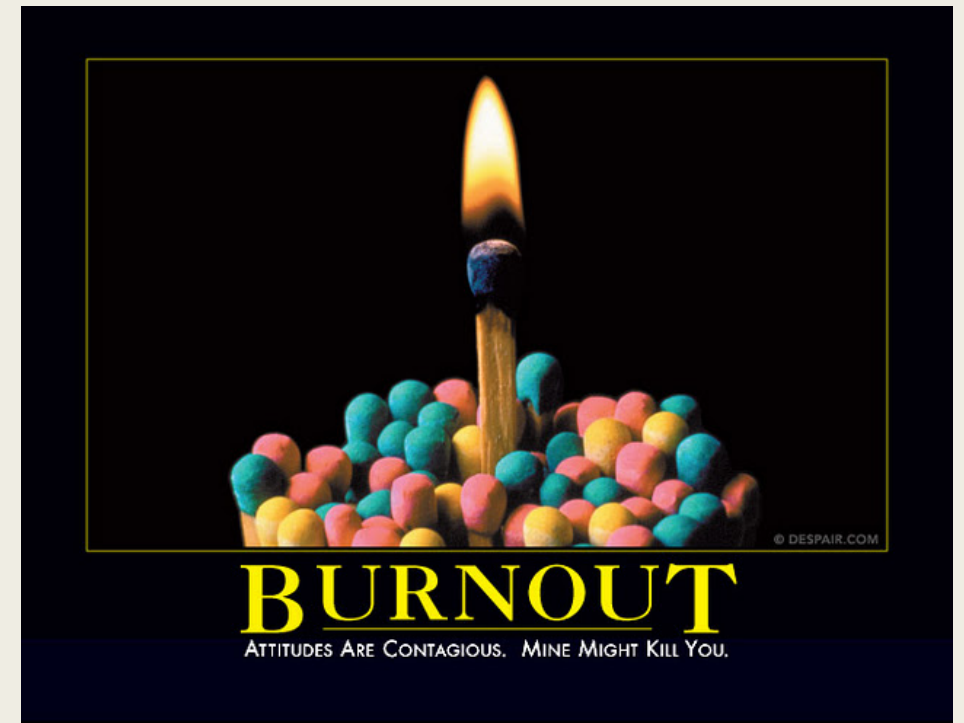
BURNOUT

BURNOUT

First of all:

You must have been on fire to be burnt out

Job burnout is a special type of job stress — a state of physical, emotional or mental exhaustion combined with doubts about your competence and the value of your work. If you think you might be experiencing job burnout, take a closer look at the phenomenon. What you learn might help you face the problem and take action before job burnout affects your health.





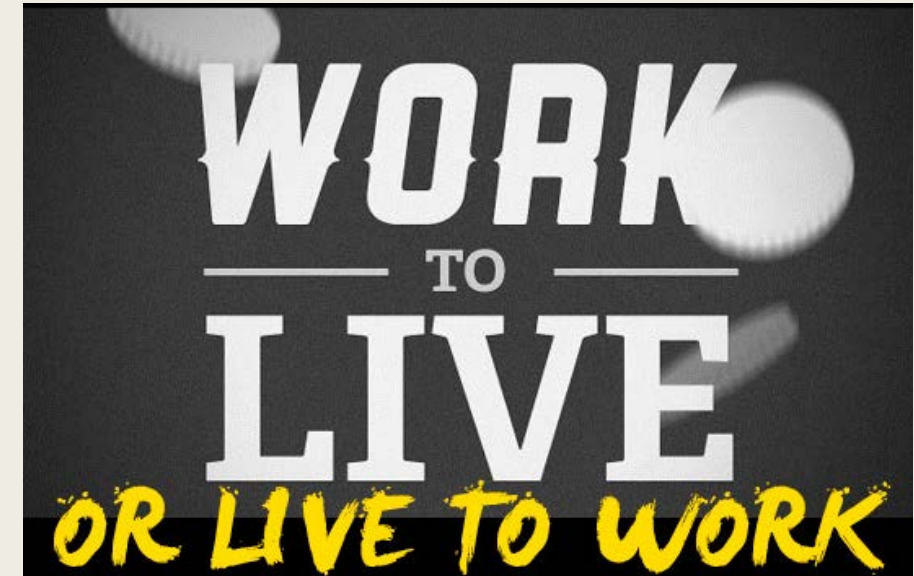
WORK LIFE BALANCE

This is a generational blur

- Live to work
- Work to live

Millennials want a better life balance

- Leave it at work



Types of Burnout

- Physical
- Emotional
- Mental



Signs of Burnout

Have you become cynical or critical at work?

Do you drag yourself to work and have trouble getting started once you arrive?

Have you become irritable or impatient with co-workers, customers or clients?

Do you lack the energy to be consistently productive?

Do you lack satisfaction from your achievements?

Do you feel disillusioned about your job?

Are you using food, drugs or alcohol to feel better or to simply not feel?

Have your sleep habits or appetite changed?

Are you troubled by unexplained headaches, backaches or other physical complaints?

Causes

- Lack of control
- Unclear Job expectation
- Dysfunctional workplace dynamics (Culture)
- Mismatch in morals and values
- Poor Job fit
- Lack of Support
- Work-life imbalance



Healthcare Causes

- Heavy patient loads
- Unrealistic productivity goals
- Skeleton staff
- Departmental morale

- It's not always about the money
 - *Career advancement*
 - *Balance*



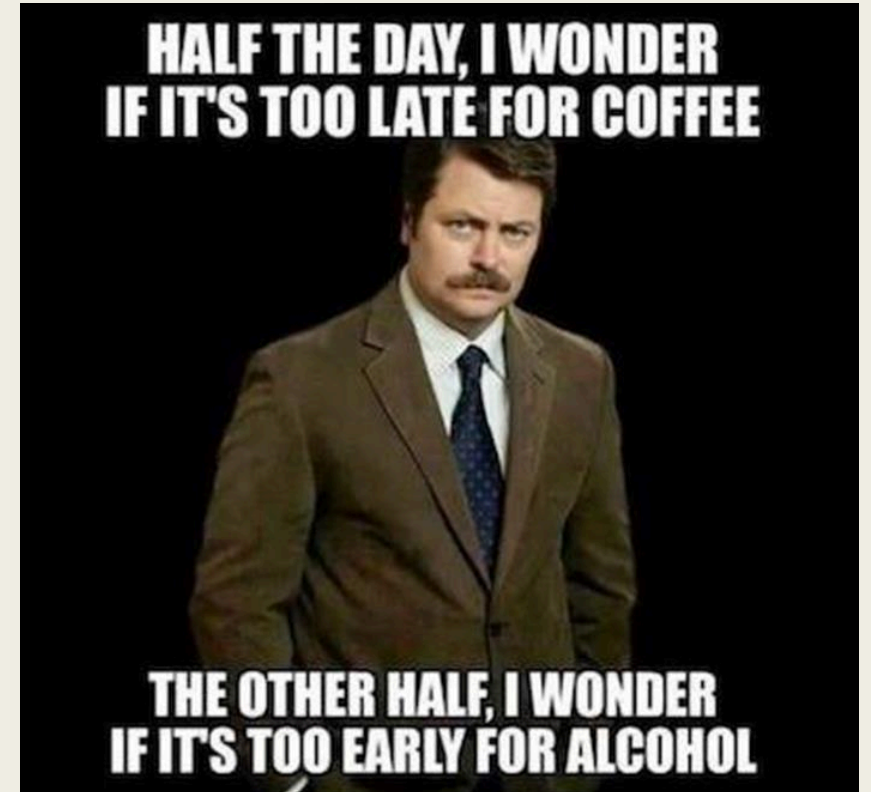
Risks

- Personal safety and health
- Colleague safety and health
- Patients
- Equipment
- Employee satisfaction
- Patient satisfaction



Consequences

- Fatigue
- Lack of Focus
- Insomnia
- Anxiety
- Substance Abuse
- Stroke
- Obesity
- Heart Attack



Turnover and Safety

- Turnover
 - *Cost about \$1800-2700 for orientation*
 - *Time to onboard*
- Safety
 - *Clinical roles short while hiring*
 - *Experienced people may not be available*



What You Can Do

- Quit
- Be mad
- Develop a plan
- Talk it out
- Take ownership
- Make an effort
- Be careful about rallying the troops
- Don't poison the well
- SAY NO

**THERE ARE SOME PEOPLE
WHO ALWAYS SEEM ANGRY
AND CONTINUOUSLY
LOOK FOR CONFLICT.
WALK AWAY;
THE BATTLE THEY ARE
FIGHTING ISN'T WITH YOU,
IT IS WITH THEMSELVES.**

Organizations

- For the most part have turned a blind eye
 - *Until there is an accident or issue*
 - *Or financial impact*
- Departments and Organizations
 - *Need to be proactive*
 - *Understand burnout at all levels*
 - *See that the answer may not cost them but actually save them \$\$*



Front Line Oncology Burnout

- Tough life issues
- Need outlets



Future Topics in this On-Going Leadership Series

- WORKPLACE CULTURE
- HIRING AND RETAINING
- ACCOUNTABILITY AND TOLERANCE
- INCREASING TRANSPARENCY
- COACH UP OR COACH OUT
- BULLYING
- STRESS AND MANAGEMENT
- POSITIVE ENVIRONMENT AND WELL-BEING
- CHARACTERISTICS OF SUSTAINABLE LEADER

Services and Solutions



- Leadership Assessment
- Culture Assessment
 - *Safety*
 - *Communication*
 - *Well-Being*
- Education-specific to target position
 - *Executive Leadership Team*
 - *Managers/Directors*
 - *Staff*
 - *Human Resources*
- Engagement and Buy-In Solutions
- Performance Pillars and Benchmarking