

Lead NCHD Awards

2016/17 – OAK

Beating Burn out & Building Resilience

Dr. Anna McHugh, Letterkenny University Hospital.

1st Sept 2017, Lead NCHD workshop





*"Everybody's getting together after work
to do some more work-- you in?"*

Increasing Demands

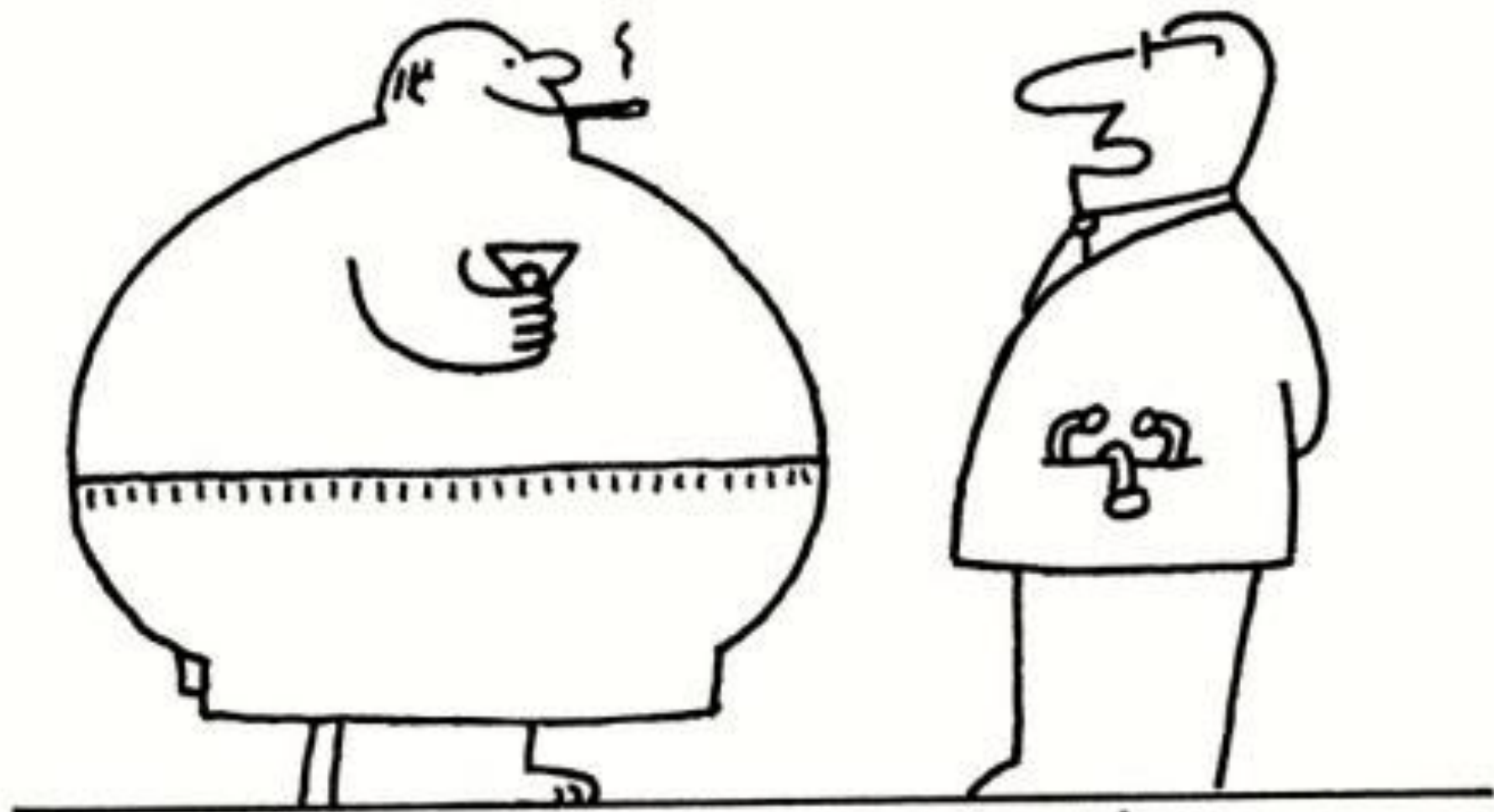
● **”I LOVE THE WORK....**

.... BUT I HATE MY JOB”

THE DOCTOR PARADOX

‘Rediscovering Passion in Healthcare’





C. Barretti

*"All these years, and you haven't listened
to a damn thing I've said, have you?"*

CN
COLLECTION

The Seemingly (but not so) “Fluffy” Stuff

BURNOUT

3 Core Symptoms

- ◆ EMOTIONAL EXHAUSTION
- ◆ DEPERSONALIZATION
- ◆ DECREASED ACCOMPLISHMENT

RESILIENCE

- ◆ THE CAPABILITY OF A STRAINED BODY TO RECOVER ITS SIZE AND SHAPE AFTER DEFORMATION CAUSED ESPECIALLY BY STRESS

Events to boost Morale

OAK

OCCASIONAL ACTS OF KINDNESS



A CHANCE TO MEET UP WITH COLLEAGUES FOR A
COMPLIMENTARY CUPPA AND A TREAT

ENCOURAGING KINDNESS TOWARDS ONE ANOTHER

HAVE A CHAT WITH WORK MATES AND TAKE INTEREST IN
EACH OTHERS WELL BEING

Staff engagement – The Opposite to Burnout

<i>Staff engagement scale</i>	<i>Agree/Strongly Agree</i>
Boosts Collegiality and Strengthens relationships at work	97%
Would make me more likely to take the initiative to help a colleague if they were struggling	90%
Boosts my energy at work	80%
Increases my mental resilience at work	83%
Enhances my enthusiasm at work	90%
Helps me persevere, even if things are not going well	87%
Helps me to continue working even for long period of time	63%
Helps to instill a sense of pride in the work place	84%
Boosts overall morale at work	93%



Feedback


- ◆ **“Need more focus on this as an integral part of work...”**
- ◆ **“Should definitely be carried forward”**
- ◆ **“Simple things make big differences”**





Kotters 8 step Model for Change



Leadership in The Defense Medical Services – find monkeys.

Obstructions to change
MEET THE PROCESS ANIMALS



	DILIGENT	LAZY	
ACTIVE			INTELLIGENT
PASSIVE			STUPID
	BENIGN	MALIGNANT	

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Thank You!

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