Good Grief Rounds

Using Storytelling Among Health Care Providers to Increase Community and Meaning in Work
Learning Objectives

• Describe the scope of burnout, secondary trauma, and suicide among care providers.

• Summarize the literature supporting the aims of good grief rounds.

• Discuss the goals, structure, and evaluation data of Good Grief Rounds.

• Implement Good Grief Rounds in their own health care setting.
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Why Important

- Compassion Fatigue
- Burnout
- Suicide
- Patient care
### Compassion Fatigue vs. Burnout

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<tr>
<th>Compassion Fatigue</th>
<th>Burnout</th>
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<td>• The emotional residue or strain of exposure to working with those suffering from the consequences of traumatic events.</td>
<td>• Cumulative process marked by emotional exhaustion and withdrawal associated with increased workload and institutional stress, <strong>NOT</strong> trauma-related</td>
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<td>• Also called “vicarious traumatization” or secondary traumatization (Figley, 1995)</td>
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Compassion Fatigue and Burnout Commonalities

- Exhaustion (mental, physical and emotional)
- Reduced sense of personal accomplishment or meaning
- Decreased interactions with others (isolation)
- Depersonalization
Burnout Nurses

• Hospital nurses have 40% higher burnout rate than other healthcare workers

• Job dissatisfaction 4x greater than the average for all US workers

• 1 in 5 nurses report they intend to leave their job within a year

Burnout Physicians

- Burnout rates range from 30-65% across specialties
- Critical Care 53%
- Emergency Medicine 52%
- Primary Care/ Surgeons 50%

Peckham, C. Physician Burnout: It just keeps getting worse. Medscape Family Medicine, Jan 26, 15.
Consequences of Burnout for the Individual

- Broken relationships
- Problematic alcohol/drug use
- Suicidal ideation

Shanafelt, Mayo Clinic Proc, Jan 2017
Consequences of Burnout for Patient Care

- Quality of Care
- Patient Safety
- Patient Satisfaction
- Risk of malpractice
- Prescribing habits
- Patient adherence
- Test ordering

Shanafelt, Mayo Clinic Proc, Jan 2017
Suicide

Male physicians relative risk is 1.41 x higher than general population
Female physicians 2.3 times higher
26% of deaths in physicians aged 25-39 compared to 11% of same age cohort general population

American foundation for suicide prevention 2017
“The fact is that each year we lose over 400 doctors to suicide—
that's like an entire medical school gone.”

Wible, Pam. Medscape Family Medicine; Nov 13, 2014
Premise Behind Good Grief Rounds

• Invite residents to share their stories about their work
• Strategy to address emotion and invite connection amidst chaos of a busy day

• Aim
  • Increase mindfulness
  • Self-reflection through storytelling
  • Increase sense of meaning in work
  • Build community at work
Storytelling

“- storytellers all bearing witness to one another’s ordeals, celebrating our common heritage as listeners around the campfire, creating our identities in the stories we tell”-Rita Charon
Storytelling

• Convey information rapidly

• Release oxytocin

• Create emotional resonance which helps us determine quickly who is friend or foe

• Leads to empathy which helps form relationships quickly and widely

Zak, Paul. Cerebrum. 2015
Storytelling

- Wang, Y. “Integrating Narrative Medicine Storytelling: Increasing Medical Care Students Sense of Meaning in Life.”

- Students randomized into learning narrative medicine storytelling (45) vs control (42)

- Narrative medicine group
  - Higher meaning in life awareness
  - Better critical thinking dispositions
  - Greater critical thinking competence

- Wang, Y. J Med Education Vol. 18 No. 3 2014
Storytelling

Other models in medical literature that utilize storytelling include:

- Schwartz Rounds
- Doctoring to Heal
  - R4R
  - Balint Groups
- Finding Meaning in Medicine Groups

Ceremony-Leslie Marmon Silko
Meaning in Medicine

- 556 physicians, 465 (84%) responded
- 34% met criteria for burnout
- Amount of time spent on working on most meaningful activity inversely related to burnout

Shanafelt et al. Career Fit and Burnout Among Academic Faculty
Arch Intern Med. 2009;169(10):990-995
Krasner and colleagues evaluated the effect of a mindfulness and self-awareness curriculum on primary care physicians looking at burnout, empathy and mood.

- Large durable improvements
  - Mindfulness
  - Mood
  - Empathy
  - Burnout

Krasner et al, Association of an Educational Program in Mindful Communication with Burnout, Empathy, and Attitudes among Primary Care Physicians. JAMA, September 23/30, 2009—Vol 302, No 12
Meaning in Medicine

- Primary Care Group: 32 physicians, 1 NP, 6 sites
- Leadership prioritized provider well-being
- 3 goals were to increase autonomy, efficiency and meaning
- Over 4 years emotional work related exhaustion improved significantly as well as measures of organizational health

Community and Well-Being

- Meta-analysis of 148 studies
- 308,849 patients over 7.5 years
- Mortality data shows 50% increased survival for those with stronger social relationships
- “These findings indicate that the influence of social relationships on the risk of death are comparable with well-established risk factors for mortality such as smoking and alcohol consumption and exceed the influence of other risk factors such as physical inactivity and obesity”

• Trusting relationships at work key to retention

• Provide emotional compensation in the workplace environment

• 12 dimensions that describe great work groups
  • My superior or someone at work seems to care about me
  • I have a best friend at work
One of 9 strategies suggested for organizations: Improve Community at work

- Improved physician lounge
- Paid physicians to go out to lunch
- Gave one hour of protected time to discuss issues
- All showed improvement in burnout and meaning in work
Format Good Grief Rounds

- Theme
- Ground Rules
- Mindfulness exercise
- Reading/Song/Poem
- Storyteller
- Small Group stories
- Large Group Stories/comments on materials
Themes

- Importance of collegial relationships
- Debriefing
- Moral Distress
- Making Mistakes
- Talking to children about parents' death
- When a young person dies
- Violence against providers
- Burnout and Depression
- Loss of Self
Ground rules

Listen generously

If nothing to share be supportive of others

Confidentiality

Manage your technology
Mindfulness

“Mindfulness is awareness of present experience with acceptance, allowing you to see the big picture, recognize patterns, and enhance performance, creativity, and innovation.”

-- Barbara Fredrickson
Mindfulness

Decrease
Burnout
Mood Disturbance
Stress
Improvements
Attention
Empathy,
Self-Compassion,
Sleep
Headspace
Insight Timer
Humanities
Literature
Scriptures
Poetry
Music
Storyteller

• Authentic

• Role Models Vulnerability

• NOT a lecture or didactic session

• Self-Reflection and Meaning key elements
Small Groups

• Size of small groups (2-3)

• Questions for small groups

• Emphasize listening and peer support

• 4-7 min per person person (facilitator keeps time)
Large Group

- One learning from each small group
- How does it feel to be listened to by a peer?
- Questions/comments about extra materials
Data from Evaluations

- Incorporate feedback
- Information for leadership
- Future Topics
Evaluation and Assessment of Good Grief Rounds

- Valued/Useful: IM = 4.4, PT/OT/ST = 4.6, Combined = 4.4
- Relevant: IM = 4.6, PT/OT/ST = 4.8, Combined = 4.7
- Liked Format: IM = 4.5, PT/OT/ST = 4.6, Combined = 4.5

Likert Scale 1-5
IM evals = 189
PT/OT/ST evals = 107
Total = 296
Weighted Averages
Evaluations

Example of Comments
• “Excellent Conversation”
• “Always good to talk things out”
• “It’s good to debrief and talk about our experiences”
• “Great way to open up to each other”
• “Format keeps things interesting”
• “These are always phenomenal. Thank you”
• “A nice change of pace and good to take time to reflect”
Limitations

- Evaluation and Assessment limited
- In future link evaluations to learning objectives
- Difficult to evaluate as audience constantly changing with IM residents
Good Grief Rounds Practice

- Pre-reading: Not moving forward
- Theme: Loss of a patient
- Ground Rules
- Mindfulness exercise
- Reading: Airlift by Scott Wilson
- Primary Storyteller
- Small Group Storytelling
- Large Group Learnings
Questions for Small Groups

• Do you have a story of a patient who’s death touched you?
• What do you remember about the patient?
• What did you appreciate about the patient or situation?
• What did you learn from the situation about yourself or life?
Thank You

- To the IPPC team at Anschutz Medical Center
- Dr. Renee Gravios, Dr. Morgan Elmore, Dr. Kate Jennings, Erin Erickson OT, William Jensen MDiv, Erin Nielsen LCSW
- Dr. Jennifer Reese and Dr. Marti Shultze for their knowledge, materials and mentorship
- To all of you for what you do!!!
References


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