

Improve Your Well-being Through Coaching: Connect, Engage, Thrive!

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Acknowledgments

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After this talk you will be able to:

- Analyze the drivers of physician well-being
- Discuss the role of positive psychology and coaching in physician well-being
- Describe the institutional approach to improving physician well-being
- Engage in positive psychology coaching exercises to improve YOUR well-being

Shanafelt et al
Mayo Clin
Proc 2015



Shift Balance Toward Well-being

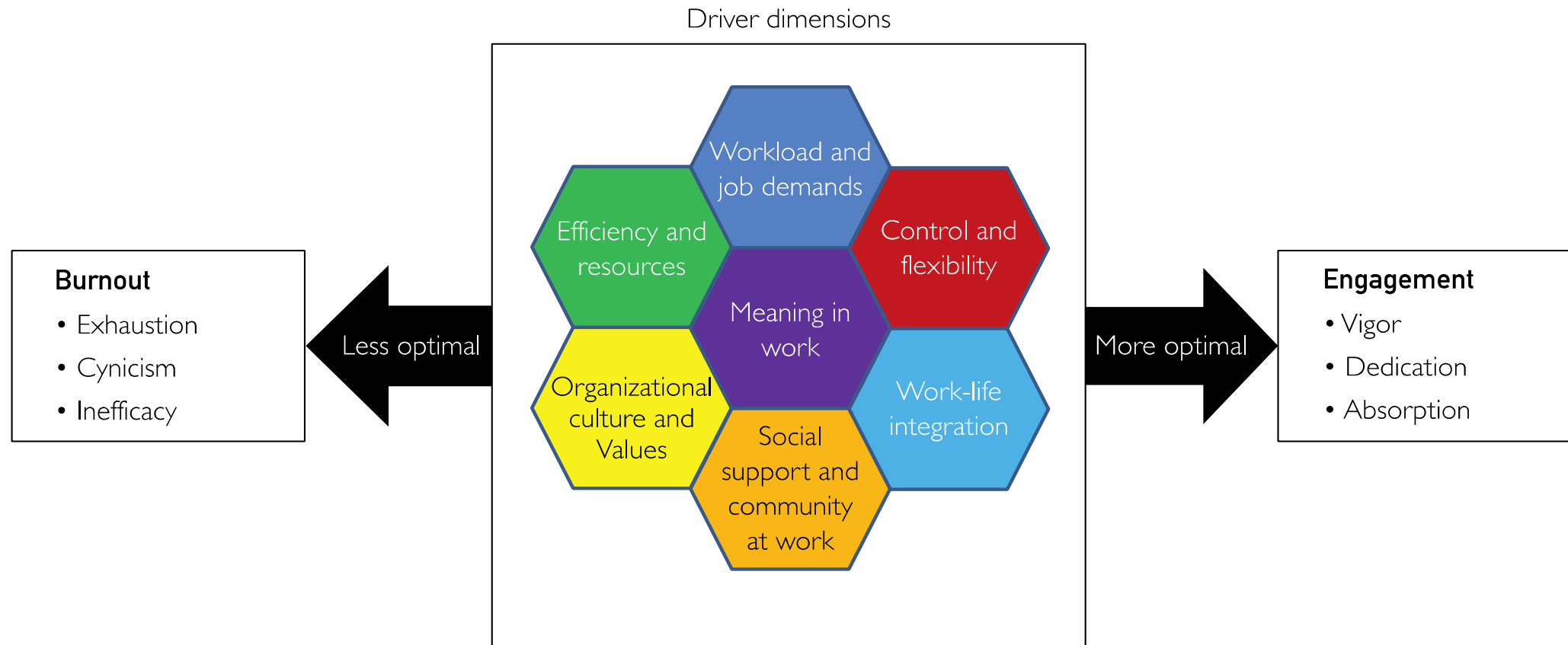



FIGURE 2. Key drivers of burnout and engagement in physicians.

Enough About Burnout!

- Well-being ≠ absence of burnout
- Joy in Practice – connection to purpose, meaning
- Professional Fulfillment – happiness, self-worth, self-efficacy, workplace satisfaction
- Drivers – appreciation, peer support, alignment of goals/values, schedule control, efficiency of practice, workload, autonomy





The Engaged Physician

- Positive, fulfilling, work- related state of mind
- Characterized by vigor, dedication, and absorption
- Improves patient experiences, outcomes, turnover
- Relationship between the physician and the institution/leadership
- Value, respect, work/life integration, voice, autonomy at core

Stark, Med Pract Mgmt 2014

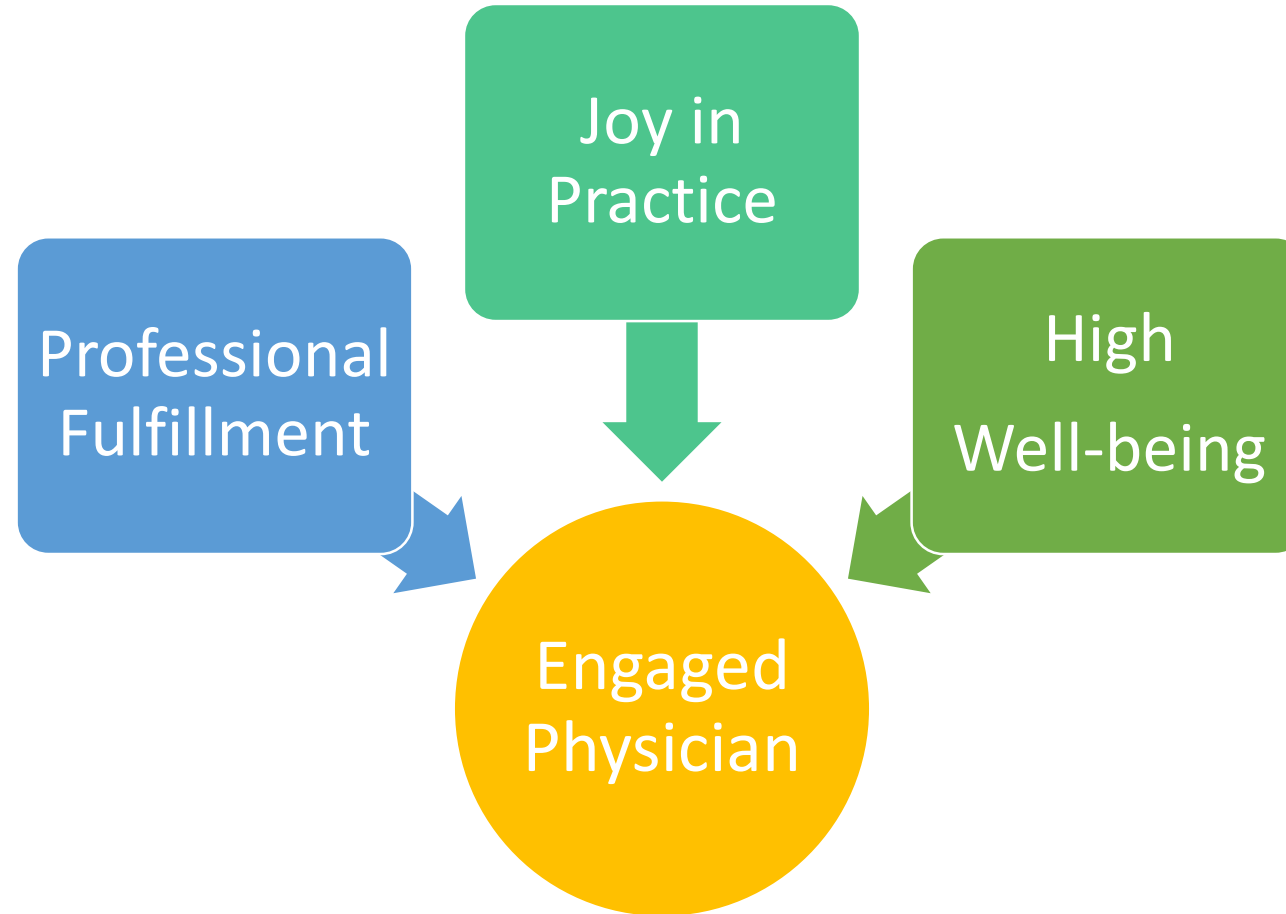
Physician Well-being Framework

Innate Physician Traits

- Positivity
- Hardiness
- Gratitude
- Tolerance of Uncertainty
- Ambition

Modifiable Physician Traits

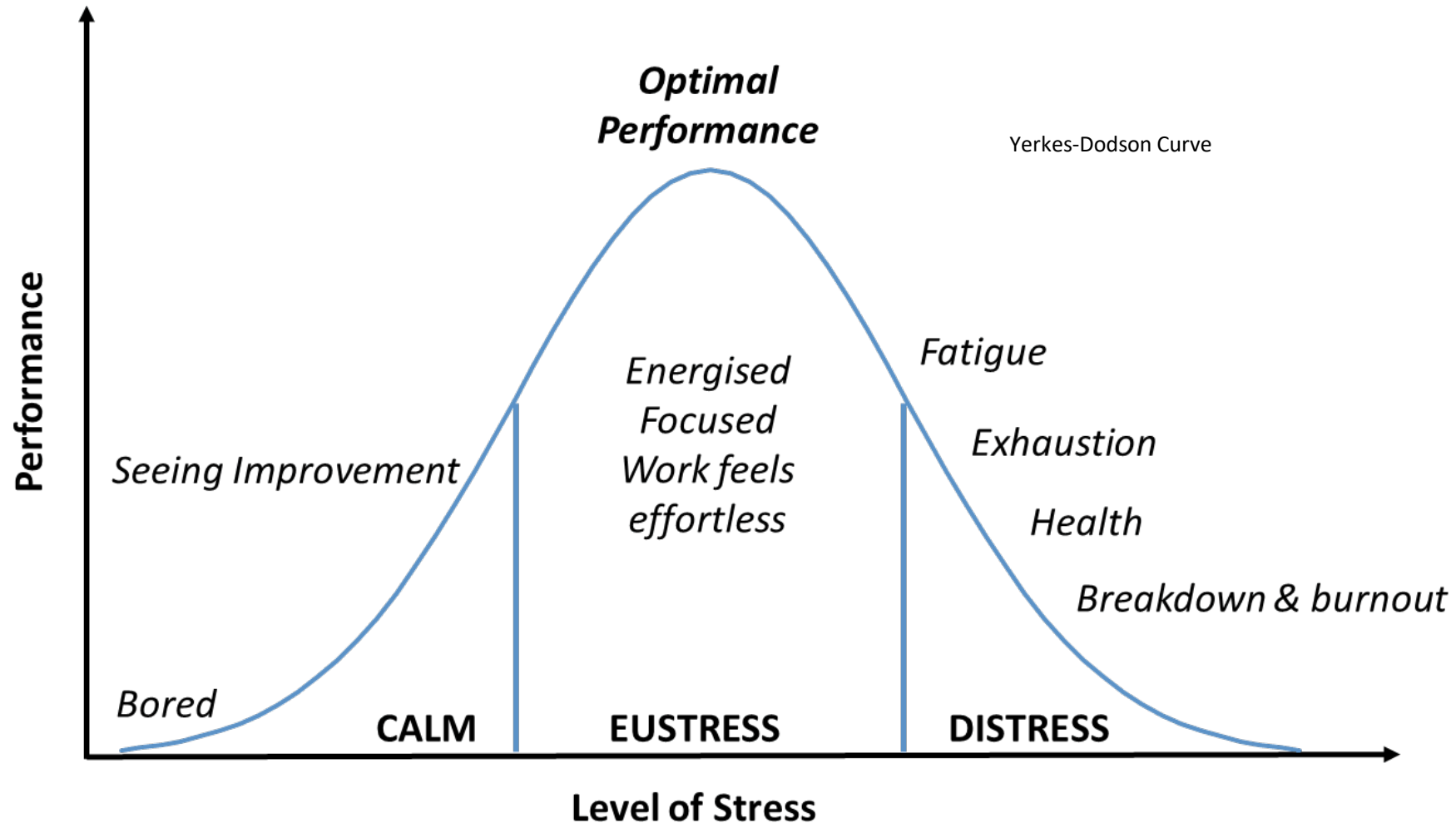
- Coping
- Self-awareness
- Purpose



Contributing Factors

- Relationships
- Individual wellness
- Work-life integration
- Supportive leadership
- Connections

Well-being Fuels Optimal Performance



What exactly is coaching?

- Takes a valued person from where they are to where they want to be – *Old Webster Dictionary*
- Unlocks a person's potential to maximize performance
- NOT fixing people – helping them be their best selves



Positive Psychology 101



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POSITIVITY

Coaching Exercise #1

The Positive Introduction



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Jump right in!

Coaches ASK:

If you scan over the past week, can you find a moment when you felt really great?

Then LISTEN, do not speak.

SWITCH ROLES AFTER 2 MINUTES



Debrief:
What was
that like?

Coaching 101

- Practice your inquiry – listen to understand!
- Reflect back what you are hearing
- Let THEM do most of the talking!
- Ask powerful questions for THEM, not for you
- Help them find growth edge



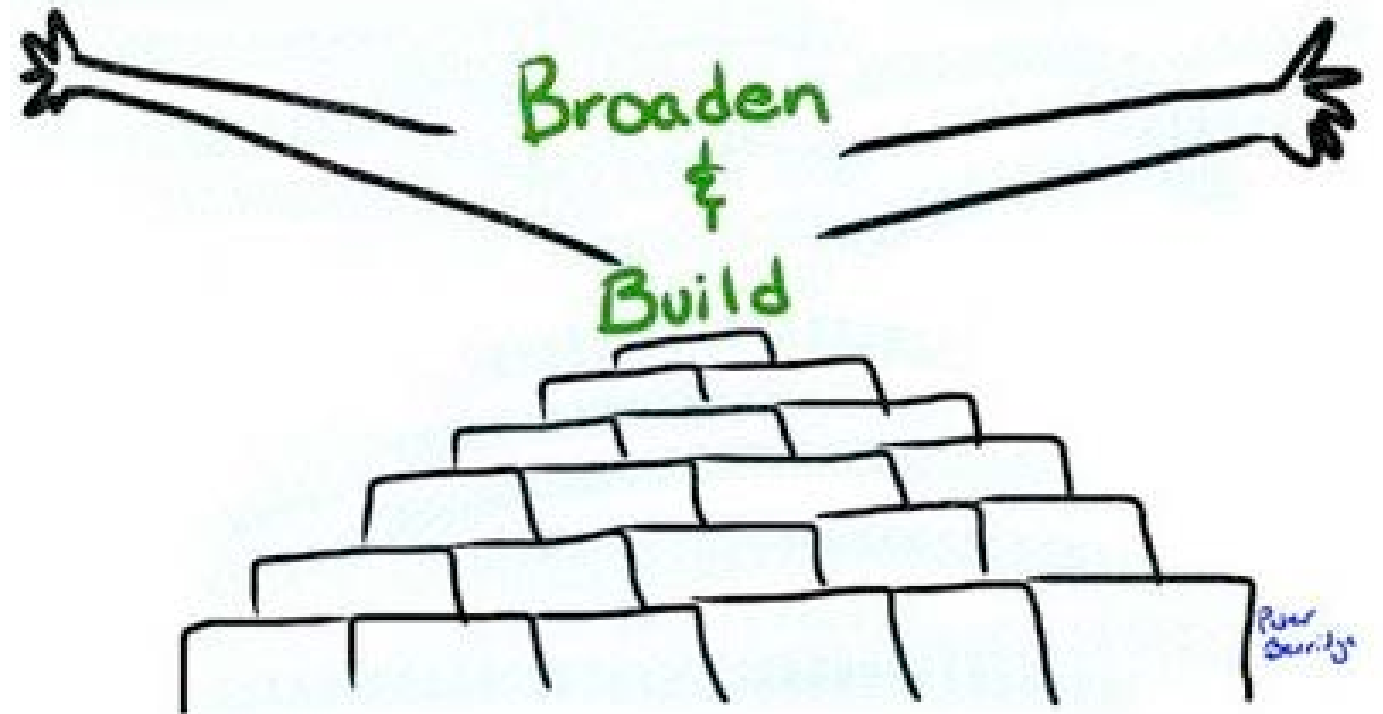
WHY?

WHAT

HOW

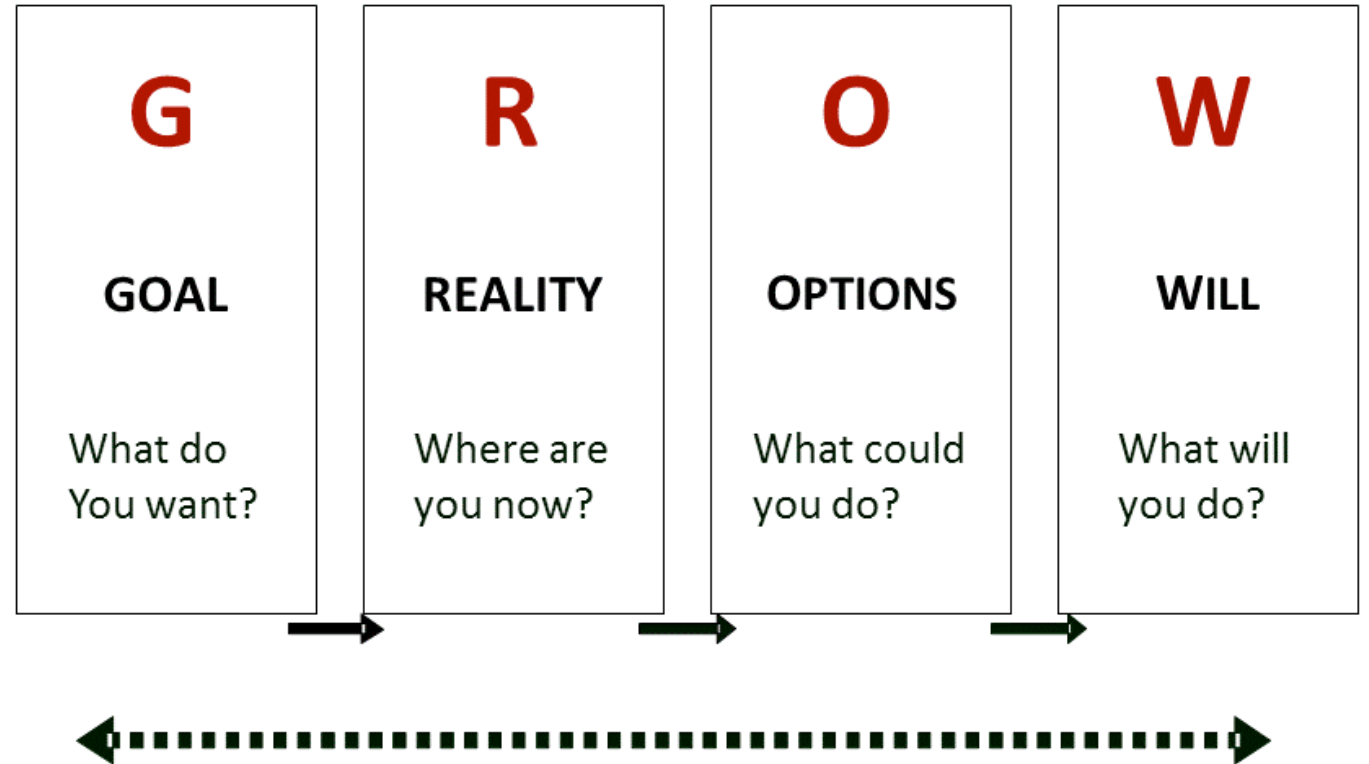
Ask Powerful Questions

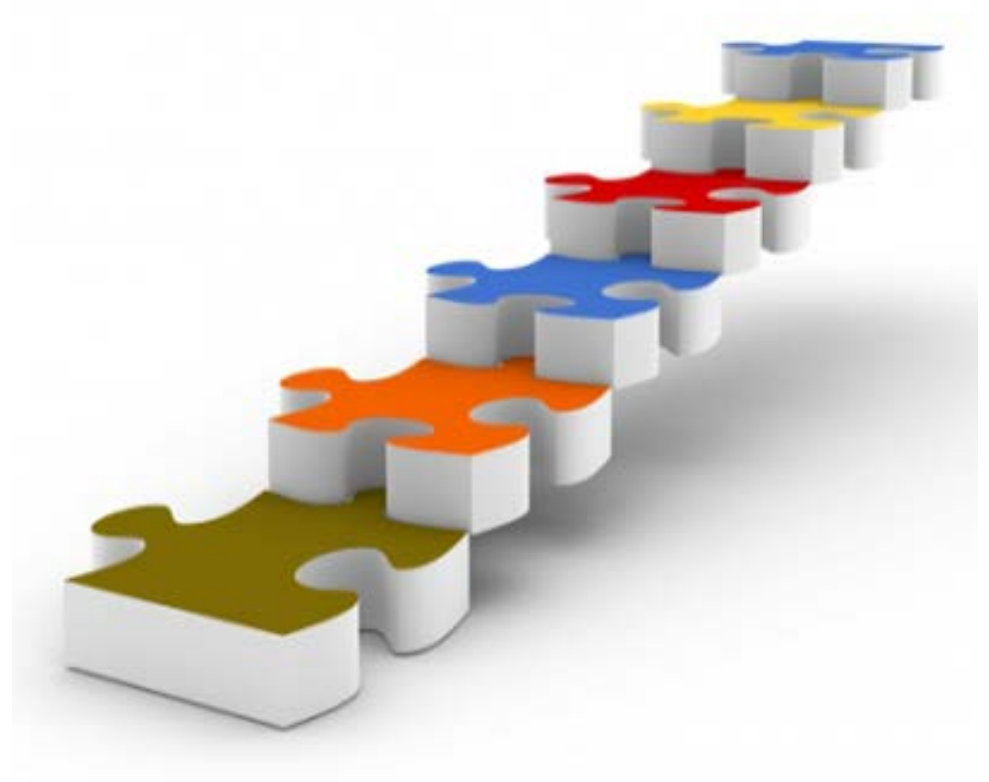
Develop a Future Orientation



Start with
the Goal
Before Diving
Into Reality!

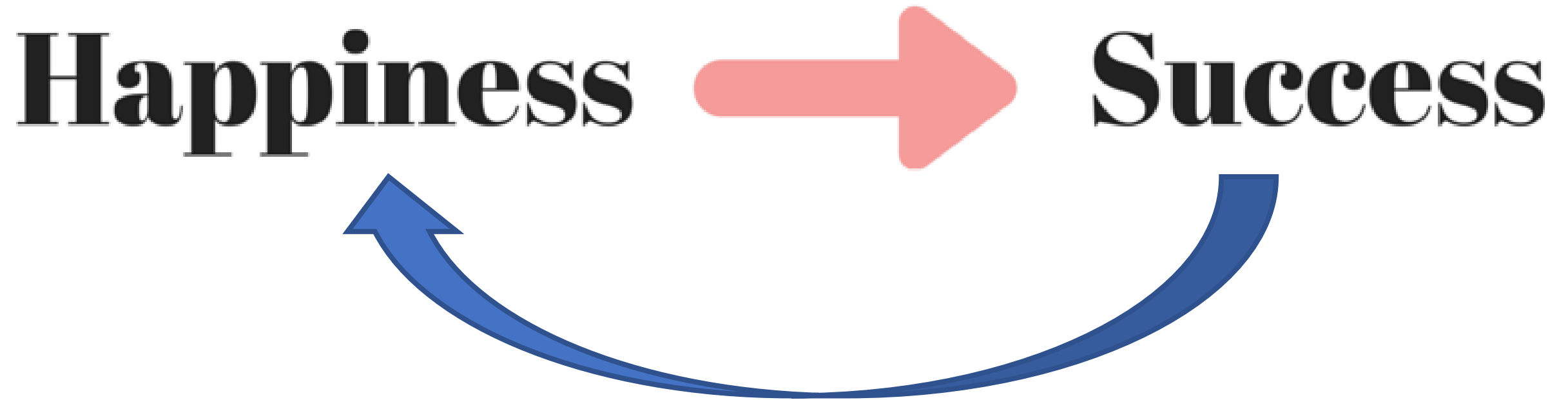
Grow Model





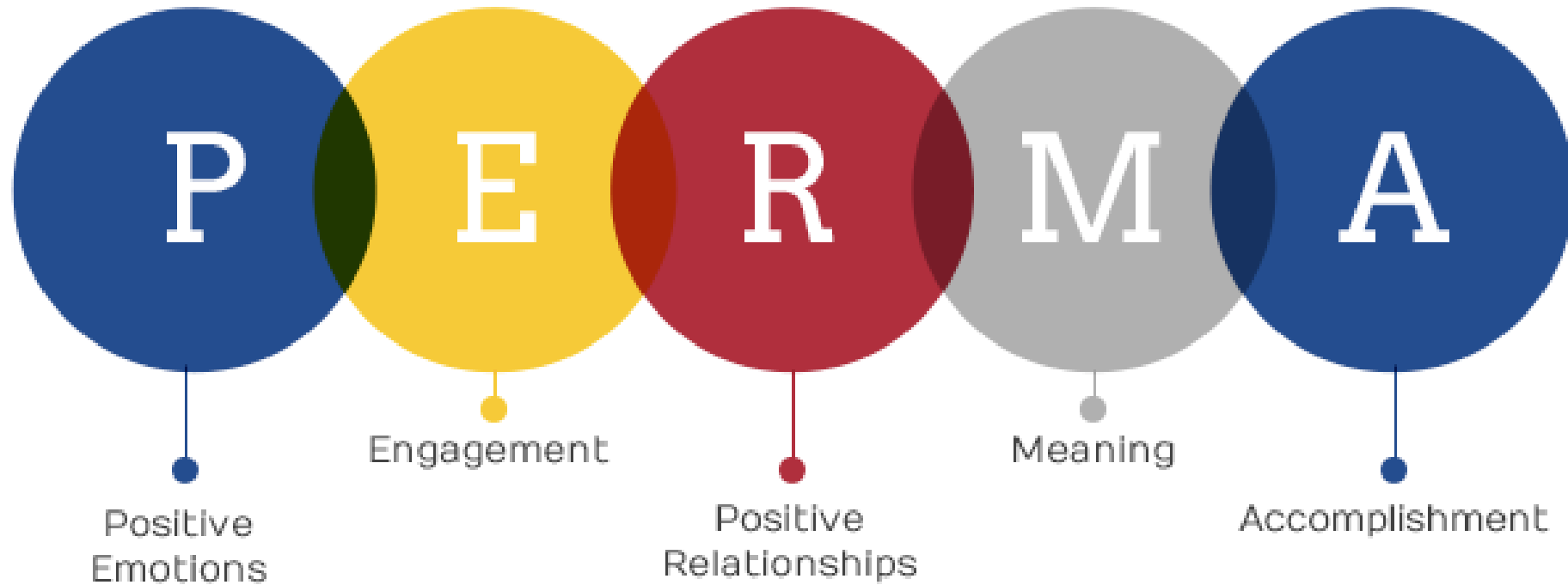
A Simple Way to Start

Challenge Long-held Beliefs



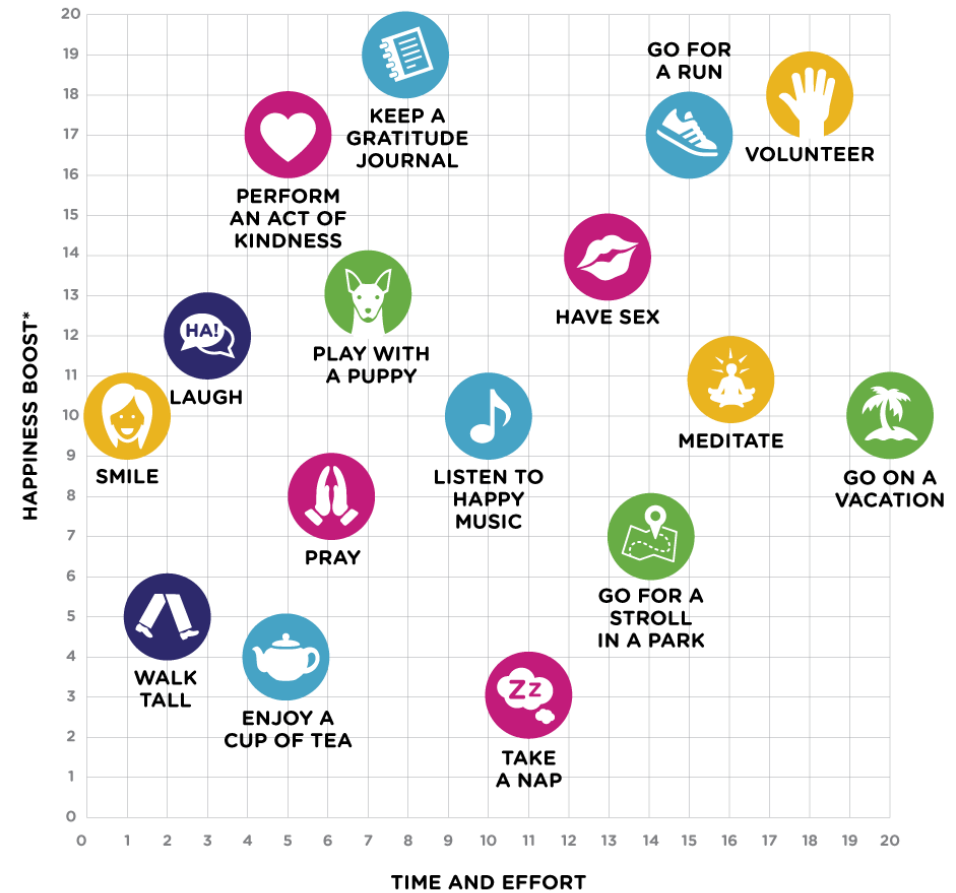
Pathways to Happiness & Flourishing

Introducing a New Theory of Well-Being



Happiness Boosters

Science Says You Have Time For HAPPINESS



*Mood changes vary from person to person but try some of these activities to find out what makes you most happy.
Illustrations: Getty, Huffington Post

THE HUFFINGTON POST

Examples

- 3 Good Things
- Gratitude moments
- Have a belief mindset
- Something to look forward to
- Be a positive role model
- Connect with others
- Random acts of kindness
- Mindfulness – music, photos, brief pauses, breathing, reflective writing, laughter
- Exercise



HAPPINESS BOOSTERS

Exercise #2:
What Is YOUR
Happiness
Booster?



Who wants to share?

MY NUMBER ONE
HAPPINESS BOOSTER

MYBIRDBLOG.COM

Know Your Happiness Booster

- Reach for it when you need an infusion or energy or enthusiasm...or sooner
- Rewire your brain in small steps toward a happier state of being
- Be more productive, creative, efficient
- Know the feeling that tells you when you need it



Putting it All Together

Figure 2. IHI Framework for Improving Joy in Work



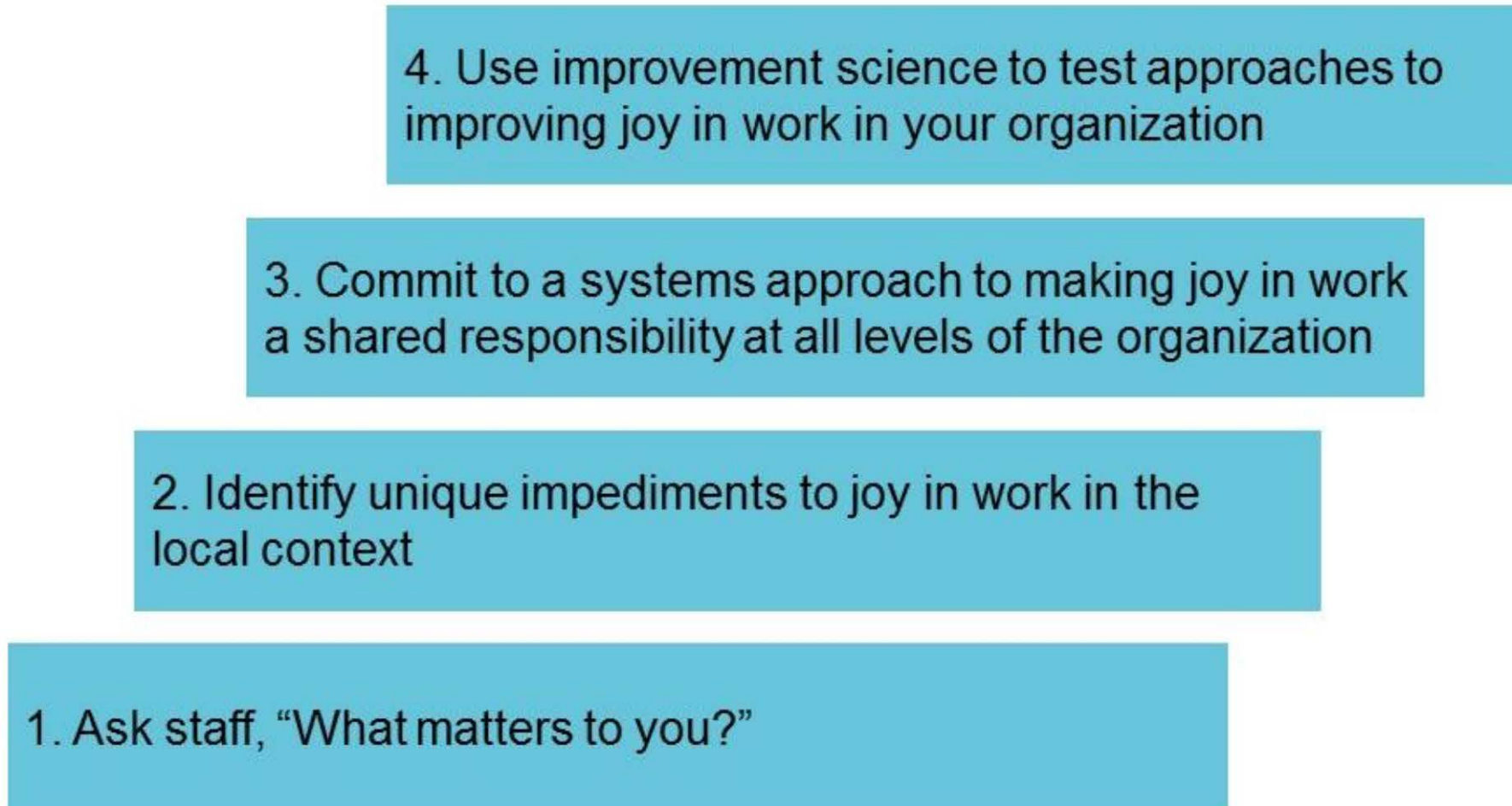
Investing in Well-being

- Quality of care, medical errors, patient satisfaction all linked with BO
- Every 1 point \uparrow in BO or \downarrow in satisfaction
 - 30-50% \uparrow likelihood they will reduce work effort in next 2 years
 - \downarrow academic productivity by 15%
- Physician turnover
 - Cost to replace MD >3X salary
 - Leads to increased BO in colleagues
 - Decreased quality of care for remaining patients
- **\$1M investment \rightarrow \$1.2M return**



IHI 2017 Framework for Improving Joy in Work

Figure 1. Four Steps for Leaders



What Can
YOU Do?

Negative input

Stress →
Internal
conflict →
Time and
energy
demands →

Coping reserve

Personality and
temperament
factors

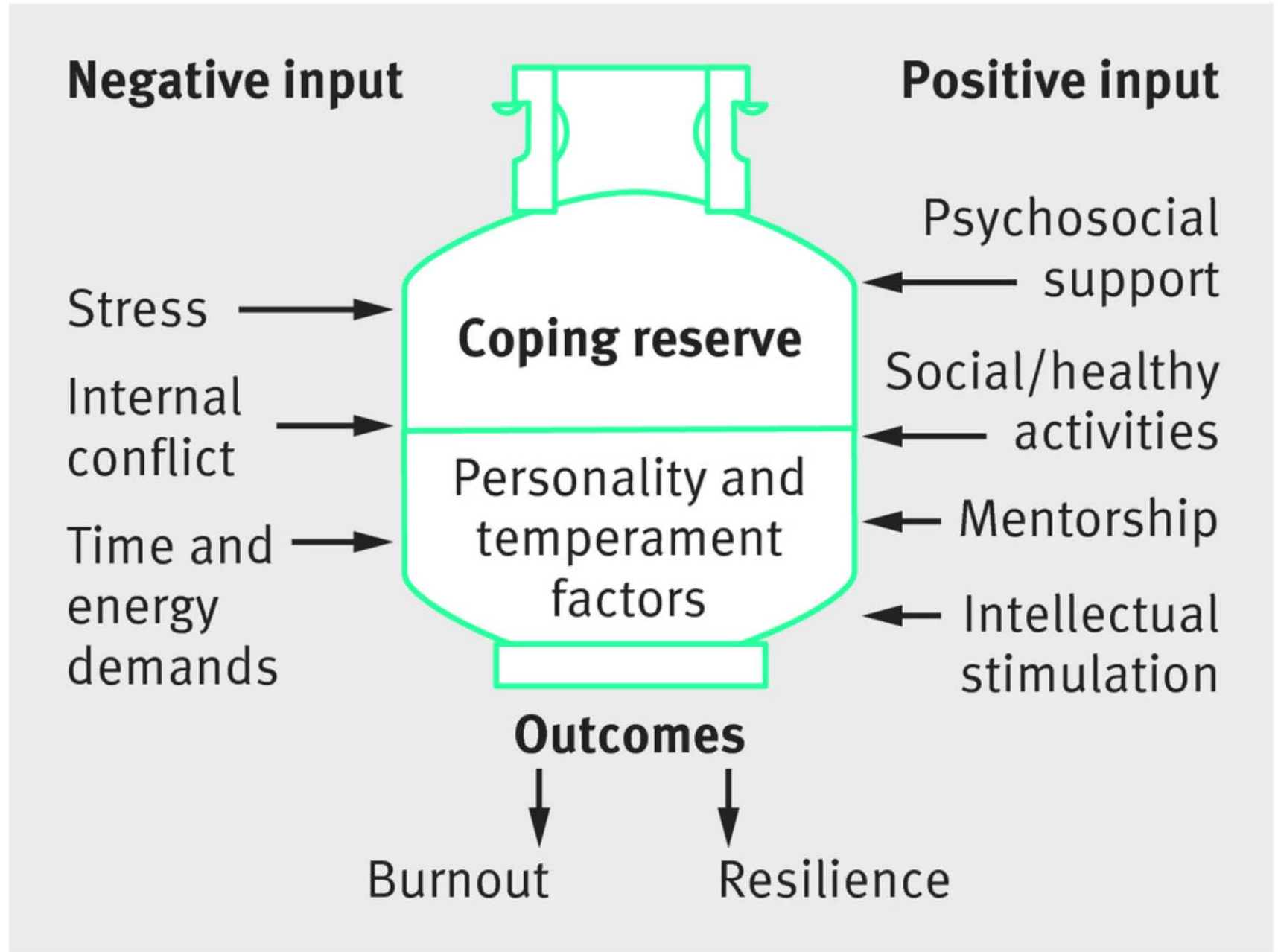
Positive input

← Psychosocial
support
← Social/healthy
activities
← Mentorship
← Intellectual
stimulation

Outcomes

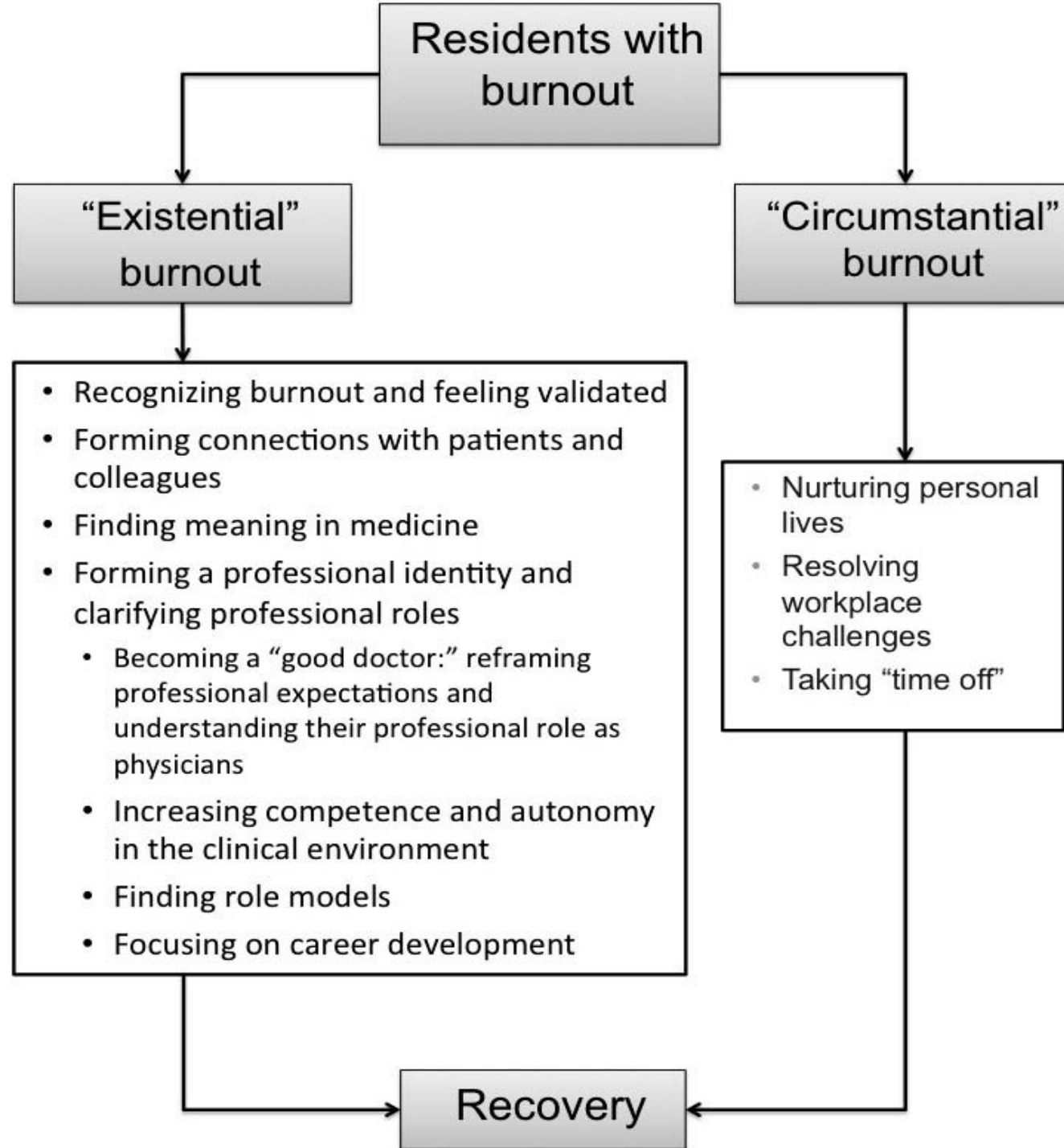
Burnout

Resilience



Using This Over Course of Career

JGME 2018





Using This With Others

- Connect!
- Share positive stories—water cooler, elevator, while scrubbing in
- Before a case --> have team share good story, use your happiness booster
- Approach challenges, problems & goals with vision of success
- Ask “what” and “how” questions

What to think about on your flight

- How can you use your happiness booster?
- How can you connect more in your workday?
- What matters to you? Who in leadership could you share that with?
- What fills your tank? Depletes it?
- Got wifi? Try a VIA strengths finder



Hopefully by now
you are able to:

- Analyze the drivers of physician well-being
- Discuss the role of positive psychology and coaching in physician well-being
- Describe the institutional approach to improving physician well-being
- Use what you learned to improve YOUR well-being



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Questions?

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