



# Managing Stress to Improve Well-Being

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12-1 pm

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# CME Information

## Accreditation

- Curi is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

## Credit Designation

- Curi designates this live activity for a maximum of 1.0 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## Contact Information

- For information about the accreditation of this program, please contact the CME Team at 800.662.7917 or at [CMETeam@curi.com](mailto:CMETeam@curi.com).

# CME Information

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# Disclosure of Relevant Financial Relationships

The following reported no relevant financial relationships:

- Faculty and Instructors
  - Chuck Chapa, Manager of Health Promotion and Well-Being, Curi
  - Kahlia Keita, Risk Advisor, Risk Solutions, Curi
- Planners, Managers, and Reviewers
  - Tamara Johnson, Program Director, Clinical Risk Management and Patient Safety, Curi (Reviewer)
  - Sharon Nichols, Sr. Risk Advisor, Curi (Planner)
  - Whitley Paige, Manager, Risk Solutions, Curi (Planner)
  - Jaime Askew, Director, Marketing and Public Relations, Curi, (Planner)
  - Joshua Perin, VP, Corporate Communications (Planner)
  - Ernestine Webb, Risk Coordinator, Curi (Planner)

# Claiming Credit

## Instructions for Participation and Credit

- Physicians should claim only the credit commensurate with the extent of their participation in the activity.
- All attendees will receive an e-mail following the event to complete an evaluation and claim your CME credits.

# Learning Objectives

1. Identify types of stress and associated symptoms.
2. Describe the personal and professional impact of stress.
3. Summarize the impact of delayed self-help or medical treatment for stress.
4. Explain how to implement self-help techniques, interventions, and resources available to reduce stress and burnout.

# Agenda

1. Behavioral Health Stigma
2. Impact of Delayed Care
3. Stress, Anxiety, and Burnout
4. Professional and Personal Impact of Stress Response
5. Strategies for Helping Yourself
6. Strategies for Helping Others
7. Behavioral Health Resources
8. Key Takeaways
9. Curi Resource—Well-being Survey

# Behavioral Health Stigma

- What stigma is associated with Behavioral Health?
- Can culture play a role?
- Stigma often comes from a lack of understanding or fear.



**1 in 5 Americans will  
experience a mental illness  
in a given year.**

[https://www.nami.org/NAMI/media/NAMI-Media/Infographics/NAMI\\_2020MH\\_ByTheNumbers\\_Adults-r.pdf](https://www.nami.org/NAMI/media/NAMI-Media/Infographics/NAMI_2020MH_ByTheNumbers_Adults-r.pdf)

**Recent studies found the overall prevalence of burnout among U.S. physicians was 62.8%**

“Physician Burnout Rate Spikes to New Height.” *American Medical Association*, 15 Sept. 2022, <https://www.ama-assn.org/press-center/press-releases/physician-burnout-rate-spikes-new-height>

**Burnout in physicians can result  
in...4X decrease job satisfaction,  
3X increase turnover,  
2X increase, patient safety  
incidents**

Hodkinson, Alexander, et al. "Associations of Physician Burnout with Career Engagement and Quality of Patient Care: Systematic Review and Meta-Analysis." *BMJ*, 2022, <https://doi.org/10.1136/bmj-2022-070442>.

**11 years = average delay  
between onset of mental  
illness symptoms and  
treatment**

Wang, Philip S et al. "Delays in initial treatment contact after first onset of a mental disorder." Health services research vol. 39,2 (2004): 393-415. doi:10.1111/j.1475-6773.2004.00234.x

# Impact of Delayed Care

- Why would someone delay getting treatment or support for mental health challenges?
- What might be the impact if someone delayed getting treatment for a broken bone?
- The longer the delay, the more difficult treatment and recovery can be.

# Stress, Anxiety, and Burnout



## Stress

A physical, chemical, or emotional factor that causes bodily or mental tension and may be a factor in disease causation.

## Anxiety

An abnormal and overwhelming sense of apprehension and fear often marked by physical signs (such as tension, sweating, and increased pulse rate), by doubt concerning the reality and nature of the threat, and by self-doubt about one's capacity to cope with it.

## Burnout

Exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration - "Burnout."

**Source:** Merriam-Webster, 2022. Web. 6 June 2022.

# Stress vs. Anxiety

Stress	Both Stress and Anxiety	Anxiety
<ul style="list-style-type: none"><li>• Generally is a response to an <i>external</i> cause, such as taking a big test or arguing with a friend.</li><li>• Goes away once the situation is resolved.</li><li>• Can be positive or negative. For example, it may inspire you to meet a deadline, or it may cause you to lose sleep.</li></ul>	<p>Both stress and anxiety can affect your mind and body. You may experience symptoms such as:</p> <ul style="list-style-type: none"><li>• Excessive worry</li><li>• Uneasiness</li><li>• Tension</li><li>• Headaches or body pain</li><li>• High blood pressure</li><li>• Loss of sleep</li></ul>	<ul style="list-style-type: none"><li>• Generally is <i>internal</i>, meaning it's your reaction to stress.</li><li>• Usually involves a persistent feeling of apprehension or dread that doesn't go away, and that interferes with how you live your life.</li><li>• Is constant, even if there is no immediate threat.</li></ul>

*"I'm so Stressed out! Fact Sheet."* National Institute of Mental Health, U.S. Department of Health and Human Services, <https://www.nimh.nih.gov/health/publications/so-stressed-out-fact-sheet>.



# Types of Stress

- Physical
- Psychological
- Psychosocial
- Psycho-spiritual

# Professional Impact of Stress

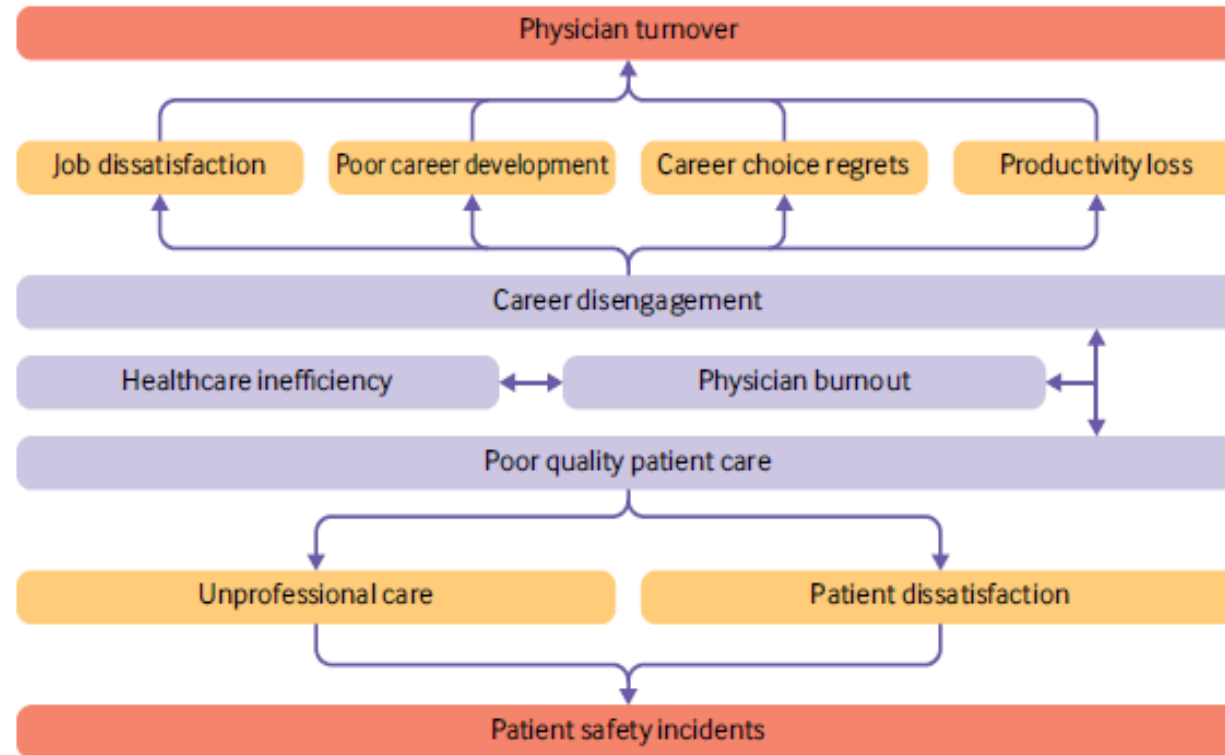


Fig 1 | Flow diagram of examined associations of physician burnout with career engagement and quality of patient care. Outcomes assessed in the analysis are in yellow or red. Outcomes in red emphasise the potential heightened risk of the outcome compared with the outcomes in yellow (which could be less serious to the physician and healthcare system)

Hodkinson, Alexander, et al. "Associations of Physician Burnout with Career Engagement and Quality of Patient Care: Systematic Review and Meta-Analysis." *BMJ*, 2022, <https://doi.org/10.1136/bmj-2022-070442>.

# Personal Impact of Stress Response

Musculoskeletal

Cardiovascular

Gastrointestinal

Respiratory

Endocrine

Nervous

# Helping Yourself

- What is self-help?
- What is a self-care action plan and why do I need one?

# Self-Help Strategies

Exercise

Relaxation &  
Meditation

Peer Support  
Groups

Self-Help Books

Social Networks

Hobbies

# Have a Self-Care Plan

Brainstorming people, programs, and activities within each domain.

Intellectual

Emotional

Occupational

Environmental

Physical

Community

Financial

Spiritual

# What Resources Are Available?

- Does your organization provide an Employee Assistance Program? What is included?
- Does your health insurance provider include Behavioral Health Resources? If so, what does it include/cover?

**Knowing the resources available to you is a major component of any self-care plan.**

# Helping Others

## Be aware of early signs and symptoms



- An emerging pattern of showing up late for or cancelling personal and professional commitments



- Tired-looking
- Disheveled clothing
- Appearing more unkempt than usual for the person



- No longer enjoying work, activities, or hobbies
- Sadness
- Worry



- Difficulty concentrating or focusing at home, school, or work
- Indecisiveness



# Worsening Signs and Symptoms



- Withdrawing from family and friends
- Absenteeism or “presenteeism”
- Odd or erratic behavior



- Declining personal hygiene
- Cuts or bruises in various stages of healing



- Increasing sadness
- Hopelessness or despair
- Increasing worry
- Anger or rage



- Increasing self-blame or self-criticism
- Distorted body image
- Thoughts racing or mind going blank

# Have a Plan

## ALGEE: THE ACTION PLAN

- **Assess** for risk of suicide or harm.
- **Listen** non-judgmentally.
- **Give** re-assurance and information.
- **Encourage** appropriate professional help.
- **Encourage** self-help and other support strategies.

# Behavioral Health Resources

## Crisis Text Line

Text HOME to 741741 from anywhere in the United States, anytime. Crisis Text Line is here for any crisis. A live, trained Crisis Counselor receives the text and responds, all from our secure online platform. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.

## National Suicide Prevention Lifeline

Text 988 or call 1-800-273-TALK (8255) [24/7 Hotline] 1-888-628-9454 (Spanish) 1-800-799-4889 (TTY) This hotline is available 24 hours a day.

# Physician Resources

## NC Professionals Health Program



Assists health care providers with substance use disorders, mental health issues, burnout, communication problems and other issues that may affect their ability to deliver optimal care and services to their patients.

# Mental Health First Aid



## Mental Health FIRST AID

*from* NATIONAL COUNCIL FOR  
MENTAL WELLBEING

# Key Takeaways

1. No one is immune to stress, anxiety, or burnout.
2. Taking time to create a self-care plan is worth its weight in gold.
3. There is not a “one-size-fits-all” answer to managing stress or behavioral health.
4. Pay attention to your body’s check engine light.

# Sources

1. “I’m so Stressed out! Fact Sheet.” *National Institute of Mental Health*, U.S. Department of Health and Human Services, <https://www.nimh.nih.gov/health/publications/so-stressed-out-fact-sheet>.
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3. Mental Health by the Numbers - Nami. [https://nami.org/NAMI/media/NAMI-Media/Infographics/NAMI\\_2020MH\\_ByTheNumbers\\_Adults-r.pdf](https://nami.org/NAMI/media/NAMI-Media/Infographics/NAMI_2020MH_ByTheNumbers_Adults-r.pdf).
4. “Stress Effects on the Body.” American Psychological Association, American Psychological Association, <https://www.apa.org/topics/stress/body>.
5. Wang, Philip S et al. “Delays in initial treatment contact after first onset of a mental disorder.” *Health services research* vol. 39,2 (2004): 393-415. doi:10.1111/j.1475-6773.2004.00234.x
6. “Algee: How MHFA Helps You Respond in Crisis and Non-Crisis Situations.” *Mental Health First Aid*, 15 Apr. 2021, <https://www.mentalhealthfirstaid.org/2021/04/algee-how-mhfa-helps-you-respond-in-crisis-and-non-crisis-situations/>.
7. “North Carolina Physicians Health Program (NCPHP).” *NCPHP*, <https://ncphp.org/>.
8. “How Mental Health First Aid Can Help Reduce Stigma.” *Mental Health First Aid*, 3 June 2021, <https://www.mentalhealthfirstaid.org/2021/06/how-mental-health-first-aid-can-help-reduce-stigma/#:~:text=According%20to%20the%20Mental%20Health,six%20youth%20aged%206%2D17>.



# The Well-Being Surveys: A Focus on You & Your Practice



# Engage Your Well-Being

EVALUATE PERSONAL RISK

## Individual Well-Being Survey

Evaluate the risk and contributing factors associated with the feelings and experiences of burnout and compassion fatigue within your organization

TAKE SURVEY

# What's Covered?

Part 1	Work-life Balance
Part 2	Stress and Fatigue
Part 3	COVID-19 Resiliency
Part 4	Relationship Support and Trust
Part 5	Workflow
Part 6	Professional Development and Fulfillment
Part 7	Financial Health

EVALUATE YOUR RISK

## Take Our Well-Being Survey

Evaluate the risk and contributing factors associated with feelings and experiences of burnout and compassion fatigue for you and your organization.



# Easy as 1-2-3

- Complete in 5 minutes
- Review the report
- Follow-up



# Engage Your Practice's Well-Being

## EVALUATE ORGANIZATIONAL RISK

### Organizational Well-Being Survey

Evaluate the risk and contributing factors associated with the feelings and experiences of burnout and compassion fatigue within your organization

[VIEW THE SURVEY](#)

Complete the below form to distribute to your organization. While all practices may take this assessment, we recommend it specifically for those with 10 or more participants to help maintain anonymity of responses.

PRACTICE NAME

EMAIL ADDRESS \*

We will send a link to the assessment to this email address, the recipient can then forward the email with the link to everyone in your organization.

[SEND EMAIL](#)



# What's Covered?

- Part 1 Workplace Culture
- Part 2 Diversity, Equity, and Inclusion (DEI)
- Part 3 Leadership and Management
- Part 4 Communication
- Part 5 Career Development
- Part 6 Benefits and Employee Assistance Programs
- Part 7 Response to COVID-19 Pandemic



PROTECT. OPTIMIZE. GROW. LEARN.

# Easy as 1-2-3













- Complete in 10 minutes
- Review the report
- Follow-up



# Build on Your Well-Being Knowledge with Our Practice Wellness Tools & Content

## CURI PRACTICE SERVICES

NEED HELP? 800-662-7917 | CONTACT US

-  View Invoices
-  Pay Insurance Premium
-  The Legacy Fund
-  Exclusion List Monitoring
-  Open Payments Database
-  Network Security
-  Self Risk Assessments
-  Practice Wellness
-  Staff Education
-  Policy Address Change
-  Underwriting Applications and Forms
-  FAQ



# Impaired Provider Toolkit



State-Specific  
Guidance



Impaired Provider  
Policy



Resource List



PROTECT. OPTIMIZE. GROW. LEARN.



# Curi Academy—Burnout Module

## Introduction to Curi Academy

Risk management is an essential element of running a medical practice, and finding time for it can be a challenge. The Curi Academy modules are designed to provide education and risk mitigation strategies that help you effectively manage risk issues and avoid potential complaints, claims, and lawsuits. Curi Academy offers a variety of courses, each of which can be completed in approximately one hour. While ideally you would complete a course in one sitting, you can start and stop the program at your convenience.

### Several courses available

The modules were developed using common, frequently occurring risk concerns that practice administrators routinely encounter.

- ✔ Disruptive Patient Behavior – The Role of the Practice Manager
- ✔ Managing and Addressing Burnout
- ✔ Medical Record Management
- ✔ Proactive Patient Experience and Service Recovery Strategies

Questions?  
Thank you!

# Contact Us

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