# Training Program Administrator (TPA) Wellness & Well-Being

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# Imagine…

# A Workplace where…

You bound into the office full of energy & enthusiasm - stress is low – there are no crises - you live with realistic deadlines – your “to do” list actually gets done – (every day!) - you work with congenial and supportive peers…

# Is that anybody's true work experience? Hopefully, yes!

**But sometimes, this seems more like it!**

Most of us have mixed experiences in our work environments and our job satisfaction ebbs and flows.

**How we cope with every day stress is key!**

By the end of today's session…

- you will be able to distinguish difference between wellness, well-being and burnout;
- learn healthy ways to mitigate job burnout;
- acquire strategies employed by the University at Buffalo GME office that may help to improve job satisfaction for training program administrators in your institution.

# Wellness:

## The 4 Pillars of Wellness:

1. **Physical** – the state of your health
2. **Social** – building positive relationships with friends/family
3. **Mental** - A healthy mind helps you realize your potential, cope with stress, work productively and contribute to your community
4. **Spiritual** - finding true meaning and purpose in your life

# Well-Being: Quality of Life

## The 5 Elements of Well-Being:

1. **Career** – do you like what you do?
2. **Social** – relationships & love
3. **Financial** – managing finances/reduce stress
4. **Physical** – health & energy
5. **Community** – connection to others

# Wellness Directly Impacts Well-Being!
# Greater State of Wellness =
# Greater Feeling of Well-Being

# What is

# 3 Dimensions of Burnout

1. Emotional exhaustion –

   Demands outstrip resources
2. Depersonalization – Cynical/Don't Care
3. Reduced personal accomplishment –

   Mistaken for a low performer

# Assess Your Own Situation

- Do you drag yourself to work?
- Are you cynical, critical  and irritable?
- Do you lack energy?
- Are you disillusioned about your job?
- Has there been a change in your sleep habits or appetite?
- Do you experience headaches or physical complaints of unknown origin?
- Do you self-medicate with food, alcohol or drugs?

# Correlations of Burnout

- Fatigue/Insomnia
- Depression
- Heart Disease
- High Cholesterol
- Type 2 Diabetes
- Stroke
- Obesity
- Substance Abuse

**BURNOUT MANIFESTS IN A PHYSICAL WAY THAT AFFECTS OVERALL WELLNESS!**

# Reasons For Burnout:

- Lack of control and resources
  - Inability to influence decisions that affect job
- Unclear job expectations/poor job fit
- Dysfunctional workplace dynamics/lack of social support
- Disconnect in core values
- Extremes of activity –monotonous to chaotic
- Work/Life imbalance

**Engagement**

- Energized
- Involved
- High Performer

**Burnout**

- Exhausted
- Cynical
- Overwhelmed

# Burnout is as far away from engagement as possible

**You can't ignore burnout – it won't just go away**

# Mitigating Burnout

# = Increasing Engagement

# EMPLOYEE
# STRESS REDUCTION

Instructions:

1. Place on hard surface
2. Bang head for 2 minutes
3. Stop and notice pain subside
4. Go back to work!

# 3 C's of Stress Hardiness

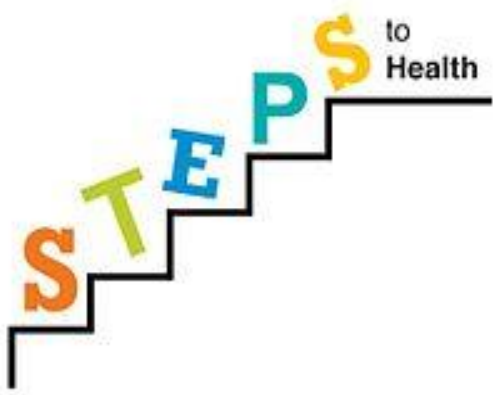
Dr. Suzanne Kobasa

1. **Control** - influence over events and surroundings
2. **Commitment** – to a larger purpose and finding meaning in work
3. **Connection** – social support

# If You Are A Supervisor…

- Look for ways to give employees more choice and control
  - Flex Time/Telecommuting
- Create a cohesive team – remediate/remove dysfunctional team members
- Set clear expectations and realistic deadlines for tasks and projects from the start
- Offer mentoring/professional development opportunities
- Set boundaries
  - Allow employees to unplug on nights/weekends

# What Steps Can **You** Take?



# Take Action!

- **Manage Your Stressors**
  - Identify them. Develop a **plan** to address them
- **Evaluate Your Options**
  - Discuss concerns with your supervisor
  - Job Share?/Telecommute?/Flex Hours?
  - Are there mentoring or other opportunities for professional development?
  - Set the example! Take the opportunity to make small changes in your area that others will want to emulate. Take pride in them!
  - Negotiate workplace boundaries with supervisors and co-workers

# Adjust Your Attitude!

- Improve outlook
  - Glass half full!
  - 3 Good Things
- Rediscover what you liked about your job
- Take short breaks throughout the day
- Recognize peers for their contributions instead of their shortcomings
- **Take time off!!!**

# Take Time for Self-Reflection

- Assess interests, skills, passion
- Make honest assessment of your job situation
- Are your core values aligned with your current position?
- Seek support & collaboration from friends, family, EAP

# Self-Care!

- Exercise regularly
- Limit caffeine
- Sleep!
  - Standard bedtime
- Disconnect from work nights and weekends
- Keep social commitments
- Good nutrition
  - Avoid diets high in sugar & fat
- Take time to replenish personal resources
  - Journaling
  - Meditation/Yoga
  - Hobbies

# What is Mindful Self-Care?

- Daily process of being aware of and attending to one's basic physiological and emotional needs to include shaping of one's daily routine, relationships and environment as needed to promote self-care;
- Foundational work required for physical and emotional well-being.

# Taking Your Own "Temperature"

# Mindful Self-Care Scale

Cook-Cottone, C. P. & Guyker, W. (2016, manuscript in preparation).
*The Mindful Self-Care Scale: Mindful self-care as a tool to promote physical, emotional and cognitive well-being.*
*(Distributed with permission from the authors)*

- Two researchers from the University at Buffalo developed a short (33 item) scale to measure the self-reported frequency of behaviors that measure self-care behavior
- Intended to identify areas of strength and weakness and assess interventions that serve to improve self-care

# Group Exercise

# A Takeaway:

## Completion of the Mindful Self-Care Scale (10 minutes)

# How Would You Score?

## Circle the score that reflects the frequency of your behavior (how much or how often)

## within the past 7 days…

| **This past week, how many days did you do the following?** | **Never** | **Rarely** | **Sometimes** | **Often** | **Regularly** |
|---|---|---|---|---|---|
| | 0 days | 1 day | 2 to 3 days | 3 to 5 days | 6 to7 days |
| **Example: I drank at least 6 to 8 cups of water** | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Scoring:** | 1<br>Never | 2<br>Rarely | 3<br>Sometimes | 4<br>Often | 5<br>Regularly |
| **If reverse-scored:** | 5<br>Never | 4<br>Rarely | 3<br>Sometimes | 2<br>Often | 1<br>Regularly |

# Scoring

- Total the selected scores in each category
- Divide by the # of items to get an average
- Plot the average on the grid

**Scores between 0-2 in any category would indicate an area for improvement.**

# My Scores

| | | | | | | |
|---|---|---|---|---|---|---|
| 5 | | 5.0 | | | | |
| 4 | 4.0 | | | | | 4.5 |
| 3 | | | | 3.66 | | |
| 2 | | | 2.75 | | 2.83 | |
| 1 | | | | | | |
| **Scale** | **Physical Care** | **Supportive Relationships** | **Mindful Awareness** | **Self-Compassion and Purpose** | **Mindful Relaxation** | **Support Structure** |

# University at Buffalo

Checking In On

Training Program Administrator Wellness

# GME Wondered…

- How were UB TPAs feeling?

- What GME-sponsored activities provided the biggest return on investment in terms of TPAs feeling supported by GME?

# UB TPA Wellness Survey

- A non-statistical survey was distributed to all TPAs by a peer who collected and summarized the data;
  - Important for GME to stay out of the process
- 59 sent/39 completed = 66% response rate
  - 8 scaled questions/2 free text comment questions

# GME-Sponsored Activities for TPAs

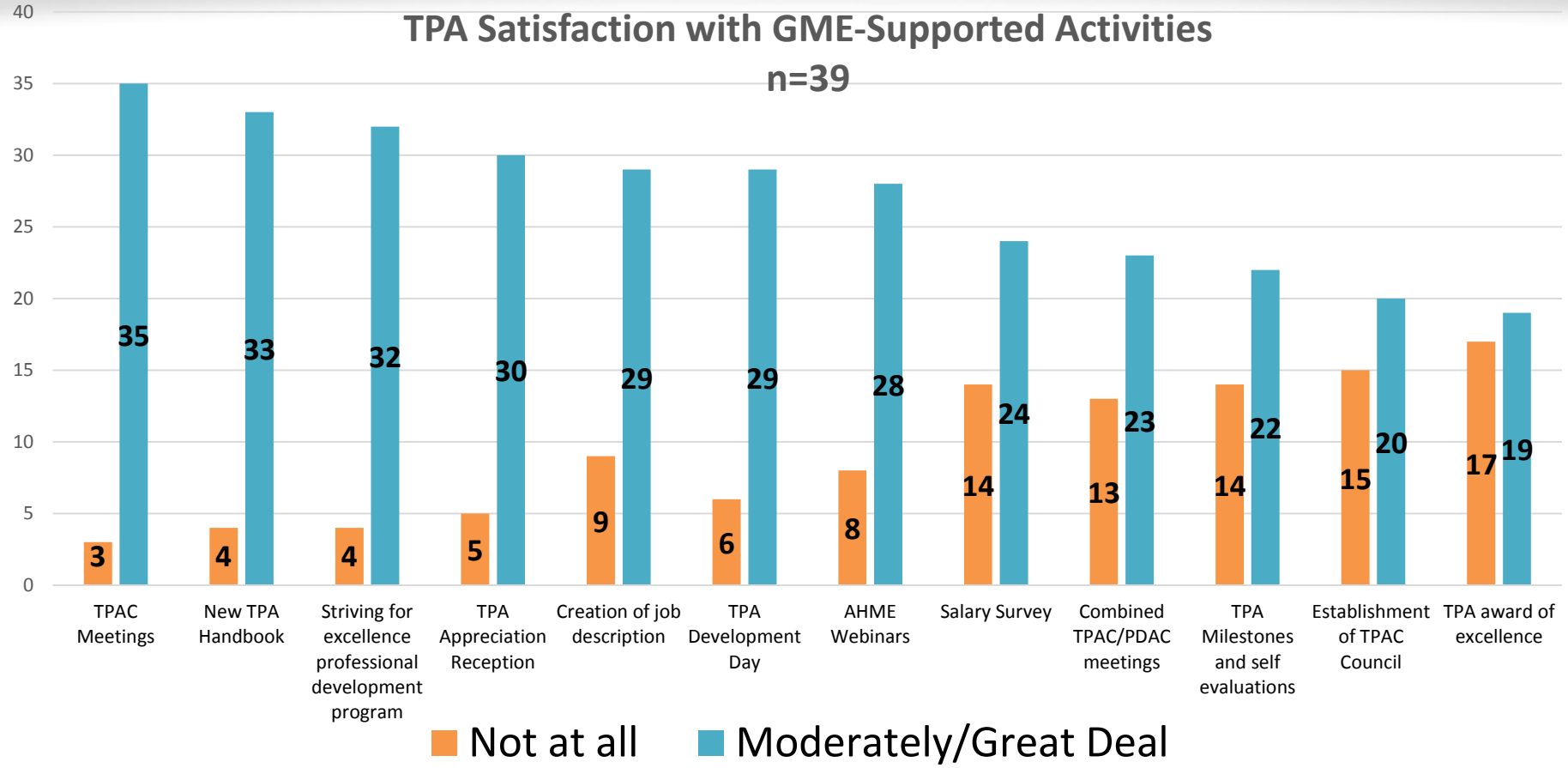
- TPAC Meetings
- Workshop to create GME-focused job description
- TPA Award of Excellence
- Striving for Excellence Professional Development Program
- UB TPA Salary Survey
- AHME Webinars (all)
- TPA Development Day Seminar
- TPA Appreciation Event
- New TPA Handbook
- Establish TPAC Council
- Implementation of TPA Milestones
- Combined PD/TPA Meetings

# UB TPA Well-Being Experiences

| Answer Choices | Responses |
|---|---|
| Have you become cynical or critical at work? | 46% |
| Do you drag yourself to work and have trouble getting started once you arrive? | 23% |
| Have you become irritable or impatient with co-workers, residents or fellows? | 44% |
| Do you lack the energy to be consistently productive? | 31% |
| Do you lack satisfaction from your achievements? | 31% |
| Do you feel disillusioned about your job? | 21% |

| Answer Choices | Responses |
|---|---|
| Are you using food, drugs or alcohol to feel better or to simply not feel? | 8% |
| Have your sleep habits or appetite changed? | 24% |
| Are you troubled by unexplained headaches, backaches or other physical complaints? | 24% |
| I have never experienced any of these as a TPA | 15% |
| Total Respondents: 39/59 | |

# To what degree have GME-sponsored activities had an impact on you feeling supported by the GME Office?


TPA Satisfaction with GME-Supported Activities
n=39
40
35
30
25
20
15
10
5
0
3
35
4
33
4
32
5
30
9
29
6
29
8
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TPAC Meetings
New TPA Handbook
Striving for excellence professional development program
TPA Appreciation Reception
Creation of job description
TPA Development Day
AHME Webinars
Salary Survey
Combined TPAC/PDAC meetings
TPA Milestones and self evaluations
Establishment of TPAC Council
TPA award of excellence
Not at all
Moderately/Great Deal

# What Does Being a Member of TPAC Mean To You?

- It means being part of a supportive community dedicated to excellence and success
- Forum for support & development
- Training and guidance provided by the whole GME team is valuable
- Feel a sense of support & appreciation from GME
- Able to network/gain support from peers

# Final Thoughts:

- Wellness & a feeling of well-being is important to achieve whether you are a trainee, faculty member or training program administrator;
- **TPAs:** Take action to ensure your own wellness & well-being;
- **GME offices:** Communicate with your training program administrators to find out how you can best provide activities to support them as partners in educating residents & fellows.

# Questions?

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