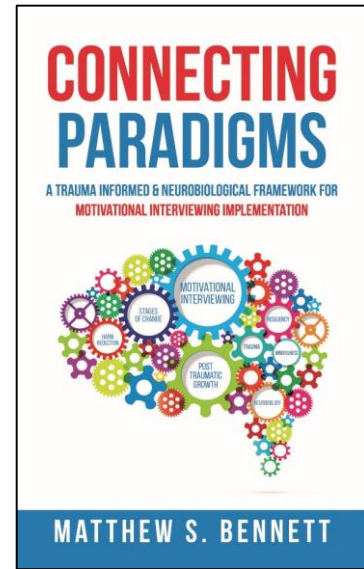


A dark blue, irregularly shaped graphic with a splatter effect, containing white text. The graphic is centered on a white background and has a rough, ink-like border. The text is in a clean, sans-serif font.

To Fight Burn-out,
Advocate for Justice!

Presenters

- Matt Bennett, MBA, MA
 - Trainer, Podcaster, Blogger, Author...just never shuts up!
 - Bennett Innovation Group
 - Denver, Colorado
 - matt@BIGL3C.org
- Barbara DiPietro, PhD
 - Advocate, Analyst, Justice-seeker, Fast-talker
 - Senior Director of Policy, National HCH Council
 - Baltimore, Maryland
 - bdipietro@nhchc.org





Top Occupations for Burnout

1. Physicians
2. Nurses
3. Social Workers

AMA estimates that 50% of physicians are experiencing serious symptoms of burnout

What's Wrong with Us?

- Stress Intensifiers, Trauma, & Burnout
 - Duration
 - Uncertainty
 - Importance
- Empathetic Intensity
 - Compassion Fatigue
 - Vicarious Trauma
 - Secondary Trauma




Exhaustion

Shame, Doubt & Guilt

Cynicism & Callousness

Crisis



*Advocacy to Proactive
Self-care Strategy*



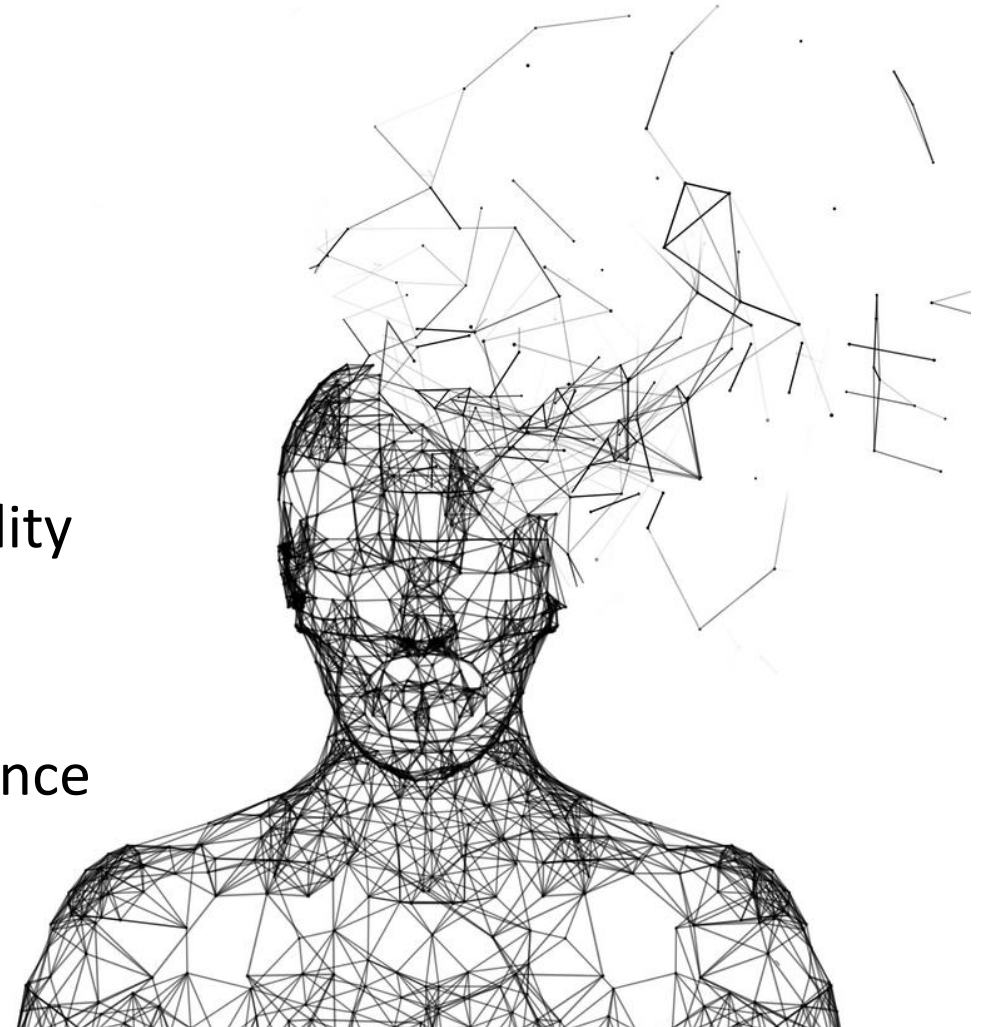
*We are pretty much F'ed
at this point!!*

Stages of Helping Fatigue

Exhaustion:

Know your triggers – before they impact your quality and health

- Physical
- Psychological
 - Increase in anxiety or depression
 - Decrease in cognitive capacity: creativity, cognitive flexibility, problem solving, and ability to handle complexity
- Social
 - Decrease in compassion, empathy, and patience
 - Increase in frustration and gossip



Shame, Doubt, & Guilt: Roots of Helplessness

- Focus shifts to what you can't do
- Never enough time, resources, staff, and compassion
- Increased awareness of privilege
- Struggle with authentic connections
- Inability to get pleasure out of work





Cynicism & Callousness: Death of Compassion

Heart becomes a concrete monument to who you once were

Start disrespect patient passively or aggressively or behind their back

Increase gossip about co-workers and passive aggressive behavior on job

Constant sense of anger towards patient, co-workers, or supervisors

Crisis

Physical Health

- Cardiovascular Disease
- Stroke
- Type II Diabetes
- Musculoskeletal Disorder
- Cancer
- Physical Fatigue
- Sexual Issues
- Gastrointestinal problems
- Headaches
- Physical Illness
- Back problems

Social/Work Health

- Social Isolation
- Relationship Issues
- Poor performance
- Absenteeism
- Tardiness
- Theft
- Dehumanization of patients
- Turnover (at least 40% is stress related)
- patient & Employee Filed Grievances
- Litigation
- Low Job Satisfaction

Mental Health

- PTSD
- Memory Loss
- Cognitive decline
- Sleep Problems
- Headaches
- Mental Fatigue
- Anxiety & Irritability
- Depression
- Aggression
- Defensiveness
- Negative World View
- Hopelessness
- Feeling of incompetence and doubt
- Negative attitude

PROVIDER PERSPECTIVES

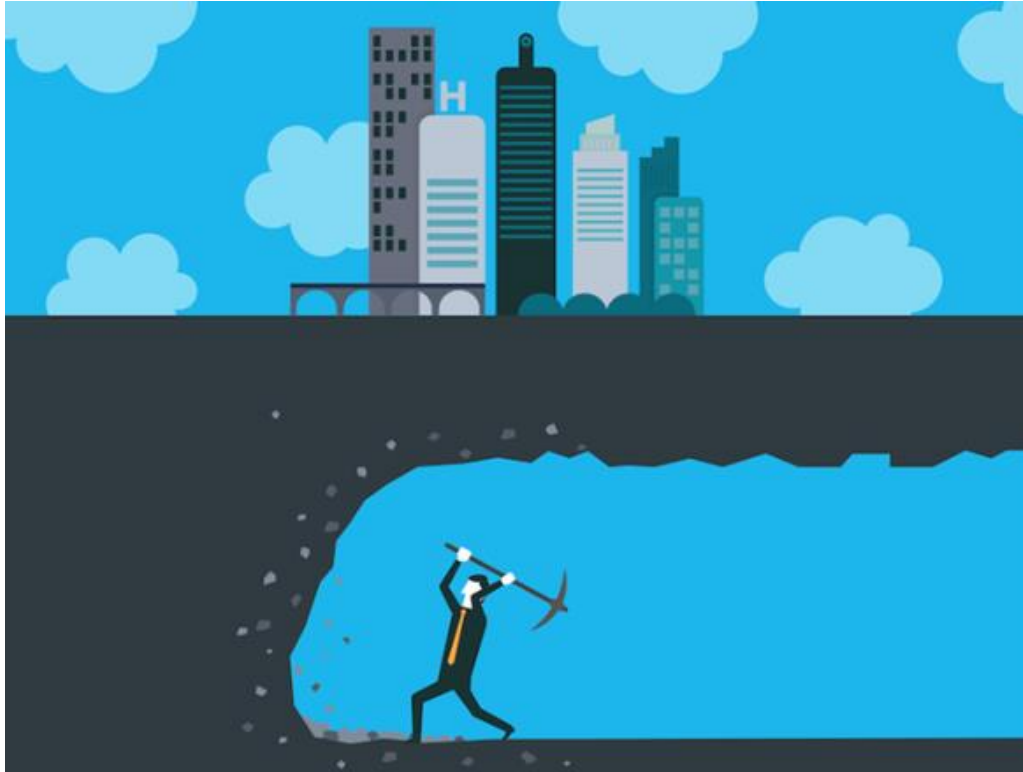
"Compassion fatigue is real. I've struggled with it myself. Getting out of the exam room and into the halls of my state capitol was really important to me. **I founded it deeply rewarding to tell my story—in my own words—and educate our state legislators about barriers to care.** In the end, we passed a law allowing unaccompanied minors to consent to their own medical care. So now my patients have greater access to health care. How cool is that?"

Lisa Stambolis, BSN, MS, CPNP, Former Director of Pediatric and Adolescent Medicine, Health Care for the Homeless, Baltimore, MD

"Providers who chose to work in safety net systems need time to be part of bigger systems change. While caring for individual patients and families is the priority, **we often feel powerless to change what's coming in every day.** I know our time is valuable, but provider turnover, recruitment and time spent training new staff, as well as fractured patient and team relationships has a real cost. **Engaging in advocacy is essential for provider satisfaction and effectiveness.**"

Danielle Robertshaw, MD, Senior Medical Director, Hennepin Healthcare Community Connections Care Ring | Medical Director, (HSPHD) Hennepin County Health Care for the Homeless | Hennepin County Medical Center, Minneapolis, MN

STRUCTURAL POLICIES UNDERMINE OUR WORK



Our work to improve health and well-being

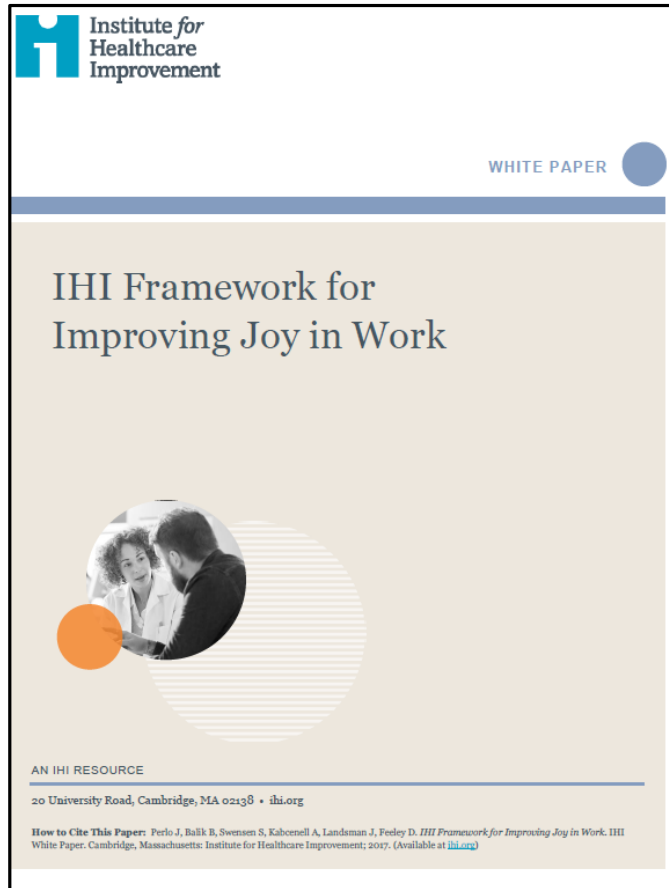


Low wages
Limited job opportunities
Barriers to health care
Lack of stable housing
Limited transportation & child care
Limited educational opportunities
Trauma, violence, poor health

FIVE KEY POINTS TO CONSIDER

- **1980s goal:** Put ourselves out of business. And here we are...now even bigger.
→ **We can't end homelessness by ending homelessness.**
- Advocacy is fundamental to our mission. We have a very unique view of the problems and a firm grasp of the needed solutions.
- Advocacy is fundamental to our work as healers.
- Providers have the greatest social credibility & impact with policymakers.
- Advocacy can be collaborative & build credibility, trust and respect

THE NEED FOR JOY IN OUR WORK



- How do we inspire ourselves & our team?
- Framework for facilitating specific actions that lead to greater joy & less burnout
- Ask ourselves: “What Matters To You?”
- Build multiple approaches into individual and agency work plans

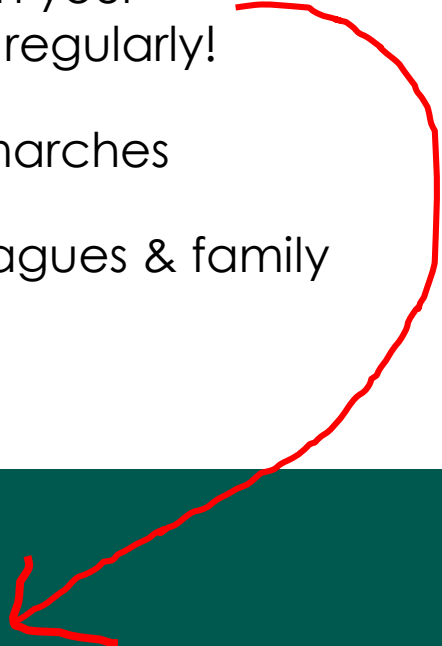
 **This is uploaded in your app!**

WAYS TO ORGANIZE

AGENCY ACTIONS

1. Create an advocacy agenda & have providers take part in creating it
2. Dedicate advocacy time in provider schedules (set goals for participation)
3. Invite elected officials/policymakers to your program for “coffee & a chat”
4. Allow providers to testify at bill hearings (perhaps as part of a coalition)
5. Be righteous and inspiring

INDIVIDUAL ACTIONS

1. Join medical/professional society’s advocacy group (state chapters)
 2. Write op-ed for local paper/blog
 3. Put your elected officials in your “Favorites” and call them regularly!
 4. Participate in rallies and marches
 5. Involve your friends, colleagues & family members
- 

“Favorite” Phone Numbers:

White House comment line: **202-456-1111**

Congressional switchboard: **202-224-3121**

TWO COUNCIL ADVOCACY RESOURCES

Sign up for our monthly Mobilizer!

Subscribe to our Poverty Policy Podcast!



✓ Mobilizer
Health Care for the Homeless Action Bulletin

April 25, 2019 | Volume 23, No. 4 | [Archives](#)

Our Work Together for Justice



Two New Issues on the Horizon

- [Trump Administration Proposes Rule to Evict Undocumented Immigrants from Subsidized Housing](#): This recent proposed rule could impact up to 25,000 households. The details will be posted soon in the Federal Register. Stay tuned for more information on this!
- [Trump Administration Proposes Rule to Roll Back Transgender Protections](#): This change would make it easier for hospitals and providers to deny care or coverage to patients who are transgender. Details will be posted soon in the Federal Register. More information to come on this!

The theme of our [2019 National HCH Conference](#) this May is "Working Together for Justice." While in D.C., conference attendees will [meet with members of Congress](#), share their advocacy work with others, and [rally for human rights](#) in front of the White House. While this is important and exciting, we know that our work together is year-round, far beyond the limits of [#HCH2019](#). Our success in advocacy depends on your involvement all over the country, 365 days a year.



QUESTIONS & DISCUSSION

- How do you see advocacy & organizing helping to fight burnout?
- How can we grow a culture of advocacy?
- Where do you see opportunities to take action?

