



CommuniCare

HEALTH CENTERS

a californihealth+.center

The Healer's Arts

Connection. Community. Meaning. Resilience.

Why?

- ▶ **Electronic Health Records**
- ▶ **Change fatigue**
- ▶ **Documentation burdens: the piles of paperwork**
- ▶ **The regulatory environment: MU**
- ▶ **No escape – the constant weight of responsibility**
- ▶ **Fear of medical errors and lawsuits**
- ▶ **The hamster wheel**
- ▶ **Lack of appreciation - Patient surveys**
- ▶ **Fragmentation in healthcare**
- ▶ **Deprofessionalization of medicine**
- ▶ **Drive-through, on-demand healthcare**
- ▶ **Healthcare as a business rather than a calling**
- ▶ **Politics and medicine**
- ▶ **Drug seekers**
- ▶ **Dr. Oz and WebMD**
- ▶ **Doing more with less**
- ▶ **Lack of work-life balance**
- ▶ **Vicarious trauma**
- ▶ **THAT IS A LONG LIST! What else did I miss??**



The Couch



What Happened to the Doctors' Lounge?



Richard Gunderman from **The Atlantic** (November 5, 2013):
The lounge was once a place for physicians to regroup and congregate. Today, where lounges do exist, they are places for paperwork.



Finding More Meaning at Work

(from the “experts” in organizational psychology)

▶ Purpose

- ▶ *Contributions beyond yourself*

▶ Self-realization

- ▶ *Learning*
- ▶ *Accomplishment*

▶ Prestige

- ▶ *Status*
- ▶ *Power*

▶ Social

- ▶ *Belonging to a community*
 - ▶ *Agency*
 - ▶ *Autonomy*
-





Harvard
Business
Review

RECESSION

Rebuilding Companies as Communities

by Henry Mintzberg

FROM THE JULY–AUGUST 2009 ISSUE

☰ MENU



SUMMARY SAVE SHARE COMMENT **H** TEXT SIZE PRINT **\$8.95** BUY COPIES

Beneath the current economic crisis lies another crisis of far greater proportions: the depreciation in companies of community—people’s sense of belonging to and caring for something larger than themselves. Decades of short-term management, in the United States especially, have inflated the importance of CEOs and reduced others in the corporation to fungible commodities—human resources to be “downsized” at the drop of a share price. The result: mindless, reckless behavior that has brought the global economy to its knees.



Building Community

- ▶ <https://youtu.be/LyKBX7CWG6A>



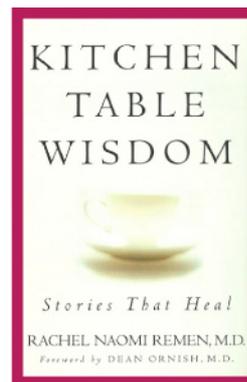


RACHEL NAOMI REMEN MD

remembering your power to heal

The Healer's Art Course

“Meaning is a form of strength. It has the power to transform experience, to open the most difficult of work to the dimension of joy and even gratitude. Meaning is the language of the soul. Few works of service can endure unless they are sustained by a lived sense of their meaning and purpose.”



Getting to the “Why”



- ▶ Promote resilience and self-care
- ▶ Address feelings of burnout
- ▶ Improve trauma-informed care
- ▶ Provide and receive support and validation
- ▶ Allow time for reflection and authenticity
- ▶ Promote integration of services
- ▶ Reflect on the meaning of our work
- ▶ Build community



Sharing Stories



Why did I become a healer?

- ▶ **Mission:** Participants share an object which symbolizes why they have chose to work in a healing profession



The Shadow

- ▶ What do we give up in order to become healers?
- ▶ What parts of ourselves do we have to disconnect in order to do this work?

***I guess we're all two people. One daylight,
and the one we keep in shadow.
— Bruce Wayne/Batman, Batman Forever***

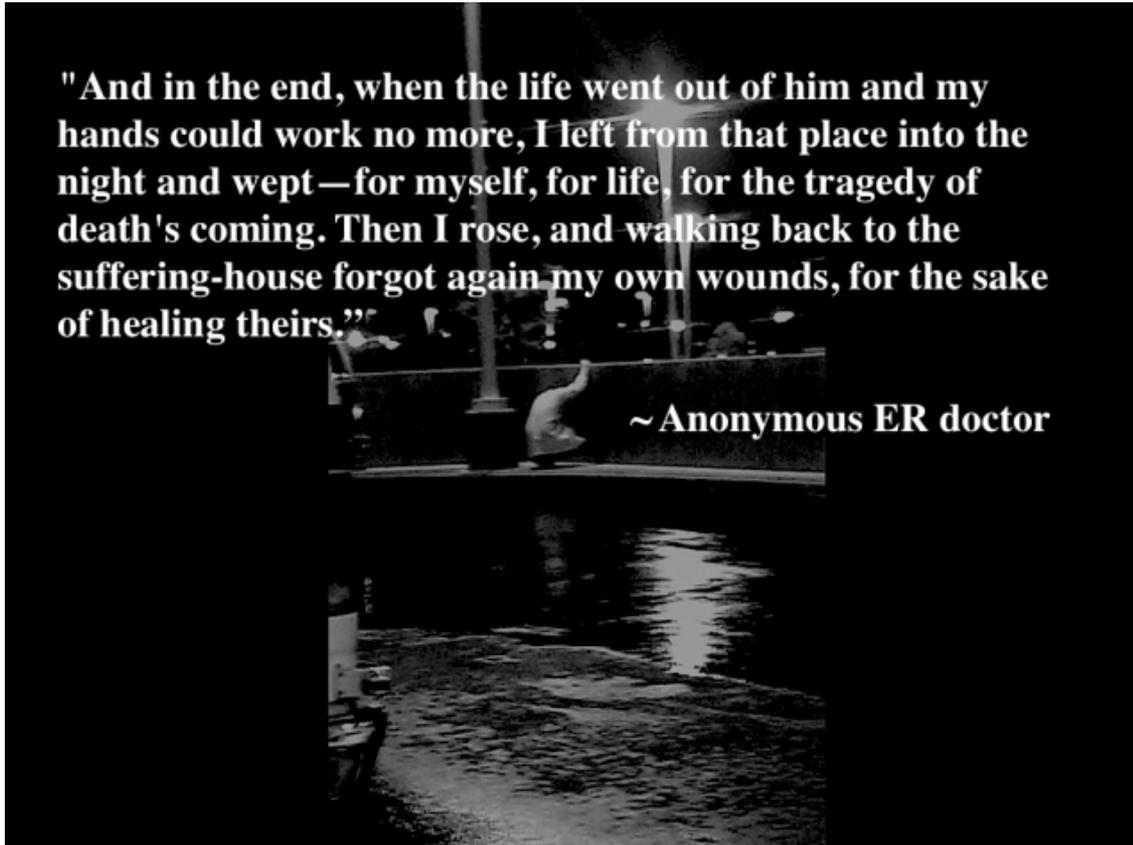


Loss and Grief

- ▶ What happens to us as healers when we close ourselves off from the full experience of loss and grief?

"And in the end, when the life went out of him and my hands could work no more, I left from that place into the night and wept—for myself, for life, for the tragedy of death's coming. Then I rose, and walking back to the suffering-house forgot again my own wounds, for the sake of healing theirs."

~ Anonymous ER doctor



Vicarious Trauma



Awe in Medicine

- ▶ Awe brings us into conscious contact with our own potential and creates a deeper understanding of the world.

“How vast was a human being's capacity for suffering. The only thing you could do was stand in awe of it. It wasn't a question of survival at all. It was the fullness of it, how much could you hold, how much could you care.”

— [Janet Fitch, White Oleander](#)



Reconnecting to Holy Moments



The Care of the Soul

- ▶ How do we “see in new ways” and connect to our calling and the meaning of our service?



Maslach Burnout Inventory

	Mean	SD
Emotional exhaustion	2.9	0.8
• I feel frustrated by my job	2.7	0.9
• I feel burned out from my work	2.6	1.2
• I feel used up at the end of the work day	3.7	1.2
• I feel emotionally drained from my work	3.2	1.2
• Working with people all day is really a strain for me	4.1	1.2
• I feel fatigued when I get up in the morning and have to face another day on the job	2.6	1.1
• Working with people directly puts too much stress on me	2.2	0.9
• I feel like I'm at the end of my rope	1.8	1.0
• I feel I'm working too hard in my job	3.1	1.3
Depersonalization	1.9	0.5
• I worry that this job is harden me emotionally	2.3	1.1
• I don't really care what happens to some patients	1.6	0.7
• I've become more callous toward people since I took this job	1.8	0.9
• I feel uncomfortable about the way I have treated some patients	2.3	0.8
• I feel I treat some patients as if they were impersonal objects	1.3	0.6
Personal Accomplishment	5.0	0.5
• I feel I'm positively influencing other people's lives through my work	5.0	0.7
• I feel very energetic	4.6	0.8
• I can easily create a relaxed atmosphere with my patients	5.2	0.6
• I can easily understand how my patients feel about things	5.2	0.7
• I have accomplished many worthwhile things in this job	5.0	0.8
• I deal very effectively with the problems of my clients	5.0	0.6
• I feel exhilarated after working closely with my patients	4.8	0.8

Range: 1 = never to 6 = very often.



Impact

- ▶ I feel emotionally drained at work – 28% reduction
 - ▶ I feel used up at the end of the workday – 26% reduction
 - ▶ I feel that I treat some patients as if they were impersonal objects – 33% reduction
 - ▶ I feel burned out from my work - 33% reduction
 - ▶ I've become more callous toward people since I took this job – 36% reduction
 - ▶ I worry that this job is hardening me emotionally – 20% reduction
 - ▶ I feel more energetic – 13% increase
 - ▶ I feel frustrated by my job – 30% reduction
 - ▶ I feel like I'm at the end of my rope – 54% reduction
 - ▶ I feel patients blame me for some of their problems – 50% reduction
-



Questions?



Feel free to contact Melissa Marshall, MD
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