

# Resilience in Pharmacy: Working through Stress and Burnout

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CPFI Annual Meeting and National Student Retreat

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# Objectives

Describe	Describe the current healthcare landscape
Describe	Describe the roles of healthcare professionals in serving patients
Explore	Explore the characteristics of resiliency in healthcare

# Groups of Four

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- Questions to answer:
  - How do you define resiliency?
  - How do you define burnout?
  - Why did you want to be a pharmacist in the first place?



HOW WE ACT IN  
PUBLIC...



HOW WE ACT  
AT HOME...



# What makes our “mood” different?

Negative  
Attitude

Hurtful  
Experiences

Worry

Feeling  
Overwhelmed

Responsibilities

Unmet  
Expectations

Hormones

# Women



Men -  
channeling  
your inner  
Clint  
Eastwood





We want to be  
joyful, but

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Work through this question...



**What are 10 things that  
make you feel stressed?**



**In Your Group - Discuss**

Be specific

Why did you pick those 10 things?



# Burnout

*What is it?*

Long-term stress reaction marked by emotional exhaustion, depersonalization, and a lack of sense of personal accomplishment.



# LIFE IS SHORT



and it's too short to be miserable



BUT WHAT CAN WE DO WHEN WE  
ARE STRETCHED TOO THIN?



HEALTHCARE WORKERS HAVE  
BEEN FORCED TO STRETCH IN  
WAYS THAT AREN'T WORKING.



They are suffering  
burnout and they are  
less likely to receive  
mental health care.





# Why?

Difficulty of accessing care

Working longer hours

Balancing family life

Stigma of receiving care



**Plus, superheroes  
don't need  
help...do they?**



What do you  
think?  
What have you  
seen?

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Work through this question...



**What is the landscape of  
healthcare?**



**In Your Group**

\*Make a list of challenges  
pharmacists are facing.

\*How do you define burnout?



Are pharmacists  
BURNED OUT?

# Emotional Exhaustion

Feeling emotionally worn-out.

Feeling drained as a result of accumulated stress.

Feeling like you have no control over what happens.

Feeling “trapped” or “stuck” in a situation.

Lack of energy, sleep, and decreased motivation.

A chronic stressed-out state can cause damage to your health.

# Symptoms

lack of  
motivation

trouble sleeping

irritability

Physical fatigue

feelings of  
hopelessness

absent-  
mindedness

apathy

headaches

change in  
appetite

nervousness

difficulty  
concentrating

irrational anger

increased  
cynicism or  
pessimism

sense of dread

depression



# Depersonalization

- The degree that a person is detached from another person.
- The degree that a person treats others with an impersonal response.
- The degree that a person creates a psychological or emotional buffer from their job.



A male doctor with a beard, wearing a white lab coat over a blue shirt and tie, stands by a window. He has a stethoscope around his neck and is looking down with a distressed expression, his hand resting on his forehead. The scene is dimly lit, with light coming from the window behind him. The right side of the image is darkened, serving as a background for the text.

# Lack of Personal Accomplishment

Negative self-assessment and a feeling  
of failed performance at work.

TEACH US TO NUMBER  
OUR DAYS, THAT WE MAY  
GAIN A HEART OF  
WISDOM.

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**-Psalm 90:12**



A healthcare worker, likely a nurse, is shown in profile, looking out a window. She is wearing blue scrubs and has a stethoscope around her neck. Her right hand is pressed against her forehead, suggesting she is thoughtful or perhaps stressed. The background shows a window with a view of a building exterior.

Let's take a look

Survey questions





If you see a yacht at sea,  
you're in desperate need  
of a vacation.  
It is a hole in a leather sofa.

I feel run down and drained of physical or emotional energy.

I have negative thoughts about my job.

I am harder and less sympathetic with people than perhaps they deserve.

I am easily irritated by small problems, or by my co-workers and team.

I feel misunderstood or unappreciated by my co-workers.

I feel that I have no one to talk to.

I feel that I am achieving less than I should.

I feel under an unpleasant level of pressure to succeed.

I feel that I am not getting what I want out of my job.

I feel that I am in the wrong organization or the wrong profession.

I am frustrated with parts of my job.

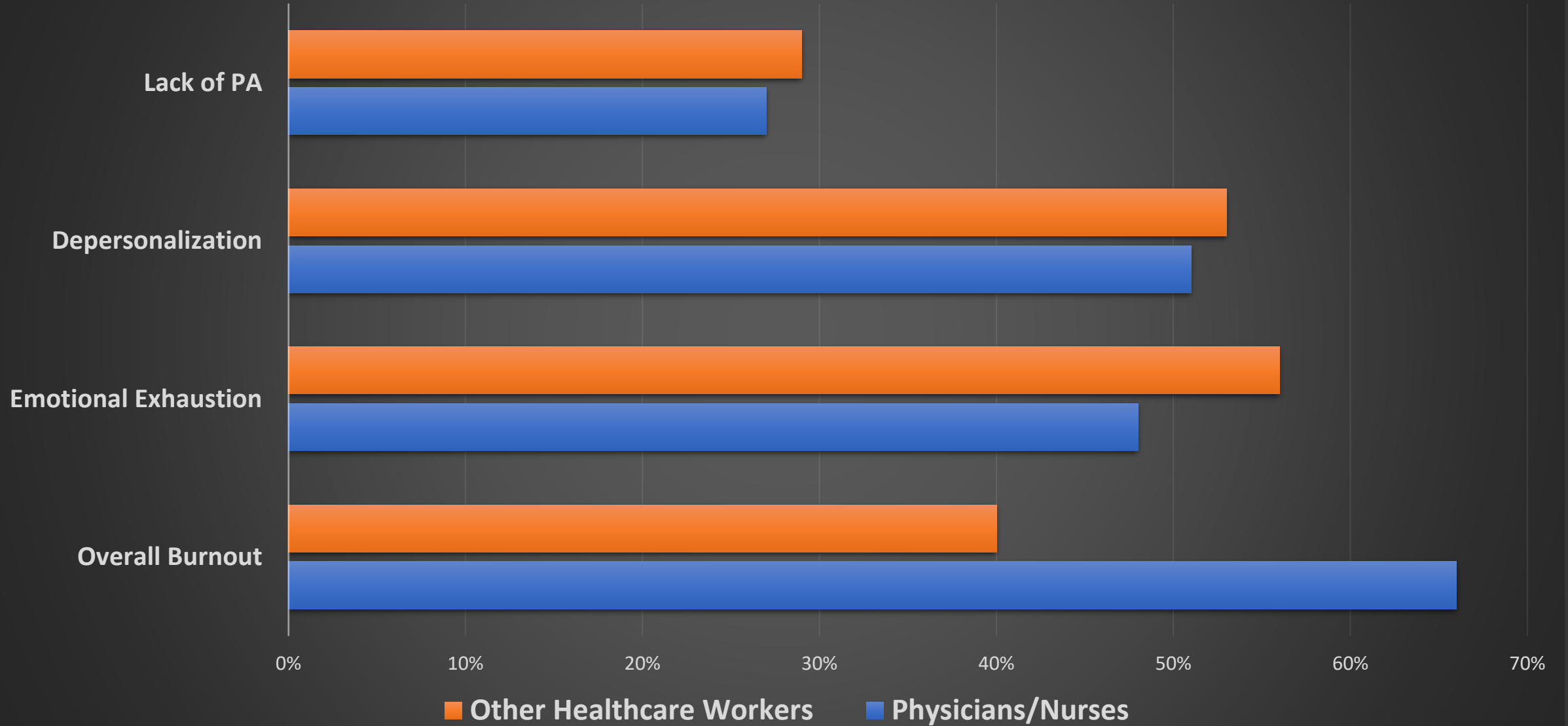
I feel that organizational politics or bureaucracy frustrate my ability to do a good job.

I feel that there is more work to do than I practically have the ability to do.

I feel that I do not have time to do many of the things that are important to doing a good quality job.

I find that I do not have time to plan as much as I would like to.

# Healthcare Burnout





# The DATA

60-75% of clinicians report feeling symptoms of:

- Exhaustion
- Depression
- Sleep disorders
- PTSD

20% of healthcare workers quit during COVID

# Recent Burnout Data:

Huge financial burden.

Physician burnout alone cost healthcare system  
~4.6 billion a year before COVID.

# On the Horizon...

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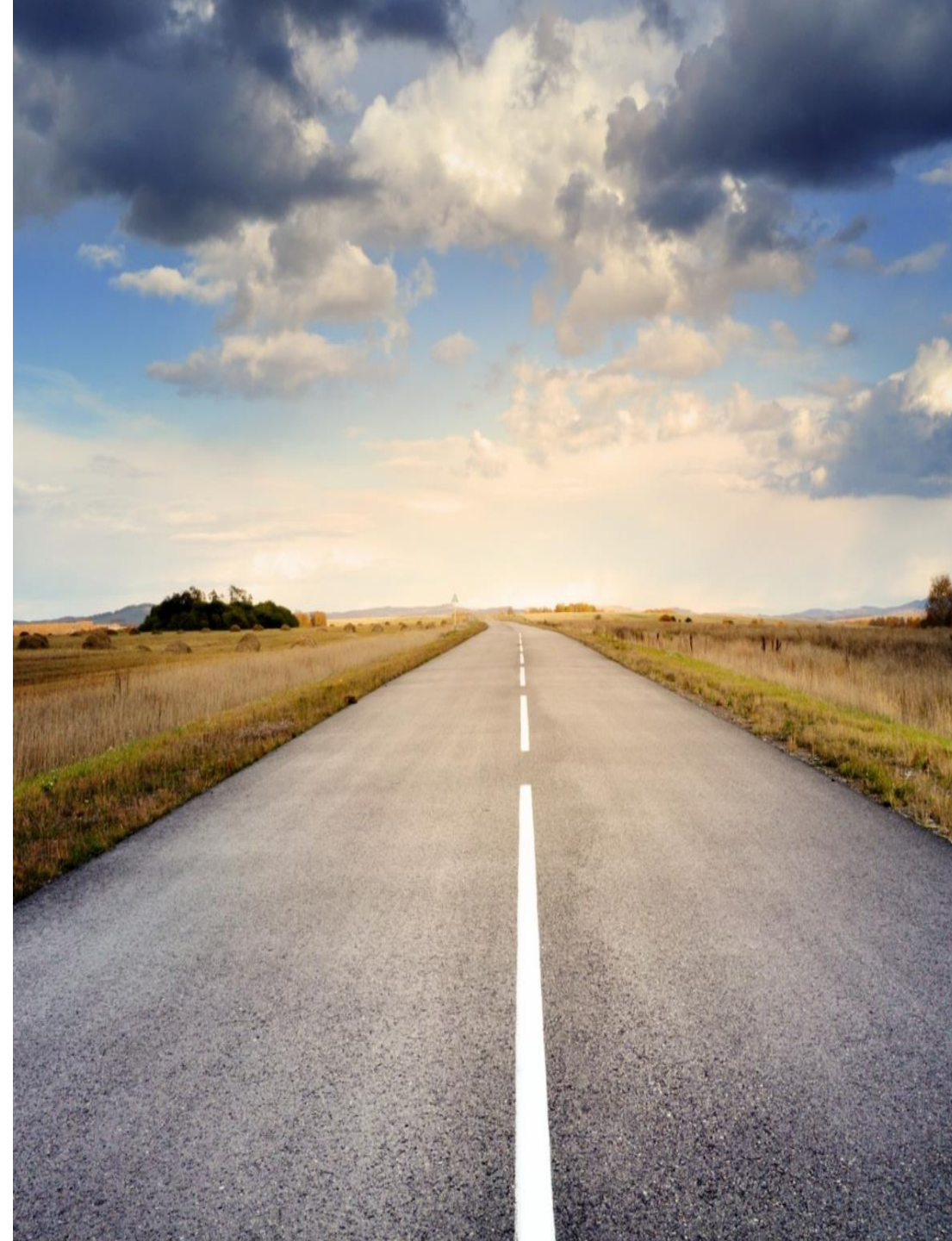
We will need 1.2 million nurses to meet the growing demand for services.

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25% of nurses say they plan to leave their job in six months.

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30% say they are thinking about leaving because of work stress.



WHEN YOU'VE HAD A ROUGH DAY  
BUT YOU'RE TRYING TO STAY POSITIVE



# What about Pharmacists?

- Overwhelmed:
  - Work
  - Family
  - Life stressors
- More Rx's
- More drive-through use
- More vaccinations
- Potential lawsuits



# What about Pharmacists and Burnout?

**“75% say there were burned out – before the start of the COVID-19 pandemic”**

-Journal of American Pharmacists Association

“Prevalence and risk factors of burnout in community pharmacists”

# Utilization of Pharmacists has Increased



- 2021 patient survey reveals patients' relationship with their pharmacist has changed:
  - **91 percent said they've relied more on their pharmacist for information about their condition and medication.**
  - **90.7 percent relied on them to explain benefits and payment options for medications.**
  - **36.2 percent received services unrelated to their medications, such as immunizations and testing.**

**T I M E**

for  
change



A blurred city street at night with bokeh lights and a metal handrail in the foreground.

What Can Be Done?

It's personal

A blurred city street at night with a metal handrail in the foreground. The background shows out-of-focus lights and buildings, creating a bokeh effect. The handrail is a dark, metallic, rectangular loop shape, positioned on the right side of the frame.

What Can Be Done?

It's also corporate

# Some Ideas for Solutions Employees



Perspective  
and attitude

Remembering  
the “why”

Look at the long  
game of  
healthcare

Take time off

Take care of  
yourself

Life is short:  
make it count!

# Work Life Balance Matters



TAKE INVENTORY OF  
WHAT IS CAUSING YOU  
TO BE OVERSTRESSED



WHO CAN YOU ASK TO  
COME ALONGSIDE YOU  
TO HELP?



WHAT DO **YOU** NEED TO  
COPE AND KEEP  
GOING?



WHAT CHANGES CAN  
YOU MAKE FOR  
WELLBEING?



FOCUS ON LOVING  
OTHERS AND  
THANKFULNESS

Work through this question...



**How do you achieve  
work/life balance?**



**In Your Group**

\*Top Five Tips

\*Would you do anything differently  
if you had the chance?

# Some Ideas for Solutions

## Employers



Recognize the  
problems

Think outside  
the box

Have a “can do”  
attitude

Give employees  
a voice

Bring in agents  
of change

Love and care  
for your people

# Workplace Environment Matters



TAKE INVENTORY OF  
THE WORKPLACE  
CULTURE



AVENUES FOR  
EMPLOYEE VOICES TO  
BE HEARD



PROVIDE SERVICES AND  
CARE FOR EMPLOYEES



BE ADVOCATES FOR  
CHANGE



ALWAYS LEAD WITH  
KINDNESS AND  
GRATITUDE

THINK  
OUTSIDE  
THE BOX

X	O	X
O	O	X
O	X	O





Work through this question...




**What are 10 things you  
are grateful for?**



**With Your Group - Discuss**

Be specific

Why did you pick those 10 things?



Mind-Set:  
It's the key

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**Do not conform to the pattern of this world, but be transformed by the renewing of your mind. Then you will be able to test and approve what God's will is—his good, pleasing and perfect will.**

**~Romans 12:2**




# Power of Serving Others

- As you help someone or give a gift, your brain secretes “feel good” chemicals such as:
- [Serotonin](#) (which regulates your mood).
- [Dopamine](#) (which gives you a sense of pleasure).
- [Oxytocin](#) (which creates a sense of connection with others).
- “When we do things for other people, it makes us feel much more engaged and joyful,” says Dr. Albers. “That’s good for our health and our happiness.”
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- **Lower blood pressure**
- Generosity truly is good for your heart, says Dr. Albers. Researchers found that giving to others can [lower your blood pressure](#) and protect your ticker. (The effect, by the way, is similar to the positive results brought by a healthy diet and exercise.)
- **A longer lifespan**
- The secret to living longer may be giving more of yourself. Studies show that people who volunteer [tend to live longer than those who don't](#).
- **Less stress**
- Want to melt away stress? The best solution may be to help someone else. Gift-giving or volunteering can [reduce your levels of cortisol](#), the stress hormone that can make you feel overwhelmed or anxious.
- **A 'helper's high'**
- Giving can stimulate your brain's mesolimbic pathway, or reward center, while releasing endorphins. That can lead to a "helper's high" that boosts self-esteem, elevates happiness and combats feelings of [depression](#).

# What Bright MD says:

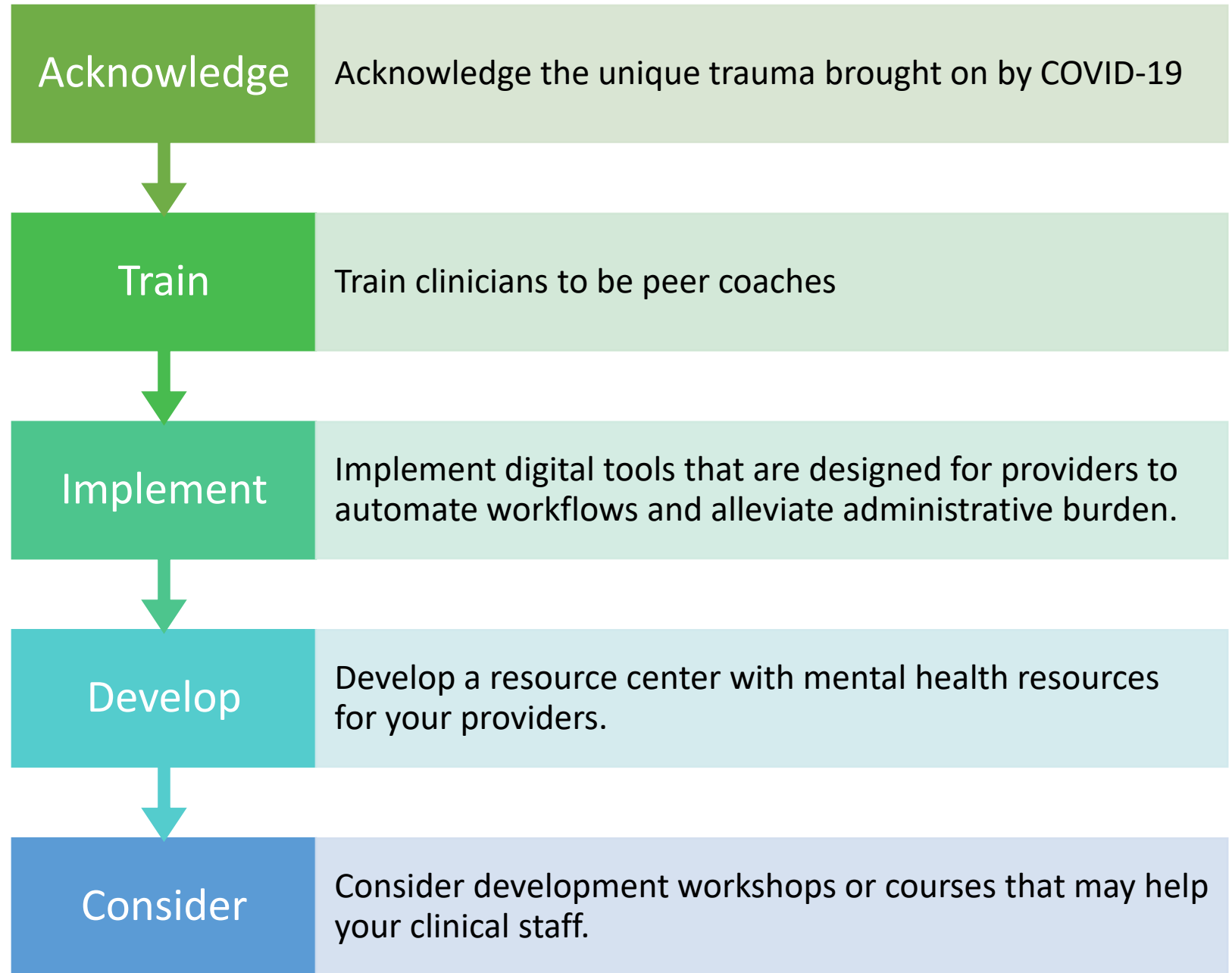
Survey	Survey your people and ask
Look	Look at the data
Create	Create committees with employees to focus on wellness initiatives
Set up	Set up moments for peer connection



“We’ve found that when you share that experience with the people around you, and you’re not isolated, it’s easier to move through it.”

Dr. Jason Mitchell Chief Medical and Clinical Transformation Officer  
Presbyterian Healthcare Services

# What Bright MD says:



What  
Bright MD  
says:

Encourage

Encourage clinical team leaders to set up regular well-being check-ins.

Foster

Foster a culture that supports and engages your entire workforce.

Schedule

Schedule regular open forums or town halls for executives and clinicians.



A blurred office desk scene. In the foreground, a white mug with a black top section sits on the left. A laptop is open in the center, with a pair of glasses resting on its keyboard. The background is out of focus, showing office lights and a person working at a desk.

How does God want us to handle work stress?



# Priorities

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- Relationship with Jesus
- Relationship with people
- Service – laying down our lives
- Ministry opportunities
- Prayer, discernment, wisdom
- Making our lives count for the Kingdom
- Being fruitful



CHOOSE JOY



# References

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