



ВЫСШАЯ ШКОЛА ЭКОНОМИКИ
НАЦИОНАЛЬНЫЙ ИССЛЕДОВАТЕЛЬСКИЙ УНИВЕРСИТЕТ

Why Russian Physicians Burnout?

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Why Russian physicians burnout?

Burnout is a syndrome of emotional exhaustion, patients' depersonalization, and reduced personal accomplishment (the American psychologist Maslach Ch.)

Occupational stress has been a longstanding concern in the healthcare industry.

CDC, 2009

**Should we care?
Why is it happening?
What we need to do?**





Why Russian physicians burnout?

✓ Main characteristics of physicians' professional education and work in Russia:

Russian physicians train for many years and work long hours, often dealing with stressful situations on a daily basis, administrative burdens and emotionally demanding contacts with patients.

Very often they make decisions that can influence their patients' lives and death. At the same time patients have become more demanding and have higher expectations towards quality of health care.

They no longer have the same respect as they used to have for physicians. Additional demanding characteristics of physicians' professional work – such as time urgency, a continuous need to develop new skills and practice routines, and concerns about malpractice – are making **physicians a high-risk group for developing burnout.**



Why Russian physicians burnout?

Physicians can also feel imbalance in the relationships they have with their colleagues and the hospitals they work for.

Organizational factor of professional burnout may be associated with long hours of work as well as with increased demands of hospital managers and with not adequately paid job.

It is important to say that now Russia reforms its health care sector and the structure of public health system is changing rapidly: we can see trends towards strengthening primary care provision and competition stimulation among health care providers, beds number' reduction in hospitals, managed care, there is less time for doctor-patient contacts, an increase in paperwork and so on.

As a result, some Russian physicians suffer high degree of job-related chronic stress.



Why Russian physicians burnout?

In Russia burnout as the phenomenon of physicians' personal professional deformation began studied in the late 1990s.

About 63% of regional physicians are experiencing professional burnout syndrome (data from latest study conducted by Rostov state medical university in 2014).



Why Russian physicians burnout?

BORNOUT SIGNS:

- 1) Working harder and harder**
- 2) Make more mistakes than usual**
- 3) Compulsion to prove oneself**
- 4) No time and energy for family, friends, or anything else**
- 5) Inner emptiness**
- 6) Withdrawal**
- 7) Depersonalization—no longer see themselves as valuable, work is series of mechanical functions**
- 8) Neglect physical needs**
- 9) Emotional and physical exhaustion**
- 10) Alcohol addiction**





Why Russian physicians burnout?

REASONS FOR DISSATISFACTION:

1/Sense of being de-valued by society

2/ Inadequate information

3/ Health care market forces shifted power to:

a) Hospital Administration

b) Medical insurers

c) Patients





Why Russian physicians burnout?

**Should we care? As a profession? As a society?
Why it is important to prevent physicians
burnout?**

Burnout syndrome is expressed in a negative and latent -aggressive attitudes of medical practitioners towards patients, avoiding contacts with them, indifference to the results of the work, unwilling to perform their duties, absenteeism, intention to leave the job and, ultimately, to reduce the quality of medical care.

Why Russian physicians burnout?

**Вы правильно поняли, что сказал доктор!
Будут живые цветы, классическая музыка!
Все, как вы любите!**





Why Russian physicians burnout?

Hospitals management that tries to introduce the highest standards of patient care, may face huge resistance of physicians. They can not comply patient-centered care and friendly service' principles.

Why we need to respect patients?

Results of professional discussion among physicians in FACEBOOK (Russian segment) on October 2014.



Why Russian physicians burnout?

My qualitative research (september –october 2014):

20 Moscow physicians (50% works in private hospitals, 50% works in public healthcare organizations) were interviewed (deep interviews) for qualitative phenomenological study exploring their experiences of burnout syndrome.

Interviews were fully analyzed within an interpretive phenomenological framework.



Why Russian physicians burnout?

Main findings (1) :

- 1/ Physicians are faced with different chaotic and unpredictable situations in their everyday job practice and they need to manage burnout syndrome.**
- 2/ The majority of respondents think that burnout syndrome is a “natural” result of their job practice**
- 3/ Burnout self-management requires effort.**
- 4/ Burnout is an individual experience that is specific to the job context.**
- 5/ There are no any working instruments and organizational practices for burnout syndrome management in public hospitals (grass-roots approach).**



Why Russian physicians burnout?

Main findings (2):

6/ There are special organizational practices and rules for burnout syndrome prevention in private hospitals (grass-roots approach). In this case we can see hiding true, negative attitudes towards patients and job in order to conform to professional or organisational norms – i.e. conforming to display rules.

7/ Physicians who are experiencing burnout can have a negative impact on their colleagues.

8/ Physicians professional community sometimes very loyal for burnout expressions and consequences (when physicians are cynical or critical at work).

9/ There are no any special coach support agencies for burnout management (if compare with other countries)



Why Russian physicians burnout?

How to help physicians receive pleasure and satisfaction from their work?

Interventions aiming at reducing job-related stress can be effective approaches to prevent burnout among physicians. Solutions should be multidisciplinary and combine preventive measures – changes to the job environment and management systems, successful strategies for physicians empowerment – with special courses to manage burnout, including stress-management techniques that teach medical practitioners how to cope better with stressful situations.