



Preventing burnout: Boundary setting strategies for family doctors

PANELISTS

Dr. Rupa Patel • Dr. Mary Rowland

WITH

Dr. Stephanie Zhou • Dr. Nikki Bozinoff

Ontario College of
Family Physicians 



Family & Community Medicine
UNIVERSITY OF TORONTO

**Mental Health
and Addictions**

July 31, 2024

Practising Well: Your Community of Practice

Please introduce yourself in the chat!

Your name,
Your community,
Your twitter handle



@OntarioCollege
#PractisingWell

Your Panelists: Disclosures

Dr. Rupa Patel

Relationships with financial sponsors (including honoraria):

- OCFP – Practising Well CoP Speaker
- CPSO Board Member
- OPSDT Member

Dr. Mary Rowland

Relationships with financial sponsors (including honoraria):

- OCFP– Practising Well CoP Speaker

Disclosures

Dr. Stephanie Zhou @stephanieyzhou

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well Scientific Planning Committee
- Canadian Medical Association – Honoraria for practice management lectures
- Habitat for Humanity GTA – Board of Directors member
- Toronto Public Health – Board of Directors member

Dr. Nikki Bozinoff @NikkiBozinoff

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well Implementation Group Member, CoP Speaker
- CAMH
- Department of Family and Community Medicine (University of Toronto)
- National Institute on Drug Abuse
- Womenmind
- CIHR
- Academic Health Sciences Alternate Payment Plan

Disclosure of Financial Support

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Potential for conflict(s) of interest:

N/A

Mitigating Potential Bias

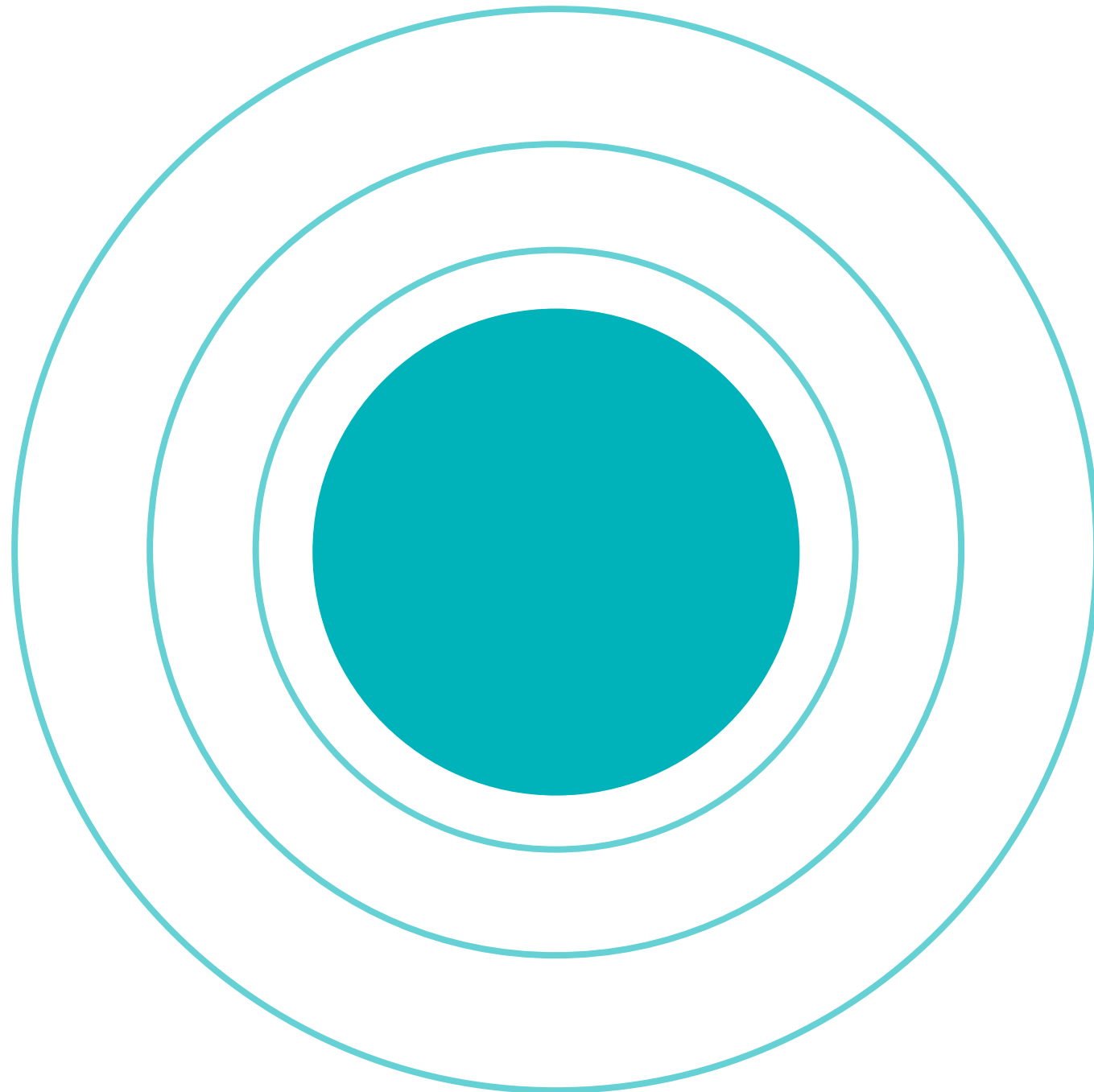
- The Scientific Planning Committee (SPC) has control over the choice of topics and speakers.
- Content has been developed according to the standards and expectations of the Mainpro+ certification program.
- The program content was reviewed by the SPC.

Land Acknowledgement

We acknowledge that the lands on which we are hosting this meeting include the traditional territories of many nations.

The OCFP and DFCM recognizes that the many injustices experienced by the Indigenous Peoples of what we now call Canada continue to affect their health and well-being. The OCFP and DFCM respects that Indigenous people have rich cultural and traditional practices that have been known to improve health outcomes.

I invite all of us to reflect on the territories you are calling in from as we commit ourselves to gaining knowledge; forging a new, culturally safe relationship; and contributing to reconciliation.



Preventing burnout: Boundary setting strategies for family doctors

You raised important questions we'll try to work through together today:

1. Strategies to manage the overwhelming workload we face daily.
2. Addressing frustrations with specialists who refuse to tackle patient concerns that fall into grey areas between their fields.
3. How do you calm pts that are upset re: the system's problems or those that want unreasonable tests or unnecessary consults?
4. How to provide high quality care in short appts where pts bring SO many concerns?
5. Setting boundaries with staff and other team members.
6. How to balance CPSO rules and boundary setting?

And other questions you add in the Q&A box...



A golden retriever is sitting on a mossy rock in a forest. The sun is shining through the trees, creating a bright spot in the upper right. The text "Preventing burnout: Boundary setting strategies for family doctors" is overlaid in white.

Preventing burnout: Boundary setting strategies for family doctors

Challenges that Family Physicians are Facing

- Administrative Burden • Paperwork, forms, data entry, and handling operational tasks, leaving limited time for patient care and overall job satisfaction.
- Patient Demands and Expectations • Patients are becoming more entitled, demanding, and have unrealistic expectations, adding pressure on family doctors.
- Lack of Respect and Collaboration • Family doctors feel disrespected by other specialists and the healthcare system, often being treated as a "dumping ground" for patients.
- Difficulty Accessing Specialist Care • Challenges in accessing specialist care for patients, leading to delays in necessary treatments and consultations.
- Burnout and Exhaustion • Experience burnout, feeling overwhelmed, frustrated, and exhausted due to excessive workloads and insufficient support from other healthcare professions.

You're the
worst doctor
I've ever had!

My pain is so
bad I feel like
dying

I'm in so
much pain
you don't
understand

This is so
unfair!

What would
you understand
about my pain?
You don't have
pain!

I'm gonna
report you
to the
college!

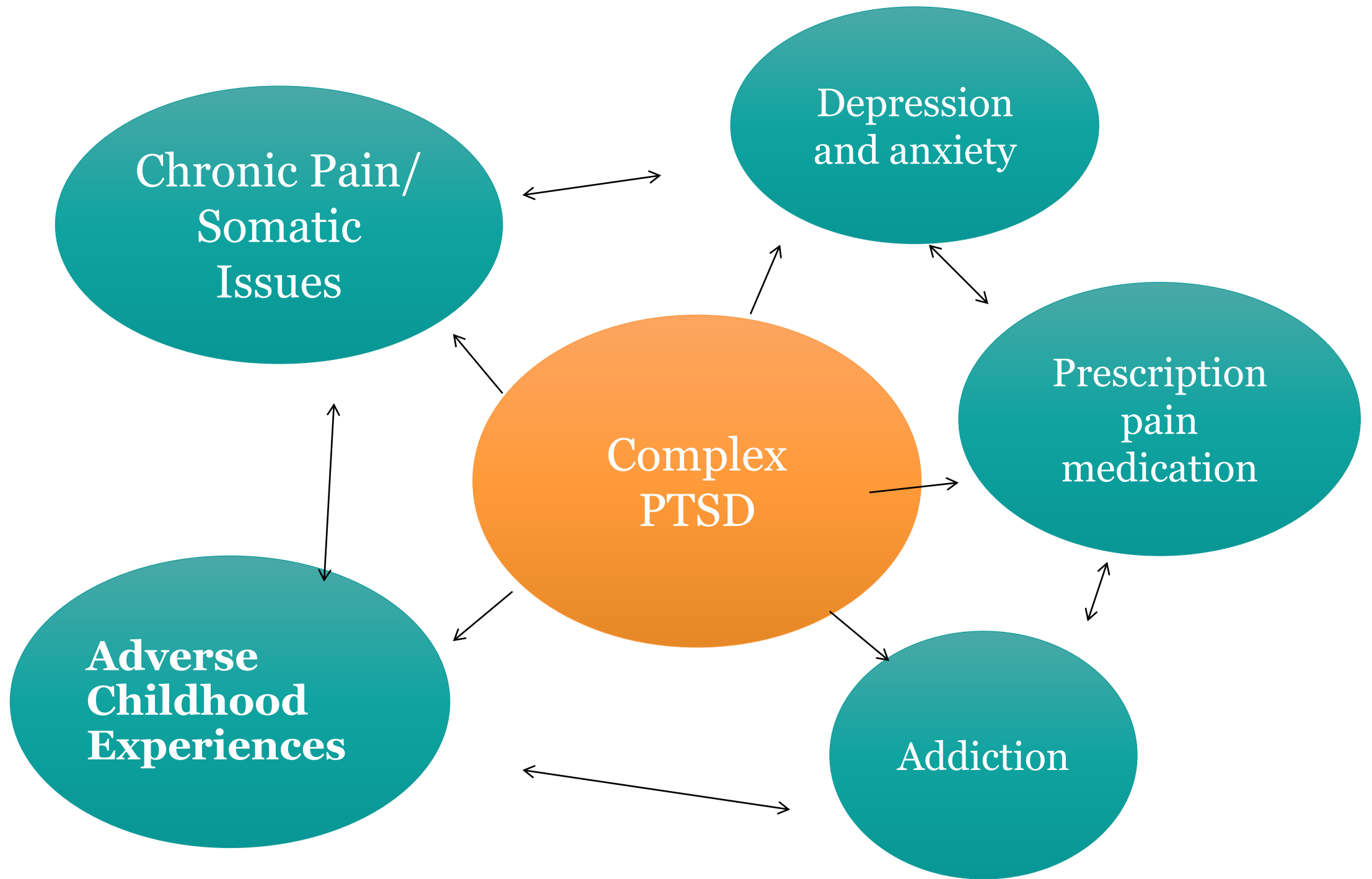
I wish I had
known these
pills were
addictive

I do online tai
chi and
mindfulness
every day

I lost a
decade of
my life to
oxycontin

I wish doctors
were never able
to prescribe
those pills

I feel the
best I have
ever felt
now



Complex PTSD Triad

- Emotional dysregulation
- Heightened bodily sensations
- Dissociation/Passivity



Judith Herman Trauma and Recovery

Trauma Informed Care



Trauma awareness and acknowledgement

Safety and Trustworthiness

Choice, Control and Collaboration

Strength based and Skills building care

Cultural, historical and gender issues

Compassionate Disinterest



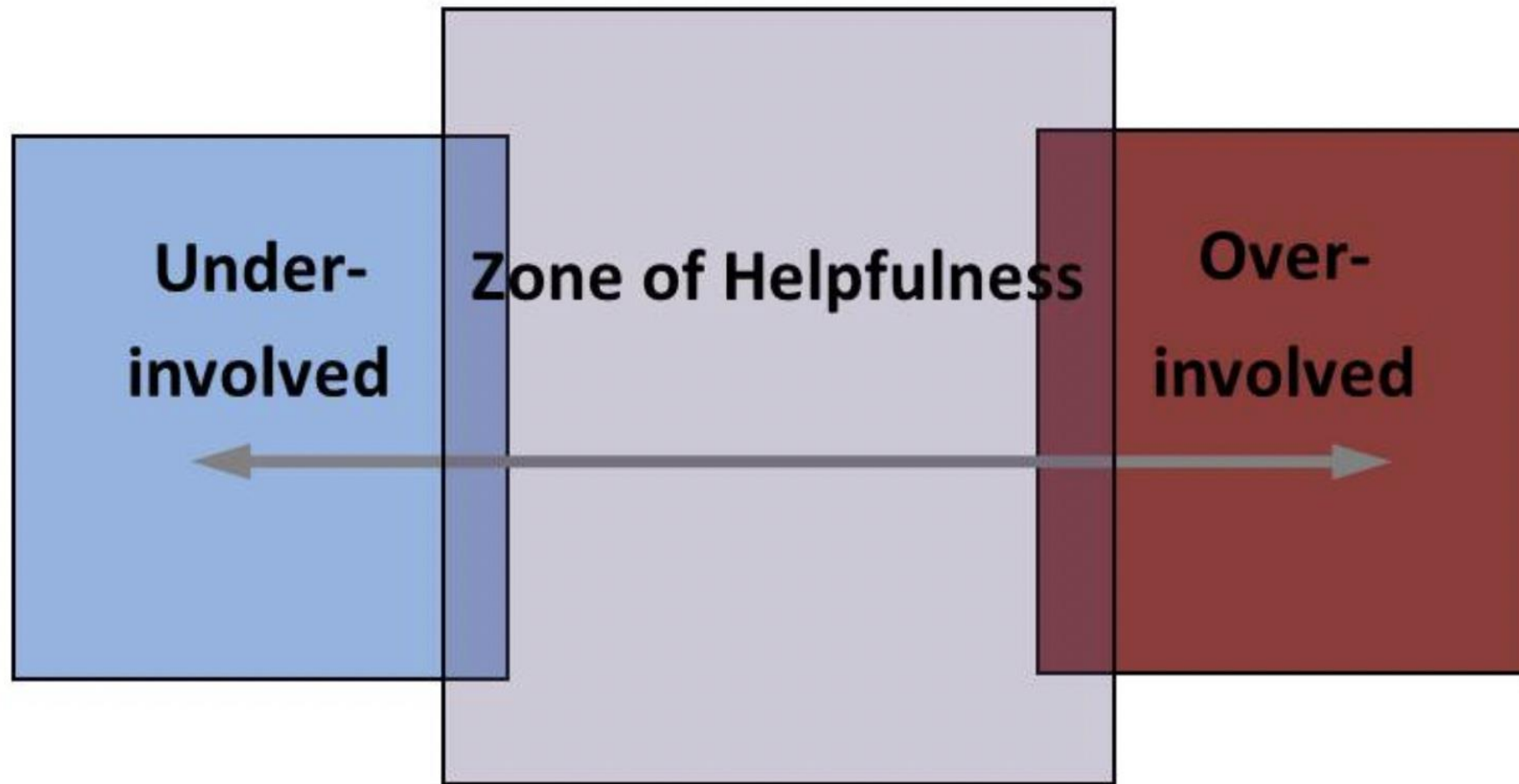
BATHE

- **B**-Background
- **A**-Affect
- **T**-What Troubles you the most?
- **H**-How are you going to Handle that?
- **E**-Empathy

Is there something medical I can help you with?



PROFESSIONAL BOUNDARIES



"I have a theory that burnout is about resentment. And you beat it by knowing what it is you're giving up that makes you resentful."

-Marissa Mayer



Anger delivers our boundaries to us.

-Glennon Doyle



An approach to the challenging interpersonal interaction

- What is driving their behaviour?
- What feelings is their behaviour eliciting within me and why?
- How can I set an appropriate boundary?

What is driving their behaviour?

- Emotional reactions are usually driven by predictions which are informed by our past experiences
 - Trauma informed approach
- If we can understand the emotion we can effectively de-escalate and support
- What predictions might our patients be making that are driving their presentation?
- She's going to abandon me
- I'm not going to get my needs met
- I might not be safe here
- He's going to get angry with me
- I'm going to fail
- He's not going to like me

What is driving their behaviour?

- The Logic of Appropriateness - James March : "What does a person like me do in a situation like this?"
 - Mark Weber "Individuals matter but the situation's the thing" Organ Dyn 2019
 - Our definition of the situation
 - Our identity in the situation
 - Our understanding of the applicable rules in the situation

What feelings is their behaviour eliciting in me and why?

- We need to be aware of our feelings in order to regulate appropriately
can be a wide range of negative and positive feelings, should reflect on all of them

Our feelings in certain situations often reflect our own core issues/needs

- Need to rescue
- Need to placate/avoid conflict
- Need to be liked
- Need to be in control
- Need to feel competent

How can I set an appropriate boundary?

- Every interaction is an opportunity for intervention and building the therapeutic relationship
- A boundary is a consistent and predictable limit
 - Behaviour contracts
 - Distress tolerance skills
 - Refusal skills
 - Compassionate disinterest
 - BATHE technique
 - Acknowledge limitations of the system and align yourself with the patient

Take away points for complex patients

- Incorporate trauma informed care principles like choice and empowerment
- Unconditional positive regard to build safe spaces
- Cultivate neutrality and boundaries
- Find the common enemy
- Set patients up for success with regular appointments and coaching on distress tolerance skills
- Understand it's not you, it's them
- Order less not more, Refer less not more
- No is a full sentence
- Be clear about the limitations of your role in any given situation
- **UNDERSTAND YOURSELF**

6 Habits of Healthy Humans

Evidence-based pillars of
intervention

Get good sleep

Eat as healthy as you can

Move your body every day

Connect to others

Ground yourself with a mindfulness or
spirituality practice

Contribute to your community with goal-
directed activities

Resources

- Trauma and Recovery - Judith Herman
- The Body keeps the Score - Bessel Van der Kolk
- The Deepest Well - Nadine Burke Harris
- The Possible Self: A Leader's Guide to Personal Development - Maya Djikic
- Collaborative Deprescribing in Borderline Personality Disorder - Fineberg et al, 2019



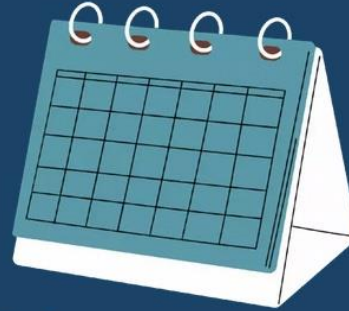
 Staff **1**  Punctuality **1**  Helpfulness **1**  Knowledge **1**

A woke person believing she is God educating everyone on trauma care. Do I look like a shrink to you? Just cause you don't respect others time don't expect the same!!

 0 Helpful?  Flag

December 26, 2023

Completed investigations within **150-day target** (80th percentile)



Created expectations for physicians to incorporate concepts of **cultural humility**, **cultural safety** into their practices

Managed **46 per cent** of complaints with early resolution



Managed **3,966** complaints



We made **1,821** courtesy calls to physicians



Responded to **98 per cent** of calls within one business day



Recognized as a **GTA Top Employer**

Decreased the number of open complaints by **70 per cent** since January 2018



Released written discipline decisions **within 57 days** of last hearing date – well below the **84-day target** (80th percentile)



Resources

Education



Links to resources shared today will be sent to participants following the session.

Practising Well CoP – Self Learning Program

The Practising Well CoP is now certified for self learning credits!

Earn **1-credit-per-hour** for reviewing the recording and resources from **past CoP sessions**. The self learning program is certified for up to 50 Mainpro+ credits.



**Learn More and
Participate**

Peer Connect

Have questions about setting boundaries? Or about caring for patients with their mental health, substance use disorders and/or chronic pain?

Connect with a Peer Guide for more individualized educational support.



Dr. Adam Newman

[Connect Now!](#)



Dr. Paul Hoogeveen

[Connect Now!](#)



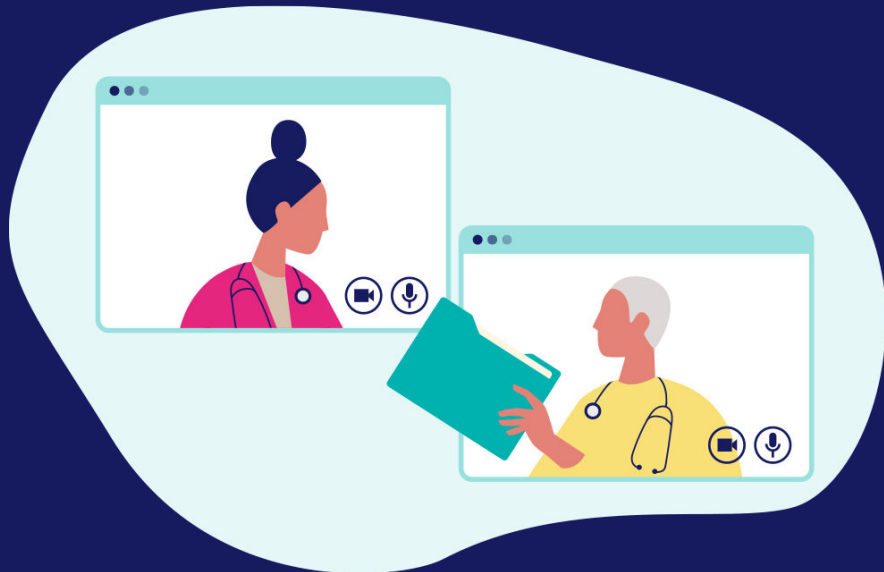
Dr. Rupa Patel

[Connect Now!](#)



Dr. Shanti Rao

[Connect Now!](#)



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Resources

Supports



Resources

Supports



OMA Physician Health Program

<https://php.oma.org>

Centre for Addiction and Mental Health
Health Care Provider (HCP) Resource
Site

<http://www.camh.ca/covid19hcw>

CMA Wellness Hub

<https://www.cma.ca/physician-wellness-hub>



- PARO 24/7 Helpline for Residents, Family Members, Medical Students
- 1-866-HELP-DOC



- <https://www.ontario.ca/#support-health-care-worker>
 - Self-led / With peers / Talk to a clinician
- [Ontario Shores Centre for Mental Health Sciences, Whitby](#)
- [St. Joseph's Healthcare, Hamilton](#)
- [The Royal Ottawa Mental Health Centre, Ottawa](#)
- [Waypoint Centre for Mental Health Care, Penetanguishene](#)
- [Centre for Addictions and Mental Health \(CAMH\), Toronto](#)



- ECHO Coping with COVID
 - for health providers (educational credits)
 - Fridays 2-3pm EST
- <https://camh.echoontario.ca/echo-coping-with-covid/>

Support for you and those you care about.

Upcoming Community of Practice

**An introduction to supporting patients through the opioid crisis
with Dr. Jennifer Wyman and Andrew McLeod**

**August 28, 2024
8:00am – 9:00am**

Register Now

practisingwell@ocfp.on.ca



This one-credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada and the Ontario Chapter for up to 1 Mainpro+ credit. The Practising Well Community of Practice includes a series of planned live, interactive sessions. Each session is worth 1 Mainpro+ credits, for up to a total of 12 credits.