A series of thin, black, overlapping lines of various lengths and orientations, creating a complex, abstract geometric pattern on the left side of the slide.

# **THE STRUCTURAL UNDERPINNINGS OF SATISFACTION AND WELLBEING AMONG PHYSICIANS**

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# DISCLOSURES

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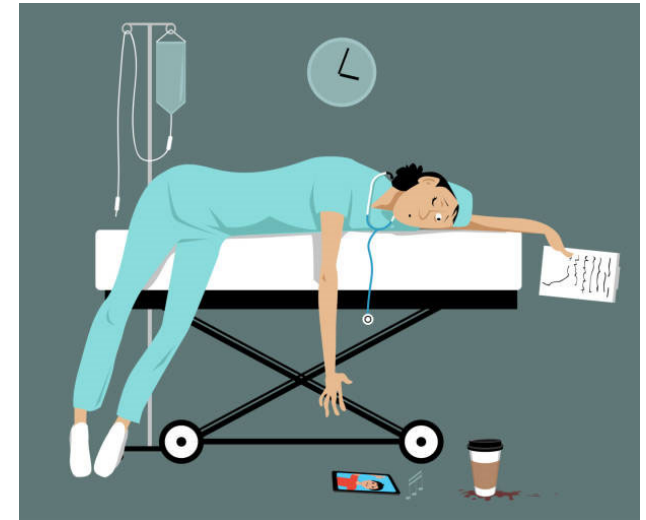
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# BACKGROUND

- **Disillusionment and distress are well documented in medicine**<sup>1-10</sup>
  - High rates of burnout and mental illness
  - A largely individual emphasis in the physician mental health literature
  - There is a need to go beyond the individual level to examine the structural factors shaping physician wellbeing and satisfaction

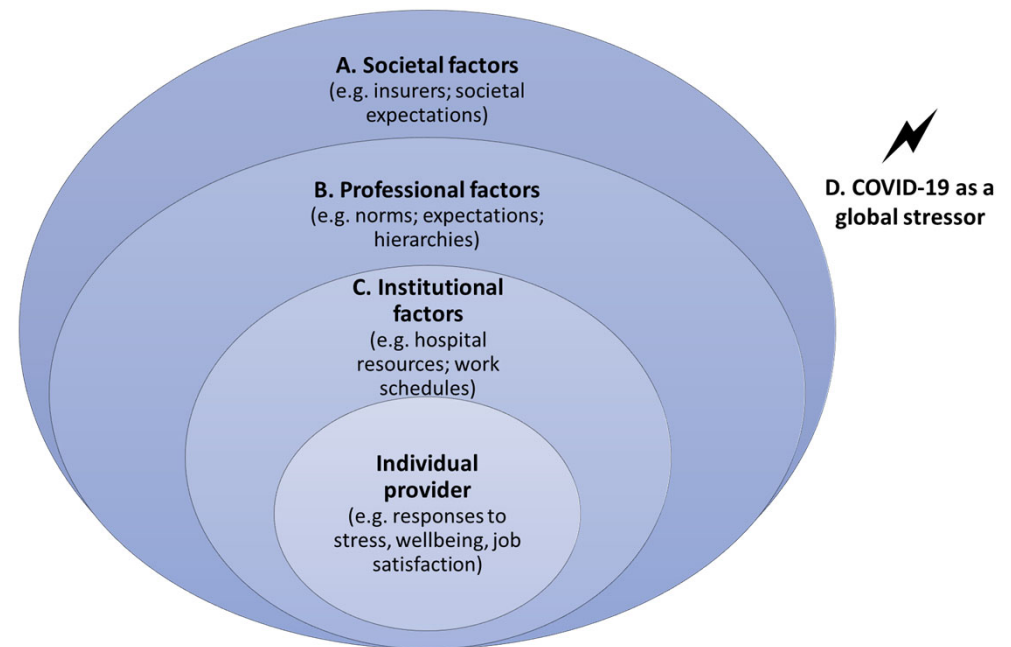


<https://www.istockphoto.com/illustrations/physician-burnout>

# SOCIO-ECOLOGICAL MODEL OF PHYSICIAN SATISFACTION AND WELLBEING



<http://jordantimes.com/news/features/many-patients-remain-confused-about-medical-hierarchy>



**How do institutional, professional, and societal stressors shape physician responses to their work along the career span?**

## DATA & METHODS

- **Participant observation:** 8 months of observation in 2021 at an academic primary care pediatrics clinic located in a low-SES neighborhood; affiliated to “Nelligan Medical College”
- **66 in-depth interviews:** with pediatrics attendings, residents, clinic administrators, and medical students (74% female; 45% Black, Hispanic, Asian, or Middle-Eastern);
  - Maslach Burnout Inventory and the Global Satisfaction Measures Survey
- **Data analysis is ongoing**



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# RESULTS

## **63% ARE BURNED OUT (74% OF STUDENTS)**

Of those who took the MBI, 63% exhibit at least 1 symptom of burnout (high emotional exhaustion, high depersonalization or low personal accomplishment)

## **53% VIEW THEIR CURRENT WORK SITUATION AS A MAJOR SOURCE OF FRUSTRATION**

Of those residents and attendings who took the career satisfaction survey, 53% responded with agree or strongly agree to “My current work situation is a major source of frustration”

## **38% FEEL THAT THEIR MEDICAL CAREER HAS NOT MET THEIR EXPECTATIONS**

Of those residents and attendings who took the career satisfaction survey, 38% responded with disagree or strongly disagree to “In general, my medical career has met my expectations”



# SELECTED STRESSORS

## INSTITUTIONAL

- Centralized decision-making
- Lack of transparency
- Unresponsive leadership
- Lack of flexibility in scheduling to accommodate life events (e.g. sickness, pregnancy)
- Not feeling valued by institution
- Productivity pressures

## PROFESSIONAL

- The organization of training
  - Mismatched expectations
  - Balance of service and learning
  - “A world of judgment”
- “Superhero norm”
  - Push bodily needs aside
  - Don’t show ‘weakness’
- Specialty culture

## SOCIETAL/SYSTEM

- Social inequalities in health add complexity to visits
- Patient satisfaction
- Systemic racism
- Rationalization of healthcare
- Secondary trauma from encountering social inequality
- Heavy expectations re: documentation
- Electronic health record erases line between work and home

# FUTURE DIRECTIONS

**NELLIGAN  
PEDIATRICS CLINIC**

**NELLIGAN PEDIATRIC  
SURGERY CLINIC**

**NEW NELLIGAN  
PEDIATRICS CLINIC**

**INSTITUTIONAL**

More lucrative, high  
volume

Fewer no-shows; shorter  
visits; higher RVUs

**PROFESSIONAL**

Specialty cultures

**SOCIETAL /  
SYSTEM**

Higher-SES; higher  
patient consumerism





# KEY TAKEAWAYS

- **Structural factors *work together* to shape wellbeing in medicine**
  - Physicians and trainees as shock absorbers
- **Limitations**
  - Generalizability<sup>11</sup>
- **Policy implications**
  - Institutional: Supporting multi-disciplinary teams and spaces
  - Professional: (Re)balancing service and learning in GME
  - Societal / system: Empowering physicians of color



<https://www.istockphoto.com/search/2/image?mediatype=illustration&phrase=key+takeaway>



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**THANK YOU!**

**QUESTIONS?**

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