

1

00:00:00,000 --> 00:00:03,783
Awesome. Thank you so much.
Thank you so much Sarah and

2

00:00:03,783 --> 00:00:08,423
thank you all for inviting me
to give this presentation. Um I

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00:00:08,423 --> 00:00:11,383
am going to preface this in
advance with I apologize. I

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00:00:11,383 --> 00:00:14,783
have a dog. He might make noise
during this so forgive me if

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00:00:14,783 --> 00:00:17,743
that happens. Um and it's also
storming here. So if you hear

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00:00:17,743 --> 00:00:23,063
thunder that's why. Um but like
Sarah said tonight we're going

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00:00:23,063 --> 00:00:26,743
to speak on burnout. And I'm
going to be totally honest with

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00:00:26,743 --> 00:00:29,943
you. Part of the reason I talk
about this with my students is

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00:00:29,943 --> 00:00:35,663
because I am terrible at over
extending myself and burning

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00:00:35,663 --> 00:00:37,943
myself out with things I'm
passionate about like

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00:00:37,943 --> 00:00:43,863
audiology. So I've been working
a lot on it personally and I

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00:00:43,863 --> 00:00:48,143
want to help my students find
that good balance before they

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00:00:48,143 --> 00:00:54,103
reach their professional lives.
So disclosures if my computer

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00:00:54,103 --> 00:00:57,983
wants to work. There I don't
have any relevant financial

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00:00:57,983 --> 00:01:01,703
disclosures but like Sarah said
I am a member of the Academy

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00:01:01,703 --> 00:01:05,063
Board of Directors. That said
the information I'm sharing

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00:01:05,063 --> 00:01:10,783
tonight is not it wasn't looked
at by the board of directors.

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00:01:10,783 --> 00:01:13,663
I'm not speaking on behalf
of the board. So these are my

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00:01:13,663 --> 00:01:19,023
own use and opinions. So just a
little bit more about me. Um I

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00:01:19,023 --> 00:01:23,783
am originally from St. Louis,
Missouri, born and raised and

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00:01:23,783 --> 00:01:27,383
fun fact about St. Louis is
it is an audiology town. I

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00:01:27,383 --> 00:01:31,663
learned in college that I grew
up down the street from three

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00:01:31,663 --> 00:01:36,123
or four audiologists and
research. So, there are lots of

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00:01:36,123 --> 00:01:40,723
audiologists there. I went to
college and grad school at

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00:01:40,723 --> 00:01:45,523
Missouri State University in
Southwest Missouri and while I

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00:01:45,523 --> 00:01:49,363
was there, I had great
experiences in a lot of

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00:01:49,363 --> 00:01:52,043
different groups and
organizations and we'll talk

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00:01:52,043 --> 00:01:56,763
about it a little bit later but
some of that led to me

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00:01:56,763 --> 00:02:00,443
experiencing burnout as a
student. Professionally, after

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00:02:00,443 --> 00:02:05,083
I graduated, I moved to Fort
Worth, Texas for work and if

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00:02:05,083 --> 00:02:08,363
you have never been to Texas,
Fort Worth is a pretty cool

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00:02:08,363 --> 00:02:12,603
city to visit. Um it's nickname
is Cowtown and they still do

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00:02:12,603 --> 00:02:16,723
cattle drives every day in the
Stockyards. So, kind of cool

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00:02:16,723 --> 00:02:21,923
and fun and like Sarah said, I
work at Texas Ear Clinic. Um

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00:02:21,923 --> 00:02:26,723
Texas Ear Clinic is an otology
clinic in Fort Worth and I am

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00:02:26,723 --> 00:02:30,283
super fortunate to get to do a
little bit of everything. So,

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00:02:30,283 --> 00:02:33,323
if it's in our scope of
practice, I probably get to do

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00:02:33,323 --> 00:02:38,583
it on a weekly basis. Um and
with that said too, I work with

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00:02:38,583 --> 00:02:42,223
a phenomenal physician. So, I
get to collaborate with him and

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00:02:42,223 --> 00:02:46,463
it is a great environment and
finally, outside of work and

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00:02:46,463 --> 00:02:50,383
life, I have a dog, like I
said, his name is Arlo. He is a

42

00:02:50,383 --> 00:02:55,543
toy Australian Shepherd and he
is a Frisbee dog. So, lots to

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00:02:55,543 --> 00:03:01,343
do when I'm not working. So,
tonight, we are talking about

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00:03:01,343 --> 00:03:04,943
burnout and in preparing this
presentation, like I said, I

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00:03:04,943 --> 00:03:07,783
have a lot of personal
experience with burnout but I

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00:03:07,783 --> 00:03:12,683
am by no means an expert in
what it is, how it works, and

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00:03:12,683 --> 00:03:16,723
how to prevent it. Still trying
to figure that out myself but I

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00:03:16,723 --> 00:03:21,083
did find a really good book
that I heard about on NPR one

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00:03:21,083 --> 00:03:24,643
day. They were interviewing the
author of The End of Burnout

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00:03:24,643 --> 00:03:29,043
and his story is really
interesting. Jonathan Malesic

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00:03:29,043 --> 00:03:34,963
is or was a college professor
and he loved it, worked it, and

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00:03:34,963 --> 00:03:38,583
it was everything he wanted
until he started to burnout and

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00:03:38,583 --> 00:03:41,743
then it just became a drag to
kind of go to work. So he

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00:03:41,743 --> 00:03:46,063
actually quit his 10-year job,
moved to Texas, and worked as a

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00:03:46,063 --> 00:03:49,543
parking lot attendant for a
little bit and in doing that,

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00:03:49,543 --> 00:03:54,703
he rediscovered that passion,
figured out how to work through

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00:03:54,703 --> 00:03:58,143
his passion without burning out
again. So, we're going to kind

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00:03:58,143 --> 00:04:01,623
of go through things he talks
about in his book tonight with

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00:04:01,623 --> 00:04:05,983
a little bit of an audiology
slant. So, to start, we're

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00:04:05,983 --> 00:04:10,663
going to dig into the
historical perspective and fun

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00:04:10,663 --> 00:04:16,223
fact, burnout isn't new. It has
been around since at least 300

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00:04:16,223 --> 00:04:23,783
BCE. Philosophers and
researchers in the 12 to 1300s

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00:04:23,783 --> 00:04:29,343
decided to call it melancholia
but it was actually first found

64
00:04:29,343 --> 00:04:33,343
in biblical writings and
philosophical movements from

65
00:04:33,343 --> 00:04:36,703
the time. There's some thought
that Hypocrites talked about

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00:04:36,703 --> 00:04:40,103
these things and having this
melancholia was seen as a mark

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00:04:40,103 --> 00:04:43,583
of honor. It was thought that
you only experienced this if

68
00:04:43,583 --> 00:04:47,343
you were completing brain work
or were artistic really

69
00:04:47,343 --> 00:04:49,983
contributing to society in
those important ways at the

70
00:04:49,983 --> 00:04:57,403
time. In the late 4th century,
the name changed to asedia and

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00:04:57,403 --> 00:05:01,603
this phrase came from looking
at brain workers or

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00:05:01,603 --> 00:05:06,523
philosophers who lived in the
desert. They called this acedia

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00:05:06,523 --> 00:05:11,363
the noonday demon so like that
midday slump and what it did

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00:05:11,363 --> 00:05:14,443
for them is this feeling
instilled hatred for the place

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00:05:14,443 --> 00:05:19,163
they were working or living or
just doing whatever they were

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00:05:19,163 --> 00:05:22,963
doing at noon. This became part
of what they called the eight

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00:05:22,963 --> 00:05:27,643
bad thoughts and those eight
bad thoughts in the middle ages

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00:05:27,643 --> 00:05:31,563
actually became known as the
seven deadly sins. So this

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00:05:31,563 --> 00:05:37,543
academia transitioned into
sloth. In the 15th to 16th

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00:05:37,543 --> 00:05:41,223
centuries, it changed the name
changed back to melancholia

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00:05:41,223 --> 00:05:45,863
because it was related to
exhaustion and in the eighteen

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00:05:45,863 --> 00:05:50,063
hundreds, the same term came to
mean an idleness that was

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00:05:50,063 --> 00:05:56,463
thought to be cured by work and
finally, in the 19th century,

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00:05:56,463 --> 00:06:00,023
we get the term neurostemia and
this is something that was

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00:06:00,023 --> 00:06:04,823
really contested. It was called
Americanitis for a time due to

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00:06:04,823 --> 00:06:08,763
its prevalence in the US and its symptoms were really

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00:06:08,763 --> 00:06:13,203
similar to burnout today. It
was a widespread national

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00:06:13,203 --> 00:06:16,923
phenomenon just like burnout is
today and it was believed that

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00:06:16,923 --> 00:06:20,403
it could cause early death due
to heart disease, high blood

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00:06:20,403 --> 00:06:24,803
pressure, and some other
things. It was also thought

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00:06:24,803 --> 00:06:28,963
that the speed of American life
brought on this neurostemia and

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00:06:28,963 --> 00:06:33,643
it had a really broad set of
symptoms which we can see here.

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00:06:33,643 --> 00:06:37,083
Um there were a lot of people
who were diagnosed with this

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00:06:37,083 --> 00:06:40,503
including Oscar Wild and
Virginia Wolf and they took

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00:06:40,503 --> 00:06:43,383
their experiences and put it
into a lot of the characters in

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00:06:43,383 --> 00:06:48,423
their books. It was thought to
be really prestigious to have

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00:06:48,423 --> 00:06:54,223
neurostemia and it was caused
by exhaustion of the modern age

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00:06:54,223 --> 00:06:58,143
but with that, people thought
that exhaustion was a positive

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00:06:58,143 --> 00:07:04,023
quality. Um inspiration for the
disease was drawn from the

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00:07:04,023 --> 00:07:08,023
progression of modern
technology and the light bulb.

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00:07:08,023 --> 00:07:11,883
We know light bulbs,
eventually, they're going to

102
00:07:11,883 --> 00:07:16,083
burnout, because that bulb is
going to drain, and it was seen

103
00:07:16,083 --> 00:07:18,683
that the same thing could
happen to an overloaded nervous

104
00:07:18,683 --> 00:07:25,283
system. So these symptoms that
are listed go from kind of the

105
00:07:25,283 --> 00:07:29,003
lowest order on the bottom to
if your system is burned out,

106
00:07:29,003 --> 00:07:32,123
the highest order on the top.
So it includes everything from

107
00:07:32,123 --> 00:07:39,843
headaches to chills, hay fever,
hypochondria, hysteria,

108
00:07:39,843 --> 00:07:45,683
digestive issues, epilepsy,
insanity, the list goes on and

109
00:07:45,683 --> 00:07:49,283
it encompasses a wide variety
of things. And because it

110
00:07:49,283 --> 00:07:52,043
encompasses so much
entrepreneurs of the time saw

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00:07:52,043 --> 00:07:56,083
it as a possible money-making
opportunity. So, kind of like

112
00:07:56,083 --> 00:07:59,123
some things today, the
treatments for it really ranged

113
00:07:59,123 --> 00:08:05,083
from fake treatments like this
Heidenberg belt which was an

114
00:08:05,083 --> 00:08:09,523
electric shock belt to rest to
hydrotherapy. The thought with

115
00:08:09,523 --> 00:08:12,963
this belt was that it would
reset the nervous system and

116
00:08:12,963 --> 00:08:15,723
cure neurostemia. So, if you
burnt out the bulb and you

117
00:08:15,723 --> 00:08:20,963
reset it, it would work again.
So, like we said, we traveled

118
00:08:20,963 --> 00:08:25,723
from really academia to
melancholia to neurostemia to

119
00:08:25,723 --> 00:08:32,443
we know today as burnout.
Burnout really came to be in

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00:08:32,443 --> 00:08:37,563
the seventies, early to late
early to mid 70s and Christina

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00:08:37,563 --> 00:08:42,203
Maslach is one of the
researchers whose name is tied

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00:08:42,203 --> 00:08:45,803
to almost everything you will
see about burnout. She was one

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00:08:45,803 --> 00:08:50,403
of the original researchers on
it. What she did during her PHD

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00:08:50,403 --> 00:08:54,403
was she studied
depersonalization in human

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00:08:54,403 --> 00:08:58,983
service work. So, in health
care workers in social workers

126
00:08:58,983 --> 00:09:05,503
and lawyers. And what she found
was that all of these people

127
00:09:05,503 --> 00:09:10,783
used detachment to protect
their emotions. So think about

128
00:09:10,783 --> 00:09:14,543
the first patient you really
saw that you connected with. I

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00:09:14,543 --> 00:09:18,943
know for me it's a pediatric
patient I saw. A little boy

130
00:09:18,943 --> 00:09:22,623
with Down Syndrome and I was
just so excited to see him and

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00:09:22,623 --> 00:09:26,383
he was the cutest little kid
ever and I became really

132
00:09:26,383 --> 00:09:29,303
entrenched in what was
happening with him at audiology

133
00:09:29,303 --> 00:09:32,583
at speech therapy and I just
wanted to know it all and help

134
00:09:32,583 --> 00:09:37,783
him in any way I could. Well,
for me at least, that's a

135
00:09:37,783 --> 00:09:40,743
recipe for burning out and
we'll talk more about that in a

136
00:09:40,743 --> 00:09:46,263
little bit but becoming
attached in that way that

137
00:09:46,263 --> 00:09:49,903
deeply can sometimes be a
problem and it can drain you

138
00:09:49,903 --> 00:09:54,503
emotionally. So, a lot of these
service workers will detach

139
00:09:54,503 --> 00:09:58,543
themselves to protect
themselves. If that detachment

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00:09:58,543 --> 00:10:04,143
becomes too extreme, we call it
burnout. And it describes the

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00:10:04,143 --> 00:10:08,183
loss of any human feelings for
clients. So it's kind of that

142
00:10:08,183 --> 00:10:11,423
distant physician you think of
who just sees you as the

143
00:10:11,423 --> 00:10:14,583
diagnosis on the paper, the
note in the chart, instead of

144
00:10:14,583 --> 00:10:19,283
the person sitting right in
front of them. Dr. Maslach

145
00:10:19,283 --> 00:10:22,363
really became interested in
burnout when she was part of

146
00:10:22,363 --> 00:10:26,923
the Stanford Prison Experiment.
So, this experiment took place

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00:10:26,923 --> 00:10:30,123
in the 70s and took a bunch of
undergraduates from Stanford

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00:10:30,123 --> 00:10:33,803
and locked them in a fake jail
for what was supposed to be a

149
00:10:33,803 --> 00:10:37,883
couple of weeks. That said, the
experiment was cut short after

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00:10:37,883 --> 00:10:44,203
just a day or two because the
people who were the officers

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00:10:44,203 --> 00:10:49,503
were taking a lot of their
emotions and feelings and just

152
00:10:49,503 --> 00:10:53,383
everything out on the
prisoners. Um and what she saw

153
00:10:53,383 --> 00:10:57,023
in that was that detachment. So
she saw that difference in

154
00:10:57,023 --> 00:11:00,863
people causing that detachment
and the people portraying the

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00:11:00,863 --> 00:11:03,503
officers didn't care anymore
about the people who were the

156
00:11:03,503 --> 00:11:06,583
prisoners. Even though prior to
the start of the experiment

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00:11:06,583 --> 00:11:12,063
they all saw each other as
equals. So diving more into

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00:11:12,063 --> 00:11:17,883
Dr. Maslach's research. What
really is burnout. Because I

159
00:11:17,883 --> 00:11:20,683
know when I hear burnout, I
think of just being really

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00:11:20,683 --> 00:11:25,043
tired and depending on the
article you're looking at,

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00:11:25,043 --> 00:11:28,683
there can be a lot of different
definitions of it. Kind of like

162
00:11:28,683 --> 00:11:32,523
when we see an article on mild
hearing loss, there can be a

163
00:11:32,523 --> 00:11:36,803
definition that is 15 decibels,
it can be 20, 25, and

164
00:11:36,803 --> 00:11:40,603
everything in between. So, just
like we have that with mild

165
00:11:40,603 --> 00:11:44,603
hearing loss, the burnout
literature has the same thing.

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00:11:44,603 --> 00:11:48,123
At its roots though, in Dr.
Maslach's research and her

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00:11:48,123 --> 00:11:51,083
questionnaires which are kind
of the gold standard. Burnout

168
00:11:51,083 --> 00:11:55,883
is made up of three parts. It's
exhaustion. That feeling of

169
00:11:55,883 --> 00:12:00,203
being overextended and tired
and just not being able to make

170
00:12:00,203 --> 00:12:05,643
it through your work or your
day or anything like that. The

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00:12:05,643 --> 00:12:10,723
second piece is cynicism. So
it's a feeling of indifference

172
00:12:10,723 --> 00:12:16,043
or a distant attitude towards
work or your studies. It's when

173
00:12:16,043 --> 00:12:19,683
you have a test and you're like
whatever I'll just study in

174
00:12:19,683 --> 00:12:23,603
whatever grade I get I get. Who
cares at this point? I think

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00:12:23,603 --> 00:12:28,383
we've probably been there. It
can also be when you have a

176
00:12:28,383 --> 00:12:30,903
patient in front of you and
like I said a little bit ago,

177
00:12:30,903 --> 00:12:34,423
you just see the note and the
information on them instead of

178
00:12:34,423 --> 00:12:38,743
that person sitting there and
the third piece of it is

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00:12:38,743 --> 00:12:45,983
reduced efficacy or in
inefficiency and this is when

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00:12:46,323 --> 00:12:50,823
we're not satisfied with our
past or present accomplishments

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00:12:50,823 --> 00:12:55,783
in worker school and our
expectations of how effective

182
00:12:55,783 --> 00:13:01,183
we are at worker school are
different than the reality. So,

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00:13:01,183 --> 00:13:04,103
all in all, burnout is a
combination of these three

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00:13:04,103 --> 00:13:10,063
things. Because of this,
burnout can mimic a lot of

185
00:13:10,063 --> 00:13:14,743
other symptoms and disorders
and mental health problems that

186
00:13:14,743 --> 00:13:18,343
we know more about. Burnout can
really mimic clinical

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00:13:18,343 --> 00:13:22,263
depression and if you think
you're burnt out but you're

188
00:13:22,263 --> 00:13:24,583
experiencing some of those
symptoms of depression, it's

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00:13:24,583 --> 00:13:28,063
definitely worth talking with
your health care provider or a

190
00:13:28,063 --> 00:13:31,943
counselor on campus to dig more
into it and make sure

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00:13:31,943 --> 00:13:36,023
everything's okay. Burnout can
also mimic compassion fatigue

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00:13:36,023 --> 00:13:40,463
which for a while was a really
hot topic in health care right

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00:13:40,463 --> 00:13:44,743
around the time of the pandemic
before and a little after.

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00:13:44,743 --> 00:13:48,063
Compassion fatigue is when
you've kind of just given it

195
00:13:48,063 --> 00:13:50,983
your all emotionally and you
experience that detachment we

196
00:13:50,983 --> 00:13:55,023
talked about earlier and a lot
of times both of these things

197
00:13:55,023 --> 00:13:58,023
depression and compassion
fatigue can occur

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00:13:58,023 --> 00:14:02,663
simultaneously with burnout. It
makes a lot more sense with

199
00:14:02,663 --> 00:14:06,343
this if we think of burnout as
a spectrum. It's not just one

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00:14:06,343 --> 00:14:11,983
thing. It's a combination of
exhaustion and cynicism and

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00:14:11,983 --> 00:14:16,103
being ineffective and it looks
different for everybody and it

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00:14:16,103 --> 00:14:20,743
can look different for you at
different points in life. And

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00:14:20,743 --> 00:14:23,783
just a quick note, as we're
talking about burnout, when I

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00:14:23,783 --> 00:14:29,343
say work, I mean school, I mean
clinic, I mean your first job

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00:14:29,343 --> 00:14:32,023
as a new professional, or if
you're working right now, your

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00:14:32,023 --> 00:14:39,223
job now too. So, as we're
thinking about burnout, a

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00:14:39,223 --> 00:14:44,103
really good image for this is
if you're standing on stilts.

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00:14:44,103 --> 00:14:50,503
Burnout occurs when the gap we
have between our ideals of work

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00:14:50,503 --> 00:14:55,263
and the reality of our work are
different. So, if one of those

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00:14:55,263 --> 00:14:58,383
stilts is the reality of work
and one of them is the ideals,

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00:14:58,383 --> 00:15:03,103
that's kind of what we're
balancing on. If you have a

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00:15:03,103 --> 00:15:07,223
non-demanding job. So,
something that isn't high

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00:15:07,223 --> 00:15:10,063
stress that you just kind of
show up to, do what you need to

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00:15:10,063 --> 00:15:15,203
do, and go home. Um if your job
is non-demanding and doesn't

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00:15:15,203 --> 00:15:18,883
have a lot of those pressures
on it, you can safely have more

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00:15:18,883 --> 00:15:23,443
separation between the reality
of your job and the your ideals

217
00:15:23,443 --> 00:15:28,003
about work before you fall off
of those stilts because they're

218
00:15:28,003 --> 00:15:33,723
lower, you can balance better.
If you have a really demanding

219
00:15:33,723 --> 00:15:37,683
job though, like an ER
physician, a really small

220
00:15:37,683 --> 00:15:40,763
difference between the reality
of your work and your ideals

221

00:15:40,763 --> 00:15:43,963
about work can make it very
hard to stay balanced and make

222
00:15:43,963 --> 00:15:49,083
it very hard to keep from
burning out. Over time, whether

223
00:15:49,083 --> 00:15:53,203
we have a non-demanding job or
a really demanding job, if

224
00:15:53,203 --> 00:15:56,723
there's a difference between
our ideals of work and the

225
00:15:56,723 --> 00:16:01,163
reality of our work, it's
really hard to maintain both

226
00:16:01,163 --> 00:16:05,443
and something has to give.
Low-level burnout where there's

227
00:16:05,443 --> 00:16:09,483
just a slight difference can be
really temporary. Think about

228
00:16:09,483 --> 00:16:13,523
when you have a really big
project that's due or I know

229
00:16:13,523 --> 00:16:17,163
it's getting to be comp season
if it's not already over. You

230
00:16:17,163 --> 00:16:20,723
are studying and going and
trying to get that done as much

231

00:16:20,723 --> 00:16:26,683
as you possibly can and because
of that, other things can make

232
00:16:26,683 --> 00:16:29,363
it really easy to fall off
balance between our ideals

233
00:16:29,363 --> 00:16:34,483
about school and what's
actually happening. So,

234
00:16:34,483 --> 00:16:36,963
low-level burnout can be
temporary like one of those

235
00:16:36,963 --> 00:16:42,683
projects and it can cause the
same symptoms that we can have

236
00:16:42,683 --> 00:16:49,803
when we have more severe
burnout. But when that project

237
00:16:49,803 --> 00:16:53,903
or test or whatever is done,
things are better that reality

238
00:16:53,903 --> 00:16:59,303
of work and the ideals of work
come back together. So in

239
00:16:59,303 --> 00:17:02,223
talking about these realities
and ideals and the three parts

240
00:17:02,223 --> 00:17:07,663
of burnout. Um Dr. Maslach
and her research partner, Dr.

241

00:17:07,663 --> 00:17:12,103
Later, have come up with five
different profiles of burnout.

242
00:17:12,103 --> 00:17:14,543
That they look at. The
questionnaire they have is

243
00:17:14,543 --> 00:17:17,983
actually available online. I
think it's 15 dollars. There is

244
00:17:17,983 --> 00:17:21,623
a student version of it. There
is a health services worker

245
00:17:21,623 --> 00:17:24,343
version of it. There's a health
care worker version of it. So

246
00:17:24,343 --> 00:17:27,743
lots of different versions you
can take to kind of see if you

247
00:17:27,743 --> 00:17:32,183
want to know which of these
profiles you fall into if you

248
00:17:32,183 --> 00:17:38,383
are feeling burnt out. The
first profile is the engaged

249
00:17:38,383 --> 00:17:42,743
employer, the engaged student.
Um it may also be considered

250
00:17:42,743 --> 00:17:45,983
not having burnout. This is
when you have a really close

251

00:17:45,983 --> 00:17:51,303
but imperfect alignment between
your ideals about work and the

252

00:17:51,303 --> 00:17:56,023
reality of work. Think about
your first year of school right

253

00:17:56,023 --> 00:17:59,103
before you started your AUD
program. You were or at least I

254

00:17:59,103 --> 00:18:02,943
know I was so excited to be out
of all those speech therapy

255

00:18:02,943 --> 00:18:06,263
classes and studying what I
really wanted to know and I had

256

00:18:06,263 --> 00:18:11,323
no idea what to expect. I was
ready to go and even if there

257

00:18:11,323 --> 00:18:14,123
was a slight difference between
my expectations and what there

258

00:18:14,123 --> 00:18:17,003
really was, it was fine because
I was getting to do something I

259

00:18:17,003 --> 00:18:24,363
loved. This is where most
people fall in the hospital

260

00:18:24,363 --> 00:18:28,203
system is this no burnout
realm. Well, this is where the

261

00:18:28,203 --> 00:18:32,003
biggest chunk of them fall at
least. This makes up 40 to 45%

262
00:18:32,003 --> 00:18:35,203
of hospital or health care
employees and when I'm talking

263
00:18:35,203 --> 00:18:38,243
about hospital or health care
employees, I'm talking about

264
00:18:38,243 --> 00:18:43,243
administrators, providers,
facilities workers, everyone

265
00:18:43,243 --> 00:18:47,723
involved in the health care
system. The bigger part though

266
00:18:47,723 --> 00:18:52,203
of health care are employees
who are burnt out. So, the

267
00:18:52,203 --> 00:18:55,883
first of these that we're going
to look at is the overextended

268
00:18:55,883 --> 00:19:00,723
person. This is someone who can
be in denial about the

269
00:19:00,723 --> 00:19:04,523
variation that's happening
between their expectations and

270
00:19:04,523 --> 00:19:08,003
their reality. In that analogy,
those stilts they're standing

271

00:19:08,003 --> 00:19:11,443
on are really far apart but
they are white knuckling it and

272
00:19:11,443 --> 00:19:16,143
holding on for dear life. It's
kind of like when you love what

273
00:19:16,143 --> 00:19:19,503
you're doing but it's so hard
and it's taking everything out

274
00:19:19,503 --> 00:19:25,143
of you. This makes up about 15%
of hospital employees. And

275
00:19:25,143 --> 00:19:28,863
these employees or students can
have a really negative view of

276
00:19:28,863 --> 00:19:33,343
the workload but not other
facets. So think about in

277
00:19:33,343 --> 00:19:37,263
school. I know I loved clinic.
I looked forward to my clinical

278
00:19:37,263 --> 00:19:40,663
placements every week. But by
the time I was in my third year

279
00:19:40,663 --> 00:19:44,103
I hated the classes. Was not
looking forward to the tests or

280
00:19:44,103 --> 00:19:47,143
the projects or any of the
other things I had to do to

281

00:19:47,143 --> 00:19:51,823
graduate. So that is when we
are just exhausted and

282
00:19:51,823 --> 00:19:56,503
overextended. This profile
specifically has a really high

283
00:19:56,503 --> 00:19:59,823
correlation with clinical
depression and people who are

284
00:19:59,823 --> 00:20:04,263
experiencing an overextended
form of burnout can often look

285
00:20:04,263 --> 00:20:08,423
at and seem depressed. So
again, if this is you, if you

286
00:20:08,423 --> 00:20:14,583
are exhausted, it happens and
it's unfortunately one of those

287
00:20:14,583 --> 00:20:18,543
things that is really hard to
work through on a grad school

288
00:20:18,543 --> 00:20:24,763
schedule but If there's more to
it, I'd encourage you to see a

289
00:20:24,763 --> 00:20:30,423
mental health provider to help
dig into it a little bit more.

290
00:20:30,423 --> 00:20:35,623
Next, we have the cynical
burnout. And this is someone

291

00:20:35,623 --> 00:20:40,103
who is really focused in that
cynicism area. These people

292
00:20:40,103 --> 00:20:43,383
tend to abandon their ideals
and just submit to the reality.

293
00:20:43,383 --> 00:20:46,543
These are the providers or
workers who are having that

294
00:20:46,543 --> 00:20:50,503
depersonalization from their
patients. This makes up about

295
00:20:50,503 --> 00:20:56,383
10% of employees. When someone
falls into this area, they

296
00:20:56,383 --> 00:20:59,623
really only care about the
paycheck. They've given up all

297
00:20:59,623 --> 00:21:02,603
the reasons they're into it and
just they need to show up

298
00:21:02,603 --> 00:21:06,723
because they've got bills to
pay. These people also will

299
00:21:06,723 --> 00:21:10,163
tend to be more gossipy and
trying to tear other people

300
00:21:10,163 --> 00:21:18,403
down and things like that. Um I
feel like this is why if you've

301

00:21:18,403 --> 00:21:21,563
had a rotation in a hospital
especially and you've been in

302

00:21:21,563 --> 00:21:24,483
other parts of it outside the
audiology clinic. You may have

303

00:21:24,483 --> 00:21:28,043
seen a lot of dark humor. I
know when I was in the OR. That

304

00:21:28,043 --> 00:21:31,883
is the way a lot of the OR
staff and the staff with those

305

00:21:31,883 --> 00:21:35,643
higher demanding jobs protected
themselves was with the dark

306

00:21:35,643 --> 00:21:39,523
humor and really ignoring the
work and the patient on the

307

00:21:39,523 --> 00:21:44,823
table was really important and
once they were stable, we all

308

00:21:44,823 --> 00:21:48,583
kind of went back to our
conversations. So, it this

309

00:21:48,583 --> 00:21:51,663
cynicism is a way that as
health care workers, we

310

00:21:51,663 --> 00:21:58,503
sometimes protect ourselves and
protect our emotions. A fourth

311

00:21:58,503 --> 00:22:02,143
profile is the frustrated
employer frustrated student and

312
00:22:02,143 --> 00:22:07,103
this is someone who is ignoring
the reality of the job but

313
00:22:07,103 --> 00:22:11,063
maintaining their ideals and
this makes up about 20 to 25%

314
00:22:11,063 --> 00:22:15,303
of hospital employees. That
said, even though it's only

315
00:22:15,303 --> 00:22:19,103
about a quarter of hospital
employees, it's the most common

316
00:22:19,103 --> 00:22:24,143
form of burnout in the entire
workforce. These employees have

317
00:22:24,143 --> 00:22:29,163
a mild a mild negative with
their job. So, they're kind of

318
00:22:29,163 --> 00:22:32,803
upset with it and frustrated
with it but hey, it is what it

319
00:22:32,803 --> 00:22:38,843
is. I think about it like when
I'm doing a VNG and I sent my

320
00:22:38,843 --> 00:22:41,323
patient the instructions. I
called them two days before and

321

00:22:41,323 --> 00:22:45,003
reminded them to not take their
mechlone prior to the test and

322
00:22:45,003 --> 00:22:50,523
they show up to the VNG and
they took their mechlone. So,

323
00:22:50,523 --> 00:22:53,523
something like that is going to
make me really frustrated

324
00:22:53,523 --> 00:22:58,883
because that reality of my job,
I have got no control of it. So

325
00:22:58,883 --> 00:23:04,103
I've just gotta let it go and
work with it. The frustrated

326
00:23:04,103 --> 00:23:06,863
employee or student is going to
find it difficult to find

327
00:23:06,863 --> 00:23:09,983
meaning in their work and
really and truly this can be

328
00:23:09,983 --> 00:23:13,943
the first symptom or sign of
burnout. So, if you're feeling

329
00:23:13,943 --> 00:23:17,423
frustrated, it could be the
start of burnout, if you're not

330
00:23:17,423 --> 00:23:20,623
experiencing any of those other
realms of cynicism or

331

00:23:20,623 --> 00:23:25,223
exhaustion. The frustrated
person will often become angry

332
00:23:25,223 --> 00:23:29,063
or disappointed with their work
and I feel like in talking to

333
00:23:29,063 --> 00:23:32,943
colleagues, this is what I see
most often in audiologists. We

334
00:23:32,943 --> 00:23:36,363
feel ineffective and worthless
sometimes when our patients

335
00:23:36,363 --> 00:23:39,243
don't follow our directions or
we counsel them and counsel

336
00:23:39,243 --> 00:23:42,003
them and counsel them on why
they should wear their hearing

337
00:23:42,003 --> 00:23:45,043
aids and they show up and that
data logging still reads an

338
00:23:45,043 --> 00:23:50,923
hour a day or less or we've
seen a baby for an ABR after

339
00:23:50,923 --> 00:23:54,683
referred hearing screening two,
three times already and this

340
00:23:54,683 --> 00:23:57,483
baby is still not sleeping
because mom is not following

341

00:23:57,483 --> 00:24:01,003
the directions. We know from a
counseling perspective that is

342
00:24:01,003 --> 00:24:05,063
that there's much more to that
story but in the moment, it's

343
00:24:05,063 --> 00:24:07,423
really easy to become
frustrated with that and feel

344
00:24:07,423 --> 00:24:13,303
like there's nothing you can
do. And finally, we have true

345
00:24:13,303 --> 00:24:19,263
burnout. Where you've just let
go of both of those stilts. The

346
00:24:19,263 --> 00:24:24,183
reality is too much. Our ideals
don't even matter anymore. And

347
00:24:24,183 --> 00:24:28,103
these workers are unable to do
the bare minimum. They are

348
00:24:28,103 --> 00:24:32,223
exhausted. They are cynical and
they feel like they are

349
00:24:32,223 --> 00:24:37,143
inefficient in their work. At
this point work to an employee

350
00:24:37,143 --> 00:24:41,463
or a student has become a
chore. It is something you have

351

00:24:41,463 --> 00:24:45,023
to do and there is nothing that
will make it better or that

352
00:24:45,023 --> 00:24:48,783
feels like it will make it
better. At this point, someone

353
00:24:48,783 --> 00:24:53,863
can feel really used or really
empty. This makes up about five

354
00:24:53,863 --> 00:24:57,943
to 10% of hospital employees.
So, it's a small number but

355
00:24:57,943 --> 00:25:03,663
it's a really important number
because five to 10% is still a

356
00:25:03,663 --> 00:25:07,683
lot and if you're working with
who's burnt out and you are

357
00:25:07,683 --> 00:25:10,363
starting to feel burnt out or
on the opposite end of that

358
00:25:10,363 --> 00:25:14,323
spectrum from them, it can
really quickly and easily start

359
00:25:14,323 --> 00:25:19,603
to drag you down. So, like I
said, I have experienced

360
00:25:19,603 --> 00:25:23,123
burnout at different points in
my education and my career and

361

00:25:23,123 --> 00:25:29,403
I want to tell you the two main
points in that story right now.

362
00:25:29,403 --> 00:25:33,643
So, as a student, like I said,
I went to Missouri State and it

363
00:25:33,643 --> 00:25:38,643
was a great school. I was
fortunate to have scholarships

364
00:25:38,643 --> 00:25:41,723
and have friends that I had
made throughout undergrad that

365
00:25:41,723 --> 00:25:44,683
carried into grad school and
things that I was involved in

366
00:25:44,683 --> 00:25:47,203
and organizations that I
really, really enjoyed working

367
00:25:47,203 --> 00:25:51,843
with. At the time, my school
slogan was follow your passion,

368
00:25:51,843 --> 00:25:55,163
find your place and I thought
this was perfect because when I

369
00:25:55,163 --> 00:26:00,723
discovered audiology, I was all
in. I'm that person who in the

370
00:26:00,723 --> 00:26:03,683
hearing sciences class when we
talked about the physics of

371

00:26:03,683 --> 00:26:07,103
sound and beats, got super
excited because it something I

372
00:26:07,103 --> 00:26:10,703
had experienced in band my
whole entire life and had no

373
00:26:10,703 --> 00:26:14,983
clue why. So at that point I
was sold and when I got to look

374
00:26:14,983 --> 00:26:21,983
in an ear even better. So that
is where I found my passion and

375
00:26:21,983 --> 00:26:25,663
kept going to school. Got into
grad school like I said earlier

376
00:26:25,663 --> 00:26:28,943
I was really excited at the
start of grad school but by the

377
00:26:28,943 --> 00:26:36,063
end of that first year I was
done. I was exhausted. School

378
00:26:36,063 --> 00:26:42,123
had not been anything like I thought
it would be. I wanted to go and

379
00:26:42,123 --> 00:26:45,323
work with patients but during
my first year, while I got to

380
00:26:45,323 --> 00:26:48,763
spend an hour a week in clinic,
I didn't have any more patient

381

00:26:48,763 --> 00:26:52,523
contact than that. There was a
lot more class work and none of

382
00:26:52,523 --> 00:26:56,483
it made sense without that
hands on and it was just really

383
00:26:56,483 --> 00:27:02,363
hard. Everything felt
pointless. I had expected a lot

384
00:27:02,363 --> 00:27:05,043
of really difficult cases
because the first couple cases

385
00:27:05,043 --> 00:27:09,343
I had, that's what they were
but the time midterms happened

386
00:27:09,343 --> 00:27:12,823
that first semester, all I was
seeing was presbycusis and the

387
00:27:12,823 --> 00:27:16,343
way my schedule was set up, I
only saw diagnostics. There

388
00:27:16,343 --> 00:27:18,623
weren't any hearing aids, there
weren't any implants, no

389
00:27:18,623 --> 00:27:24,943
vestibular, just hearing loss.
I wanted to see those harder

390
00:27:24,943 --> 00:27:28,023
cases and because of that, my
ideals and what I was working

391

00:27:28,023 --> 00:27:31,183
with were way apart and the
stress of class just added on

392
00:27:31,183 --> 00:27:36,463
to that. So, during that summer
of first year, I honestly

393
00:27:36,463 --> 00:27:40,963
considered not returning to
school. Um during that summer,

394
00:27:40,963 --> 00:27:45,803
I worked a leadership seminar
called Hoby and it is a

395
00:27:45,803 --> 00:27:50,203
seminar for rising high school
sophomores to attend. There's

396
00:27:50,203 --> 00:27:55,603
one in each state and they just
spend a weekend with adults

397
00:27:55,603 --> 00:27:59,203
digging into what leadership is
and what it looks like and how

398
00:27:59,203 --> 00:28:03,123
you can have personal and group
and city-wide leadership and

399
00:28:03,123 --> 00:28:07,603
the differences between those
things. During the talk we had

400
00:28:07,603 --> 00:28:12,583
on personal leadership, we
learned about having a passion

401

00:28:12,583 --> 00:28:16,143
for what we were doing and it
was this talk aimed at high

402

00:28:16,143 --> 00:28:21,743
school sophomores as I was a
21, 22, 23 year old

403

00:28:21,743 --> 00:28:25,503
that really got me thinking
about my why for audiology. Why

404

00:28:25,503 --> 00:28:29,943
had I started audiolog in the
first place? And in listening

405

00:28:29,943 --> 00:28:33,223
to that, I was able to refine
that why and make that

406

00:28:33,223 --> 00:28:37,743
connection and that was enough
to get me to go back to my

407

00:28:37,743 --> 00:28:41,403
second and third and fourth
year. That's a made it through

408

00:28:41,403 --> 00:28:43,963
second year great, made it
through third year by the skin

409

00:28:43,963 --> 00:28:47,483
of my teeth, and by the time
the end of fourth year came,

410

00:28:47,483 --> 00:28:51,083
the end of third year, end of
fourth year came, I was the

411

00:28:51,083 --> 00:28:54,763
most cynical student you would
have ever met. Looking back on

412
00:28:54,763 --> 00:29:00,243
it and talking to some of my
clinic preceptors now, I was

413
00:29:00,243 --> 00:29:05,243
not the best student. I was
probably not super respectful.

414
00:29:05,243 --> 00:29:10,963
I was not there to learn
because I was done. Um I

415
00:29:10,963 --> 00:29:16,923
questioned every single thing
my preceptors told me and I was

416
00:29:16,923 --> 00:29:20,643
truly burnt out at that point
and ready to just be done with

417
00:29:20,643 --> 00:29:26,003
school. That said, I saw the
light at the end of the tunnel

418
00:29:26,003 --> 00:29:29,923
and as a student, we have a lot
of different stressors but the

419
00:29:29,923 --> 00:29:34,603
burnout we experience is
typically not long term because

420
00:29:34,603 --> 00:29:37,603
there is a light at the end. We
know by the end of fourth year,

421

00:29:37,603 --> 00:29:39,803
we're going to have a degree
and it's going to be a

422
00:29:39,803 --> 00:29:44,323
different story. So, if
students, we can find a way to

423
00:29:44,323 --> 00:29:48,483
battle through it and something
to hold on to. It might make

424
00:29:48,483 --> 00:29:52,003
burning out less likely as a
student and if we can battle

425
00:29:52,003 --> 00:29:54,883
through it as a student, we can
learn skills that will help

426
00:29:54,883 --> 00:29:59,523
make it less likely as a
professional. That said, as a

427
00:29:59,523 --> 00:30:05,463
new professional, I experience
burnout again. Um I always

428
00:30:05,463 --> 00:30:10,103
wanted to work in pediatrics
and my externship wasn't in

429
00:30:10,103 --> 00:30:15,023
Peds. My first job wasn't in
Peds but finally, I applied

430
00:30:15,023 --> 00:30:19,063
for a job and got a job in
Peds and I got to do

431

00:30:19,063 --> 00:30:22,543
everything. I got to work at
this beautiful, cool hospital

432
00:30:22,543 --> 00:30:26,703
with amazing people, an amazing
audiology team with people who

433
00:30:26,703 --> 00:30:29,463
knew what seems like
everything, well, not what

434
00:30:29,463 --> 00:30:32,223
seems like they knew everything
there is to know about

435
00:30:32,223 --> 00:30:36,543
pediatric audio and I got to do
everything. I got to do

436
00:30:36,543 --> 00:30:39,583
diagnostics, hearing aids. I
got to go into the ORs and do

437
00:30:39,583 --> 00:30:45,183
ABRs and work with the oncology
kiddos and I got to do it all

438
00:30:45,183 --> 00:30:52,843
and it was so much fun. I
really at this time became

439
00:30:52,843 --> 00:30:56,923
audio. Audiology became my
whole life. I felt like it was

440
00:30:56,923 --> 00:31:02,583
my calling or my vocation. Um
because of that, I put it all

441

00:31:02,583 --> 00:31:06,903
in and I really felt like my
patients were partially my

442
00:31:06,903 --> 00:31:10,343
responsibility and I cared a
lot about them. I found my

443
00:31:10,343 --> 00:31:14,343
value and my worth and my work.
If you would have met me during

444
00:31:14,343 --> 00:31:19,263
my first year or my second year
working in this job, I would

445
00:31:19,263 --> 00:31:21,863
have said, hey, I'm Kaitlyn.
I'm an audiologist like I had

446
00:31:21,863 --> 00:31:24,903
my elevator pitch ready to go
and apart from my name, that

447
00:31:24,903 --> 00:31:32,303
was the next thing you learned
about me. Then, Covid hit and

448
00:31:32,303 --> 00:31:36,543
the pandemic caused a lot of
additional stress for me. I

449
00:31:36,543 --> 00:31:40,303
lost my purpose for five weeks
when we were shut down. I

450
00:31:40,303 --> 00:31:46,463
wasn't going to work. I was at
home with my dog and I didn't

451

00:31:46,463 --> 00:31:51,663
get to do what I loved and what
the only thing the only purpose

452
00:31:51,663 --> 00:31:56,143
I had was. When we came back
after our five-week shutdown,

453
00:31:56,143 --> 00:32:00,023
it felt like a lot had changed
like processes had processes

454
00:32:00,023 --> 00:32:03,023
had changed. We had to wear
masks now. We had to wear

455
00:32:03,023 --> 00:32:07,083
goggles now. I couldn't eat
lunch with my coworkers. I

456
00:32:07,083 --> 00:32:10,083
couldn't get close to my
patients. I couldn't like give

457
00:32:10,083 --> 00:32:13,163
them high fives or anything
like that. It felt weird and

458
00:32:13,163 --> 00:32:18,323
distant and even though it was
to protect me, it it just made

459
00:32:18,323 --> 00:32:22,523
it worse. The way I thought
that I should be able to take

460
00:32:22,523 --> 00:32:25,843
care of my patients for very
understandable reasons was no

461

00:32:25,843 --> 00:32:30,363
longer able to happen and
because of this, I became

462
00:32:30,363 --> 00:32:34,923
really cynical. I started only
thinking about my patients as

463
00:32:34,923 --> 00:32:40,943
that kiddo with or that patient
who has neuroblastoma instead

464
00:32:40,943 --> 00:32:47,183
of John or Beth or whoever. I
became really ineffective

465
00:32:47,183 --> 00:32:51,223
because I wanted to see my
patients the next week and if

466
00:32:51,223 --> 00:32:54,143
you've ever rotated through a
pediatric hospital, they're

467
00:32:54,143 --> 00:32:58,143
very busy and often booked out
months at a time. So, I

468
00:32:58,143 --> 00:33:00,863
thought, well, if my patient
needs to see me next week and I

469
00:33:00,863 --> 00:33:04,383
can't see them, I can't do my
job. So, what's the point? And

470
00:33:04,383 --> 00:33:08,523
finally, I felt exhausted. A
lot of the exhaustion I probably

471

00:33:08,523 --> 00:33:11,563
brought on myself by spreading
myself too thin but I was

472
00:33:11,563 --> 00:33:13,963
getting to do all these things
I had always wanted to do. I

473
00:33:13,963 --> 00:33:18,443
was getting to precept students
and have my first extern as a

474
00:33:18,443 --> 00:33:21,443
student. I was getting to do
presentations and I was

475
00:33:21,443 --> 00:33:24,883
involved nationally with
organizations like AAA.

476
00:33:24,883 --> 00:33:29,483
Literally, my entire life was
audiology and it was spreading

477
00:33:29,483 --> 00:33:36,203
me really thin. Eventually,
because of this exhaustion and

478
00:33:36,203 --> 00:33:40,003
feeling ineffective and
cynicism, I was frustrated and

479
00:33:40,003 --> 00:33:46,323
burnt out and another
opportunity came up and I quit.

480
00:33:46,323 --> 00:33:51,603
I burnt out from my dream job.
I'm in an amazing job now but

481

00:33:51,603 --> 00:33:54,363
Peds is still my passion.
There's still the patients that

482
00:33:54,363 --> 00:33:59,363
I love to see and looking back,
I can see all the places where

483
00:33:59,363 --> 00:34:04,423
burnout happened. For me,
whenever I start to feel burnt

484
00:34:04,423 --> 00:34:09,703
out, my symptoms really become
withdrawing from my friends. I

485
00:34:09,703 --> 00:34:12,263
tend to go home for lunch at
that point instead of eating at

486
00:34:12,263 --> 00:34:16,223
work. I will hit the snooze
button multiple times in the

487
00:34:16,223 --> 00:34:19,183
morning to the point where I
have five minutes to get ready

488
00:34:19,183 --> 00:34:22,823
before I'm at work and I also
find myself not taking care of

489
00:34:22,823 --> 00:34:25,943
things that need to get done
like not watering my plants at

490
00:34:25,943 --> 00:34:29,743
home or struggling to find time
to do laundry, little things

491

00:34:29,743 --> 00:34:34,003
that we need to take care of.
So, personally for me, that's

492
00:34:34,003 --> 00:34:36,763
what burnout has looked like at
two different points in my

493
00:34:36,763 --> 00:34:41,203
career. The kind of interesting
thing though is within

494
00:34:41,203 --> 00:34:45,803
audiology, burnout is really
low and compassion fatigue is

495
00:34:45,803 --> 00:34:49,563
low and among audiologists,
there's a high satisfaction

496
00:34:49,563 --> 00:34:54,843
with their jobs. Audiology
though with less than 10 years

497
00:34:54,843 --> 00:34:59,963
of experience or younger
audiologists maybe at a higher

498
00:34:59,963 --> 00:35:04,203
risk of experiencing burnout
and emotional exhaustion and

499
00:35:04,203 --> 00:35:08,803
depersonalization from their
patients and their work and I

500
00:35:08,803 --> 00:35:12,403
think that's really interesting
because part of me wonders if

501

00:35:12,403 --> 00:35:15,963
some of that experience plays
into it. The authors of this

502

00:35:15,963 --> 00:35:20,123
article mentioned that this
maybe a bias in the fact that

503

00:35:20,123 --> 00:35:24,723
audiologists who burnout don't
make it past 10 years and

504

00:35:24,723 --> 00:35:27,323
they're working on longitudinal
studies to really look into

505

00:35:27,323 --> 00:35:34,723
that but what it shows us is
all in all, as audiologists,

506

00:35:34,723 --> 00:35:38,003
based on the patients we're
seeing and what we get to do

507

00:35:38,003 --> 00:35:41,843
and the passion we have for it
when we're starting, the risk

508

00:35:41,843 --> 00:35:45,283
of burnout is low. It doesn't
mean it does not happen but the

509

00:35:45,283 --> 00:35:51,883
risk is low. Um when it does
happen, a lot of it is due to

510

00:35:51,883 --> 00:35:54,963
work stress and those ideals
and realities being different.

511

00:35:54,963 --> 00:35:59,483
So, things like too short of
appointment times, increased

512
00:35:59,483 --> 00:36:02,283
caseloads and not being able to
give patients the attention you

513
00:36:02,283 --> 00:36:05,763
want or think you need to,
having administrative tasks

514
00:36:05,763 --> 00:36:09,483
which let me tell you, there's
a lot of them that have to

515
00:36:09,483 --> 00:36:12,523
happen. Pressure to sell
hearing aids if you're in a

516
00:36:12,523 --> 00:36:17,523
private practice and you don't
want to sell. Um difficulties

517
00:36:17,523 --> 00:36:19,883
with interpersonal
communication. I'll tell you we

518
00:36:19,883 --> 00:36:22,803
all have degrees in
communication sciences whether

519
00:36:22,803 --> 00:36:26,323
it's undergrad or grad but
sometimes communicating with

520
00:36:26,323 --> 00:36:31,443
each other can be really really
difficult. So, knowing about

521

00:36:31,443 --> 00:36:35,763
burnout is one thing and it can
help us spot the risks and

522
00:36:35,763 --> 00:36:39,403
issues that may come up but
really, we need to know ways to

523
00:36:39,403 --> 00:36:43,643
avoid it and we have all heard
these ways to battle burnout.

524
00:36:43,643 --> 00:36:46,763
Take care of yourself. Talk
with your family and friends.

525
00:36:46,763 --> 00:36:49,243
Redecorate your house. Do
something you enjoy. Read

526
00:36:49,243 --> 00:36:54,483
books, eat healthy, exercise,
find a hobby, get good sleep.

527
00:36:54,483 --> 00:36:59,243
We all know it. We've heard it
a million times but in my

528
00:36:59,243 --> 00:37:03,323
experience and in what the
book, The End of Burnout

529
00:37:03,323 --> 00:37:07,643
recommends or talks about,
these really aren't the answer.

530
00:37:07,643 --> 00:37:11,403
These are all great things to
do and they can all help with

531

00:37:11,403 --> 00:37:15,003
mindfulness and mental health
and the rough days that can

532
00:37:15,003 --> 00:37:21,243
happen in any job at any point
in life but these in themselves

533
00:37:21,243 --> 00:37:26,943
are not ways to avoid burnout.
What we need to do is look

534
00:37:26,943 --> 00:37:30,983
at a new way to work and
because we can't control the

535
00:37:30,983 --> 00:37:35,023
entire workforce, we need to
look at a new way to look at

536
00:37:35,023 --> 00:37:40,783
work, a new way to focus on it
and oriented. We need to find a

537
00:37:40,783 --> 00:37:44,343
way to improve our working
conditions while reducing

538
00:37:44,343 --> 00:37:48,543
social, moral, and spiritual
expectations from work like I

539
00:37:48,543 --> 00:37:54,023
did in my pediatric job. I put
my whole life into it. My

540
00:37:54,023 --> 00:37:56,623
friends were the people I
worked with. The people I hung

541

00:37:56,623 --> 00:37:59,143
out with after work were the
people I worked with. The

542
00:37:59,143 --> 00:38:02,023
people I bounced ideas off of
were the people I worked with.

543
00:38:02,023 --> 00:38:05,183
The people I worked with were
the people I worked with. Kind

544
00:38:05,183 --> 00:38:08,183
of like what happens in your
cohort in school. Those

545
00:38:08,183 --> 00:38:11,183
classmates are the only people
you see for better or for worse

546
00:38:11,183 --> 00:38:15,863
some days. And we put
everything on them. It's really

547
00:38:15,863 --> 00:38:19,183
good to have those people and
it is necessary to have those

548
00:38:19,183 --> 00:38:23,303
people who just get it. But
when we get into the working

549
00:38:23,303 --> 00:38:27,743
world we need to find a way to
flip that script to flip that

550
00:38:27,743 --> 00:38:34,863
script. And really truly the best
way to do it and maybe the only

551

00:38:34,863 --> 00:38:40,743
way to do it is to look at
human dignity. As humans, we

552
00:38:40,743 --> 00:38:46,603
have an inherent dignity or a
worth. Whether you believe that

553
00:38:46,603 --> 00:38:49,563
from a social justice
perspective or a theological

554
00:38:49,563 --> 00:38:53,043
perspective, a sociological
perspective, or a philosophical

555
00:38:53,043 --> 00:38:56,323
perspective, there are huge
writers in all of those

556
00:38:56,323 --> 00:38:59,323
different areas, and I'm sure
more, who talk about human

557
00:38:59,323 --> 00:39:02,283
dignity, and the dignity of
work, and these different areas

558
00:39:02,283 --> 00:39:08,563
of dignity in humanity. Most of
the time, because we often work

559
00:39:08,563 --> 00:39:12,403
in big corporations, we can't
change the reality of our work,

560
00:39:12,403 --> 00:39:15,963
unless we join unions, which
may not be possible, or we

561

00:39:15,963 --> 00:39:19,983
change jobs regularly, which,
in audio, aren't always a ton

562

00:39:19,983 --> 00:39:26,003
of options in a given market.
As caring professionals, what

563

00:39:26,003 --> 00:39:30,643
we tend to do is let our work
define us like what I did in my

564

00:39:30,643 --> 00:39:34,923
pediatric job. We need to
remember and realize that

565

00:39:34,923 --> 00:39:37,683
because we're humans, not
because we're audiologists but

566

00:39:37,683 --> 00:39:41,323
because we are people, we have
an inherent dignity and because

567

00:39:41,323 --> 00:39:45,403
we have that dignity, we're the
ones who give dignity to our

568

00:39:45,403 --> 00:39:51,603
work. It's not the other way
around. Currently, we see our

569

00:39:51,603 --> 00:39:56,283
life revolving around our work.
We have to live to work and

570

00:39:56,283 --> 00:39:59,123
work is our whole purpose, our
whole being. Work is what

571

00:39:59,123 --> 00:40:03,043
defines us and not just
audiologists. This is a lot of

572
00:40:03,043 --> 00:40:06,643
different professionals in a
lot of different areas. Henry

573
00:40:06,643 --> 00:40:10,083
David Thoreau actually wrote
about this in his book, Walden,

574
00:40:10,083 --> 00:40:14,043
which I want to read at this
point but apparently, Walden

575
00:40:14,043 --> 00:40:18,403
talks all about work and the
dignity that we can find in

576
00:40:18,403 --> 00:40:25,923
work. That said, Thoreau saw
work in this industrial age he

577
00:40:25,923 --> 00:40:29,403
was living in as being
dehumanizing and taking away

578
00:40:29,403 --> 00:40:33,043
that human dignity. He said
that we're under pressure to

579
00:40:33,043 --> 00:40:37,523
identify with our job which in
turn dehumanizes us. Said

580
00:40:37,523 --> 00:40:41,323
another way we are under
pressure to become our job and

581

00:40:41,323 --> 00:40:45,083
have that be our whole life.
Which takes away our humanity

582
00:40:45,083 --> 00:40:49,483
and turns us into machines
instead of people. What we need

583
00:40:49,483 --> 00:40:53,503
to do though is flip these
circles around so that work no

584
00:40:53,503 --> 00:40:57,583
longer defines our life, our
purpose, our dignity so that

585
00:40:57,583 --> 00:41:02,543
the Americanitis that we saw in
the early 1900s isn't a thing

586
00:41:02,543 --> 00:41:08,923
anymore. To do that, we need to
know that we have to work to

587
00:41:08,923 --> 00:41:15,923
live. It is something that just
has to be done. But our work

588
00:41:15,923 --> 00:41:21,523
doesn't dignify us. We dignify
it. Thoreau also said that the

589
00:41:21,523 --> 00:41:24,763
dignity of the person is the
highest principle in labor and

590
00:41:24,763 --> 00:41:31,243
this is repeated in multiple
different authors. So as people

591

00:41:31,243 --> 00:41:35,863
we aren't the means to an
economic end. We aren't the means to

592
00:41:35,863 --> 00:41:39,823
the person in charge of the
company becoming super rich.

593
00:41:39,823 --> 00:41:43,663
We're the ins in themselves and
once we have that dignity in

594
00:41:43,663 --> 00:41:48,543
work the little things that can
happen in work or in our cohort

595
00:41:48,543 --> 00:41:51,943
don't seem like such big
personal assaults. So someone

596
00:41:51,943 --> 00:41:55,983
questioning what you did isn't
this attack on you as a person

597
00:41:55,983 --> 00:41:59,183
because that work that you did
that audiogram you did when you

598
00:41:59,183 --> 00:42:03,143
were having a bad day isn't you
and doesn't give you your worth

599
00:42:03,143 --> 00:42:07,763
and your value. We need to
lower our ideals of work to

600
00:42:07,763 --> 00:42:11,723
prevent burnout and have higher
ideals for ourselves instead.

601

00:42:11,723 --> 00:42:16,203
As I was prepping this, I was
actually talking with the

602

00:42:16,203 --> 00:42:20,563
owner's wife of the practice I
work in and the owner and his

603

00:42:20,563 --> 00:42:23,923
wife are both originally from
Spain and when she was looking

604

00:42:23,923 --> 00:42:27,683
at this with me. She said, you
know what? I see this exactly.

605

00:42:27,683 --> 00:42:31,443
This circle right here with
life and yourself and family in

606

00:42:31,443 --> 00:42:34,323
the middle and work just kind
of being a thing on the outside

607

00:42:34,323 --> 00:42:38,623
is exactly what life is like in
Spain and she said there are a

608

00:42:38,623 --> 00:42:42,423
lot of other social dimensions
to it like the socialized

609

00:42:42,423 --> 00:42:45,823
health care and insurance and
things like that that she had

610

00:42:45,823 --> 00:42:50,223
in Spain that play into it but
not having work as the sole

611

00:42:50,223 --> 00:42:54,063
reason to get up in the morning
really made a difference in the

612

00:42:54,063 --> 00:43:00,203
perspective on the day. So,
with all of this in mind, what

613

00:43:00,203 --> 00:43:03,643
are some ways that we can avoid
burnout? Unfortunately, there's

614

00:43:03,643 --> 00:43:07,403
not a golden bullet. There's
not or silver bullet I guess is

615

00:43:07,403 --> 00:43:10,283
the phrase. There's not one
thing we can do to avoid

616

00:43:10,283 --> 00:43:14,083
burnout and because burnout is
a spectrum, the ways to avoid

617

00:43:14,083 --> 00:43:17,403
it are going to look different
for everybody but some things I

618

00:43:17,403 --> 00:43:20,603
found and I'm working on to
really help me at this point

619

00:43:20,603 --> 00:43:25,283
are leading work at work and
when I'm done, I'm done. I

620

00:43:25,283 --> 00:43:29,063
don't have my Work e-mail on my
phone. My employers,

621

00:43:29,063 --> 00:43:32,263
fortunately, have always been
very good about respecting my

622

00:43:32,263 --> 00:43:35,663
boundaries and time outside of
work. So, if I get a text from

623

00:43:35,663 --> 00:43:38,223
them outside of work and I
don't want to respond, they're

624

00:43:38,223 --> 00:43:41,303
not texting me, texting me,
texting me until I respond

625

00:43:41,303 --> 00:43:45,663
unless it's a true emergency.
So, that is one thing I have

626

00:43:45,663 --> 00:43:51,223
found that's really helped me.
Finding activities we love.

627

00:43:51,223 --> 00:43:54,823
Rediscovering those hobbies
we've we have that we may be

628

00:43:54,823 --> 00:44:00,923
lost can be a great way to
overcome burnout. Looking back,

629

00:44:00,923 --> 00:44:05,003
I used to be a huge reader. I
would read book after book

630

00:44:05,003 --> 00:44:08,763
after book and by the time I
got to my second year of grad

631

00:44:08,763 --> 00:44:12,843
school, I didn't have time to
read for enjoyment anymore and

632

00:44:12,843 --> 00:44:18,083
I am now six or seven years out
of school and it is still a

633

00:44:18,083 --> 00:44:21,883
struggle for me to read. I've
lost that enjoyment and I think

634

00:44:21,883 --> 00:44:25,363
a lot of it is stemming from
that burnout I experienced as a

635

00:44:25,363 --> 00:44:28,883
student and that identity I had
in audio which led me to think

636

00:44:28,883 --> 00:44:31,723
that if I wasn't reading
something audiology related, I

637

00:44:31,723 --> 00:44:35,403
was wasting my time. When in
reality, reaping something non

638

00:44:35,403 --> 00:44:38,843
audiology related can actually
be a really good use of time

639

00:44:38,843 --> 00:44:43,163
and give me more bandwidth to
give to my patients when I see

640

00:44:43,163 --> 00:44:47,523
them the next day. Like
anything, finding people we

641

00:44:47,523 --> 00:44:50,403
like to be with can be really
helpful and those can be your

642
00:44:50,403 --> 00:44:53,683
cohort and it can be your
coworkers but I'd also

643
00:44:53,683 --> 00:44:56,803
encourage you to find people
outside of audiology and

644
00:44:56,803 --> 00:45:01,603
outside of health care to know
and become friends with because

645
00:45:01,603 --> 00:45:04,243
they have a lot of really cool
and interesting perspectives

646
00:45:04,243 --> 00:45:08,083
that we can bring into our work
and finally, kind of like the

647
00:45:08,083 --> 00:45:10,563
first one, setting and
maintaining boundaries is a

648
00:45:10,563 --> 00:45:14,483
really big thing. I am terrible
at taking lunches during the

649
00:45:14,483 --> 00:45:16,843
day because if there's a
patient that needs to be seen,

650
00:45:16,843 --> 00:45:21,203
I'm going to see them but I
work really hard with all of my

651

00:45:21,203 --> 00:45:23,603
students to make sure that they
can set and maintain those

652
00:45:23,603 --> 00:45:26,763
boundaries and that they hold
me to them. So if it is a busy

653
00:45:26,763 --> 00:45:30,843
crazy day and it is lunch time
I will make my students go and

654
00:45:30,843 --> 00:45:33,123
take their lunch. If there are
two really cool things I will

655
00:45:33,123 --> 00:45:35,803
let them choose which one they
want to see but they are going

656
00:45:35,803 --> 00:45:39,763
to go eat lunch during one of
them. Those things are really

657
00:45:39,763 --> 00:45:41,843
really important and learning
them as a student and

658
00:45:41,843 --> 00:45:45,963
practicing them as a student
when the risks aren't quite as

659
00:45:45,963 --> 00:45:51,183
high they're high but they're
not they're not quite as high

660
00:45:51,183 --> 00:45:55,543
per se. Um sorry, when those
risks aren't quite as high, it

661

00:45:55,543 --> 00:45:59,663
can help you do better at it
when it is your job, when it's

662
00:45:59,663 --> 00:46:02,983
your first job, when you feel
like you don't have as much

663
00:46:02,983 --> 00:46:07,943
space to say no or to say I
need a break.

664
00:46:08,643 --> 00:46:12,783
All of these things line up
with changing our ideas

665
00:46:12,783 --> 00:46:17,103
surrounding work. They all line
up with the dignity we have as

666
00:46:17,103 --> 00:46:24,003
people. So, work has dignity
because we have dignity. We

667
00:46:24,003 --> 00:46:27,203
always respect the dignity of
the patients in front of us. We

668
00:46:27,203 --> 00:46:31,483
always honor them and listen to
them and because we give that

669
00:46:31,483 --> 00:46:34,923
to our patients, we have to
start giving it to ourselves.

670
00:46:34,923 --> 00:46:40,043
We have to respect our own
dignity in order to avoid work,

671

00:46:40,043 --> 00:46:44,123
in order to avoid burnout, and
have a more balanced life. We

672
00:46:44,123 --> 00:46:48,603
have to move beyond this lie or
this noble lie that's really

673
00:46:48,603 --> 00:46:52,203
engulfed our society that work
gives us our dignity, that work

674
00:46:52,203 --> 00:46:56,043
gives us our character, work
gives us our purpose. Work

675
00:46:56,043 --> 00:46:59,163
gives us none of that. Work is
great. Don't get me wrong and I

676
00:46:59,163 --> 00:47:05,643
love what I do but work is not
the reason I have dignity. We

677
00:47:05,643 --> 00:47:09,563
do that and take that power
back from work by remembering

678
00:47:09,563 --> 00:47:13,123
we have dignity because we're
alive. I've been working on

679
00:47:13,123 --> 00:47:16,403
flipping my mindset in this way
before I really had the words

680
00:47:16,403 --> 00:47:20,043
to put to it. I've been trying
to set these boundaries and

681

00:47:20,043 --> 00:47:23,563
find things I enjoy doing
outside of work and finding

682
00:47:23,563 --> 00:47:26,363
those things and really
engaging in them has helped me

683
00:47:26,363 --> 00:47:31,583
have more fun at work. So, when
we do this, when we start

684
00:47:31,583 --> 00:47:37,103
flipping the script, we can go
from exhaustion, cynicism, and

685
00:47:37,103 --> 00:47:41,863
the inefficiencies that are
associated with burnout to

686
00:47:41,863 --> 00:47:46,143
having more energy instead of
being exhausted all the time.

687
00:47:46,143 --> 00:47:51,103
Instead of being cynical, (my
slides aren't working) we can

688
00:47:51,103 --> 00:47:54,663
go to having more energy and we
can go from being cynical to

689
00:47:54,663 --> 00:47:57,903
having more optimism and a
better outlook on what we have

690
00:47:57,903 --> 00:48:03,103
to do and we can go from having
that reduced efficacy

691

00:48:04,003 --> 00:48:11,023
to have being more efficacious.
When we can flip the script, we

692
00:48:11,023 --> 00:48:15,103
flip the American ideal that
work is life. We get to say

693
00:48:15,103 --> 00:48:19,823
that because we live, we get to
work but there's so much more

694
00:48:19,823 --> 00:48:24,063
that we can do outside of work
and outside of school and

695
00:48:24,063 --> 00:48:27,183
outside of burnout. Setting
these boundaries and finding

696
00:48:27,183 --> 00:48:31,223
things outside of audiology
that we love and that make you

697
00:48:31,223 --> 00:48:36,003
happy and always remember bring
your dignity can really help

698
00:48:36,003 --> 00:48:39,723
avoid burnout. And just
remember that work doesn't

699
00:48:39,723 --> 00:48:44,803
define you. You have to define
it. So with that thank you guys

700
00:48:44,803 --> 00:48:48,363
so so much for letting me talk
with you about burnout. Um

701

00:48:48,363 --> 00:48:51,323
that's my email address. Please
feel free to send me any

702

00:48:51,323 --> 00:48:54,883
questions and Sarah I don't
know if we can do questions or

703

00:48:54,883 --> 00:49:01,083
if there are any but I'm happy
to answer any. I think we have

704

00:49:01,083 --> 00:49:06,883
the Q&A enabled. So if anybody
does have any questions you can

705

00:49:06,883 --> 00:49:11,563
send those in the either the
chat or the Q&A and we'll get

706

00:49:11,563 --> 00:49:14,203
them answered.

707

00:49:39,223 --> 00:49:44,843
Okay. It looks like there's a
question of what's a good first

708

00:49:44,843 --> 00:49:51,163
step to take if you think
you're experiencing burnout. I

709

00:49:51,163 --> 00:49:57,323
think a good first step to take
is looking at maybe what's

710

00:49:57,323 --> 00:50:01,043
happening to cause that
burnout. Um and if you're

711

00:50:01,043 --> 00:50:05,123

noticing it's happening. That's
a great amazing first step.

712

00:50:05,123 --> 00:50:07,803
Because for me I don't know
what's happening until it's too

713

00:50:07,803 --> 00:50:15,843
late. Um so I would say take a
look at your time and what it's

714

00:50:15,843 --> 00:50:24,823
dedicated to. Um and If you can
do that, it will maybe show you

715

00:50:24,823 --> 00:50:28,743
some places that you could use
your time a little bit

716

00:50:28,743 --> 00:50:31,783
differently. So, school is
important and school takes a

717

00:50:31,783 --> 00:50:35,263
lot of time and there are times
when school is going to be

718

00:50:35,263 --> 00:50:40,143
about all you can do especially
around finals but if you can

719

00:50:40,143 --> 00:50:43,543
look at it and

720

00:50:44,123 --> 00:50:50,103
what are my words? Sorry. If
you can look at that and really

721

00:50:50,103 --> 00:50:53,223
dive into it and find time for

something else you enjoy. It

722

00:50:53,223 --> 00:50:57,183
can really help overcome that
burnout.

723

00:50:57,723 --> 00:51:01,343
Let's see here. Another
question is, when you graduated

724

00:51:01,343 --> 00:51:04,983
grad school, did your passion
for audiology decrease?

725

00:51:04,983 --> 00:51:10,343
Honestly, no. My passion for
audiology increased. I had a

726

00:51:10,343 --> 00:51:13,303
little bit of a chip on my
shoulder and was really excited

727

00:51:13,303 --> 00:51:17,663
to get to be an audiology and
work in audiology. So, I dug in

728

00:51:17,663 --> 00:51:21,663
and went full force ahead. My
first job out of school was

729

00:51:21,663 --> 00:51:25,463
actually the only audiologist
in a brand-new audiology

730

00:51:25,463 --> 00:51:30,283
practice connected to an ENT
ENT practice So, I was doing a

731

00:51:30,283 --> 00:51:32,963
lot as a new grad and I had a

lot of experienced

732

00:51:32,963 --> 00:51:36,843
professionals tell me not to
take that job and I can see

733

00:51:36,843 --> 00:51:41,083
looking back why they told me
not to but taking that job and

734

00:51:41,083 --> 00:51:43,923
having that little bit of a
chip on my shoulder really did

735

00:51:43,923 --> 00:51:50,843
help me at least with where I
am now. Now, did your first job

736

00:51:50,843 --> 00:51:53,243
and later working in pediatrics
help you reconnect with

737

00:51:53,243 --> 00:51:57,283
audiology? Yes, it did. Getting
to work in pediatrics and do

738

00:51:57,283 --> 00:52:01,003
what I always wanted to do and
what was and is still my

739

00:52:01,003 --> 00:52:06,283
passion really helped me dive
back in and enjoy what I was

740

00:52:06,283 --> 00:52:09,083
doing. That is a really cool
and beautiful thing about

741

00:52:09,083 --> 00:52:13,963
audiology that we have so many

different facets of it to

742

00:52:13,963 --> 00:52:18,003
explore and dig into, that if
one of them is really burning

743

00:52:18,003 --> 00:52:20,883
you out or getting you down for
whatever reason, there's

744

00:52:20,883 --> 00:52:27,443
another place you can go and
get to do what you enjoy. Um

745

00:52:27,443 --> 00:52:31,163
what is one of the things you
personally discovered you love

746

00:52:31,163 --> 00:52:37,523
doing outside of work. So one
of the things I found is that

747

00:52:37,523 --> 00:52:40,603
training my dog was a lot of
fun. Like I said he's a Frisbee

748

00:52:40,603 --> 00:52:43,123
dog and during the pandemic I
discovered there are dog

749

00:52:43,123 --> 00:52:49,363
frisbee leagues. Who knew? Um he
got really good and for being a

750

00:52:49,363 --> 00:52:51,963
fifteen pound dog he actually
placed tenth in the world at

751

00:52:51,963 --> 00:52:54,683
one point. Only one five week

season we haven't done it

752

00:52:54,683 --> 00:52:57,963
again. But it was really cool
and really fun to train him to do

753

00:52:57,963 --> 00:53:02,723
that and how do you make time
for what you like while working

754

00:53:02,723 --> 00:53:05,163
a full-time job and balancing
other responsibilities and

755

00:53:05,163 --> 00:53:10,523
obligations I think it honestly
just comes down to setting

756

00:53:10,523 --> 00:53:13,963
those boundaries really and
truly and knowing that there

757

00:53:13,963 --> 00:53:16,083
are things I need to get done
at work and some days I'm

758

00:53:16,083 --> 00:53:18,163
going to have to stay late
because a patient took long and

759

00:53:18,163 --> 00:53:21,683
I didn't have time to do my
notes and they have to be done

760

00:53:21,683 --> 00:53:24,483
for whatever well not for
whatever reason. They have to

761

00:53:24,483 --> 00:53:27,603
be done so that we document

right and can get paid and all

762

00:53:27,603 --> 00:53:32,603
those things. Um but making
time for those other important

763

00:53:32,603 --> 00:53:36,963
things is also just as
important. So, it is setting

764

00:53:36,963 --> 00:53:40,283
those boundaries and if it's
you have a husband or a wife or

765

00:53:40,283 --> 00:53:45,003
a family and you need to spend
time with them, set aside time

766

00:53:45,003 --> 00:53:48,483
every week or every other week
to spend that time with them.

767

00:53:48,483 --> 00:53:51,123
If you schedule it and make
space for it in your calendar,

768

00:53:51,123 --> 00:53:56,523
you are much more likely to
make it happen. Um do you think

769

00:53:56,523 --> 00:53:59,523
burnout can look different
based on what area of audiology

770

00:53:59,523 --> 00:54:03,163
you're in? For example, being
in a hospital or ENT clinic,

771

00:54:03,163 --> 00:54:06,003
fast paced with a lot of

turnover versus educational

772

00:54:06,003 --> 00:54:11,323
audio where you can set your
own schedule. From what I saw,

773

00:54:11,323 --> 00:54:15,283
believe it or not, in that
article, I forget the first two

774

00:54:15,283 --> 00:54:20,723
authors but the last one is
read on audiology burnout.

775

00:54:20,723 --> 00:54:27,543
There is not a high correlation
between burnout and the type of

776

00:54:27,543 --> 00:54:31,223
facility you're working in.
Which was really interesting

777

00:54:31,223 --> 00:54:35,103
because I honestly thought that
EMT would lead to more burnout

778

00:54:35,103 --> 00:54:40,343
with the pace of it. Um I think
a lot of it comes down to again

779

00:54:40,343 --> 00:54:44,063
that expectation versus reality
are ideals versus what's really

780

00:54:44,063 --> 00:54:48,303
happening. And if you go into
go into EMT knowing it's going

781

00:54:48,303 --> 00:54:51,223
to be fast paced and your

schedule is going to be

782

00:54:51,223 --> 00:54:54,023
changing all the time and may
not be the same as what's

783

00:54:54,023 --> 00:54:57,383
written on paper. You're
going to be okay. A lot of it

784

00:54:57,383 --> 00:55:01,783
too comes down to who you're
working with and they're with

785

00:55:01,783 --> 00:55:06,823
and that can make a really
really big difference. Let's

786

00:55:06,823 --> 00:55:11,023
see here. I experienced burnout
during my first semester in my

787

00:55:11,023 --> 00:55:17,463
AUD program. What are some ways
you managed burnout or you can

788

00:55:17,463 --> 00:55:23,603
manage burnout as a first year?
I think first year in your AUD

789

00:55:23,603 --> 00:55:29,403
program is really hard because
we all come into it. I can't

790

00:55:29,403 --> 00:55:31,763
say all. Most of us come into
it really wanting to help

791

00:55:31,763 --> 00:55:35,283
someone, wanting to help those

patients and being excited to

792

00:55:35,283 --> 00:55:38,483
work with them but we have to
get that foundational knowledge

793

00:55:38,483 --> 00:55:42,203
first and having already
completed three or four years

794

00:55:42,203 --> 00:55:46,083
of undergrad. It's a lot to
have a whole another year of

795

00:55:46,083 --> 00:55:48,763
school before you can really
start doing what you want to

796

00:55:48,763 --> 00:55:54,883
do. Um there can also be some
interpersonal things with

797

00:55:54,883 --> 00:55:57,763
professors and like I said
we're all in communication

798

00:55:57,763 --> 00:56:01,843
sciences but we're awful at
communicating. Um and all of

799

00:56:01,843 --> 00:56:07,123
that can really contribute to
burnout. So I think managing it

800

00:56:07,123 --> 00:56:13,083
as a first year is just not
just it really comes down to

801

00:56:13,083 --> 00:56:16,803
remembering your why. If you

can remember why you got into

802

00:56:16,803 --> 00:56:22,303
audio that will help. I know
once I rediscovered that, I

803

00:56:22,303 --> 00:56:25,783
think I wrote it on a big piece
of paper and I stuck it up on

804

00:56:25,783 --> 00:56:28,943
my wall near my bedroom door so
I saw it every single morning

805

00:56:28,943 --> 00:56:32,383
as I walked out the door. It
didn't always make it easier

806

00:56:32,383 --> 00:56:36,343
but it always gave me that
purpose for getting up and

807

00:56:36,343 --> 00:56:40,023
going back to class and back to
clinic and making it through

808

00:56:40,023 --> 00:56:46,263
the rest of my day and week
within audio. I do think too

809

00:56:46,263 --> 00:56:51,663
just with the pressures of grad
school that there can be some

810

00:56:51,663 --> 00:56:54,903
mental health issues that come
up especially in first year

811

00:56:54,903 --> 00:56:58,103
even if you have never

experienced them in the past.

812

00:56:58,103 --> 00:57:02,063
Um so because of those changes
in grad school and there's a

813

00:57:02,063 --> 00:57:06,703
lot of talk going on about this
among graduate school deans and

814

00:57:06,703 --> 00:57:10,623
graduate colleges at different
universities. Um if you're

815

00:57:10,623 --> 00:57:15,663
feeling burnt out in grad
school. It may be helpful to

816

00:57:15,663 --> 00:57:19,223
talk with a counselor or talk
with a trusted professor about

817

00:57:19,223 --> 00:57:24,183
it. Um just to make sure
everything else is okay because

818

00:57:24,183 --> 00:57:26,983
speaking from experience, if
your mental health starts to

819

00:57:26,983 --> 00:57:31,023
suffer, it makes everything
else that much harder and these

820

00:57:31,023 --> 00:57:34,783
things can co occur. So, really
important to get that checked

821

00:57:34,783 --> 00:57:39,903
out. Most campuses do have free

or reduced cost counseling

822

00:57:39,903 --> 00:57:45,543
services to look into. Any tips
on addressing your burnout with

823

00:57:45,543 --> 00:57:48,703
a preceptor or your clinic
director and finding better

824

00:57:48,703 --> 00:57:55,323
ways to set boundaries.
Burnout in clinic can look very

825

00:57:55,323 --> 00:57:59,203
different and it really depends
on how your clinic is set up

826

00:57:59,203 --> 00:58:02,723
and your relationship with
those preceptors and clinic

827

00:58:02,723 --> 00:58:07,563
directors. If you are working in
the clinic as a GA and you feel

828

00:58:07,563 --> 00:58:10,723
like you're being asked to do
way too much definitely talk

829

00:58:10,723 --> 00:58:14,923
with the clinic director about
the hours because maybe you are

830

00:58:14,923 --> 00:58:17,923
doing too much or I know myself
I take on way too many projects

831

00:58:17,923 --> 00:58:21,083
I did as a student and I still

do today and that really

832

00:58:21,083 --> 00:58:25,643
stretch and contributed to my
exhaustion. So, if that's you

833

00:58:25,643 --> 00:58:29,003
and you're taking on those
extra tasks that are giving you

834

00:58:29,003 --> 00:58:33,363
work outside of work or outside
of clinic, maybe ask for less

835

00:58:33,363 --> 00:58:42,203
of them. As preceptors, we do
like to challenge our students

836

00:58:42,203 --> 00:58:48,683
and that challenge shouldn't be
stretching you so far that you

837

00:58:48,683 --> 00:58:50,883
don't want to go to clinic. It
should stretch you as a

838

00:58:50,883 --> 00:58:53,963
clinician and make you think
outside the box and start

839

00:58:53,963 --> 00:58:57,523
thinking more like a clinician
but it shouldn't be beating you

840

00:58:57,523 --> 00:59:01,123
down every single week. So, if
you are experiencing that with

841

00:59:01,123 --> 00:59:03,803
a preceptor, if you're

comfortable talking to them,

842

00:59:03,803 --> 00:59:07,523
definitely talk to them. If
you're not comfortable talking

843

00:59:07,523 --> 00:59:11,363
to them, talk with whoever it
is on your campus that is

844

00:59:11,363 --> 00:59:15,703
responsible for assigning your
placement. I know the students

845

00:59:15,703 --> 00:59:20,863
I take on. I hear from their
on-site supervisors two, three,

846

00:59:20,863 --> 00:59:24,183
four times a semester. Um just
checking in, making sure things

847

00:59:24,183 --> 00:59:27,263
are going okay. They want to
hear from me how it's going. So

848

00:59:27,263 --> 00:59:30,023
I know for a fact they want to
hear from you as well how it's

849

00:59:30,023 --> 00:59:34,343
going. They do not want you to
be in a bad situation. So if

850

00:59:34,343 --> 00:59:36,943
you're feeling burnt out and
pushed too far and stretched

851

00:59:36,943 --> 00:59:41,543
too far. Definitely talk with

the faculty. Um to help come up

852

00:59:41,543 --> 00:59:47,083
with a solution. And let's see
here. When you mentioned that

853

00:59:47,083 --> 00:59:49,683
some things we learned in
graduate school don't seem to

854

00:59:49,683 --> 00:59:53,363
be aligned with our passions.
How did you learn to just get

855

00:59:53,363 --> 00:59:57,883
it done and move on in order to
graduate. I am probably not a

856

00:59:57,883 --> 01:00:00,683
good person to ask that to
because like I said I became

857

01:00:00,683 --> 01:00:05,283
really cynical and I was
questioning everything to the

858

01:00:05,283 --> 01:00:09,203
point that I saw my clinic
preceptor last year at triple A

859

01:00:09,203 --> 01:00:13,083
and she mentioned that she was
surprised I left Peeds because

860

01:00:13,083 --> 01:00:16,843
she always saw me as a
pediatric person and we talked

861

01:00:16,843 --> 01:00:20,603
about how cynical and

questioning and how much of a

862

01:00:20,603 --> 01:00:25,443
Pain in the backside I was
during my last year on campus.

863

01:00:25,443 --> 01:00:30,003
Um so I think what it was was I
just saw the end in sight. I

864

01:00:30,003 --> 01:00:35,083
saw my externship coming up and
I saw what was going to be

865

01:00:35,083 --> 01:00:38,363
happening and that that goal I
was working towards was within

866

01:00:38,363 --> 01:00:42,403
reach and closer than it had
been. And that I knew I needed

867

01:00:42,403 --> 01:00:45,523
to learn the things I was still
being taught. Whether it was in

868

01:00:45,523 --> 01:00:53,263
clinic or in class to become a
good audiologist. Um I I really

869

01:00:53,263 --> 01:00:56,023
think that's what I grasped
onto and held on to. I didn't

870

01:00:56,023 --> 01:01:01,583
do a good job of it. Um but
that is the best answer I have

871

01:01:01,583 --> 01:01:09,183
for how I got through it. So,

those are all the questions I

872

01:01:09,183 --> 01:01:13,343
have written. Oop, there's one
more. Sorry. Do you think

873

01:01:13,343 --> 01:01:16,343
having discussions about
burnout should be talked about

874

01:01:16,343 --> 01:01:20,183
within our graduate programs? I
feel most programs focused

875

01:01:20,183 --> 01:01:23,063
primarily on our studies yet I
feel these discussions are

876

01:01:23,063 --> 01:01:29,423
important since this is a
reality for students. So, this

877

01:01:29,423 --> 01:01:33,583
question I have kind of a
double-edged answer to, I

878

01:01:33,583 --> 01:01:38,083
guess. Do I think these things
need to be talked about? Yes,

879

01:01:38,083 --> 01:01:42,163
they do because these are
things every student and every

880

01:01:42,163 --> 01:01:47,483
professional experience. That
said, the really hard reality

881

01:01:47,483 --> 01:01:52,723
of it comes down to we have so

much we have to learn in our

882

01:01:52,723 --> 01:01:58,563
AuD programs that there is
little time to talk about these

883

01:01:58,563 --> 01:02:02,683
other topics that are so
important and so heavy and so

884

01:02:02,683 --> 01:02:06,523
meaningful to dig into and
everything else we need to

885

01:02:06,523 --> 01:02:10,163
learn. So that's where programs
like SAA at your local or

886

01:02:10,163 --> 01:02:14,643
national level come in. That's
where the graduate college at

887

01:02:14,643 --> 01:02:18,323
your school can come in. They
all likely have a graduate

888

01:02:18,323 --> 01:02:22,883
student organization that puts
on sessions about these things.

889

01:02:22,883 --> 01:02:26,363
Um and on a professional level,
we're having these discussions

890

01:02:26,363 --> 01:02:31,043
all the time too and it's hard
to balance the requirements for

891

01:02:31,043 --> 01:02:35,603
continuing education with these

topics that we want and need to

892

01:02:35,603 --> 01:02:39,803
discuss. So, it's just finding
ways to look at it through a

893

01:02:39,803 --> 01:02:43,323
different lens and a different
focus so that we can have these

894

01:02:43,323 --> 01:02:47,963
conversations still within the
area they need to be discussed

895

01:02:47,963 --> 01:02:53,423
and still learn and do what we
need to learn and do. Those are

896

01:02:53,423 --> 01:02:57,303
really good questions. Thank
you guys.

897

01:02:58,543 --> 01:03:04,383
And I think that's all I have
on there, Sarah. Awesome. Well,

898

01:03:04,383 --> 01:03:07,623
thank you so much everybody for
attending and thank you Dr.

899

01:03:07,623 --> 01:03:11,223
Kennedy for an amazing
presentation. Thank you so much

900

01:03:11,223 -->
for having me. I appreciate it.