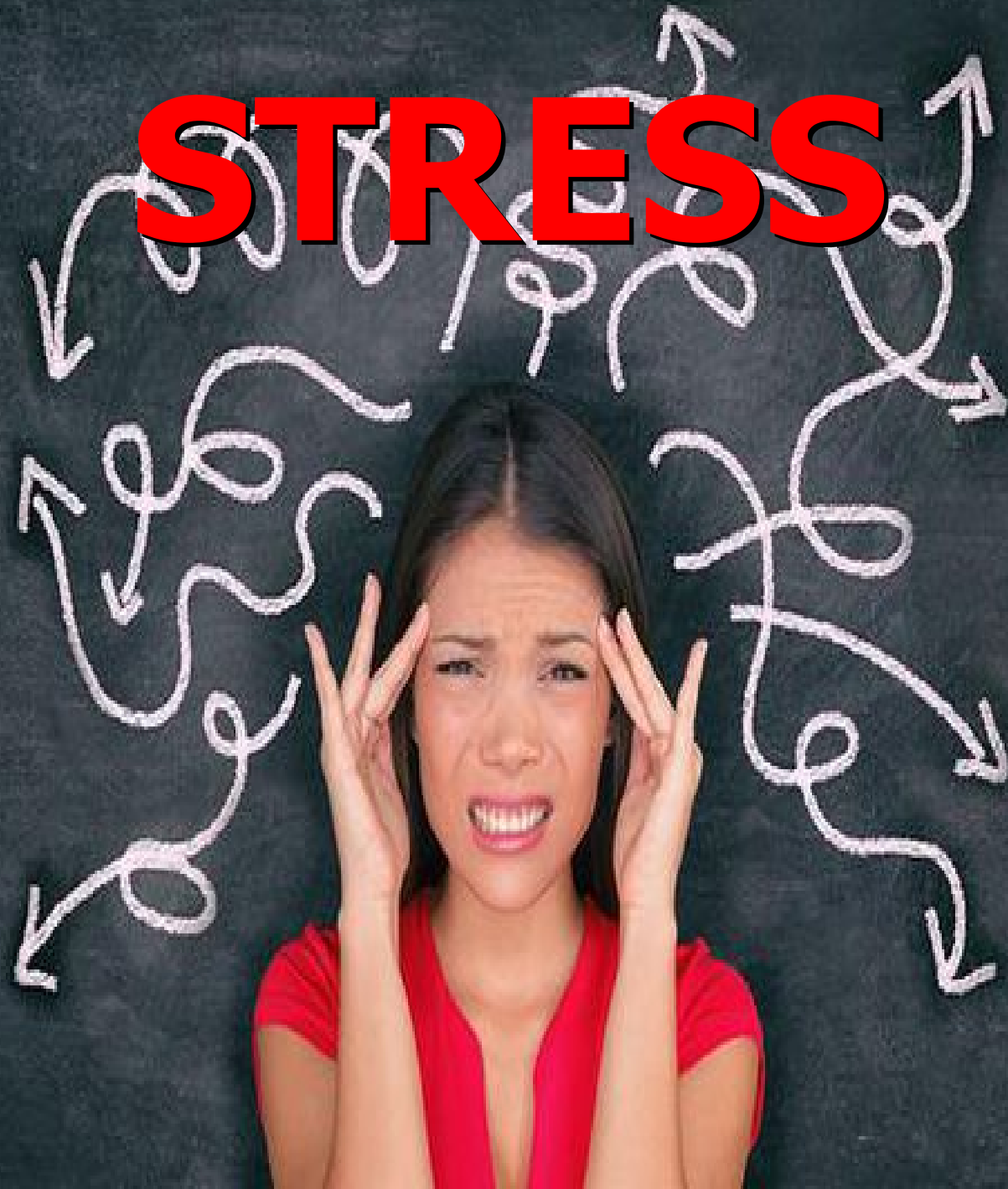


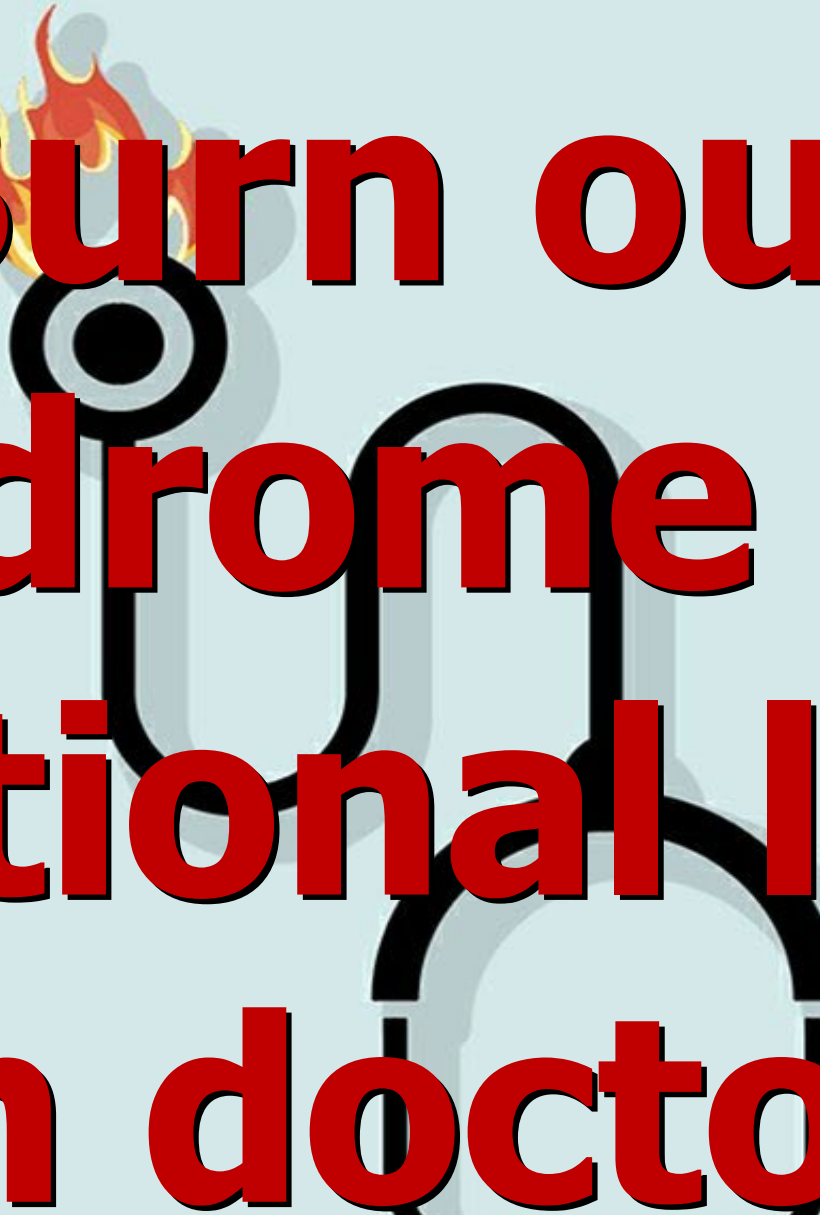


**“Feeling of emotional or physical tension,
Which can come from any event or thought
that makes you feel frustrated, angry, or
nervous..”**



STRESS

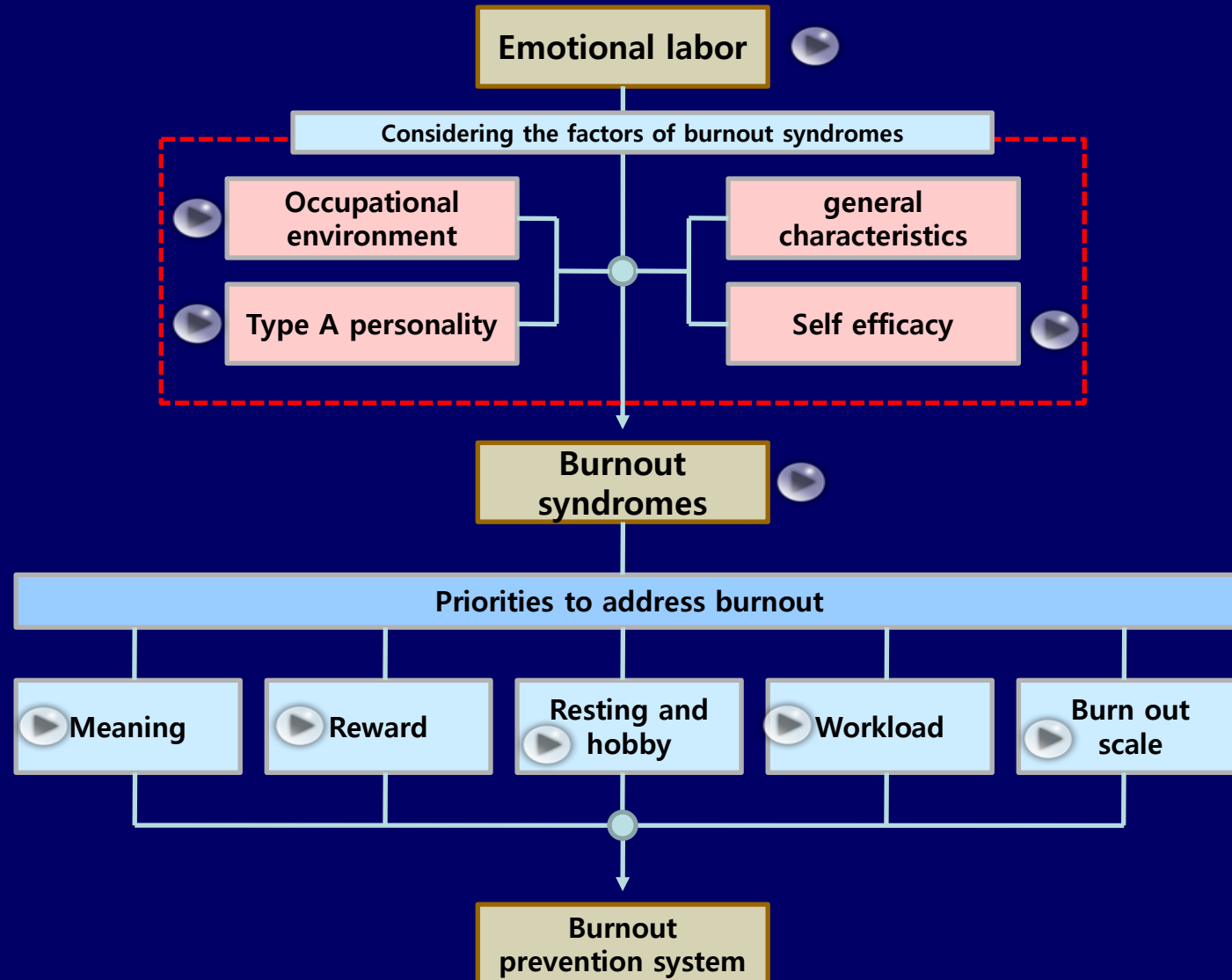




**Burn out
syndrome and
emotional labor
in doctor**



Approach pathway to Burnout



EMOTIONAL LABOUR

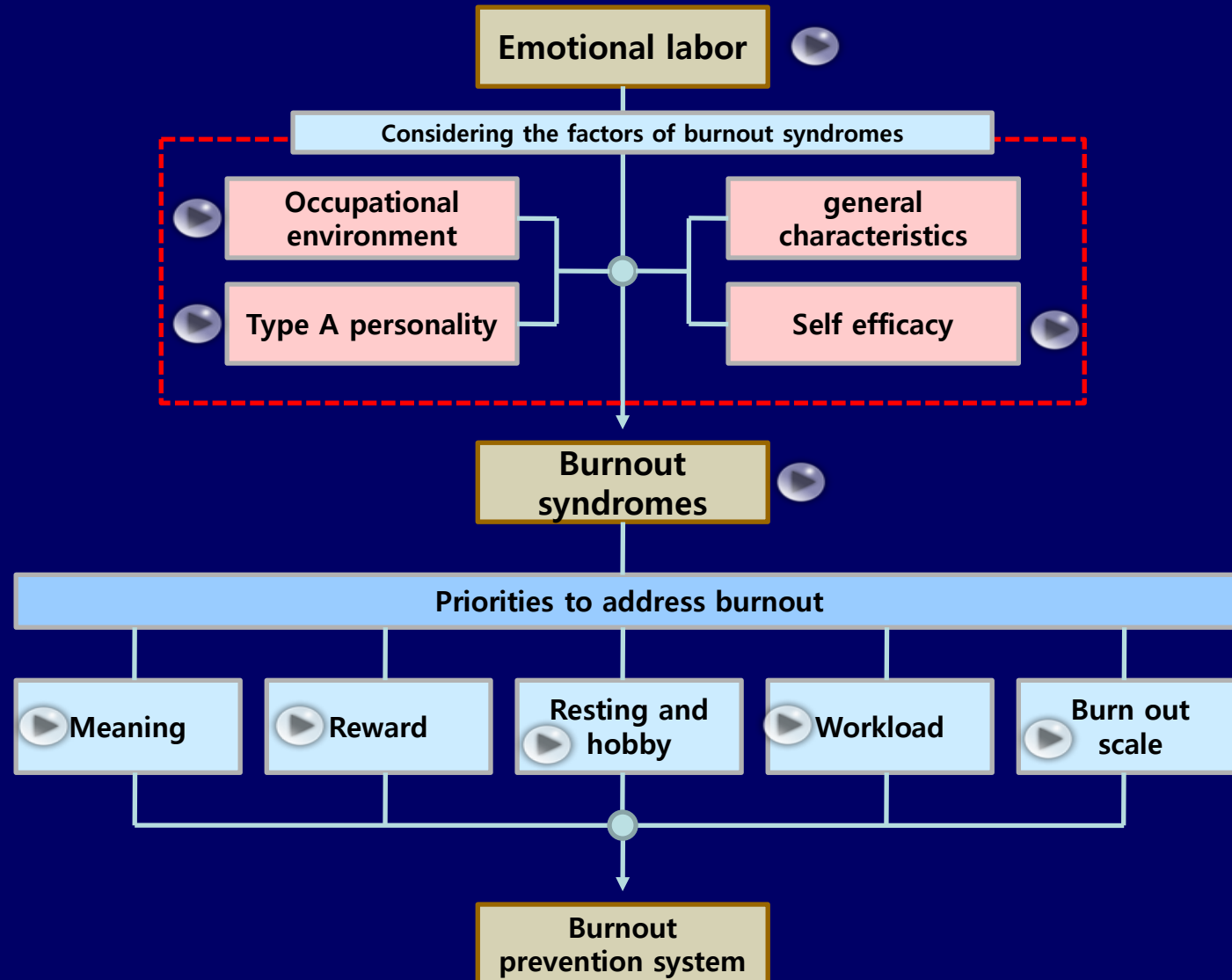
“Effort, planning, and control needed to express organizationally desired emotion during interpersonal transactions.”



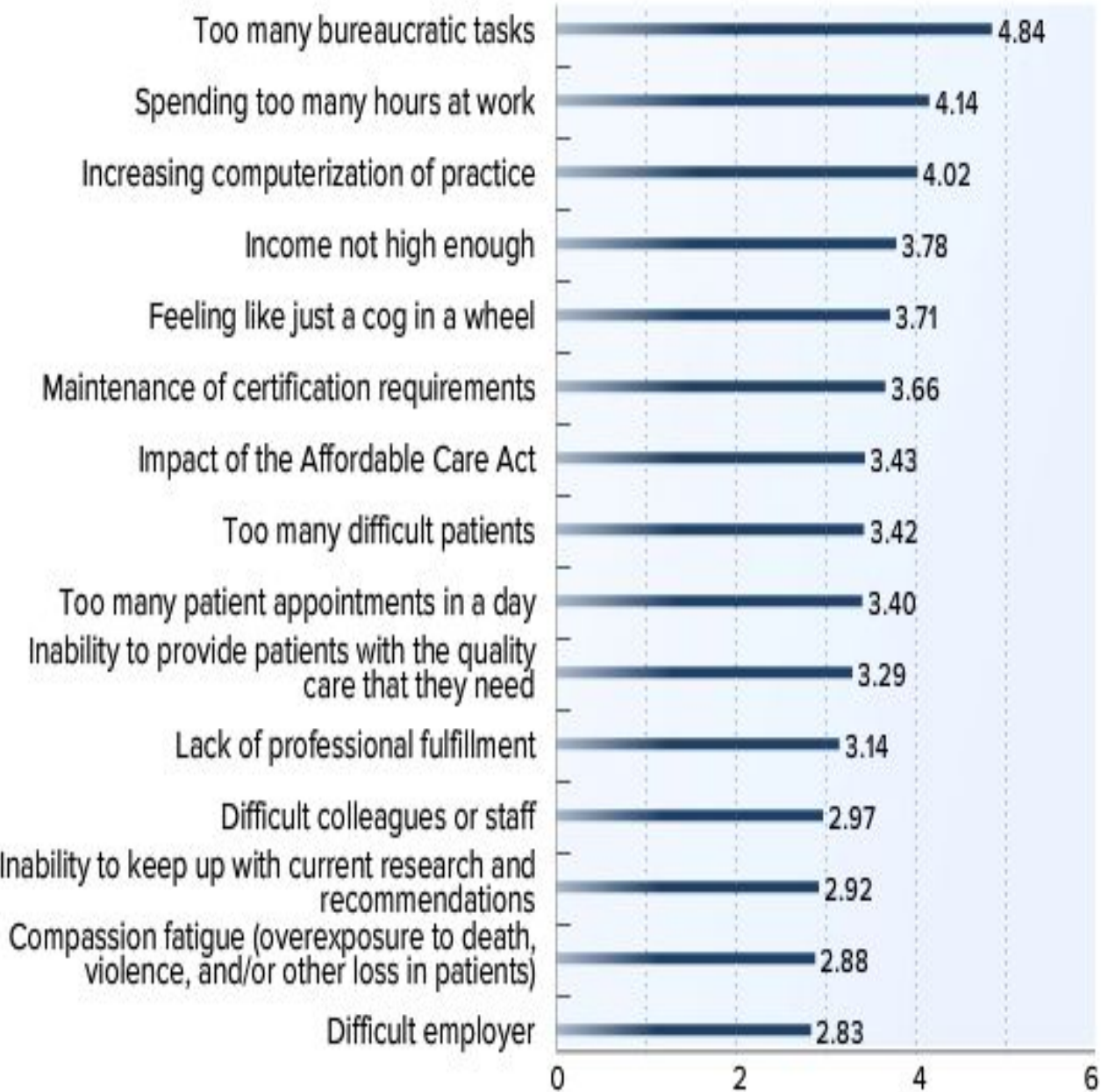
Emotional dissonance



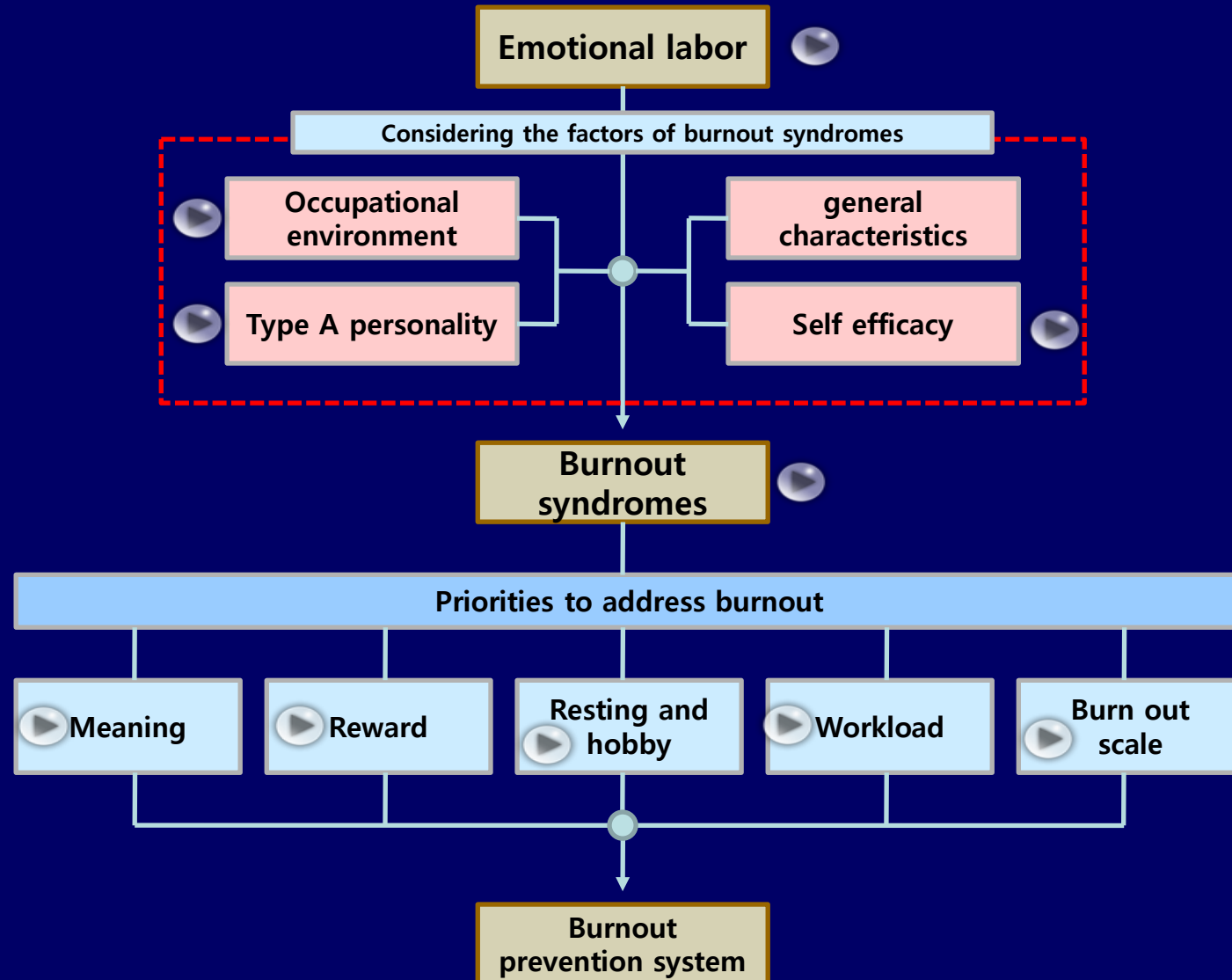
Approach pathway to Burnout



What Are the Causes of Burnout?



Approach pathway to Burnout



Common Type A Traits

Impatient



Competitive



Work-obsessed



Achievement-oriented



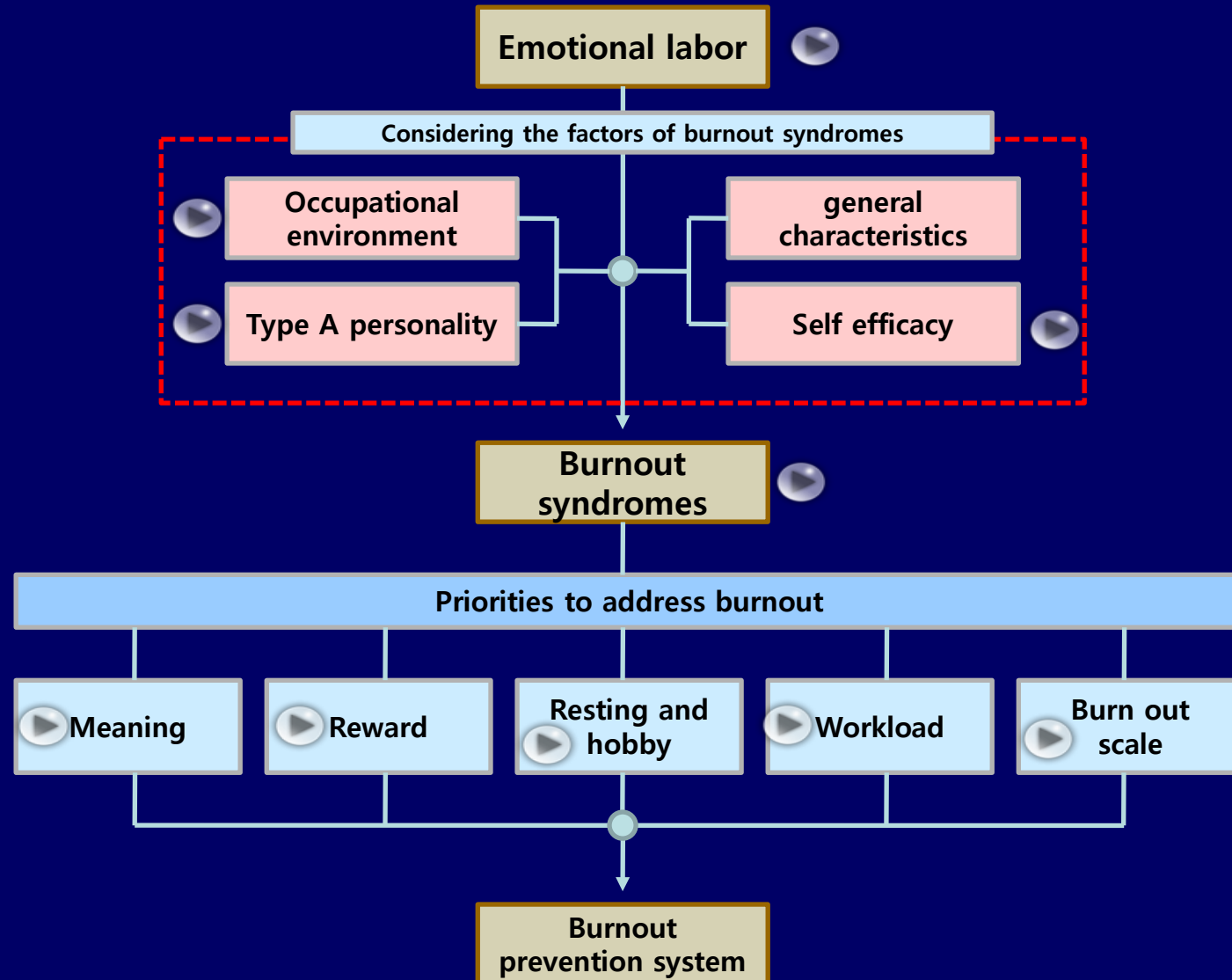
Aggressive



Stressed



Approach pathway to Burnout



“어떤 상황에서 적절한 행동을 잘 할 수 있다는 기대와 신념”



Determining Efficacy Judgments

Performance Outcomes

Performance Outcomes

“Positive and negative experiences can influence the ability of an individual to perform a given task. If one has performed well at a task previously, he or she is more likely to feel competent and perform well at a similarly associated task” (Bandura, 1977).

Vicarious Experiences

Vicarious Experiences

“People can develop high or low self-efficacy vicariously through other people’s performances. A person can watch another perform and then compare their own competence with the other individual’s competence” (Bandura, 1977).

Self-Efficacy

Verbal Persuasion

Verbal Persuasion

“Self-efficacy is influenced by encouragement and discouragement pertaining to an individual’s performance or ability to perform” (Redmond, 2010).

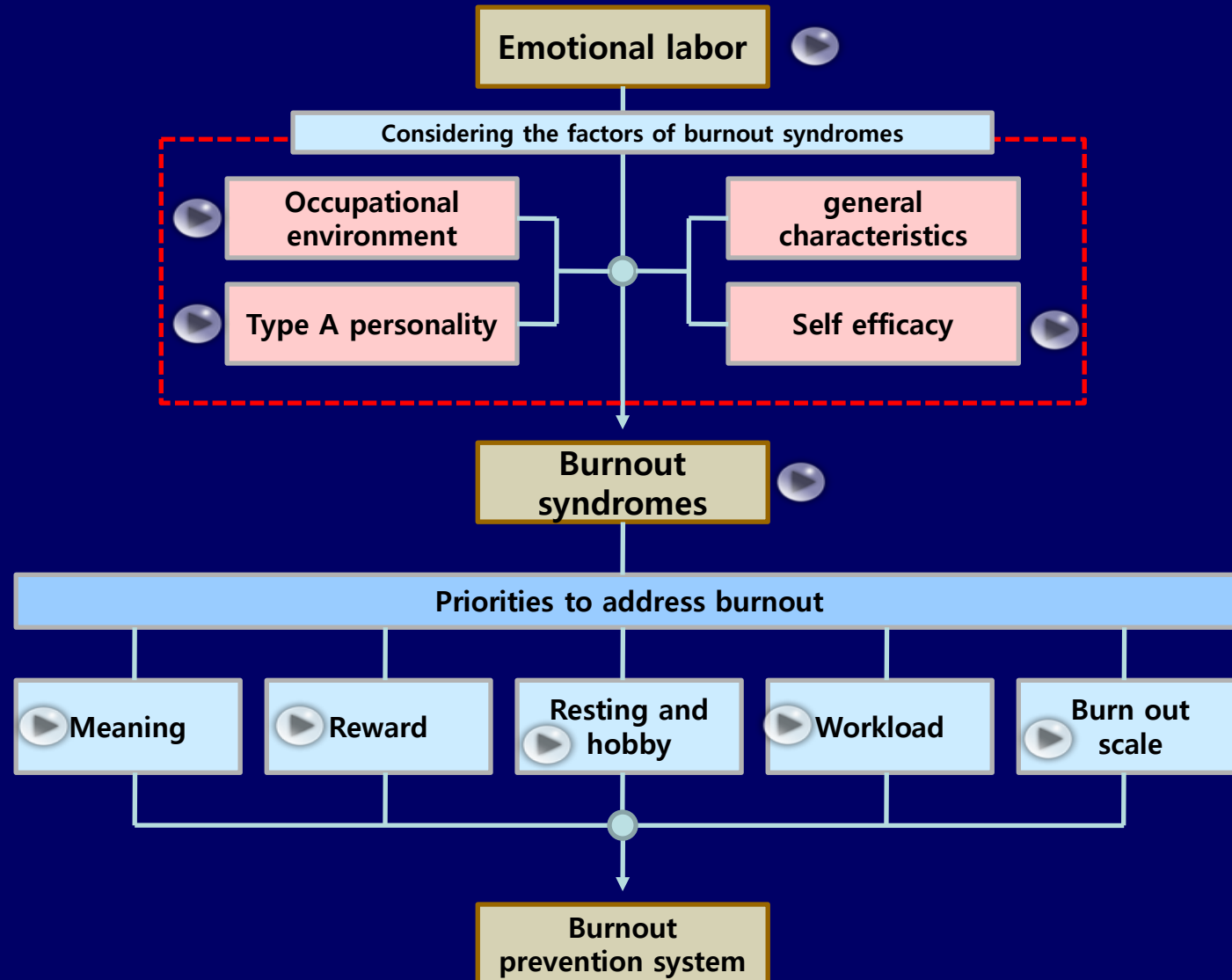
Physiological Feedback

Physiological Feedback

“People experience sensations from their body and how they perceive this emotional arousal influences their beliefs of efficacy” (Bandura, 1977).



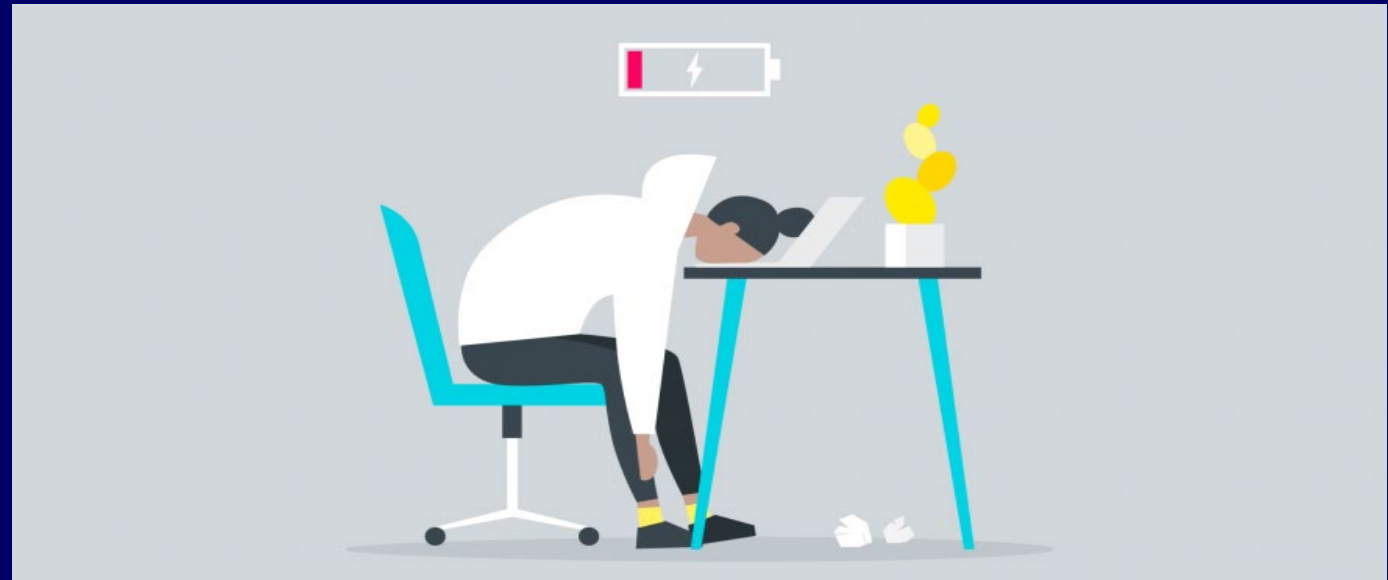
Approach pathway to Burnout



Definition of Burnout

Burnout is a syndrome of emotional exhaustion and cynicism caused by excessive and prolonged stress

Psychotherapy (Chic) 1975;12:73-82..



Symptoms and sign of Burnout

- **Emotional exhaustion**
- **Cynicism**
- **Reduced professional efficacy**



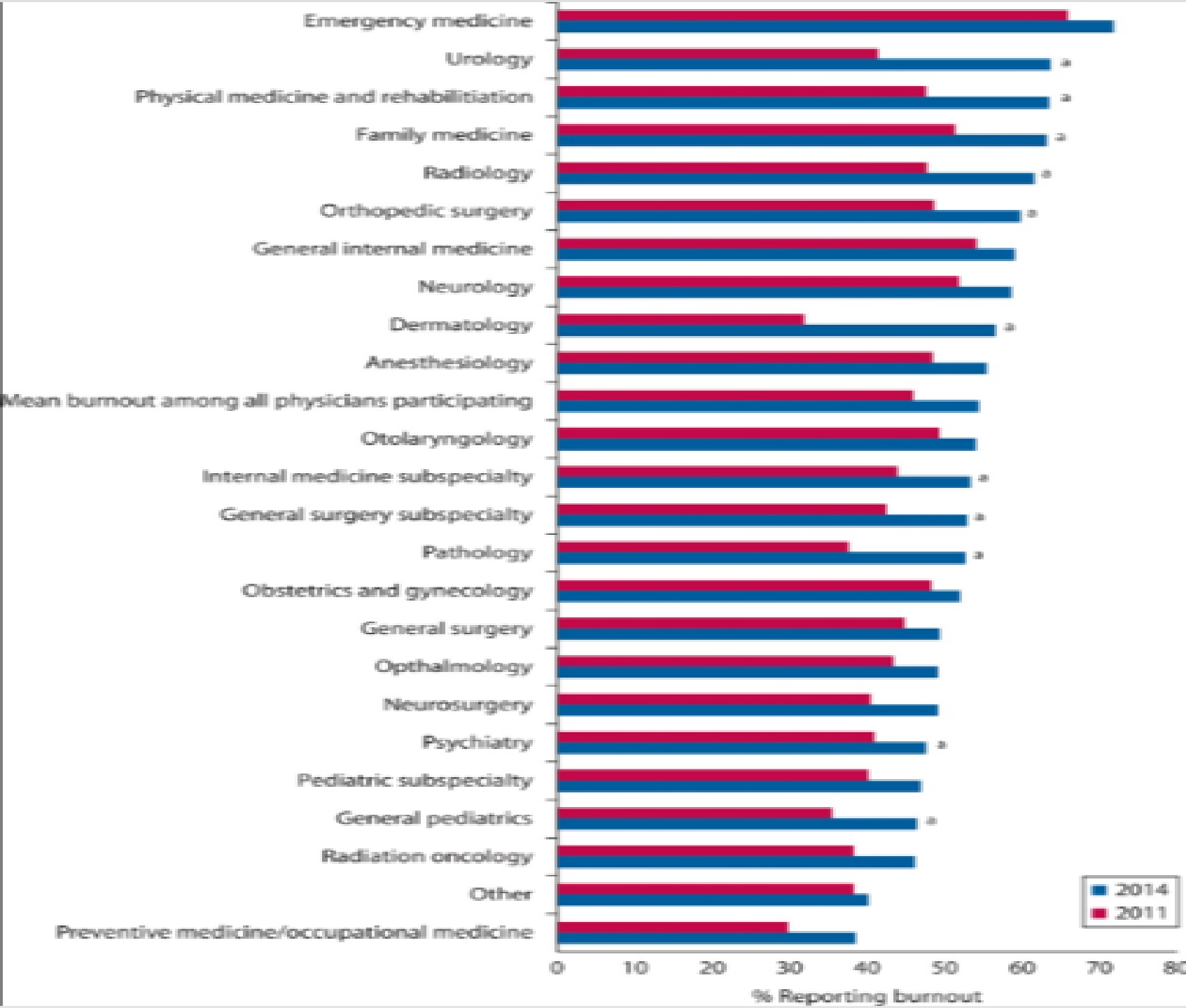


FIGURE 1.

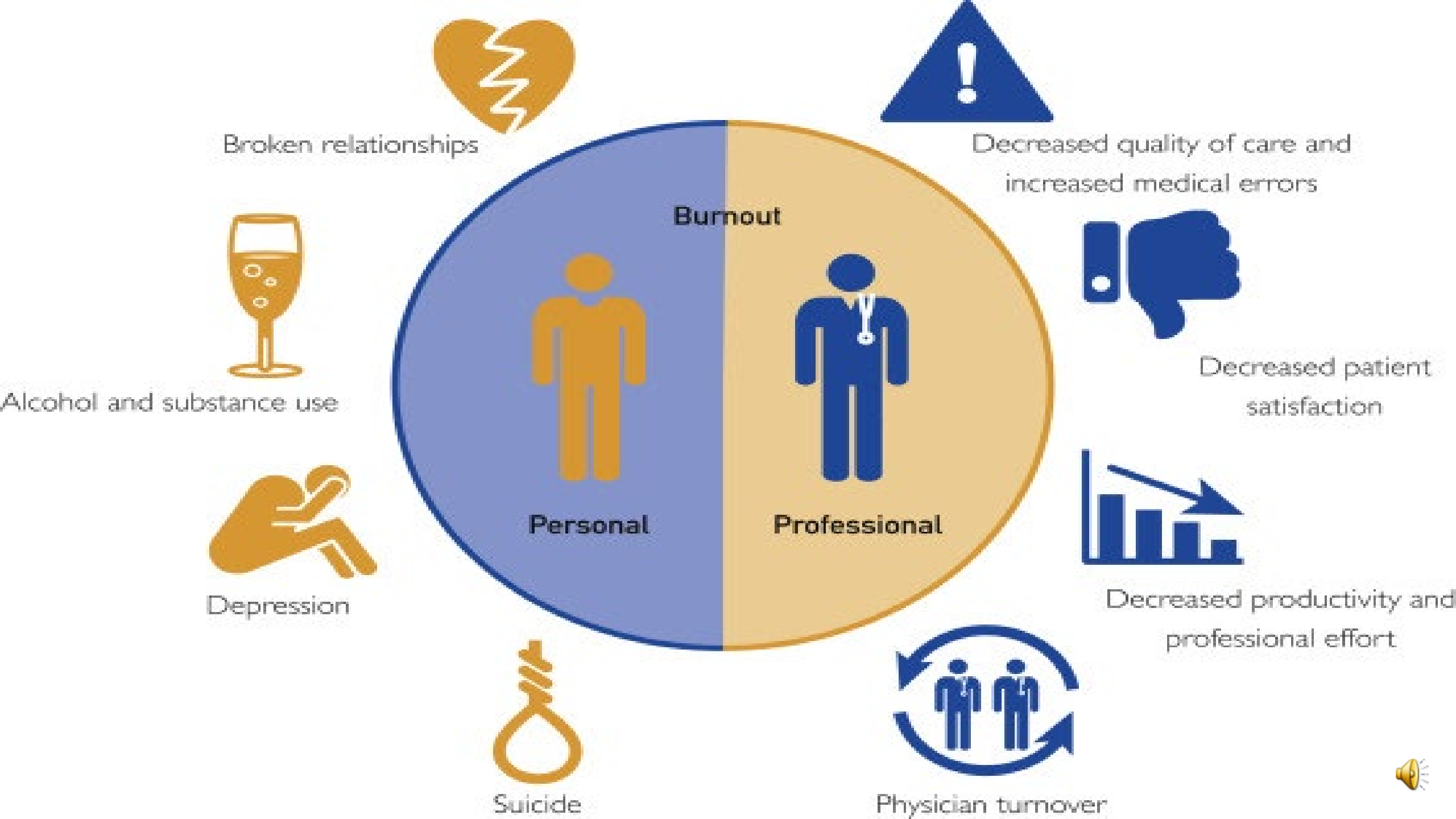
Burnout by specialty 2014 vs 2011. Specialty is shown on the y-axis and percentage reporting burnout is shown on the x-axis. ^a $p < 0.05$ from comparison of 2014 vs 2011. Reprinted with permission from Mayo Clinic Proceedings 2015;90:1600–1613.³⁸

Source

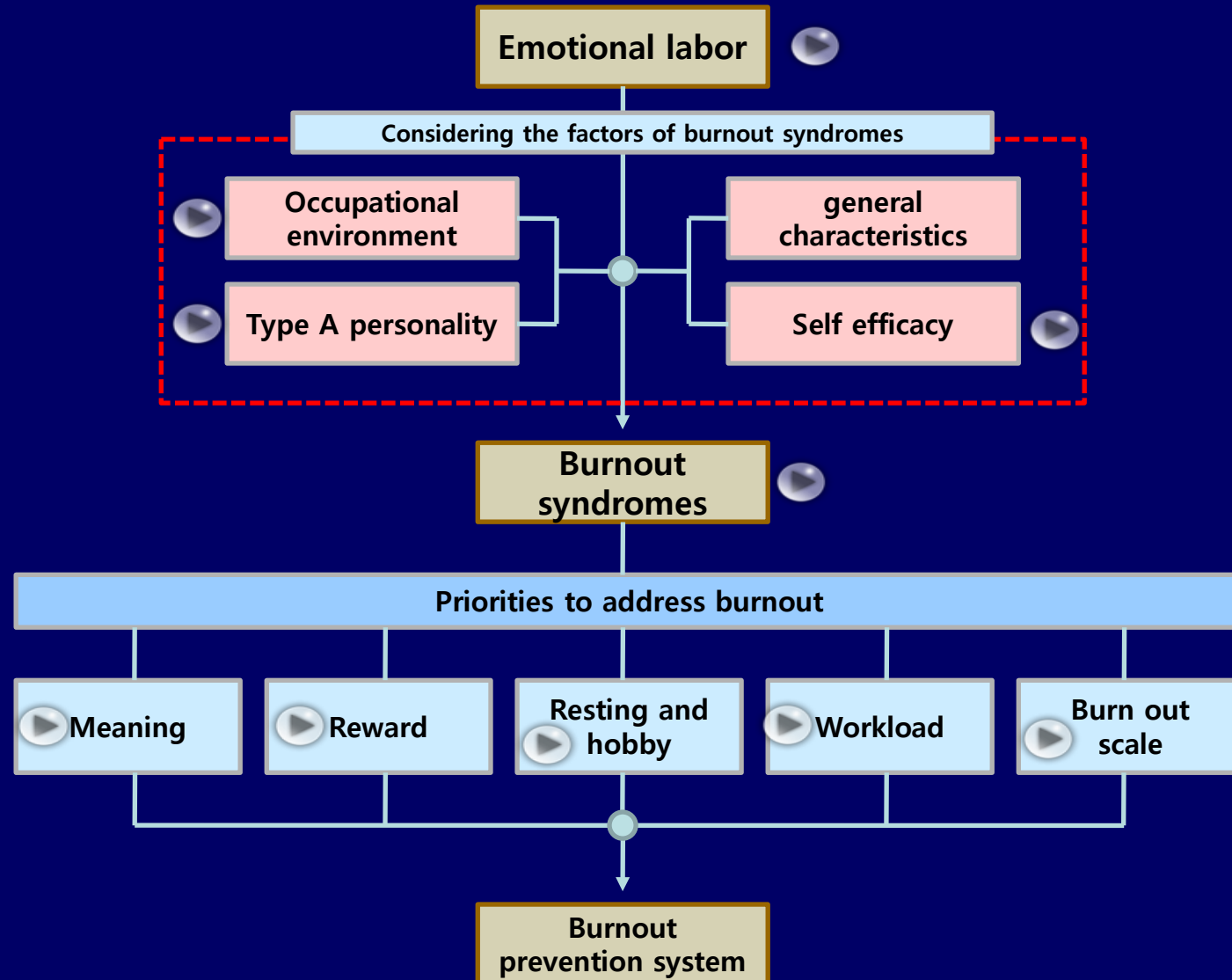
Physician Burnout and Well-Being: A Systematic Review and Framework for Action

Diseases of the Colon & Rectum 60(6):567-576, June 2017.



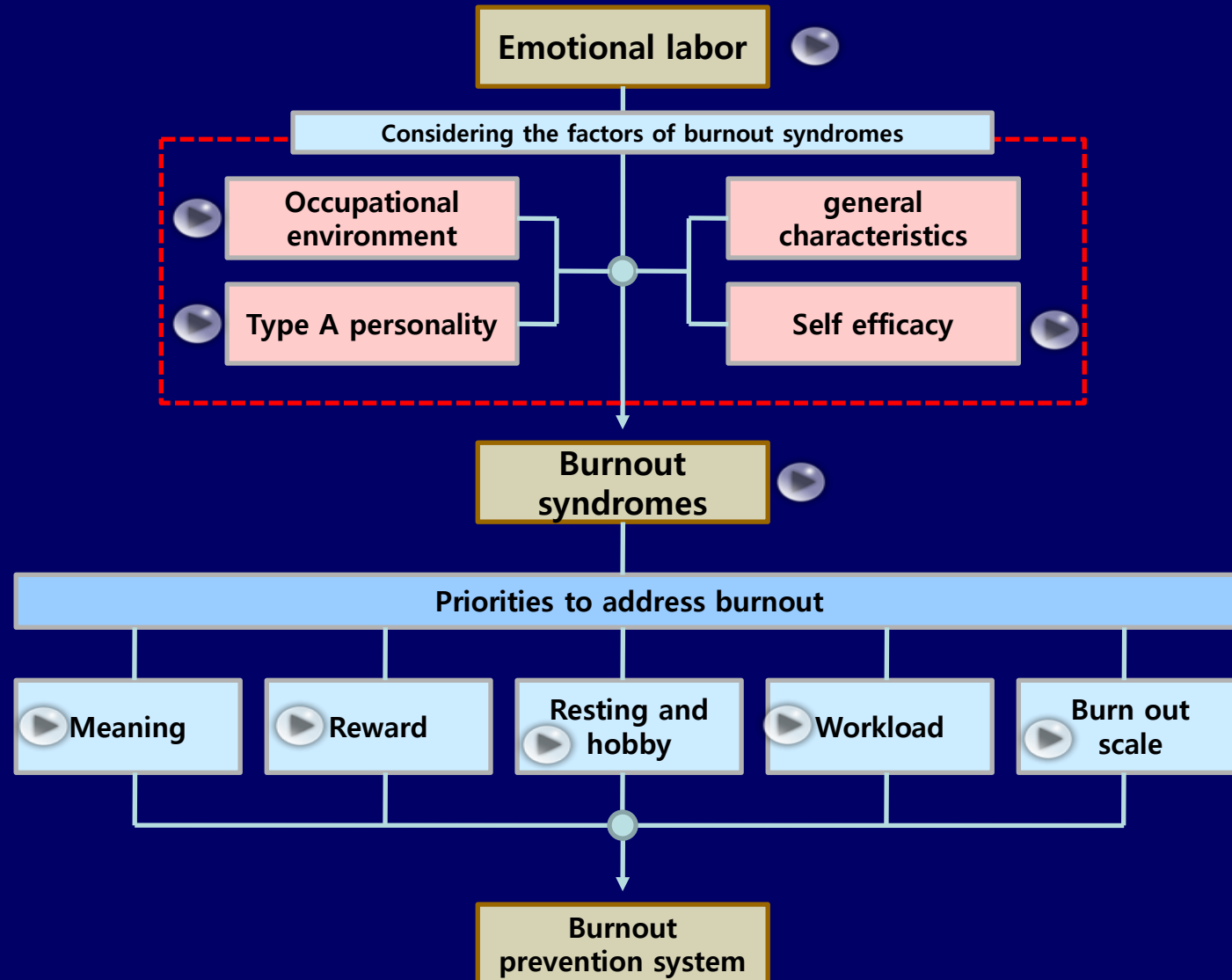


Approach pathway to Burnout





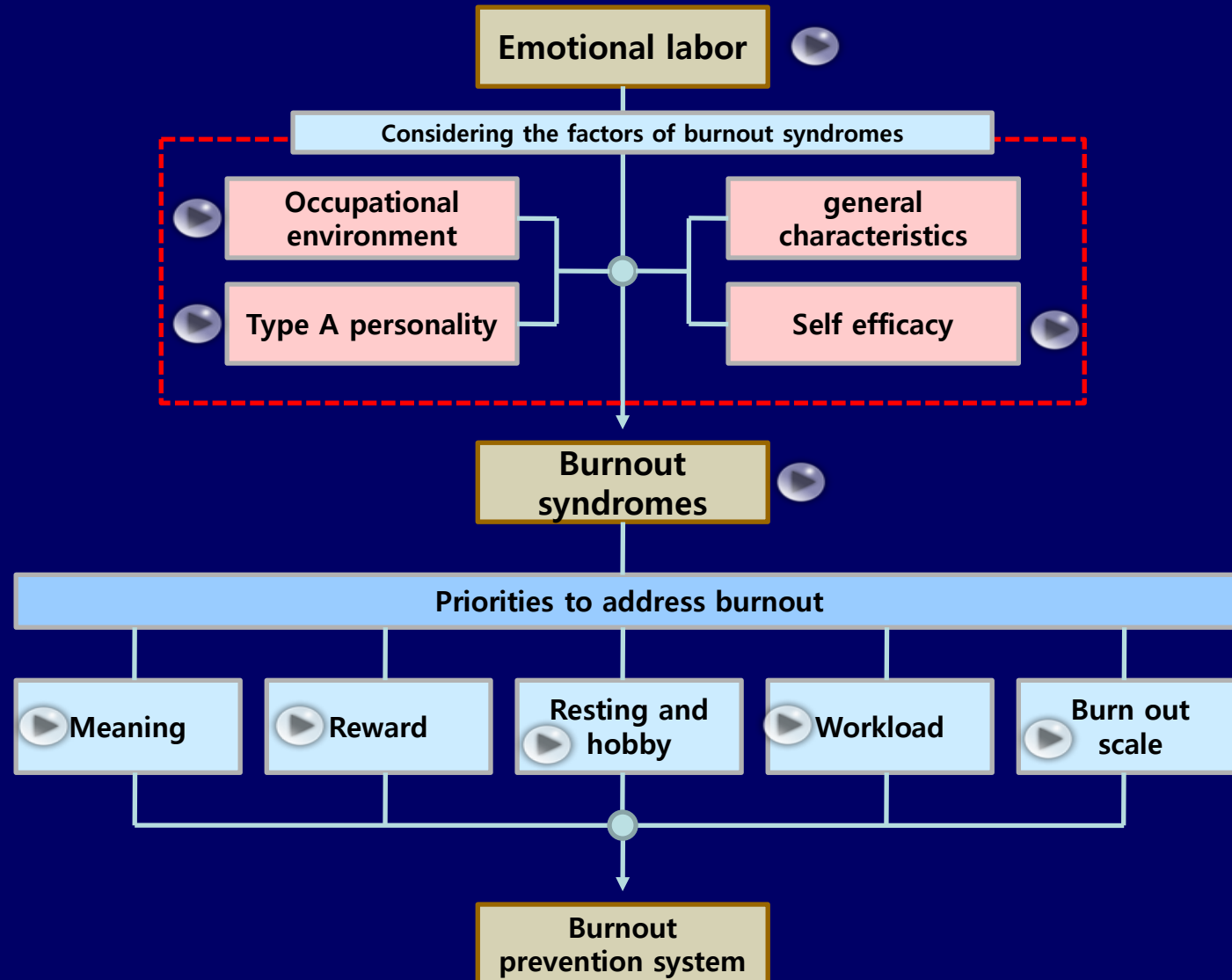
Approach pathway to Burnout



IMPORTANCES OF **REWARD** **AND RECOGNITION** AT WORK

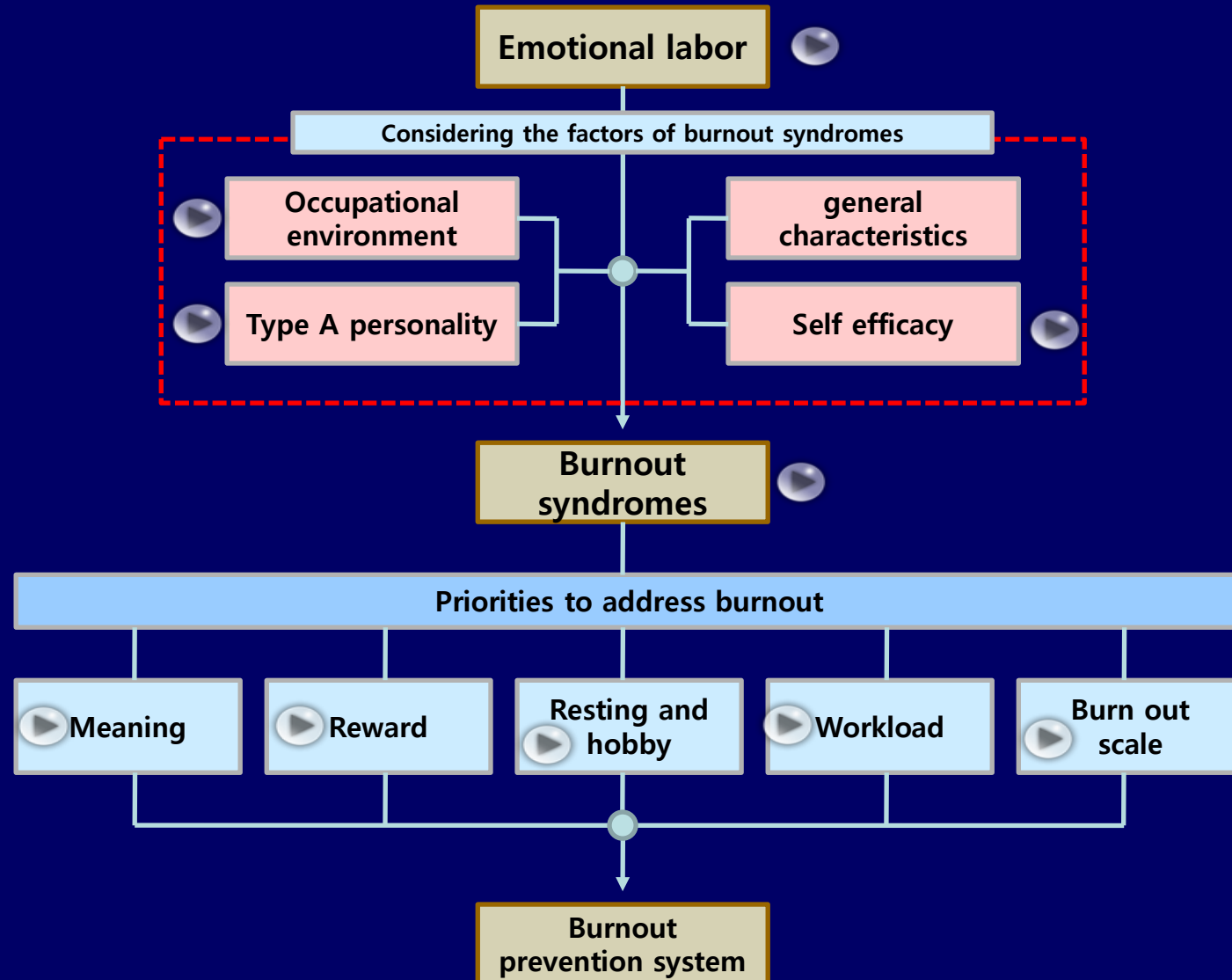


Approach pathway to Burnout





Approach pathway to Burnout

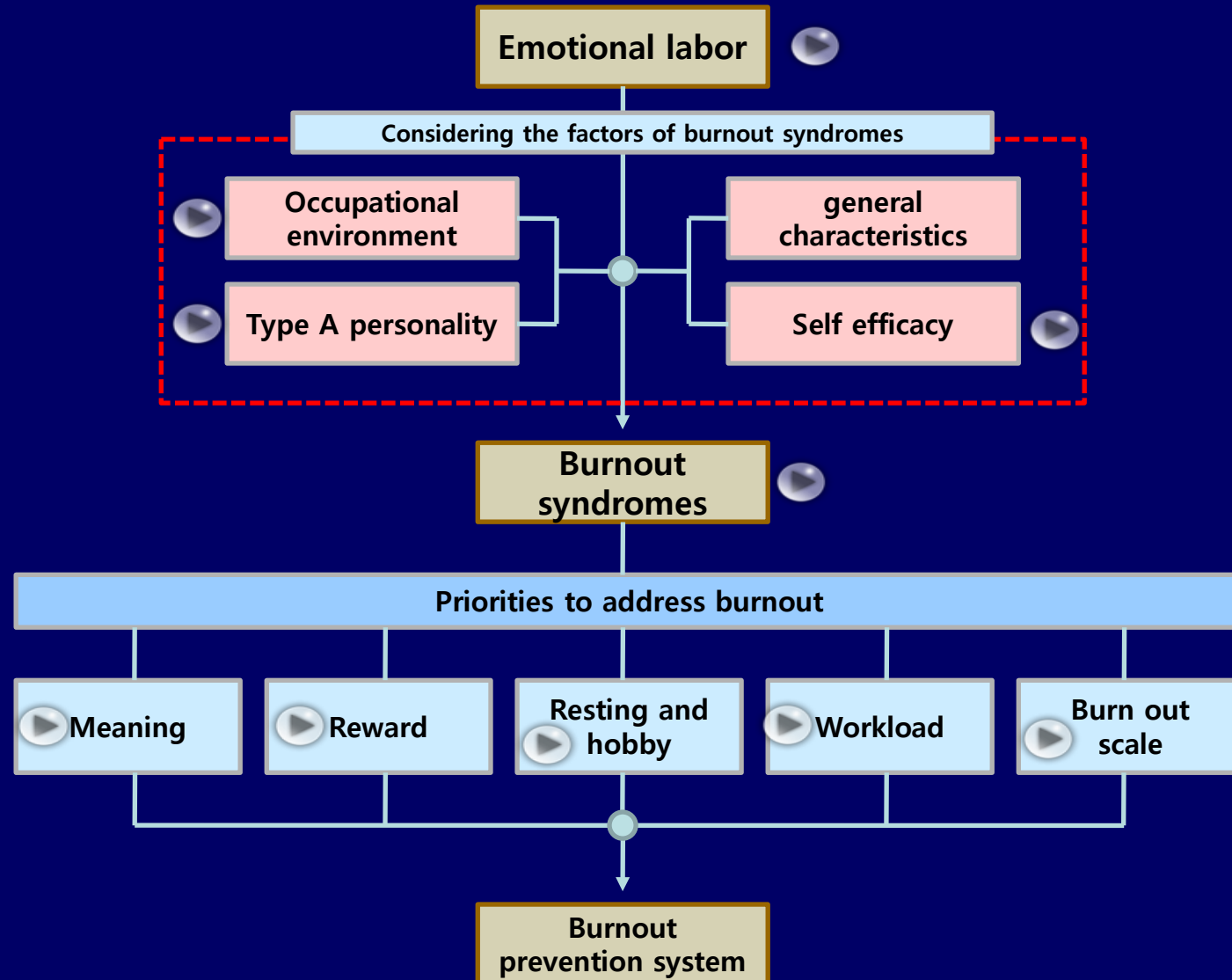


Workload

- 예약 환자수를 줄이자
- 진료 외적인 부분 (전자 동의서 및 기타 서류)의 loading 을 줄이자
- 적절한 counselling이 될 수 있는 분위기
- 자율성을 보장



Approach pathway to Burnout



Burnout Self-Test Maslach Burnout Inventory (MBI)

The Maslach Burnout Inventory (MBI) is the most commonly used tool to self-assess whether you might be at risk of burnout. To determine the risk of burnout, the MBI explores three components: exhaustion, depersonalization and personal achievement. While this tool may be useful, it must not be used as a scientific diagnostic technique, regardless of the results. The objective is simply to make you aware that anyone may be at risk of burnout.

For each question, indicate the score that corresponds to your response. Add up your score for each section and compare your results with the scoring results interpretation at the bottom of this document.

Questions:	Never	A Few Times per Year	Once a Month	A Few Times per Month	Once a Week	A Few Times per Week	Every Day
Section A:	0	1	2	3	4	5	6
I feel emotionally drained by my work.							
Working with people all day long requires a great deal of effort.							
I feel like my work is breaking me down.							
I feel frustrated by my work.							
I feel I work too hard at my job.							
It stresses me too much to work in direct contact with people.							
I feel like I'm at the end of my rope.							
Total score – SECTION A							



> 한국인 직무스트레스 측정도구

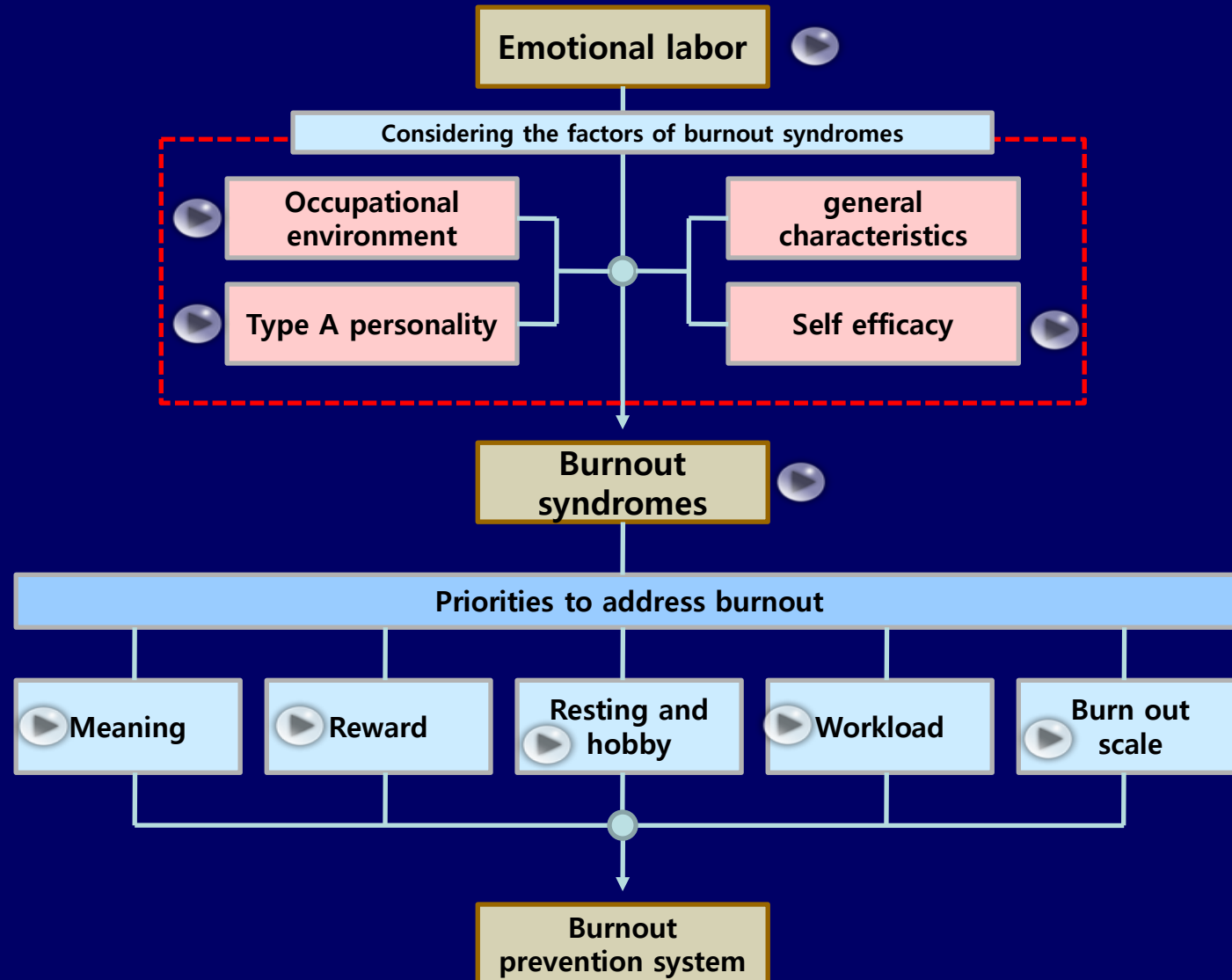
현재 일하면서 귀하의 생각이나 느낌에 가장 가까운 곳에 체크하여 주시기 바랍니다.

성별
Gender



구분	내용	전혀 그렇지 않다	그렇지 않다	그렇다	매우 그렇다
폐근 회계	1. 근무 장소가 깨끗하고 쾌적하다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	2. 내 일은 위험하며 사고를 당할 가능성이 있다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	3. 내 업무는 불편한 자세로 오랫동안 일을 해야 한다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
전마 회계	4. 나는 일이 많아 항상 시간에 쫓기며 일한다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	5. 현재 하던 일을 끝내기 전에 다른 일을 하도록 지시 받는다	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	6. 업무량이 현저하게 증가하였다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	7. 나는 동료나 부하직원을 돌보고 책임져야 할 부담을 안고 있다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	8. 내 업무는 장시간 동안 집중력이 요구된다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	9. 업무 수행 중에 충분한 휴식(잠)이 주어진다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	10. 일이 많아서 직장과 가정에 다 잘하기가 힘들다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	11. 여러 가지 일을 동시에 해야 한다.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 

Approach pathway to Burnout





피할 수 없으면 즐겨라.
가질 수 없으면 잊어라.
내 것이 아니면 버려라.

- 한 줄 명언 -

