

# Stress and Burnout in Mammography: Causes and Cures

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## STRESS



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## WHAT STRESSES US?

- Work
- Home
- Ourselves



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## Work Stressors

- Difficulty with colleagues
- Job dissatisfaction
- Communication
- Patient behaviors



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## Work Stressors

- Difficult Management
- Low Morale
- Office Gossip
- Excessive Workload



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## Work Stressors

- Financial Pressure
- Office trouble shooting
- Continuing education
- Self esteem



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## Stressors at Home

- Partners
- Finances
- Children



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## Stressors at Home

- Extended Family
- Health Issues
- Multiple Roles



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## Self Stressors

- Trying to be 'SUPER WOMAN'
- Time Management
- Doing everything yourself



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## Self Stressors

- Unable to promote yourself
- Lack of encouragement
- Not getting 'downtime'
- Lack of stress management skills



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## Symptoms of Stress: Behavior Changes

- Alcohol, nicotine or caffeine intake
- Appetite
- Libido
- Sleep patterns



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## Symptoms of Stress: Behavior Changes

- Anxiety
- Withdrawal
- Anger/irritability
- Negative "energy"
- Physical and emotional "tension"



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## Symptoms of Stress: Behavior Changes

- Poor performance
- Procrastination
- Calling in sick



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## Symptoms of Stress: Physical Changes

- Low Pain Threshold
- Shortness of Breath
- Chest Pain
- Back/Joint Pain
- OJT Injuries



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## Symptoms of Stress: Physical Changes

- Vision
- Fatigue
- Blood Pressure
- GI problems



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## Symptoms of Stress: Physical Changes

- Weight: gain/loss
- Appearance
- Endurance



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## Symptoms of Stress: Physical Changes

- Headaches
- Reduced Stamina
- Increased Medical Visits



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## Symptoms of Stress: Cognitive/Perception Changes

- Depression
- Pessimism
- Indecision/apathy
- Rigidity/denial



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## Symptoms of Stress: Cognitive/Perception Changes

- Memory Loss
- Magnification of issues
- Attention span
- Paranoia



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## SYMPTOM OF STRESS: Communication Problems

- Being Aggressive/Passive
- Not listening, see problems or speaking up
- Losing empathy
- Not getting your point across



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Burnout may be the result of unrelenting stress, but it isn't the same as too much stress. Stress, by and large, involves too much: too many pressures that demand too much of you physically and psychologically. Stressed people can still imagine, though, that if they can just get everything under control, they'll feel better. Burnout, on the other hand, is about not enough. Being burned is feeling empty, devoid of motivation, and beyond caring. Burnout often means no hope of positive change. If excessive stress is like drowning in responsibilities, burnout is being all dried up. While you're usually aware of being under a lot of stress, you don't always notice burnout when it happens. The symptoms of burnout — the hopelessness, the cynicism, the detachment from others — can take months to surface.



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Stress	Burnout
Characterized by over-engagement	Characterized by disengagement
Emotions are over-reactive	Emotions are blunted
Produces urgency and hyperactivity	Produces helplessness and hopelessness
Exhausts physical energy	Exhausts motivation and drive, ideals and hope
Leads to anxiety disorders	Leads to paranoia, detachment, and depression
Causes disintegration	Causes demoralization
Primary damage is physical	Primary damage is emotional
Stress may kill you prematurely, and you won't have enough time to finish what you started	Burnout may never kill you, but your life may not seem worth living.



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## Coping Strategies

Problems cannot be solved when you are:

- Mad
- Sad
- Scared



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## Coping Strategies

Don't Sweat the Small Stuff



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## Coping Strategies

When problem-solving:

- Control your frustration
- BE NICE



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## Coping Strategies

Pressure outside of work?

- Don't vent at the wrong people
- Ask for some understanding



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## Coping Strategies

Don't engage the complainer, gossip, backstabber!



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## Coping Strategies

Patients are all unique:

- Don't react
- Don't make it personal
- Listen



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## Coping Strategies

- Share your knowledge, work together
- Problem-solve; don't just vent



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**BEWARE:  
BURNOUT IS NO JOKE!**

**SO...**



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**TAKE A BREAK!**



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Change is NOT easy... But....

- It is challenging
- It is something different
- It can be fun!



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How you approach change  
will directly affect success!

- Be positive!!
- Stay calm



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**STAY FOCUSED  
ON WHAT  
IS IMPORTANT**



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**Motivation and Mission**

**Patients and  
Perspective**



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Motivation

- How do we motivate others
- How do we keep ourselves motivated



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## Mission

- Our aspirations as individuals
- Our aspirations as a group



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## Patients

Why we do what we do



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## Perspective

How we look at things



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## **DISTORTED PERSPECTIVE**



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**OK.....I know it's not that easy.**

**But at times when you need it,  
think of someone or something  
that matters to you.**



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## In Times of Stress

- Remember your mentor or someone you have mentored
- Remember a life changing event or defining moment



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## **MENTORS AND MENTORING**



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Because someone or something that  
produces a life changing event will change  
our priorities and set or redirect us on  
the path we were meant to take.



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## **A DEFINING MOMENT**



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This is personal!

- Each and every patient belongs to someone.
- Take the time to see them as such.



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Remembering this will help us focus on the commitment we have made as health CARE professionals.



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**ARE YOU TOO BUSY?  
ARE YOU TOO STRESSED?**



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**What about your commitment  
to your work?**

**Why are you doing this  
in the first place?**



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Committed to a Cause

- Gives us a sense of competence about ourselves and others
- Helps us focus our energy
- Is a positive outlet for our energy
- Creates a positive identification
- Connects us with our Spiritual self



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When we are committed...

- Emotional support
- Empathy
- Engage with our self and others
- Utilize our inner resources to guide us



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Committed to a Cause

- Gives us a sense of competence about ourselves and others
- Helps us focus our energy
- Is a positive outlet for our energy
- Creates a positive identification



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Committed to a Cause

- We benefit emotionally
- Create interdependence
- Add to our mental well being



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**COMMITTED TO COMPASSION**



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## HAVING PRIDE IN WHAT YOU DO



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## PRIDE

Acknowledging all that you have...  
and all that you have accomplished  
*with* humility, but *without* arrogance.



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## PRIDE

Experiences in which we can say

"I...we....did this well"



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## PRIDE

Individual and collective pride



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Being of service to one another,  
one colleague, one patient, one life at  
a time, one moment at a time is  
essentially what the role of the  
breast health professional is all about....



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BEING PROUD OF WHAT YOU DO  
AND YOUR SPECIAL ROLE  
AS A LINK IN  
THE CHAIN OF LIFE



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Pride we can feel when we are

- Kind
- Compassionate
- Mentoring
- Teaching
- Motivating
- Sharing
- Healing
- Helping



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**Making a difference.**




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**Interact with Breast Imaging Professionals  
from Around the World**

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**Quality Breast Imagers**



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**Thank You!**

**For questions or more information:**  
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