

Stress Buster Special: How to Bounce Back from BCAM

Louise Miller, R.T.(R)(M)(ARRT), CRT(M), FSBI, FNCBC



MAMMOGRAPHY
EDUCATORS

© 2025 Mammography Educators

1

Contributions by and a thank you to:
Dawn Derenburger, A.S., R.T.(R)(M)(ARRT)



MAMMOGRAPHY
EDUCATORS

2

Happy Breast Cancer Awareness Month!!



MAMMOGRAPHY
EDUCATORS

3



MAMMOGRAPHY
EDUCATORS

4

STRESS vs BURNOUT

- Overengagement
- Reactive or over reactive emotions
- Sense of urgency and hyperactivity
- Lost or diminished energy
- Leads to anxiety
- Physically tolling



- Disengagement
- Blunted or distant emotions
- Sense of helplessness
- Motivation is lost or diminished
- Leads to feeling depressed
- Emotionally tolling



MAMMOGRAPHY
EDUCATORS

Source: Doctor On Demand (2025)

5

Stress vs Burnout

Stress is a response to a challenge, leading to a range of emotions and physical reactions, while **burnout** is a state of exhaustion caused by prolonged, unmanaged stress.

Stress can make you feel anxious, but hopeful for relief, while **burnout** creates feelings of hopelessness, cynicism, and detachment from responsibilities.



MAMMOGRAPHY
EDUCATORS

6

What is Stress?

Definition:

A response to a perceived threat or pressure.



MAMMOGRAPHY
EDUCATORS

7

What is Stress?

Sources:

- **Workload and Hours:** Long shifts, heavy patient loads, and frequent changes.
- **Organizational Factors:** Insufficient staffing or equipment, changes in the workplace, job insecurity, and tight deadlines.



MAMMOGRAPHY
EDUCATORS

8

What is Stress?

Sources:

- **Control and Autonomy:** Lack of say in scheduling and limited autonomy over job duties.
- **Emotional Strain:** Specific, intense situations like biopsy difficulties, a patient falls or a very angry patient.



MAMMOGRAPHY
EDUCATORS

9

What is Stress?

Example:

A tech feeling stressed before a shift that is understaffed and has a high patient volume.



MAMMOGRAPHY
EDUCATORS

10

What is Burnout?

Definition:

The result of chronic, unmitigated stress, characterized by emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment.



MAMMOGRAPHY
EDUCATORS

11

What is Burnout?

Example:

A lead technologist who, after years of long hours and administrative burdens (MQSA, ACR Accreditation) and pitching in with patients when needed, feels emotionally depleted, cynical about their work, and questions their own efficacy.



MAMMOGRAPHY
EDUCATORS

12

What is Burnout?

Sources:

- **Prolonged stress:** The cumulative and chronic effect of constant high stress levels.
- **Administrative Burden:** Frustration from spending too much time on paperwork and administrative tasks instead of patient care.



MAMMOGRAPHY
EDUCATORS

13

What is Burnout?

Sources:

- **Work-Home Conflict:** Work demands intruding on home life.
- **Mismatch of Values:** A feeling of dissonance between personal values and the organization's behaviors or priorities.



MAMMOGRAPHY
EDUCATORS

14

What is Burnout?

Sources:

- **Moral Injury:** The emotional pain from being unable to provide the care one feels is necessary, or from witnessing patient suffering, especially without adequate support.



MAMMOGRAPHY
EDUCATORS

15

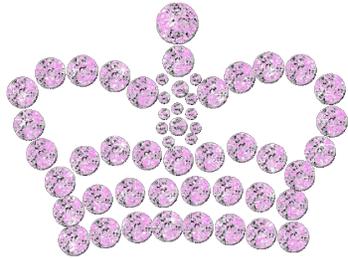
The Queen of Multi-tasking!



MAMMOGRAPHY
EDUCATORS

16

The MammoQueen's



Solutions to Decrease Stress and Burnout



MAMMOGRAPHY
EDUCATORS

17



MAMMOGRAPHY
EDUCATORS

18

Solutions to Decrease Stress and Burnout

- Efficiency
- Balance
- Mindfulness



MAMMOGRAPHY
EDUCATORS

19

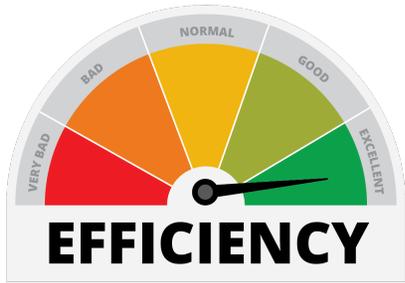
Solutions to Decrease Stress and Burnout

- **Efficiency**
- Balance
- Mindfulness



MAMMOGRAPHY
EDUCATORS

20



MAMMOGRAPHY
EDUCATORS

21

Efficiency

- Scheduling
- Patient Preparation
- Policies and Procedures
- Positioning Techniques
- Communication



MAMMOGRAPHY
EDUCATORS

22

Little Things Piling Up



MAMMOGRAPHY
EDUCATORS

23

**THINGS THAT CAUSE
ME STRESS**



MAMMOGRAPHY
EDUCATORS

24

Efficiency

- **Scheduling**
- Patient Preparation
- Policies and Procedures
- Positioning Techniques
- Communication



MAMMOGRAPHY
EDUCATORS

25

Scheduling

- Wrong day
- Wrong time
- Wrong exam
- Wrong time allotment



MAMMOGRAPHY
EDUCATORS

26

Scheduling

- Ask consistent and concise questions
- Appropriate triage: time allocation for appropriate patient/exam
- Automated/self scheduling



MAMMOGRAPHY
EDUCATORS

27

Efficiency

- Scheduling
- **Patient Preparation**
- Policies and Procedures
- Positioning Techniques
- Communication



MAMMOGRAPHY
EDUCATORS

28

Patient Preparation

- How soon to arrive
- What to wear
- Other instructions (deodorant)
- How long they can expect to be there
- Visitors (husbands, children)



MAMMOGRAPHY
EDUCATORS

29

Patient Preparation

- Patient histories (informative and concise)
- Get as much information as you can **before** the patient gets into the room.
- Technologist should verify presence of sx (or lack thereof) and major hx.



MAMMOGRAPHY
EDUCATORS

30

TIME
WASTERS
OF THE
DAY



Things
That
Make
Me
Nuts

...And
Probably
You, Too



MAMMOGRAPHY
EDUCATORS

31

Time Wasters that Decrease Efficiency

- Having patients change in the room.
- Taking the complete patient history in the room.



MAMMOGRAPHY
EDUCATORS

32

Efficiency

- Scheduling
- Patient Preparation
- **Policies and Procedures**
- Positioning Techniques
- Communication



MAMMOGRAPHY
EDUCATORS

33

The Stress of Not Knowing What to Do



MAMMOGRAPHY
EDUCATORS

Source: Mancuso (2016)

34

Policies and Procedures

- Screening vs diagnostic (symptomatic vs asymptomatic)
- Special populations (age, high-risk)
- The use of additional views
- Repeats/rejects



MAMMOGRAPHY
EDUCATORS

35

The Use (and Misuse) of Additional Views

- XCCLs
- Nipple in profile
- Nipple centered
- Mosaicing/tiling



MAMMOGRAPHY
EDUCATORS

36

Repeats and Rejects

- Skin/fat folds
- Motion
- Not “ACR” perfect
- What is a “repeatable offense”?



MAMMOGRAPHY
EDUCATORS

37

Efficiency

- Scheduling
- Patient Preparation
- Policies and Procedures
- **Positioning Techniques**
- Communication



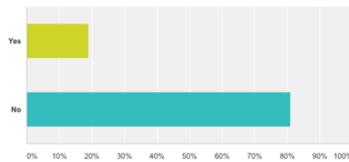
MAMMOGRAPHY
EDUCATORS

38

Positioning Techniques

Do you think that each mammography technologist at your facility positions patients the same way?

Answered: 100 Skipped: 0



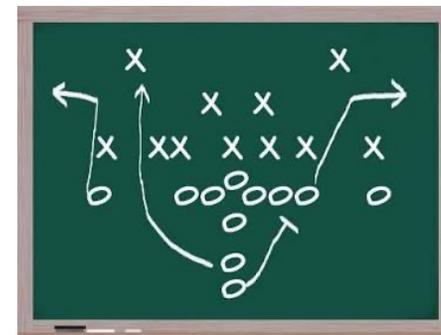
| Answer Choices | Responses |
|----------------|-----------|
| Yes | 19.00% 19 |
| No | 81.00% 81 |
| Total | 100 |



MAMMOGRAPHY
EDUCATORS

39

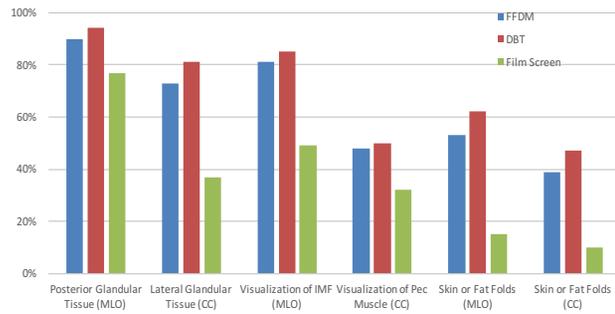
Positioning Techniques



MAMMOGRAPHY
EDUCATORS

40

Updated/Standardized Positioning Techniques



Source: Huppe et al. (2017)

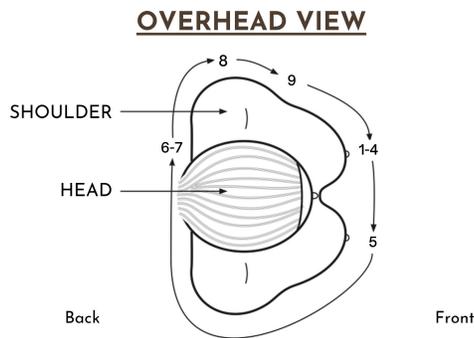
Standardized Positioning Techniques

- **Consistent** – Easier to compare from year to year
- **Efficient** – Easier and faster to perform
- **Proficient** – Less repeats, rejects and TCBs
- **Ergonomically Sound** – Less work-related pain/injuries

41

42

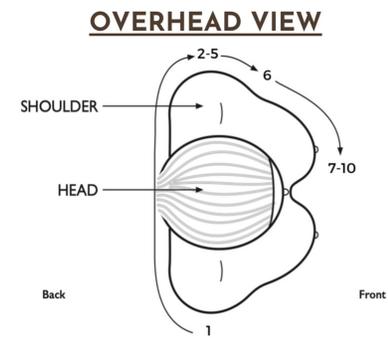
Quick Steps for the LCC



Source: Mammography Educators (2025)

43

Quick Steps for the LMLO



Source: Mammography Educators (2025)

44

Efficiency

- Scheduling
- Patient Preparation
- Policies and Procedures
- Positioning Techniques
- **Communication**



MAMMOGRAPHY
EDUCATORS

45

Communication

- Use of scripts that are concise and caring
- Use terminology the patient understands
- Explanation of screening guidelines
- Encourage compliance



MAMMOGRAPHY
EDUCATORS

46

Communication

- How often to have mammograms
- When to stop having mammograms
- Exam description
- Radiation exposure
- Compression



MAMMOGRAPHY
EDUCATORS

47

“I hate mammograms.”

“Thank you for coming in anyway.”



MAMMOGRAPHY
EDUCATORS

48

Solutions to Decrease Stress and Burnout

- Efficiency
- **Balance**
- Mindfulness



MAMMOGRAPHY
EDUCATORS

49

Balance



MAMMOGRAPHY
EDUCATORS

Source: Morning Coach (2022)

50

Balance



MAMMOGRAPHY
EDUCATORS

Source: Treety (2022)

51

What is Balance?

- Physical
- Emotional or Mental
- Financial
- Visual
- Audio



MAMMOGRAPHY
EDUCATORS

52

Balance Defined

- The ability to maintain a steady position or the state of an account or system where components are equal or in equilibrium.
- The meaning of balance depends on the context, from accounting and engineering to personal wellness and physical fitness.



MAMMOGRAPHY
EDUCATORS

53

Understanding Emotional Balance

- A state of emotional or mental steadiness or calm.
- Maintaining stability in feelings and thoughts.
- Helps us cope with stress, adapt to change, and build resilience.



MAMMOGRAPHY
EDUCATORS

54

Causes of Emotional Imbalance

- Stress from work
- Relationships
- Major life changes
- Poor sleep and nutrition
- Medical conditions
- Trauma



MAMMOGRAPHY
EDUCATORS

55

Impacts of Emotional Imbalance



- Increased stress and anxiety
- Disrupts personal relationships
- Decreases productivity, impacts work performance and daily activities



MAMMOGRAPHY
EDUCATORS

56

Achieving Emotional Balance

- Involves self-awareness
- Effective coping strategies
- Fostering positive relationships to support overall well-being



MAMMOGRAPHY
EDUCATORS

57

Self Care is Critical

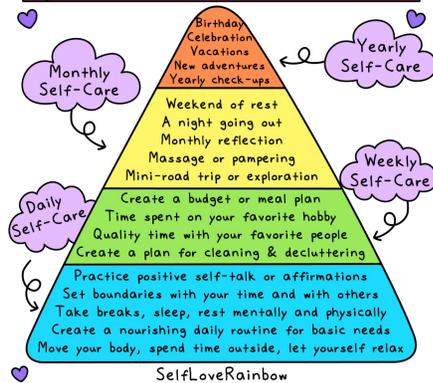


MAMMOGRAPHY
EDUCATORS

Source: Vemina (2024)

58

Pyramid of Self-Care Needs



MAMMOGRAPHY
EDUCATORS

Source: Self-Love Rainbow (2022)

59

Solutions to Decrease Stress and Burnout

- Efficiency
- Balance
- **Mindfulness**



MAMMOGRAPHY
EDUCATORS

60

Mindfulness



Source: Bristow (2018)

61

Mindfulness

Mindfulness is a practice that involves paying attention to the present moment without judgement. It encompasses being aware of one's thoughts, feelings, bodily sensations, and surroundings.

62

Mindfulness

Key Concepts:

- **Nonjudgemental awareness:** Observing thoughts and feelings without labeling or criticizing them.
- **Acceptance:** Letting go of thoughts and emotions without trying to control or suppress them.
- **Focusing on the present:** Paying attention to the current moment, rather than dwelling on the past or worrying about the future.

63

Mindfulness

Benefits:

- Reduced stressed and anxiety
- Improved emotional regulation
- Enhanced self-awareness
- Increased concentration and focus
- Improved sleep quality
- Reduced pain perception

64

Mindfulness

Techniques:

- **Meditation:** Sitting in a comfortable position and focusing on the breath or specific object.
- **Body Scan:** Paying attention to sensations in different parts of the body, from the top of the head to the toes.



MAMMOGRAPHY
EDUCATORS

65

Mindfulness

Techniques:

- **Mindful Eating:** Paying attention to the sights, smells, and tastes of food while eating.
- **Mindful Walking:** Focusing on the sensations of walking, such as the ground beneath the feet and the movement of the body.



MAMMOGRAPHY
EDUCATORS

66

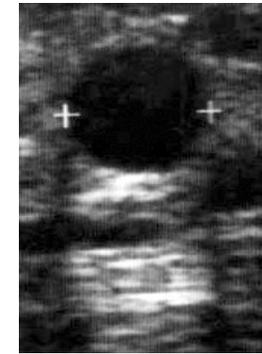
Mindfulness in Walking and in Nature



MAMMOGRAPHY
EDUCATORS

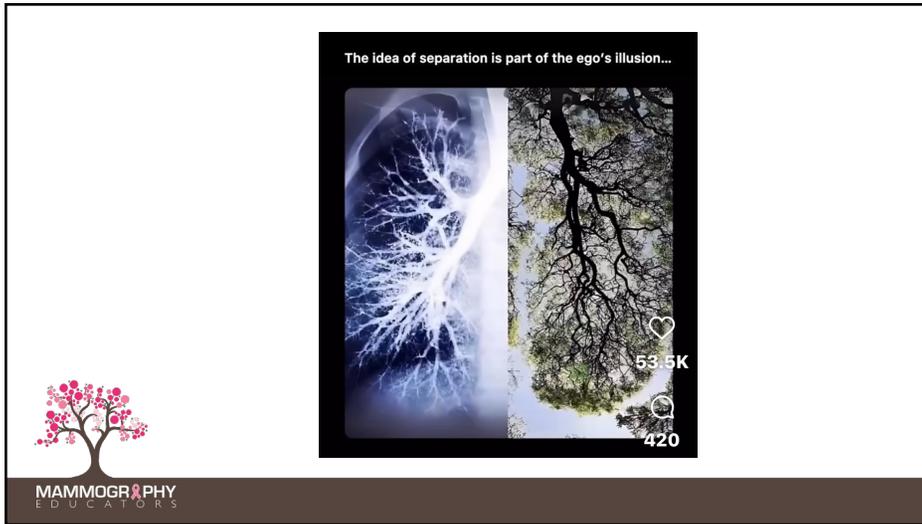
67

Pareidolia

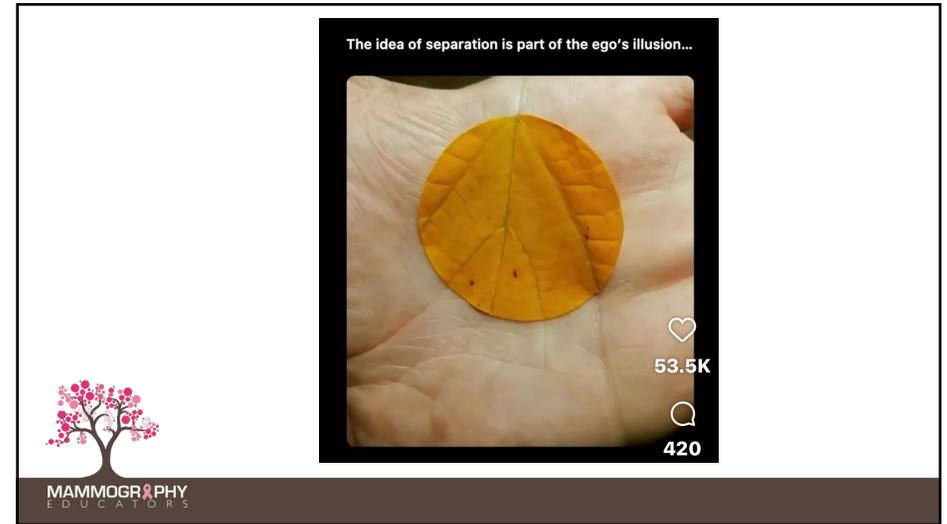


MAMMOGRAPHY
EDUCATORS

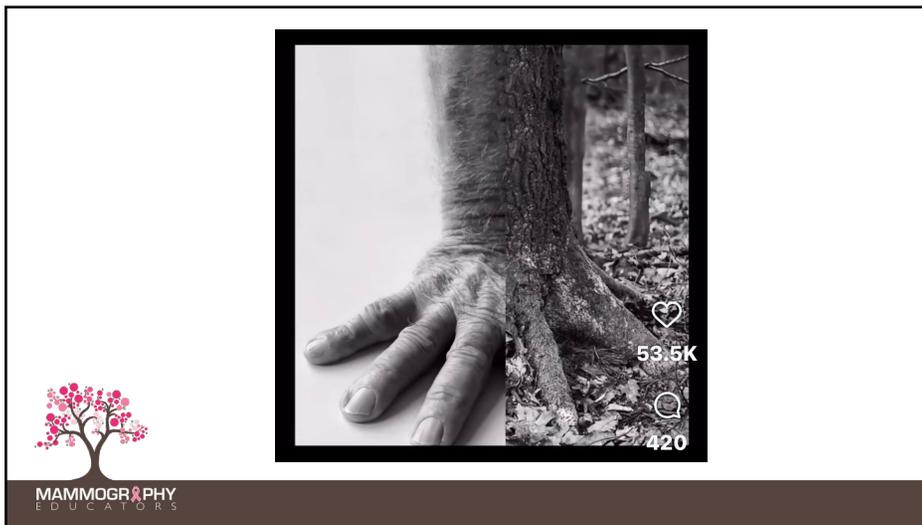
68



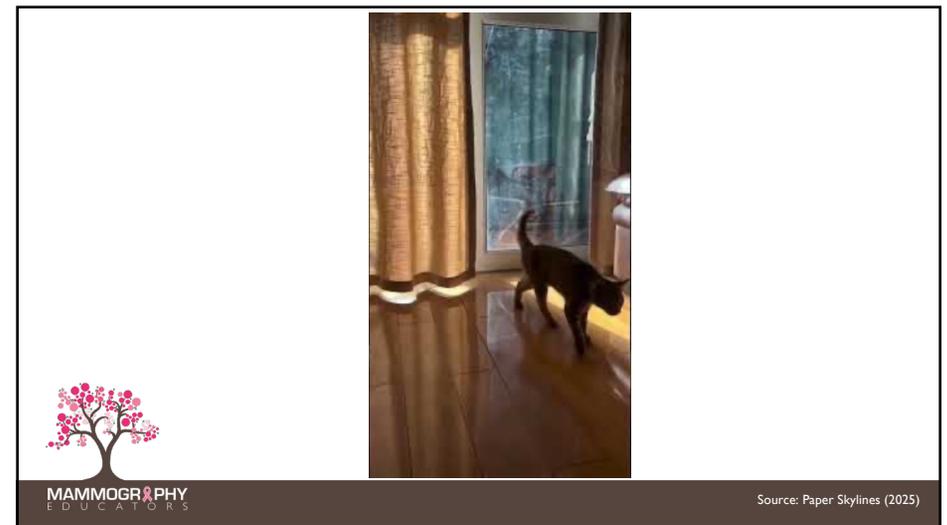
69



70



71



72



73

Mindfulness and Gratitude

*“Gratitude, when mixed with mindfulness and a health intention, creates inner peace. As we think of others and their needs our gratitude sifts from what we have to what we can give”**

* Chris Shea



74

Gratitude



Source: Income Mindset (2022)



75

Turn Up Your Gratitude

Researchers at UC Davis had participants write down 3 things they were grateful for every day for a month.

Results:

- Slept better
- Had lower stress
- Boosted immune system

Gratitude activates your dopamine and serotonin pathways by focusing on what is going right vs what's going wrong.



76

How You See Things

The real voyage of discovery
consists, not in seeking new
landscapes, but in having new
eyes.
Marcel Proust

“ quotesplanet.com



MAMMOGRAPHY
EDUCATORS

77

Children



MAMMOGRAPHY
EDUCATORS

78

Parents



MAMMOGRAPHY
EDUCATORS

79

Parents



MAMMOGRAPHY
EDUCATORS

80

Pets



MAMMOGRAPHY
EDUCATORS

81

Friends and Colleagues



MAMMOGRAPHY
EDUCATORS

82



MAMMOGRAPHY
EDUCATORS

83

Prioritize **YOU**

How you see, think....and talk to yourself



MAMMOGRAPHY
EDUCATORS

Source: Ace Optimizer (2024)

84



85

Mindfulness Practice

How to Start:

- Begin with short period of practice, such as 5-10 minutes per day.
- Find a quiet and comfortable space where you can sit or lie down.
- Close your eyes or gently lower your gaze.

86

Mindfulness Practice

How to Start:

- Focus on your breath or a specific object.
- Notice any thoughts or feelings that arise, but don't get caught up in them.
- Gently return your attention to the present moment.
- Gradually increase the duration of your practice as you become more comfortable

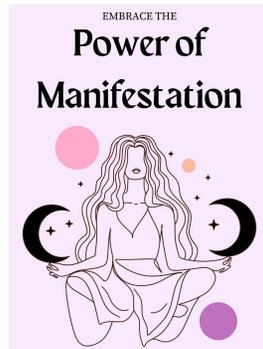
87

Mindfulness Practice

- Mindfulness is not a cure-all, but it can be a helpful tool for managing stress, anxiety and other mental health challenges.
- It is important to consult with a healthcare professional if you have any underlying medical conditions or are taking medications before starting a mindfulness practice.
- There are many resources available online and in libraries.

88

Manifestation: Real or Woo-woo Science?



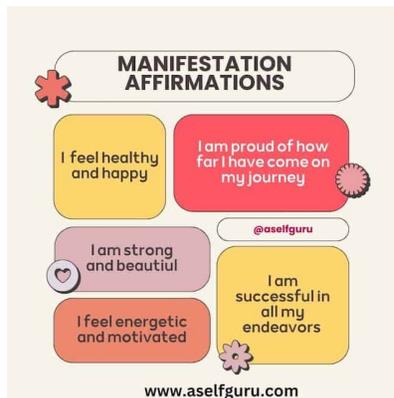
Source: One Up One Down (n.d.)

89



Source: Meraki Manifest (2025)

90



91

Actions and Manifestations That Work for Me

- No cell phone for 30 min before/after waking up and going to bed
- Sit in the sun or directly connect with nature for *at least* 10 min every day
- Start and ending each day with gratitude
- Remind myself to celebrate small “wins” instead of waiting for big ones
- Remembering that “everything works to the good”.
- Prioritize alignment of thoughts and actions

92



93



94

Jess's Self-Care Tool Kit Ideas

| | |
|--|---|
| <ul style="list-style-type: none"> • Cozy blanket • Coloring book • Reading material • Aromatherapy • Lotion • Fuzzy socks | <ul style="list-style-type: none"> • Worry stones/rocks • Framed affirmations, such as: "Feelings are temporary", "This too shall pass", "I'm doing my best, and that's enough", "I'm a badass" |
|--|---|

95

Seeking Professional Health

You should seek professional help when your mental or emotional distress significantly impacts your daily life, work, or relationships.

96

Seeking Professional Health

- Signs include persistent sadness or anxiety, inability to cope with daily tasks, significant changes in sleep or appetite, loss of interest in hobbies, and thoughts of harming yourself or others
- Professional help is also necessary for managing substance abuse and processing trauma.



MAMMOGRAPHY
EDUCATORS

97

Mental Health Tip

Seeking professional support is a sign of strength.



MAMMOGRAPHY
EDUCATORS

98

We are a Worldwide Sisterhood



Quality Breast Imagers

A POSITIVE AND PROFESSIONAL FORMAT FOR MAMMOGRAPHY TECHNOLOGISTS AND OTHER BREAST IMAGERS



MAMMOGRAPHY
EDUCATORS

99

Thank You!

Services we offer, include:

- Onsite Positioning Training
- Assistance with Accreditation & Inspection
- Live Webinars and Conferences
- On-Demand Continuing Education

For questions or more information:

619-663-8269

mammographyeducators.com

info@mammographyeducators.com



MAMMOGRAPHY
EDUCATORS

100

Resources

Above Intelligent. (2024). Dr. James Doty: HOW TO EXACTLY MANIFEST | Neuroscientist | Mel Robbins. YouTube <https://www.youtube.com/shorts/DN-XL5g8>

Meraki Manifest. (2025). "You're Doing It Wrong" Neurosurgeon Explains Why Manifestation Works | Mel Robbins x Dr. James Doty. YouTube. <https://www.youtube.com/shorts/cb7Tn1EakY>

Ace Optimizer. (2024). Don't speak negatively about yourself even as a joke | The mindset mentor. YouTube. https://www.youtube.com/shorts/a_QOVPI6HIV

Bristow, J. (2018). 10 Ways to Define Mindfulness - Mindful. <https://www.mindful.org/10-ways-to-define-mindfulness/>

Daniell, B. (n.d.). How to Prevent Healthcare Worker Burnout: 5 Most Effective Strategies. Dialog Health. <https://www.dialoghealth.com/post/how-to-prevent-5-healthcare-worker-burnout/>

Doctor On Demand. (2025). Stress vs. Burnout—What's the difference. Doctor on Demand. <https://doctorondemand.com/blog/mental-health/stress-vs-burnout/>

Feder, M. (2022, September 27). Combatting Healthcare Burnout. University of Phoenix. <https://www.phoenix.edu/articles/healthcare/combating-healthcare-burnout.html>

Harvard Medical School. (n.d.). Harvard Medical School Stress Management: enhance your well-being by reducing stress and building resilience. Harvard Health Publishing. <https://www.health.harvard.edu/promotions/harvard-health-publications/stress-management-approaches-for-preventing-and-reducing-stress>

Huppe, A. I., Overman, K. L., Gatewood, J. B., Hill, J. D., Miller, L. C., & Inciardi, M. F. (2017). Mammography Positioning Standards in the Digital Era: Is the Status Quo Acceptable? AJR. American Journal of Roentgenology, 209(6), 1419–1425. <https://doi.org/10.7716/AJR.16.12572>

Income Mindset. (2022). Steve Harvey: Practical way to stop negative thoughts. YouTube. <https://www.youtube.com/shorts/hxmcnQF8>



MAMMOGRAPHY
EDUCATORS

101

Resources

Mammography Educators. (2025). Mammography Educators. Mammographyeducation.com. <https://mammographyeducation.com/crmlo-quick-steps-and-image-checklist/>

Mancuso, B. (2016). I Don't Know What to Do With My Life... and That's Okay. HuffPost. https://www.huffpost.com/entry/i-dont-know-what-to-do-wi_b_9443386

Morning Coach. (2022). Everything Should Be in Balance [Online Image]. In Morningcoach.com. <https://ao.morningcoach.com/blog/everything-should-be-in-balance>

Nay, W., & Way, M. (2023). Burnout prevention through stress management. VCU Health. <https://www.vcuhealth.org/news/burnout-prevention-through-stress-management/>

One Up One Down. (n.d.). Manifestation definition and how to practice it. OneUpOneDown - Women Mentoring. <https://oneuponedown.org/blog-post/manifestation-definition-and-how-to-practice-it/>

Paper Skyles. (2025). The Art of Noticing (do you see it?). YouTube. <https://www.youtube.com/shorts/9UJ0PKBRMF>

Raypole, C. (2020, March 30). Dealing with burnout? These tips and strategies may help. Healthline. <https://www.healthline.com/health/mental-health/burnout-recovery>

Self-Love Rainbow. (n.d.). Self-Love Rainbow. Self-Love Rainbow. <https://www.selfloverainbow.com/>

Self-Love Rainbow. (2022). Self-Care for Burnout. In Selfloverainbow.com. <https://www.selfloverainbow.com/wp-content/uploads/2020/09/720awslrter3.pdf>

treezy. (2022). Emotional balance vector concept, female cartoon character standing balancing on emotional icon illustration. Potential, motivation and aspiration, mental health [Graphic]. In iStock by Getty Images. <https://www.istockphoto.com/vector/emotional-balance-vector-concept-crm1492633148-454153362>

Verma, A. (2025). Anxiety & Stress. Catalyst Psyche Inc. <https://www.catalystpsyche.com/anxiety-stress-causes-symptoms/>



MAMMOGRAPHY
EDUCATORS

102