



# INTRODUCTION TO PSYCHOLOGICAL STRESS AND BURN-OUT

Francesca Fiore (Napoli, Italy)

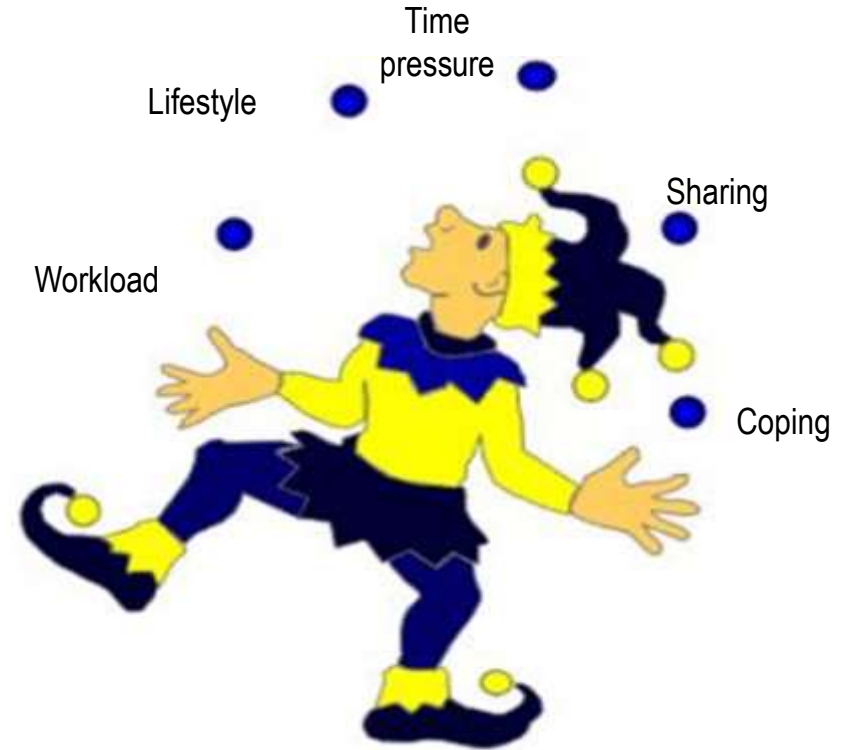
**Luigi Vanvitelli University in Naples (Italy)**

Medical Oncology Unit directed by Fortunato Ciardiello

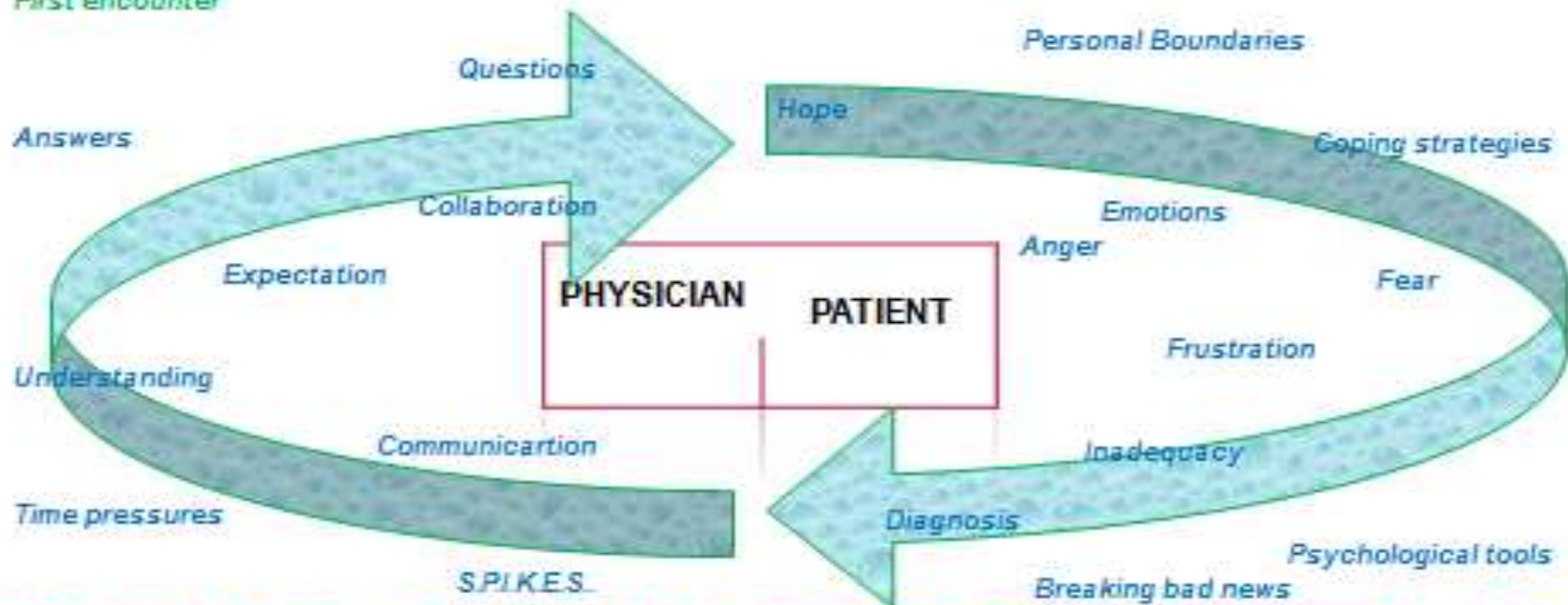
## DISCLOSURE SLIDE

- I have no conflicts of interest to declare

# I see you as the juggler.



*First encounter*



**“Effective communication is 20% what  
you know and 80% how you feel about  
what you know”**

*(Jim Rohn)*

**Stress** = means too much  
**Burnout** = is not enough.



You are usually aware of being under a lot of stress or pressure, YOU DO NOT always notice burnout when it happens.

# BURNOUT: IS NOT ENOUGH

Signs:

- Psychological stress
- Exhaustion
- Lack of enthusiasm and motivation
- Feelings of ineffectiveness
- Frustration
- Cynicism
- Reduced efficacy



# STRESS & BURNOUT ARE SIMILAR BUT ALSO TOTALLY DIFFERENT



Optimistic view and can cope

Pessimistic view and can not cope

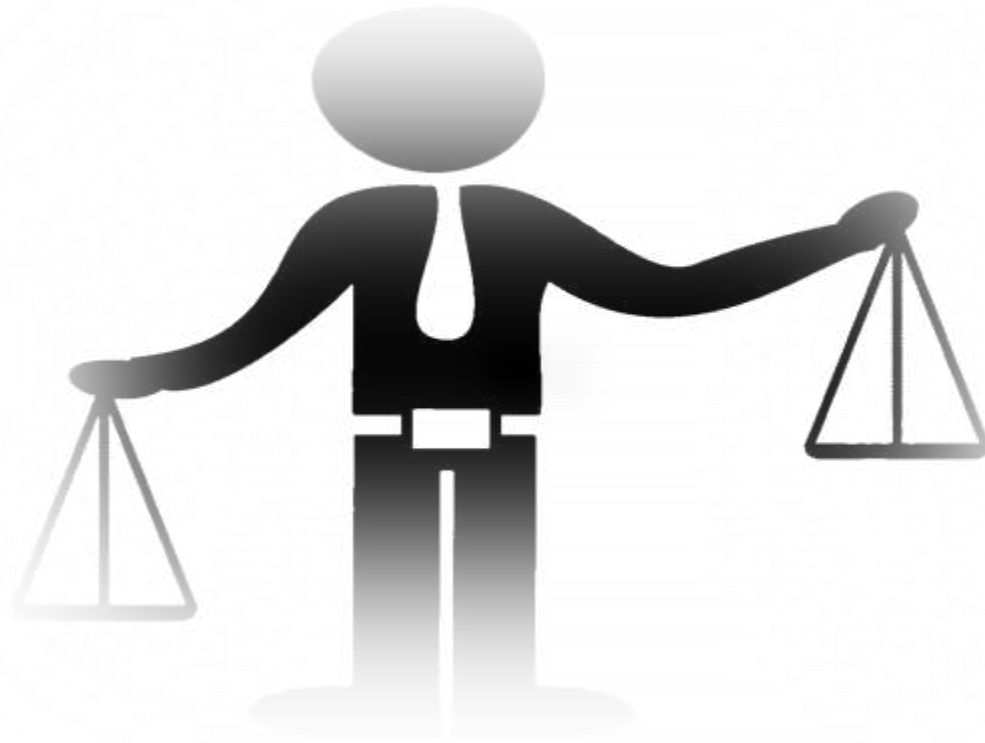


Burnout is a gradual psychological process that occurs over an extended period of time unconsciously.

## WHAT ARE THE CAUSES OF BURNOUT THAT NEED TO BE BALANCED OR JUGGLED?

- lack of time
- wrong environment and wrong language
- bad/lack of communication
- lack of work life balance
- excessive professional expectation and idealization towards the role
- locus of control
- time pressures
- lack of self awareness and limits
- bad work organization
- style of coping.

**Oncologist  
Workload  
Pessimism  
Stress  
Coping  
Communication  
Success**



**Patient/  
Family  
Lifestyle  
Optimism  
Burnout  
Not Coping  
Breakdown  
Failure**

# HAVE YOU EVER THOUGHT THAT BURNOUT IS SIMILAR TO CANCER?

**What makes them so difficult to treat is:**

- 1. they typically do not give any signs in early stages.**
- 2. most symptoms are only detected in later stages, making successful treatment more difficult.**
- 3. both need prevention, that is: analyzing, studying, treatment and care.**

**Psychologically stress management training has proven effective in the prevention of burnout.**

# DO NOT RUN AWAY, SEEK HELP !

## S-P-I-K-E-S

### Communication protocol

**Setting:** choice of comfortable place in which the conversation will take place

**Perception:** what information? Understanding what the patient already knows and what he understands

**Invitation:** questions + answers + questions

**Knowledge:** very slowly, little by little, carefully, honestly

**Exploration:** to give full understanding of the case - respect the information- to be aware of changes in the patients emotions (verbal and body language)

**Strategy & Summary:** propose the best medical strategy, assess patient response and agree on a plan.

# SUCCESS IS NOTHING MORE THAN A FEW SIMPLE DISCIPLINES, PRACTISED EVERY DAY

Happy juggling

Please remember to seek help to help yourself avoid  
psychological burnout

## Personality type A

## Personality type B

Have a hyperactive lifestyle

Slower lifestyle

Competitive nature

Non competitive nature

Fights against time

Adjusts well to time limits and rhythm

High levels of depersonalization

-

Emotional exhaustion

Emotionally relaxed

Aggressive personal and social nature

Relaxed easy relationships

Muscular tension

Physically and mentally calm

