



APRIL 2023

Burnout Prevention

A training program to support direct care providers

The need

More than two-thirds of Americans have experienced employee burnout at their current job, with more than half citing more than one occurrence.¹ Healthcare worker burnout, specifically, is now at a global tipping point since the onset of the COVID-19 pandemic. Healthcare workers are more likely to have depression, anxiety, and mental distress with stress higher among nursing assistants, medical assistants, social workers, inpatient workers, women and persons of color due to workload, mental health, and feeling less valued.² Although burnout presents in individuals, its root cause lies within systems. As the US Surgeon General says: we must shift burn-out from a “me” problem to a “we” problem.³

Our two-pronged approach

We promote a two-pronged intervention when working with organizations to support their direct care staff: an administrative review and a direct-care training program. Our direct care training is scaffolded to build from definitions to skill building to leadership and, finally, implementation.

The administrative review considers the policy and culture that supports staff, including but not limited to:

- ⇒ *Paid Time Off (PTO) policy and culture around PTO*
- ⇒ *Supervision policy and culture surrounding supervision*
- ⇒ *Strength-based approach to people management*
- ⇒ *Meeting cadence and agenda setting*
- ⇒ *“Staying Interviews” and “Exit Interviews”*

¹ <https://www2.deloitte.com/us/en/pages/about-deloitte/articles/burnout-survey.html>

² [https://www.thelancet.com/journals/eclinm/article/PIIS2589-5370\(21\)00088-2/fulltext](https://www.thelancet.com/journals/eclinm/article/PIIS2589-5370(21)00088-2/fulltext)

³ <https://www.hhs.gov/surgeongeneral/priorities/health-worker-burnout/index.html>

Assessment and Co-creation

We believe that training is one that is uniquely tailored to your team. As such, we will work with you to assess your staff needs and build a tailored 12-session program to suit your needs.

Training Structure

The Burnout Prevention Training Program is a unique approach supporting front-line and management staff working in complex care. The Burnout Prevention Program is a 12-month cycle that consists of:

- ⇒ *Twelve custom-designed, monthly 2-hour sessions focusing on knowledge, skills, and tools for burnout prevention virtually co-facilitated by two experienced trainers*
- ⇒ *Bi-weekly email support to offer additional tools and reinforce the learning objectives*
- ⇒ *Quarterly calls with cohort leadership to review progress and curriculum*

Training Structure Example

Month	Topic
Session 1	Burnout self-assessment and Defining Burnout
Session 2	Emotional Self Awareness
Session 3	Healthy Boundaries
Session 4	Self-Preservation, Trauma, and Resilience
Session 5	Leadership Skills: Your Personal Mission, Vision and Values
Session 6	Motivational Interviewing and Client Communication
Session 7	Mindfulness for frontline providers
Session 8	Trauma Informed Care in Community Settings
Session 9	Intuition-based decision making
Session 10	Compassion fatigue and vicarious trauma
Session 11	Cultural humility and working with diverse populations
Session 12	Final Reflection

About Buckley Collaborative LLC

Buckley Collaborative LLC is a woman-owned consulting firm working at the intersection of health and social impact. We help community-based organizations integrate health needs into their programming, help health systems integrate community needs into their services, and help governments do both.

We strive to provide specific, tailored, and collaborative solutions to our clients to create lasting impact. We offer a variety of services to meet the varying needs of our clients, and work with a diverse set of collaborators and partners to satisfy project deliverables.

What sets Buckley Collaborative apart is our experience as direct-care providers working with patients in various settings, including hospitals, jails, schools, clinics, shelters, and homes. We bring all of that to bear while working with clients who support the needs of complex patients, which is always informed by our approach: person-centered, trauma-informed, harm reductionist, and queer and anti-racist practice.