

A PRESCRIPTION FOR PROFESSIONAL
WELLNESS

PODCAST
Workbook

Navigating Pharmacy
Team Burnout Through
Resilience and Innovation

By Amy Oliver and Dr. Carly Crewe

Sponsored by The Ontario Pharmacists Association



ONTARIO
PHARMACISTS
ASSOCIATION

Advocating Excellence
in Practice and Care

Amy Oliver
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A Message From

THE ONTARIO PHARMACISTS ASSOCIATION

The Ontario Pharmacists Association (OPA) is pleased to present this 8-episode podcast series entitled 'A Prescription for Professional Wellness'.

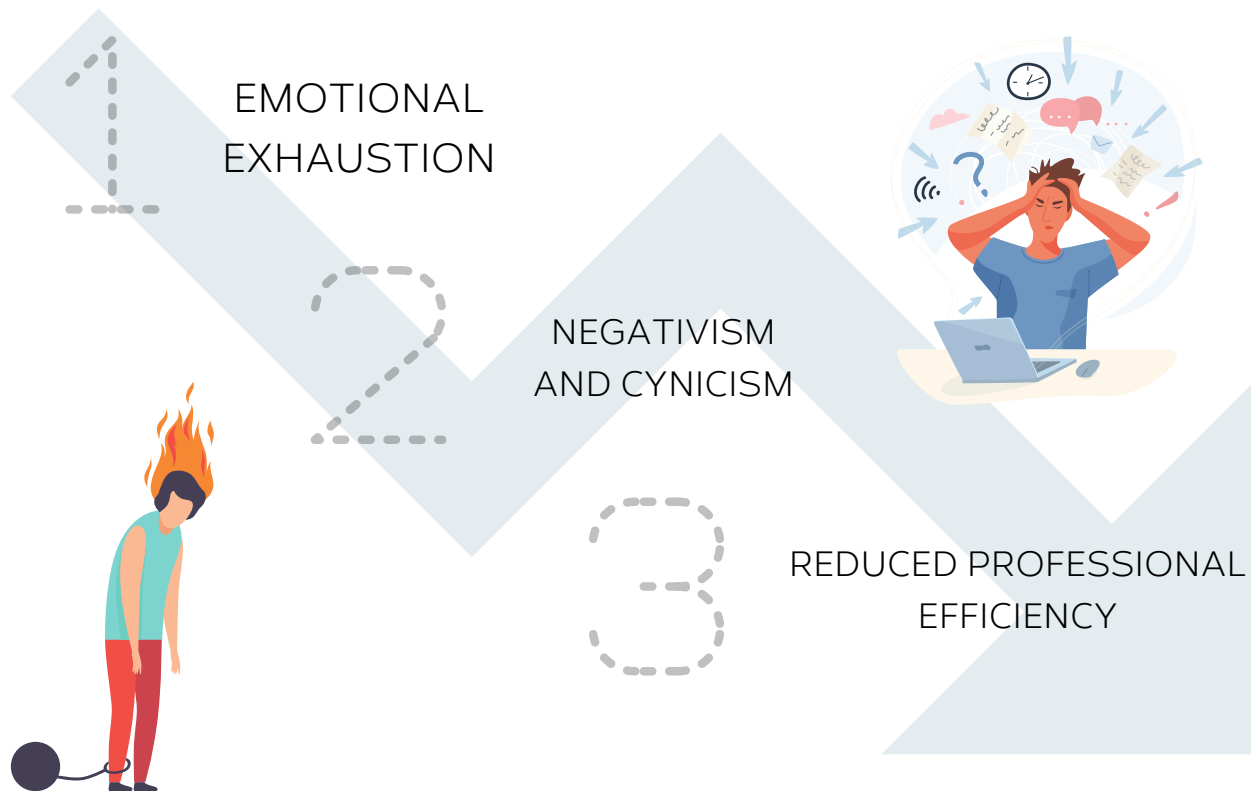
OPA recognizes the need to support the wellness and engagement of the pharmacy community. Pharmacy professionals spend day in and day out being active members of our patient's care teams and giving so much in order to promote the health and wellbeing of others. Now, more than ever, we need to focus on taking care of each other, and ourselves so that we can move from surviving as a profession to thriving.

The past two years have been the most demanding of the pharmacy profession and of society. We are proud of the work you have done and the contributions you have made. This along with a clear awareness that frontline pharmacy providers have sacrificed many things, including pieces of themselves, to continue to serve our communities.

This podcast is one of the initiatives OPA is putting forth to help promote professional wellness, prevent burnout, and move forward fully engaged in the meaningful work of all pharmacy professionals as we strive to serve our communities now, and into the future.

WHAT IS BURNOUT?

Burnout is an “occupational phenomenon” with three key characteristics.



WHEN DO WE BURNOUT?

- When there are unrealistically high expectations (from others or ourselves).
- When we feel like we are not good enough.
- When we feel unappreciated.
- When there are unreasonable external demands placed on us.

KEY TIPS:

- Watch out for overachievers, give them choices and respect boundaries.
- Recognize signs and symptoms.
- Watch for red flags.
- Make a plan around how you will manage burnout BEFORE you burnout.

SIGNS AND SYMPTOMS

- Helplessness
- Hopelessness
- Apathy
- Increased errors
- Lower productivity
- "Poor attitude"
- Loss of motivation
- Suspiciousness
- Frustration
- Irritability



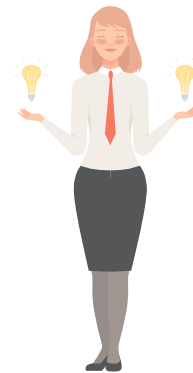
SEVERE...

- Self-medication
- Substance abuse
- Debilitating self-doubt
- Increased absenteeism
- Workplace accidents
- Poor physical health

5 C'S OF RESILIENCE



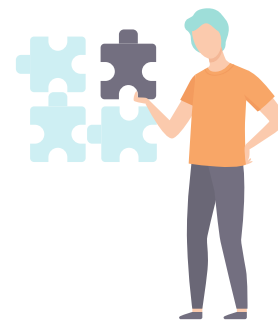
CHALLENGE



COMPETENCE



CONTROL



CONNECTION



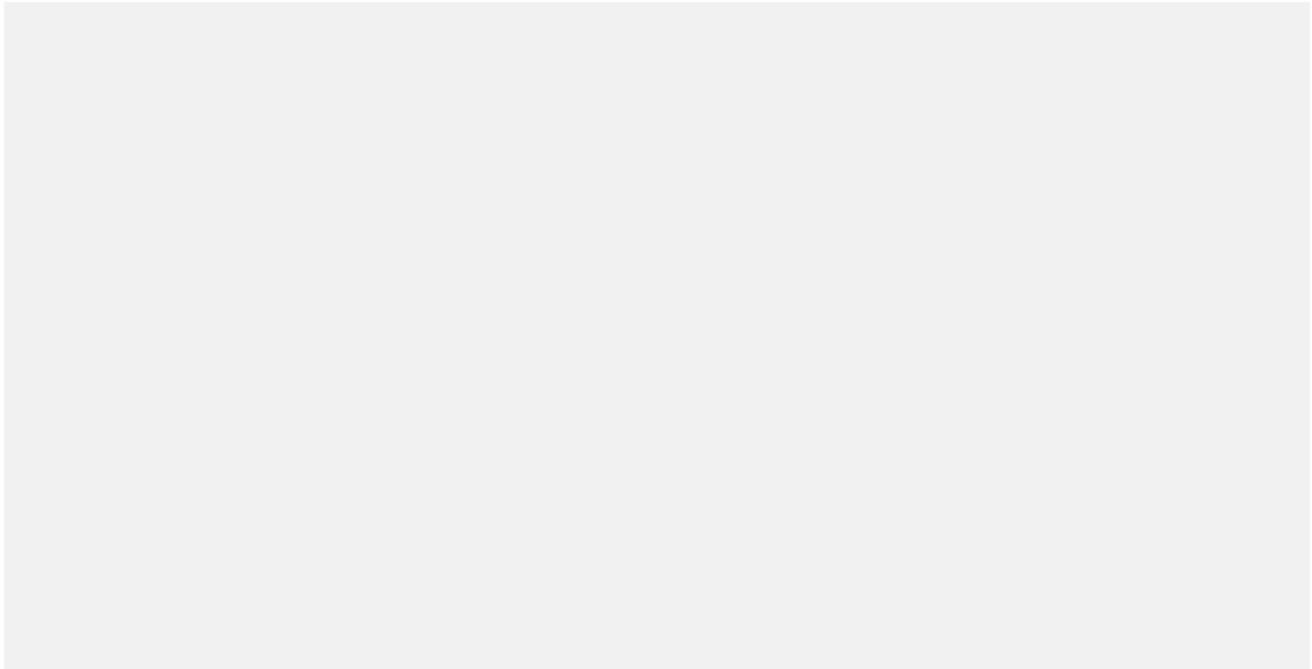
COMMITMENT

Personal Reflection:

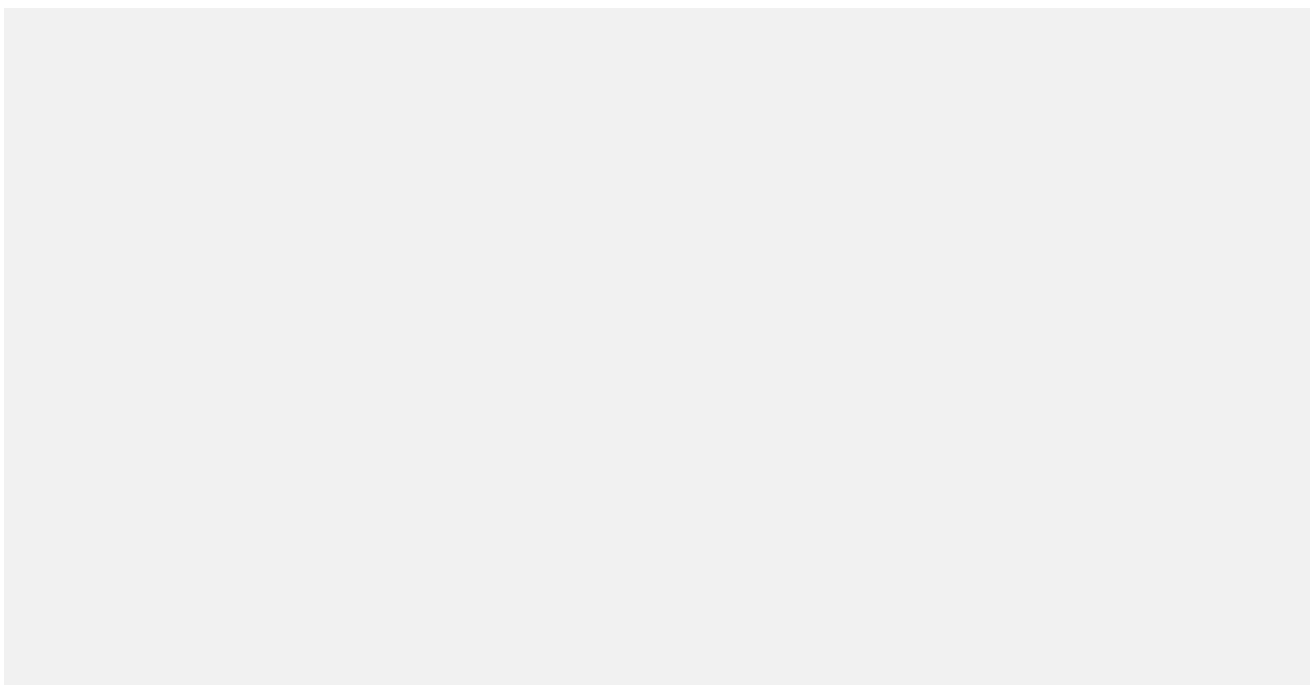
How will you know when you are burning out?

What specifically will you do when you get there in order to take care of yourself?

What boundaries can you set and what decisions can you make now to help protect yourself from burning out?



Think about the 5Cs of resilience. What does each one mean to you?



What could innovation in my day to day work look like? What would keep me more engaged and motivated?

INNOVATION MEANS:

- How can you deliver products or services in a new way?
- How can you use new tools to perform an existing function?
- How can you recruit beneficiaries of your services in a new way?

If you knew it would work and that you would be successful, what problem would you solve through your work and how?

Based on these reflections what is one specific thing you can commit to now to protect yourself and continue moving forward?

When and how will you do this?

Bios

AMY OLIVER

MBA, BSCPH, RPH, PMP, CLC

Amy Oliver is an experienced healthcare executive. She is president of Amy Oliver + Co, offering trusted advisory services and professional coaching to practice owners, leaders, academics, and organizations in health and social sectors.

Amy holds an MBA with a dual concentration in Organizational Leadership and Health Administration. She is a pharmacist, a Certified Leadership Coach, and a globally certified Project Management Professional. Amy holds certificates in Emotional Intelligence and Advanced Strategic Management and Leadership.

Amy has won multiple health sector and leadership awards and most recently has been selected as a member of the prestigious 2020 Governor General Canadian Leadership Conference.



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Bios

DR. CARLY CREWE MD, PSYCHOTHERAPIST



Dr. Carly Crewe, MD is a mom to twin toddlers, modern day nomad and MD Psychotherapist specializing in women’s mental health. Dr. Crewe is the Founder and Owner of Eunoia Medical Clinic, an innovative and dynamic virtual microclinic that provides comprehensive treatment of mental health disorders in women. Carly believes that when women are well, they have the power to heal and change the world. Her mission is to revolutionize women’s mental health care, from fragmented and haphazard to a holistic, comprehensive and integrated approach that meets every woman where she is and addresses the multidimensional reality of mental health.

Dr. Crewe combines her knowledge of eclectic psychotherapeutic modalities (including CBT, DBT, holding and coaching techniques) with experience in both integrative modalities, nutritional psychiatry and psychotherapeutics (medications for mental illness) to provide a unique and comprehensive approach to the treatment of mental illness in women. Unlike traditional psychotherapists, Dr. Crewe is a trained physician which expands her therapeutic toolbox to the use of medication and nutritional supplementation to support the healing process in her patient

Carly is an Amazon best-selling author and her viral poem “The Sled” has been shared over one hundred thousand times on social media. Her book, *You Are Not Your Anxiety* launched on Amazon in July, 2021.