CHCF CHIP Summary

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CHIP Title: Improving Job Satisfaction and Preventing Provider Burnout by Creating an Educational Program for Improved Communication Using Dialectical Behavioral Therapy Principles

Project Description: An educational program was delivered that led to improved confidence handling difficult interactions involving resident trainees (and faculty) with patient (and others). The prototype was developed and tested in 2020, feedback was incorporated and a 2nd prototype was tested in 2021. A survey of participants showed trends of improvement in communication and facilitation, increased effectiveness with implementation of new skills, and increased self-awareness.

Key Findings and Lessons Learned

- I learned that the interview process of design thinking is an excellent tool which can be applied to solving any problem and encourages leaders to be more open-minded, not only about the solutions, but even what the problem is or the question to begin with.
- Creativity and inclusion of others, while time consuming, can lead to innovative and better solutions.
- Balance is key to ensure enough opinions and voices are heard versus actually getting the work done.
- I developed a great partnership with Behavioralists and have a new program which will be utilized for training dermatology residents, which will help them interact with patients, improve their own self-awareness, and make them better leaders.
- Dialectical behavioral therapy principles are helpful with many areas of communication and do not have to be limited to people with borderline personality disorder!

Next Steps:

- Scale up and expand the training program, or make it available to other providers to improve their effectiveness with patients and as leaders.
- Continue to use the design thinking model and gather opinions as feasible for finding solutions and defining problems.