Burnout in ObGyn Program Coordinators

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Learning Objectives: Describe the state of coordinator burnout and Discuss ways to cope

Background (presentation of our data-15 minutes): Coordinator burnout has not been studied in any field of medicine when a PubMed search was conducted on 24 July 2014. Program Coordinators may sometimes have multiple job roles and titles, including those within medical student education, graduate medical education, and the Ob/Gyn department. Being asked to fill more than one role may increase burnout risk. Emotional exhaustion and depersonalization have been linked to issues of role conflict at work (Piko 2006). In a study of business managers, Posig and Kickul (2003) found that role overload, role conflict, and role ambiguity were all significantly associated with emotional exhaustion among individuals receiving high levels of emotional support from their supervisors.

We sought to elucidate the status of obgyn coordinator burnout via an on-line anonymous survey. Program coordinators are integral to the success of residency programs. High turnover can be disruptive to residency programs. Our study was IRB exempted.

Results: 151 of 241 (63%) of possible respondents answered the survey. Only 6 respondents no longer held the position of Ob/Gyn Program Coordinator. Approximately 80% of respondents had experienced burnout in the last year. Respondents who reported burnout most often attributed this to significant job stressors, multiple roles, including workload and lack of support. A majority of respondents would leave their job if given the opportunity. Burnout was significantly correlated with a desire to leave the Program Coordinator role, or having already left (p=0.003). Coping strategies that were significantly associated with decreased burnout included: using a “Mental health day” (p=0.006), taking “a few minutes to vent/cry” (p=0.004), and utilizing family and friends for support (p=0.01).

Conclusion: Ob/Gyn Program Coordinators are experiencing significant burnout and desire to leave their jobs. Turnover of coordinators can be disruptive, just as frequent turnover of residency program directors can be detrimental to the well-being of residency programs. Residency programs should find ways to help develop and support their coordinators to maintain the vitality of their programs.

Description of Session (45 minutes):

1. After presenting our data, we will solicit audience experience with burnout and their coping strategies.
2. To initiate discussion, audience response system will be used to get the dialogue going using the survey questions. Flip Charts will be used to document comments.
3. Solutions/remedies for burnout will be solicited. A summary of the session will be provided to attendees after the session.

Keywords: burnout, program coordinator, stress

References:
