

# Assessing Family Medicine Residency Coordinators' Work Stress and Well-being

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## Objectives

- Determine prevalence of burnout and job satisfaction among AFMA members.
- Determine job satisfaction factors that relate to coordinators' burnout.
- Determine the relationship between, job satisfaction and burnout among AFMA members.

# Methods

- Professional Quality of Life Scale Version 5.
- 39-item anonymous survey to 407 AFMA members.
  - Assess job satisfaction.
  - Assess burnout.
  - Demographic profile

# Assessing Job Satisfaction

- Compassion satisfaction subscale of the QOL
  - 10-item scale
  - scored on a five-point Likert scale
  - ranges from “never” to “very often.”

Example: “My work makes me feel satisfied.”

# Assessing Burnout

- Burnout subscale of the QOL scale
  - 10-item scale
  - scored on a five-point Likert scale
  - ranges from “never” to “very often.”

Example: “I feel overwhelmed because my work load seems endless.”

# Results

- Response rate of 75.4% (307/407).
- 51% have been on the job for less than 5 years.
- Job satisfaction
  - 44% high
  - 56% average

# Results

- Burnout
  - No high
  - 95% moderate degree
- All job satisfaction scale items negatively correlated with burnout

# Take Home Message

- Happy
- Enjoy our work
- Proud of our accomplishments
- At risk of burnout

# FMR Coordinators' Professional Development Study

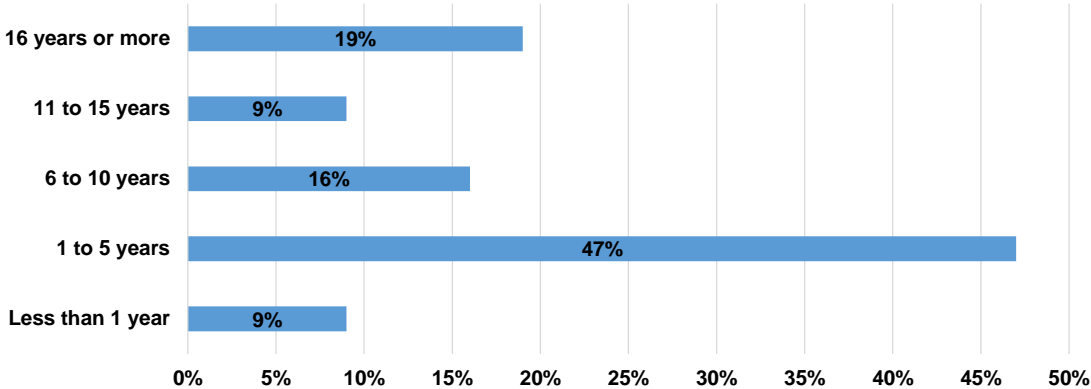
- Objectives:
  - Assess institutional/program support for professional development/education;
  - To best advise programs on how to support coordinators.

## Methods

- 28-item survey questionnaire
  - Professional development questions
  - Demographic questions
- SurveyMonkey
  - Polled 468 AFMA Members
- 60% (281/468) response rate

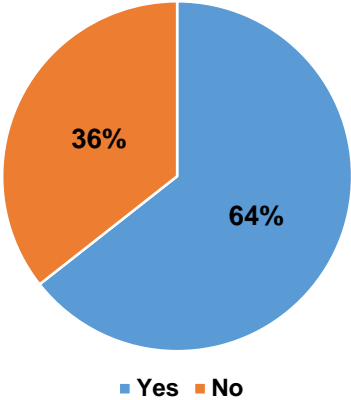
# Results

How long have you been on the job? (N = 279)



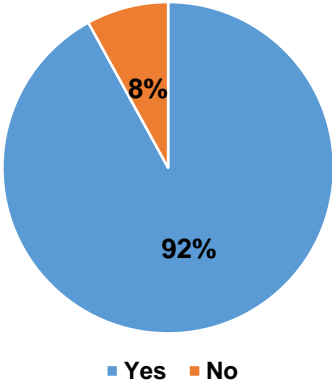
# Results

Did you receive training for your position? (N = 275)



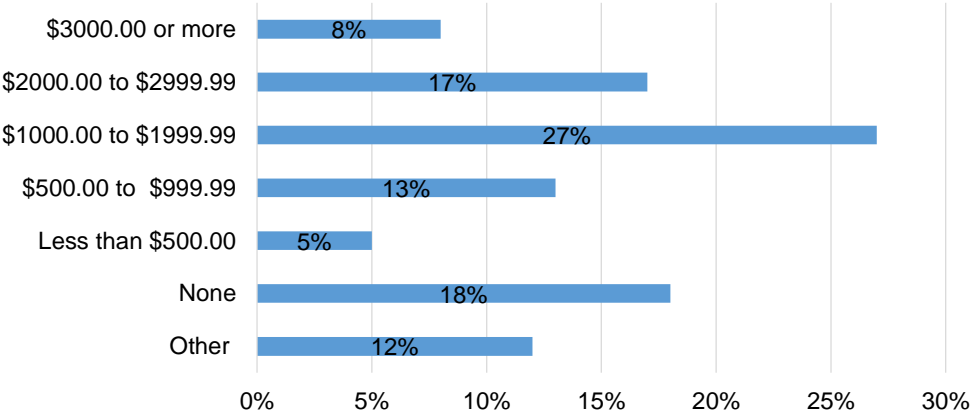
# Results

Did you receive financial support for professional development? (N = 174)



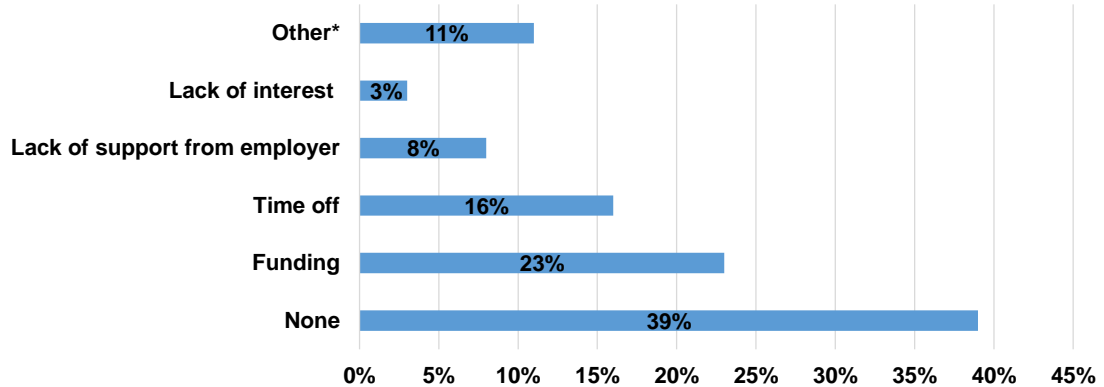
# Results

Annual Budget for Professional Development (N = 269)



# Results

Barriers to obtaining professional development (N = 302 responses)



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## Take Home Message

- It's not the money, it's the time and support.

“Time away from my position makes it extremely difficult to keep up with my workload. It is very stressful before I leave and when I come back due to workload.”

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## **From the heart of a seasoned coordinator...**

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“Sometimes I’m very passionate, have an abundance of energy to advocate and hit every task on my list while putting fires out simultaneously...”

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...Other times, I can barely cross off two things on my list in one day because I'm creeping down that path of frequent fatigue/burnout."

Angela Womble, C-TAGME  
Education Coordinator  
University of Wisconsin  
Dept. of Family Medicine & Community Health

## Coordinators' Burnout Factors

- Workload
- Lack of support
- Underappreciated
- Non-compliant residents

# My Favorite Response

“Love the work – too much of it.”

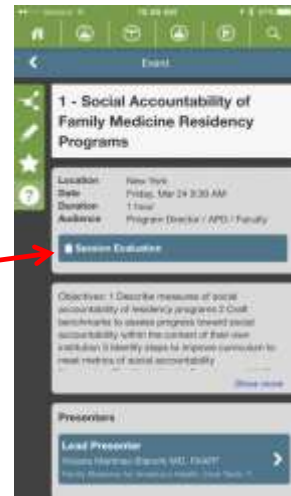
**Joy Gray, C-TAGME**

United Family Medicine Residency Program  
Graduate Medical Education Administration

# Thoughts from a Program Director

Please  
complete the  
session evaluation.

Thank you.



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