Editorial
By Dr. Edward Chow

Ms. Christina Crowe discusses “Burnout in oncology: Risk, coping and prevention”. Ms. Molly Gao and Dr. Marissa Slaven describe “Best practices in children’s bereavement: A qualitative analysis of needs and services”. In another real patient story “Mine alone”, Fiona Alberti, a Patient and Family Advisor, shares her story with six different interprofessional groups and disease sites together with Ms. Manisha Gandhi and Ms. Anya Todic. Upcoming events and courses are outlined in Continuing Medical Education. Dr. Parneet K. Cheema in the insert provides “Update on Lux Lung 7: Afatinib versus Gefitinib for first-line treatment of advanced/metastatic EGFR positive non-small cell lung cancer.” We hope you will enjoy the newsletter.

Burnout in oncology:
Risk, coping and prevention
By Christina Crowe, HBSc, MA Counselling Psych, Registered Psychologist (Q)

The focus of a health care professional’s career is to care for other people. Over a lifetime, this often occurs at the expense of the physician’s or nurse’s own physical and mental health. An increased collective awareness about mental health leads us to the question, who is taking care of those who take care of us?

Oncology health care professionals have been shown to be at a greater risk for burnout, in part due to the complex and challenging nature of the clinical work, and also in part due to the high rates of patient death. One thing new and current oncology physicians have to figure out is how to do their jobs efficiently, accurately and with as much compassion as possible and also cope in a healthy manner with their emotions each time they lose a patient to cancer. Studies have shown caregivers (both at home and in the clinic) supporting cancer patients feel they can’t show negative emotions as frequently as they normally would, yet, at the same time, they are expected to show understanding and express sympathy to the patient.1

What is ‘burnout’?

Burnout is a slow-developing, stress-related syndrome, characterized by the following symptoms: high emotional exhaustion, high depersonalization and reduced personal accomplishment. In medical school students, burnout presents similarly as high emotional exhaustion, high cynicism, and also low academic efficacy. Medical school students with emotional exhaustion report feeling totally drained of all emotional resources, have a detached attitude toward their learning and start to feel incompetent.2 Many health care professionals fail to recognize

continued on page 2…
Burnout in oncology: Risk, coping and prevention

...continued from page 1

the signs of burnout in themselves, potentially because they are simply too focused on caring for others.

Some common questions a health care provider can ask himself or herself upon reflection include:

• Do you care less about work, or dread going to work?
• Are you anxious, irritable or snapping at your colleagues?
• Do you feel disengaged, or have a loss of passion for what you were once passionate about?

Some of the issues oncology professionals face include serious work overload (large patient volumes, insufficient resources, or poorly managed centres) and a lack of control over their work environment. Women physicians have a tougher time, and working alone in a solo practice and being young are also higher risk factors. Studies have shown some of the things that help to buffer against burnout include being married and having children, which suggests the importance of having healthy, supportive relationships.

Traditionally, medical and popular culture view a patient’s death as physician failure, and it’s no different in oncology. In addition to the intensity of the clinical challenges oncology professionals encounter, as well as facing a higher frequency of patient death, there are other complex issues that must be dealt with on a regular basis. End-of-life concerns often require confronting one’s own belief system, facing resistance from patients and their families, colleagues, and also their own institutional culture. Physicians find themselves with the inability to act in a manner consistent with their personal and professional values due to institutional or other constraints, and also suffer compassion fatigue, marked by diminished emotional energy needed to care for patients.

How do oncology professionals cope?

In Ontario, 20 oncologists were interviewed at three hospitals exploring what coping strategies they used to deal with burnout and grief. The results showed they engaged in various rituals, including meeting with families, participating in bereavement rituals within their centre, and making a phone call or sending a condolence card to the family. Specific coping strategies they reported using included social support, activity-oriented coping (such as exercise), turning to faith, compartmentalization, and also withdrawing from patients and families. There is no question these oncologists grieved for their patients. However, the ability to demonstrate that grief or find good coping strategies may still be needed. More often than not, a busy day might get in the way, and at least a third of medical, radiation and surgical oncologists surveyed in Canada never participate in any of these practices.

As previously noted in studies with oncology professionals, burnout syndrome was described by three main dimensions (also called Maslach’s dimensions): emotional exhaustion, depersonalization and low personal accomplishment.

Maslach details components of these further as:

• Exhaustion: feeling over-extended, both emotionally and physically.
• Cynicism: taking a cold, cynical attitude toward responsibilities.
• Ineffectiveness: when people feel ineffective, they feel a growing sense of inadequacy.

Oncologists have self-reported rates of emotional exhaustion as high as 69%. This warrants our attention because physicians with burnout are also at risk for making more clinical errors and showing poorer clinical judgment. A study from the Netherlands, surveying more than 2,000 medical residents and physicians, found burnout does, in fact, impact patient care. Residents and physicians used the Maslach Burnout Inventory-Health and Social Services scale, and the Utrecht Work Engagement Scale and self-assessed patient care practices. The results of this survey showed:

• 94% of the residents reported making one or more mistakes without negative consequences for the patient during their training.
• 71% reported performing procedures for which they did not feel properly trained.
• More than half (56%) of the residents stated they had made a mistake with a negative consequence.
• 76% felt they had fallen short in the quality of care they provided on at least one occasion.
• Men reported more errors in action/judgment than women. Significant effects of specialty and clinical setting were found on both types of errors.
• Residents with burnout reported significantly more errors (p < 0.001).

How do we move from coping to self-care for health care providers?

“Self-care is a spectrum of knowledge, skills, and attitudes including self-reflection and self-awareness, identification and prevention of burnout, appropriate professional boundaries, and grief and bereavement.”

Unfortunately, there are not any mandatory courses on self-care or wellness management in Canadian medical schools. Where there have been wellness courses, they are student-led and elective. However, there are validated strategies that can be used and sometimes stating the obvious is important.

Health care providers can also reference the Vanderbilt University Wellness Wheel to improve job satisfaction and overall well-being, reducing the likelihood of stress and burnout. Some of these strategies for personal self-care include:

• prioritizing close relationships such as those with family
• ensuring adequate sleep
• regular exercise
• time for vacations
• fostering recreational activities and hobbies
• practising mindfulness and meditation, and pursuing spiritual development.

Many health care providers do not automatically include self-care activities in their lives. However, they can reach out for psychoeducation from a qualified therapist or seek support from their colleagues, and investigate what kinds of programs they might be able to set up.

continued on page 3…
Burnout in oncology: Risk, coping and prevention

...continued from page 2

in their institution. Self-care skills are strategies everyone can learn, and have proven benefits, including decreasing the impairment from burnout, compassion fatigue, and moral distress. It also encourages personal and professional well-being, job engagement, compassion satisfaction and resilience. In fact, many physicians and nurses may be practicing some of these skills and not specially identifying it as ‘self-care’.

The bottom line is oncology care professionals are people, too. Doctors and nurses, pharmacists, social workers and cancer care navigators are all also deeply affected by the nature of the work in cancer care. Supporting all medical professionals to do the job they have been trained to do is a worthwhile pursuit. Support can be found in many places, whether it’s within one’s own cancer centre, religious/faith community, social community or with a professional therapist and, ultimately, might improve patient care.

REFERENCES


Best practices in children’s bereavement: A qualitative analysis of needs and services

By Molly Gao, BASc, Honours Candidate, and Marissa Slaven, MD, Assistant Clinical Professor, McMaster University marissa.slaven@hhsc.ca

“Children grieve at any age. As soon as they can love, they can grieve.”

The quote above reveals the pervasive-ness of children’s grief, spanning from birth to adulthood. Children experience grief, sadness, and despair following parental death [1]. Furthermore, losing a family member profoundly taxes the family’s existing coping systems [2]. These variegated effects of loss lead to the question: What are the needs of grieving children and how can we best support them? To elaborate on existing knowledge, we interviewed bereavement specialists in the local community.

We used purposeful sampling techniques to choose experts to interview. We recruited experts from diverse backgrounds to offer a wide range of perspectives regarding children’s grief. Experts included child grief counsellors, social workers, and directors of children’s bereavement organizations. Our theoretical sampling was an iterative process. We analyzed the interview transcripts using the constant-comparative method until we reached a saturated thematic framework of children’s grief.

Unique aspects of children’s grief

1) “Grief puddles”

Experts noted that children grieve in short spurts. The metaphor of “grief puddles” describes this behaviour, in which children jump into the puddle one moment and experience grief, and jump out the next moment and return to their daily activities. As such, adults may witness children transitioning from deep sorrow to laughter sporadically and within a short period of time.

2) Grieving at each developmental stage and milestone

Children’s understanding of death changes as they age. Young children may have a magical understanding of death (e.g., thinking their deceased parent will come back to life). As children age and develop abstract capacities to understand the causality and permanence of death, they may experience feelings of loss again. Children may also experience a loss at each milestone.

3) “The parentified child”

Sometimes, children are afraid to express sadness in fear of exacerbating their caregiver’s grief. Children may try to constantly console their parents, often at the expense of addressing their own grief. One expert notes, “If children constantly try to console, they cannot make space to fall apart themselves.”

To ameliorate this, experts suggest open communication and encourage parents to seek support services for themselves so they can continue parenting positively.

Recommended practices for helping bereaved children

1) Avoiding euphemisms

Naming the illness and using proper medical terminology ("tumour," “cancer," "dying", etc.) is vital. Experts caution against using euphemisms ("passed away," “bump on the head”, “sick”, etc.), as they often confuse children. For example, children who are told that their terminally ill parent is “sick” may believe that this parent will recover. When the parent dies, the child may begin to fear getting sick themselves and worry that they may die the next time they are sick.

continued on page 4…
2) Peer support with other bereaved children

Experts cautioned that bereaved children often feel isolated. At school, they are often the only one of their peers to have experienced a loss. Peer support groups can be a safe space for bereaved children to share their similar experiences, helping them feel less isolated and misunderstood. It is fruitful to consider the Bereaved Families of Ontario’s motto: “the bereaved helping the bereaved.” This illuminates a powerful idea: that bereaved people can empower each other through their shared experiences.

3) Therapies in addition to one-on-one counselling and psychotherapy

Practices in addition to one-on-one counselling include bibliotherapy, music therapy, and play therapy. Play therapy was most commonly recommended by experts. Because children are naturally inclined towards play, art, or music, among others, these therapies provide an accessible way for children to share their feelings. One expert notes, “Through these practices, children can express themselves and their grief without having to name or worry about it. This takes pressure off of the child.”

4) Big Brother/ Big Sister programs

Experts noted that families find it difficult to adjust to new roles and family dynamics. Children may face an identity issue, as their roles change. Many experts suggested a “surrogate” in the form of a Big Brother or Big Sister volunteer to help the child reconnect with a particular gender and give the surviving caregiver a break.

5) Education to medical providers and advocacy of bereavement services

Experts suggested more extensive grief education to healthcare providers. Experts also encouraged collaboration between bereavement workers and the medical community, as healthcare providers often serve as the gatekeepers to accessing services. Healthcare providers can encourage patients to seek out bereavement services as a meaningful part of care for themselves and their children.

6) Non-grief-related activities

While it is, indeed, important for bereaved children to confront their loss, it is also important to partake in non-grief-related activities. Because coping with death in the family is emotionally demanding, non-grief activities can provide a respite from having to focus on grief. Activities like family sports or arts and crafts are meant to be fun and help the child maintain a healthy balance between confronting their grief and taking a break from it.

Conclusions

Some of the experts’ recommendations are more feasible than others. Families can reasonably incorporate using proper medical terminology and avoiding euphemisms in explaining death to their children. However, establishing formal death education for medical providers may be a timely and complicated process. Despite these limitations, both literature and experts concur on a few feasible practices, like having children join peer support groups and partake in alternative therapies. While purposeful sampling led to a diverse framework of children’s grief, it is unlikely that all bereavement specialists would concur with its recommendations.

REFERENCES

In December 2001, I was diagnosed with Pseudo Myxoma Peritonei. By the time I was done with surgery more had been taken out of my abdominal cavity than was left behind.

On January 11, 2002, after 17 hours in the OR with my doctor, I was left with half of my stomach, my small bowel, my liver, pancreas, bladder, and kidneys. After two months of recovery I went through five rounds of chemo. In January I had walked into Sunnybrook a high-energy, fit, athletic 135-pound young woman. In August I walked out of the Odette a 108-pound weakling. My body had been saved, but my life had been forever altered.

After being hospitalized with bacterial meningitis and septic arthritis and acquiring two new doctors I began to realize that I felt like a collection of unrelated body parts. I asked for someone to talk to.

I saw a psychologist briefly, but we parted ways when I told him I had to have a second surgery and he asked “What does that make you think?” Stupid question in my opinion. I saw a psychiatrist for an even briefer period of time before my third surgery. The psychiatrist told me I was sarcastic and angry, two things I already knew. Talking was just not helping.

In retrospect I realize these appointments probably didn’t work because I couldn’t articulate what I needed. I didn’t want someone to help me analyze my deep feelings. I wasn’t depressed or sad, I wanted someone who could help me adjust to the new me. I have always had high expectations for myself and my body could no longer keep up with my energizer bunny brain. On a daily basis I would have lists of what I wanted to get done based on my pre-surgery life, but when you lose anywhere from 45 minutes to 2 or 3 hours a day to nausea and, in general, are just more tired, it is impossible to accomplish what had been possible before. I was continually frustrated by my inability to get things done. I needed someone to help me accept my new limitations and adjust my expectations.

I had surgery number four in summer 2014 and decided I didn’t want to rush back to work. I have finally accepted that my illness is incurable and progressive. My doctor again suggested I see a psychiatrist. He mentioned there was one on staff I hadn’t seen yet and he thought our personalities would be a good match. With some trepidation I agreed. Well, third time lucky. I will not be walking out on this one. I have found a safe place to be.

After two years on long-term disability I have once again returned to work. It was not an easy decision to make. I know that the stress of my job may well exacerbate the cancer in my abdomen and send me back to the OR. Although I had the final say, the decision was made after deep discussions with my psychiatrist. I would not have had the courage to go back if I didn’t know I had somewhere to go when the bad overwhelms the good. Knowing there is someone there to help me deal with my demons means I can focus on living my life rather than worrying about what is yet to come. I can look after my 20 students on a daily basis knowing that I have an emotional safety net.

Timing and match are crucial. If a patient hasn’t had success with a particular service, don’t be afraid to recommend they try again. I’m really glad that my care team didn’t stop trying to recommend patient and family supportive care services to me.

About the author
Fiona Alberti is a Patient and Family Advisor and has played a pivotal role in the PFS Roadshows at Odette, sharing her story with six different interprofessional groups and disease sites.
Continuing Medical Education
By Patrick Paladino and Toby Rodin


- **November 22–December 1, 2016.** Radiological Society of North America (RSNA) 102nd Scientific Assembly and Annual Meeting, Chicago, IL. [http://www.rsna.org/Annual_Meeting.aspx](http://www.rsna.org/Annual_Meeting.aspx)


CME COURSES

**NEW ACCREDITED COURSE AVAILABLE: Optimizing Outcomes in Advanced Prostate Cancer**

This course will review the clinical implications of prostate cancer heterogeneity, data on sequencing drugs in mCRPC, and will also focus on recent CRPC guidelines and advanced hormon-sensitive disease. This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada. This activity was approved by the Canadian Society of Internal Medicine for a maximum of 1.5 hours. Through an agreement between the Royal College of Physicians and Surgeons of Canada and the American Medical Association, physicians may convert Royal College MOC credits to AMA PRA Category 1 Credits™. Information on the process to convert Royal College MOC credit to AMA credit can be found at www.ama-assn.org/go/internationalcme. This course is accredited until May 11, 2017. [http://www.oncologyeducation.com/events/cme/meetings/conferences.html](http://www.oncologyeducation.com/events/cme/meetings/conferences.html)

**NEW ACCREDITED COURSE AVAILABLE: Targeted Therapies in the Management of Non-Small Cell Lung Cancer: A Multi-Disciplinary Approach**

The multi-disciplinary approach to this course provides discussion on an array of topics and perspectives related to NSCLC management including diagnosis, various treatment options and pertinent case studies. As a result, this course is relevant to a variety of oncology healthcare providers. This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada. This activity was approved by the Canadian Society of Internal Medicine for a maximum of 2 hours. Through an agreement between the Royal College of Physicians and Surgeons of Canada and the American Medical Association, physicians may convert Royal College MOC credits to AMA PRA Category 1 Credits™. Information on the process to convert Royal College MOC credit to AMA credit can be found at www.ama-assn.org/go/internationalcme. This course is accredited until June 15, 2017. [http://www.oncologyeducation.com/events/cme/meetings/conferences.html](http://www.oncologyeducation.com/events/cme/meetings/conferences.html)