STATE OF TENNESSEE

THL Webinar
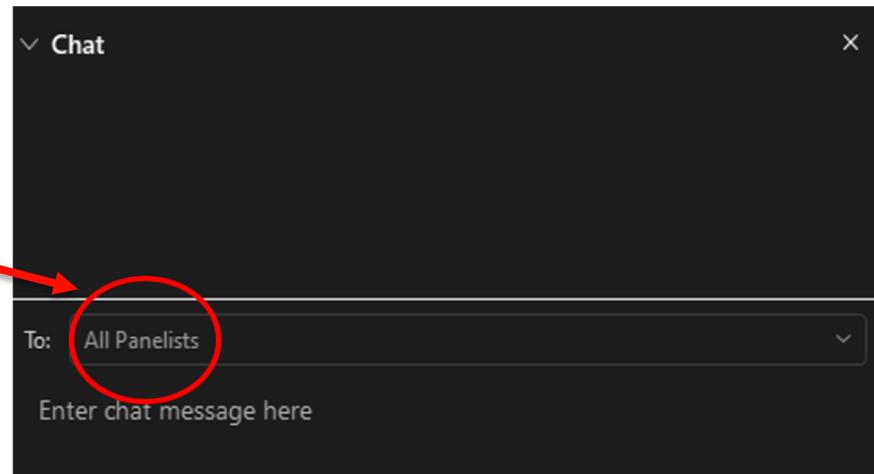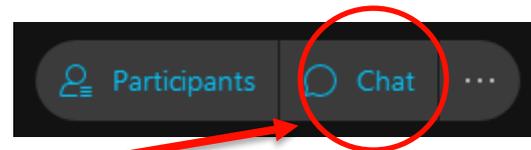
Division of TennCare

Social Media and the Impact on Burnout

04/28/2022

# Interactive Webinar

Communicating during the webinar:

- For questions or comments during the webinar, please click on the Chat box function in the lower right corner of your screen.

- To submit a question during the Q and A session, use the chat function and select All Panelists.

Interactive Poll

Poll activity during the webinar:

- There will be polling questions during the presentation. Please click on the Polling function in the lower right corner of your screen to participate.

- Please respond to the questions within the allotted time.

- The poll facilitator will share results of the poll.
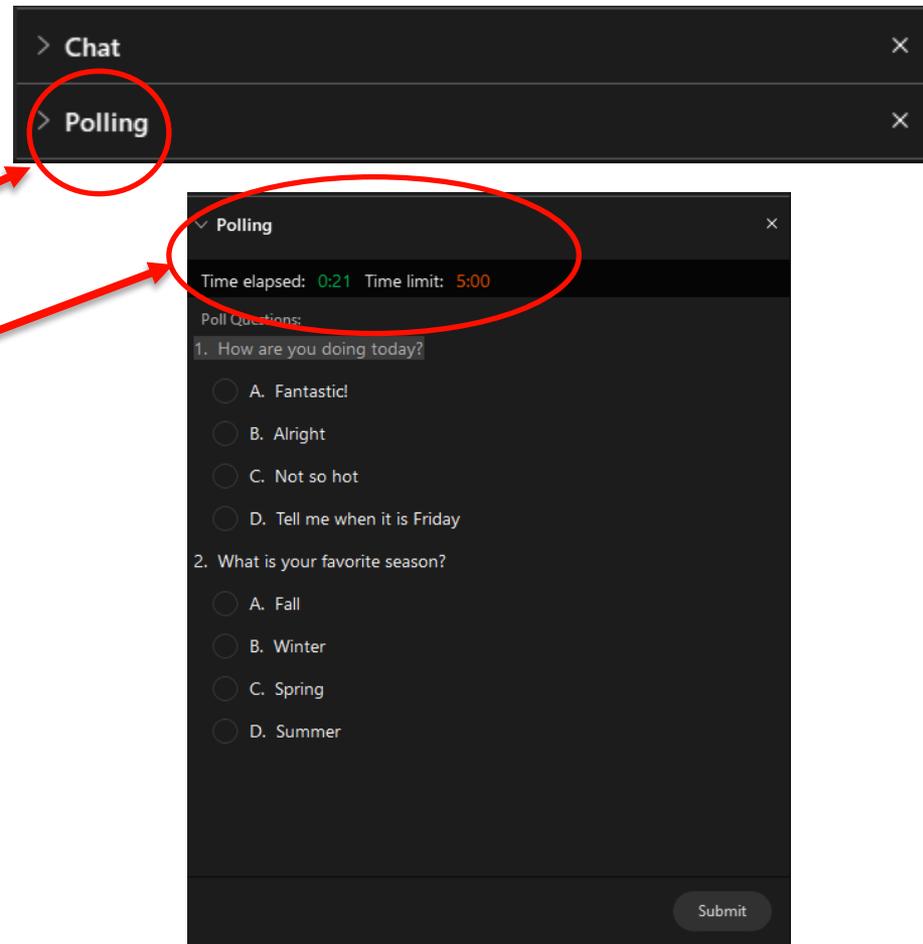
Important Details about This Training

- This session is being recorded. We'll post the recording and presentation slides on the Tennessee Health Link web page at tn.gov/tenncare/health-care-innovation/primary-care-transformation/tennessee-health-link.html. To view these materials, expand the **Webinar Slides** and **Webinar Recordings** drop-down menus and choose the appropriate links.

- All participants are muted, so please use the chat feature for questions or technical support. Please don't include PII/PHI in your questions.

Mark Holland, Organizational Development Learning Consultant
BlueCross BlueShield of Tennessee

Mark Holland has served as an organizational development learning consultant for BlueCross BlueShield of Tennessee for 12 years. He's certified in leadership development, foundations and communication, situational leadership, the Predictive Index® Personality Profile, DiSC® Behavioral Analysis, HeartMath® stress management, and Development Dimensions International®.

Additionally, Mark's designed programs and stand-alone courses in many areas of organizational development, including conflict management and leadership etiquette, coaching, creative problem-solving, creating authentic connections, increasing daily productivity, trust and engagement, overcoming isolation and job burnout, and motivational interviewing.
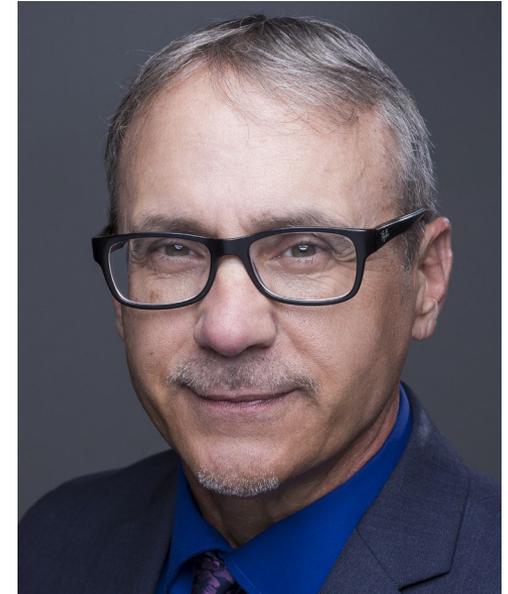
Deborah Gatlin, M.D.,
Behavioral Health Medical Director
BlueCare Tennessee

Deborah Gatlin, M.D., has been a Behavioral Health Medical Director for BlueCare Tennessee since 2015. Her specialty is Child and Adolescent Psychiatry.

Dr. Gatlin earned her medical degree at the University of Florida School of Medicine and performed a residency and fellowship at Vanderbilt University Medical Center. She holds a Master of Science degree from Florida State University in Clinical Psychology.

Throughout her 20 years of experience working in health care, Dr. Gatlin has served in government, health care and academic settings. Prior to joining the BlueCare Tennessee team, she served as Medical Director and Consultant for the Tennessee Department of Children's Services. She was also an Assistant Professor of Child and Adolescent Psychiatry at Vanderbilt University Medical Center.

Polling Question 1

Agenda and Objectives

- Increase the mindset, skillset and toolset surrounding burnout

- Promote transferrable skills to pass on to those we serve

- Understand the impact social media has on us all

- Increase self-care for ourselves and others

- Increase knowledge of recovering from burnout
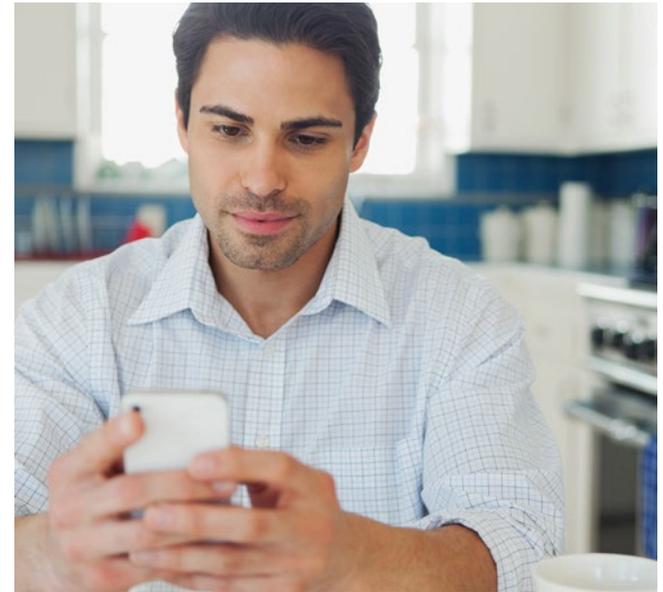
Social Media and Burnout

Polling Question 2

Emotional Regulation

- Social media as a behavioral addiction

- Detached and depersonalized form of communication

- The results:
  - Loneliness
  - Decreased social support
  - Increase in negative thinking

Social Media Burnout

- Unmanageable workload

- Consumes time and energy

- Social comparison

- Social media addiction?

Social Media's Impact on Burnout in Adults

Benefits

Staying connected

Finding 'how to'

Providing support

Possible increase in cognitive thinking

Potential Harm

Lack of emotional connection

Unrealistic expectations

Negative self-image

Disrupted sleep patterns

Social Media's Impact on Burnout in Younger Adults and Children

Benefits

Create support

Communication

Build social networks

Self-expression

Potential Harm

Distracting from reality

Potential increase in bullying

Unrealistic views

Increased peer pressure

Protecting Younger Generations

- Set reasonable limits

- Explain what's not OK

- Encourage face-to-face contact

- Talk about social media

- Increase emotional intelligence

Self-Care

- Physical

- Emotional

- Psychological

- Spiritual

- Professional

Self-Care Apps

- Headspace® or Calm

- Happify® App

- Aloe Bud App

- Moodkit™ App

- OFFTIME App

Actions to Combat & Recover from Burnout

- Track stress levels

- Mindfulness practice

- Create social media and work-life balance

- Replace "I can't" with "What can I do?"

3 Types of Burnout Recovery

- External – Actions we take

- Internal – Thoughts determine feelings

- Daily – Developing habits that have a more positive impact than social media

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Objective Takeaways

- Emotional Regulation

- Increase Self-Care

- Actions to Combat Burnout

- Increase Awareness of Thinking Styles

- Understand the Practice of Mindfulness

Final Thoughts

Reference Articles

- https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7710858/

- https://www.frontiersin.org/articles/10.3389/fpubh.2020.588097/full

- https://www.jmir.org/2021/3/e27015/

- The role of maladaptive cognitive emotion regulation strategies and social anxiety in problematic smartphone and social media use – ScienceDirect

- https://bgca.org/news-stories/2021/October/effects-of-social-media-on-teens-understanding-recent-headlines?gclid=EAIaIQobChMI1KGo2__X9gIVCuTICh3CCAZfEAAYAyAAEgKUsfD_BwE

Resources

- National Library of Medicine
  - https://www.nlm.nih.gov/

- Frontiers in Public Health
  - https://www.frontiersin.org/journals/public-health

- Journal of Medical Internet Research
  - https://www.jmir.org

- Science Direct
  - https://www.sciencedirect.com/

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THANK YOU