

Two years of support and advice for doctors suffering from professional exhaustion in two French regions

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Aims :

- to implement a care and an advice program for doctors suffering from professional exhaustion
- to evaluate this service through an anonymous satisfaction survey





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Sample and method



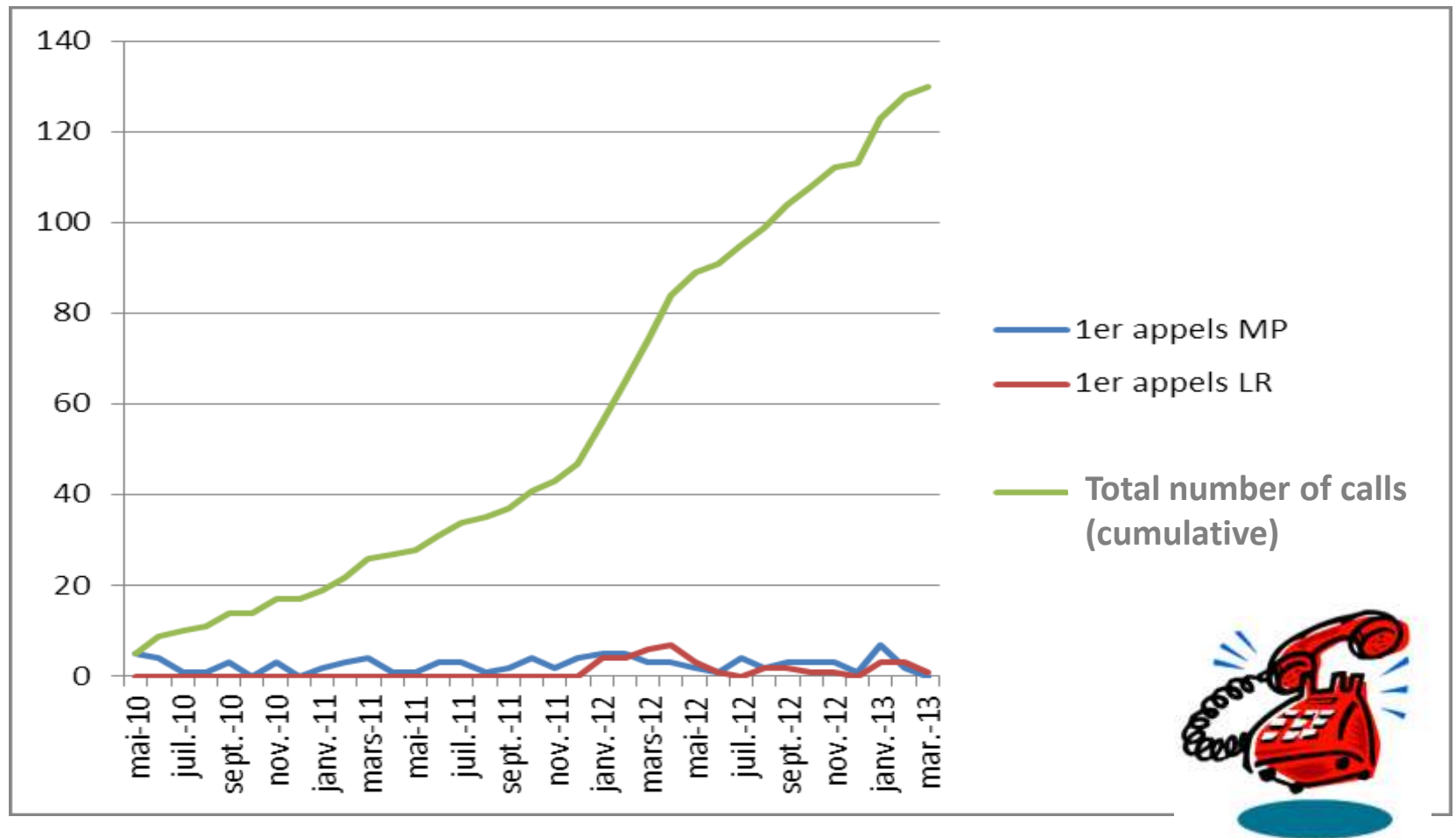
- The program was open to any doctors in either region (approximately 19,800)
- Participation was voluntary
- Information on the role of Association MOTS was communicated to doctors by the regional and local medical associations (CDOM)
- A dedicated phone number allowed any doctors to confidentially contact the occupational health practitioner in each region.

- After they contacted the scheme :
 - ↳ they underwent a professional and personal evaluation (self-assessment questionnaire)
 - ↳ they identified with the occupational health practitioner, potential solutions including ways of changing their working practices
 - ↳ they could be referred to relevant care professionals for further support.

- an evaluation of this service was carried out through an anonymous satisfaction survey sent to the doctors,
- a stamped-addressed envelope was included to facilitate response
- Doctors who took part in the programme were contacted by the secretary from MOTS to inform them about the the research and to request their postal address (to send the questionnaire). They were assured of the confidential nature of the study.

Results

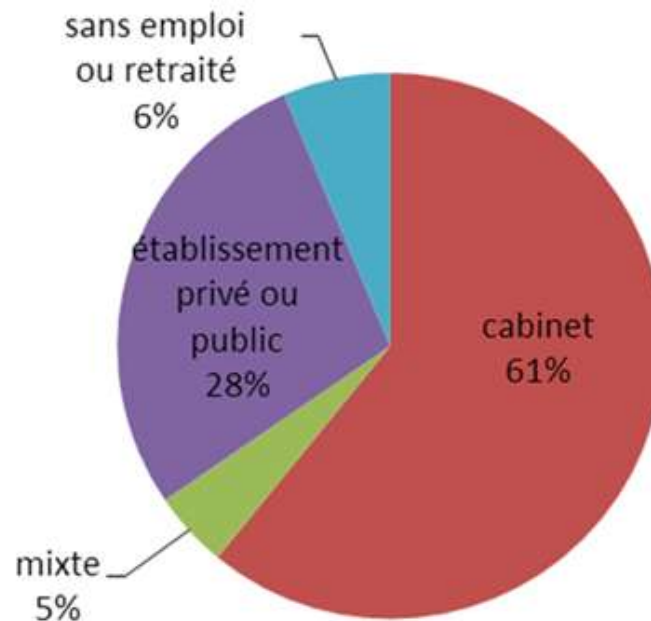




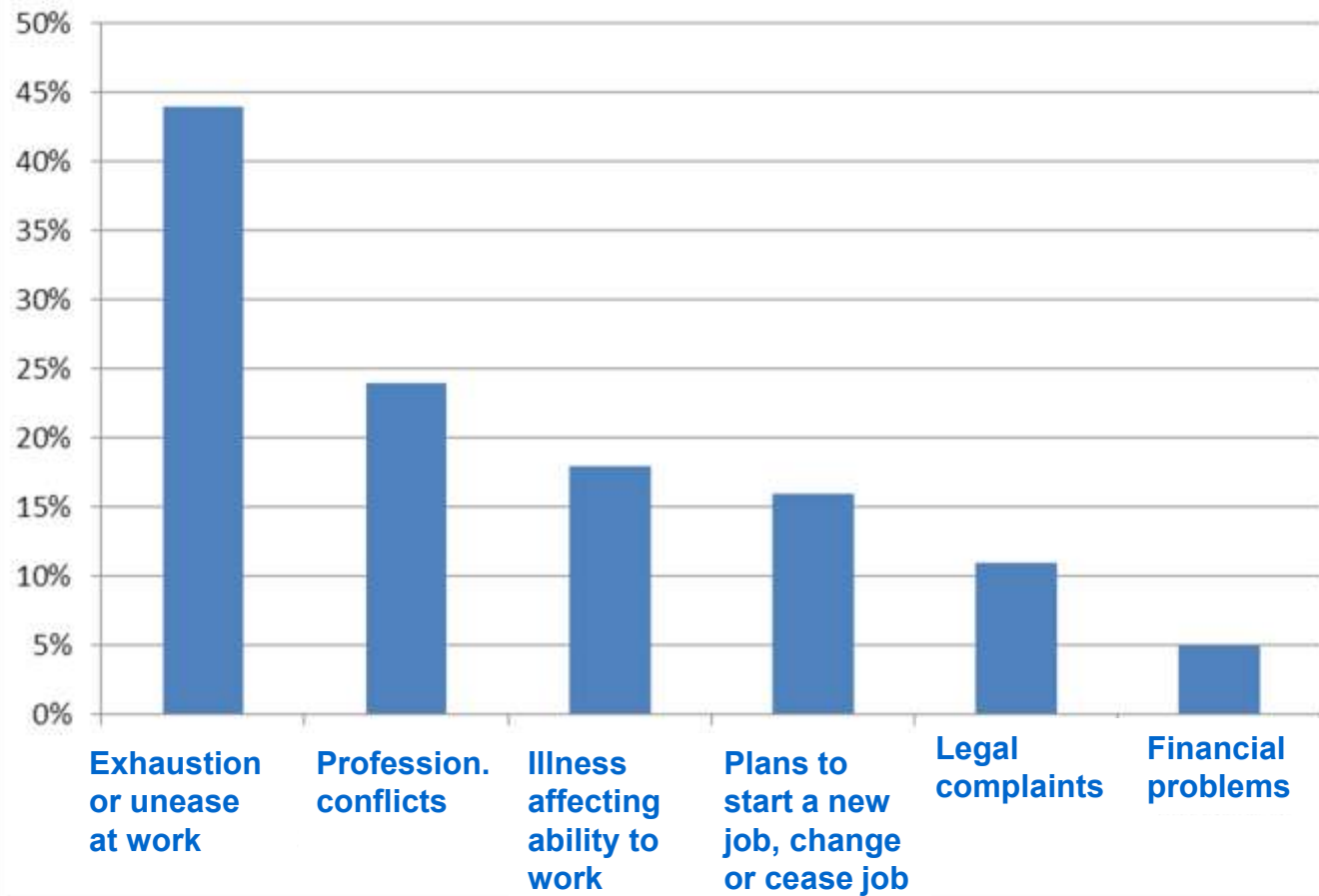
Helpline : number of calls in the two regions

Demographics of Doctors calling the helpline

Médecins	Généralistes	Femmes	Age moyen
Appelants	69%	52%	50 ans
2 régions	48%	40%	51 ans
France	47%	41%	51 ans



Reasons for calling



Results of the analysis shared with the doctors :

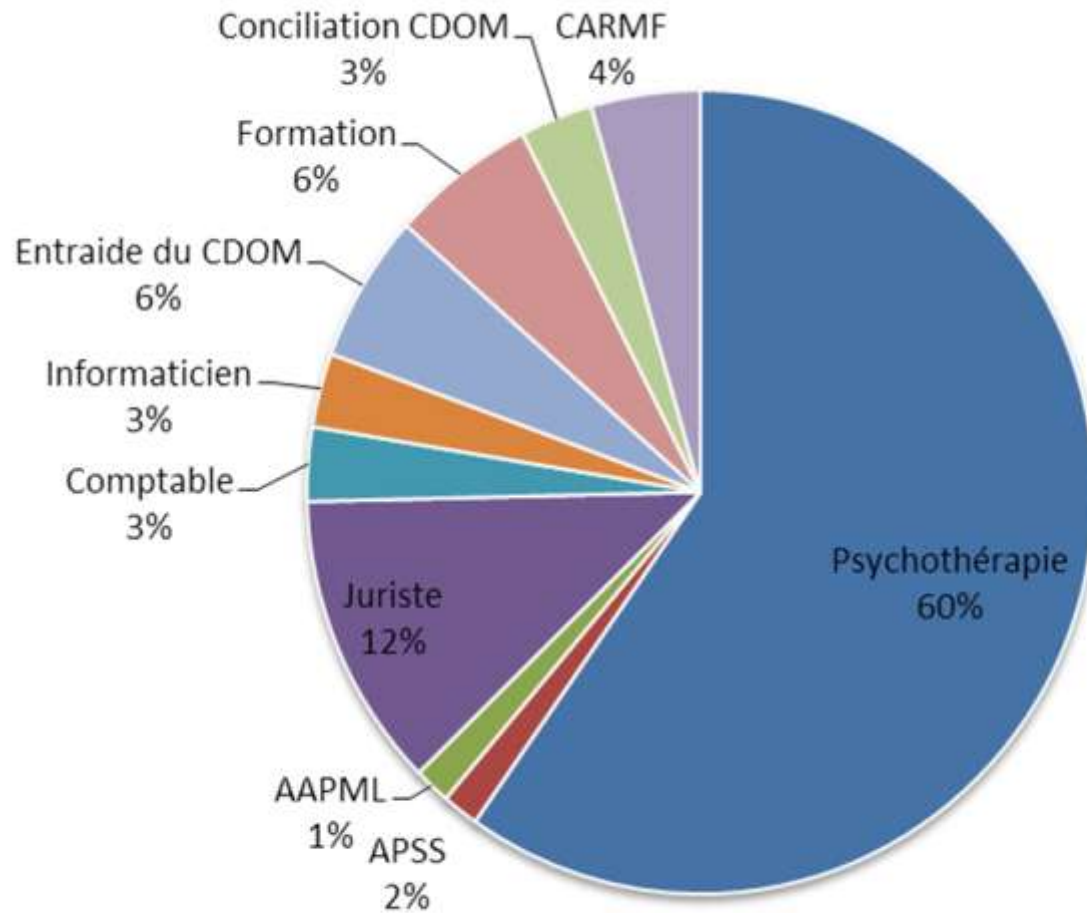
- High rates of mental exhaustion
- Organisational issues (staff management, quantity of phone calls, increasing numbers of administrative tasks etc.)



Results of the analysis shared with the doctors :

- Professional conflicts
- Lack of recognition
- Lack of communication with peers





Orientations and
specific referent help



Evaluation of the service by the doctors :

- From June 2010 to March 2012
- 33 postal mails sent to the voluntary doctors
- Rate of answers : 69.7% (23 answers)

Doctors (N)	GP	Female	Mean age
Calling (86)	69%	52%	50 ans
Answering (23)	73%	50%	51 ans
2 régions (19825)	48%	40%	51 ans

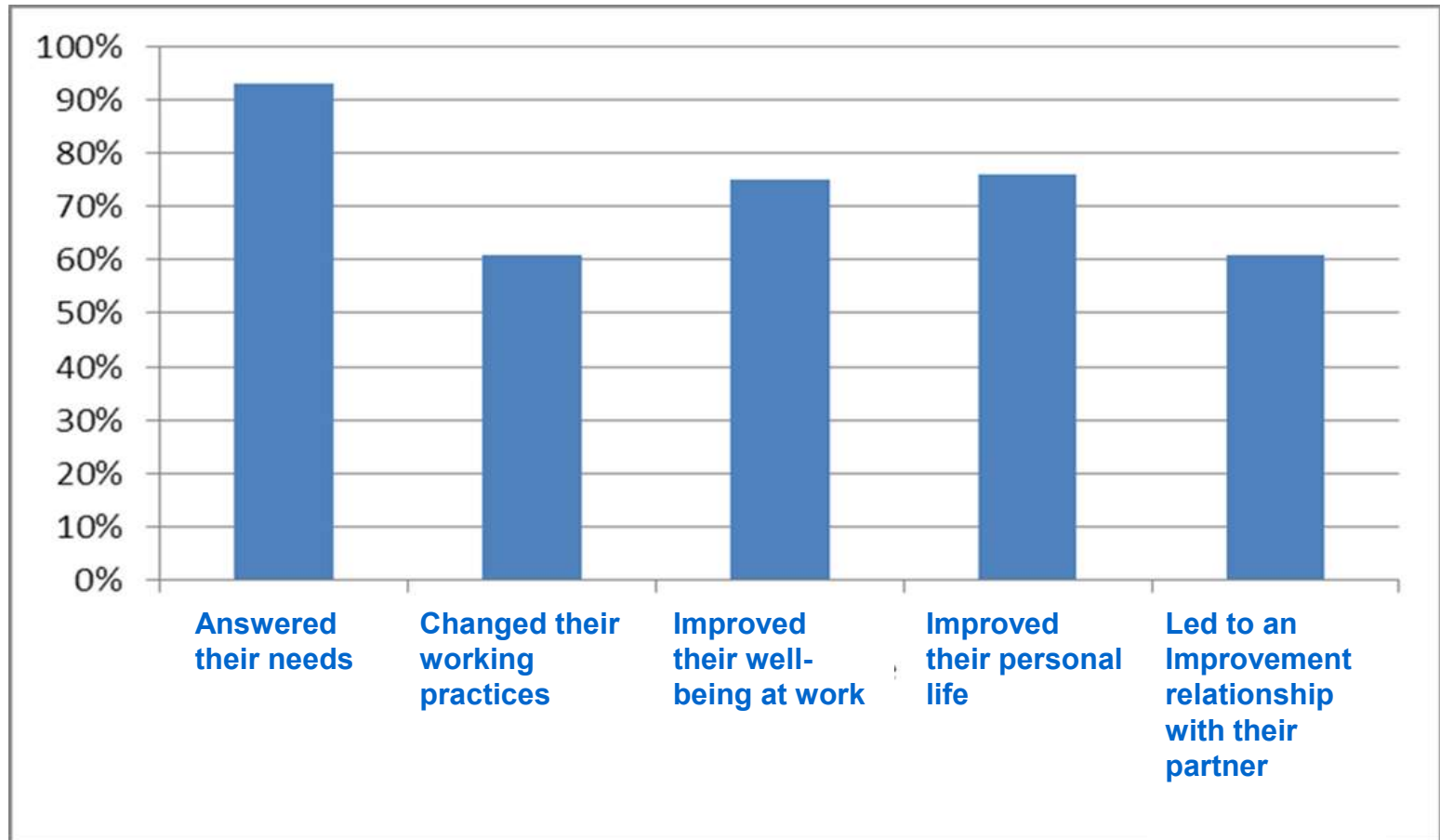


Evaluation of the service by the doctors :

- Auto-questionnaire :
 - Is useful : 65%,
 - For assessment or for improvement : 52%
- Orientations worked out :
 - Adapted : 82%
 - Practical applications : 65%
- Would advise association to peers : 95%



Evaluation of the service by the sample:



Limits of the study :

- Limited size of the sample of doctors recruited by association
- No possible comparison with doctors who didn't call the association
- High response rates but linked with a limited number of people in the sample
- Time between first contact with MOTS and questionnaire evaluation not integrated within the investigation

Conclusion :

The service was considered to be beneficial by more than 50% of the sample (from 33 questionnaires or 56% of the sample).

Doctors felt that the support had been adapted to their personal situation and helped to improve their overall quality of life.

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