



# 0826 004 580 : psychologists to help french caregivers



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Eric GALAM, Régis MOURIES, Amandine FUMEY  
Association d'Aide Professionnelle aux Médecins Libéraux  
[www.aapml.fr](http://www.aapml.fr)  
contact : [eric.galam@univ-paris-diderot.fr](mailto:eric.galam@univ-paris-diderot.fr)

# Significant data about french caregivers distress (1)



- More than one out of ten GP suffering from distress (10 to 17% depending on region)  
(2010 DREES physical and mental health practitioners)
- Average rates of burnout ambulatory GPs  
EE: 43% DP 40% PA (low): 33%  
(Truchot 2001, 2006 and 2004)
- Average rates of burnout among french GPTs : 58% 1 criteria EE: 16% , DP: 33.8%, PA (low) 38.9%  
(Le Tourneur, Komly, Galam 2011)
- 2-4% of GPs admit to having suicidal thoughts (DRESS)
- Relative risk of suicide among working physicians : 2.3  
(Yves Leopold CNOM 2003)

# Significant data about french caregivers distress (2)

- 53% of doctors (GPs for 60.8%) say they are threatened by burnout (Galam, Mouriès Fumey Survey URML Ile-de-France, 2007)
- Psychiatric disorders are the main cause of doctors in permanent disability (Data CARMF 2009)
- More than one out 10 caregivers intend to abandon his profession or change working place (Press Next European Survey -2008)
- Average beginning working age : 34.7 years  
age of physicians : 51 years

Legmann Report April 2010 Definition of a new model of liberal medicine



Je me sens surmené(e)  
Je ren contre des difficultés avec certains patients  
J'ai du mal à gérer mon activité libérale  
Je ne suis plus motivé(e)  
Je crains de ne pas pouvoir y arriver  
Je n'arrive plus à gérer mon activité professionnelle et ma vie privée  
Je ne sais plus quoi faire

Pour vous soutenir et vous aider à passer un cap difficile,  
nous sommes à votre écoute tous les jours 24 heures sur 24

**0826 004 580**  
(appel anonyme - 0,15 € / minute)

Association d'aide aux professionnels de santé & médecins libéraux

# Correlations

## GPs

- Financials difficulties : 15,3%
- Feeling psycally weak : 8,5%
- No professional ac : 21,2%
- Health problems : 15,8%
- Affective problems : 13,2%
- Fear of malpractice problems less for those feeling threatened by burnout

2006 40%: large representative sample of parisians doctors  
 : 10 000 out of 25 000  
 22,4 % responders high rate  
 2243 complete questionnaires

## GPTs

- Workload : 47,2 hours weekly ( GPTs who don't suffer from BOS) against 48,7h (1 high score of burnout), 51,7h (2 high scores) 54,8h (3 high scores)
- Working place : internal medicine and A&E : higher average high scores for private practices in primary care had less average high scores.
- Lack of recognition from the senior (++) , medical team, patients
- Dissatisfaction about time devoted to family and friends and/or leisure:  
 50% (GPTs free of BOS) 80% (GPTs presenting 3 high scores)
- Feeling that the senior doctor were "dissatisfied"  
 accounted for 61,5%, (3 scores) 45% (2), 32,6% (1)  
 28,4% (no high score)

Descriptive, epidemiological, transversal study  
 - All 6309 French GPTs attending a meeting to choose their next six month placement (march 2011 Response rate : 64.2% : 4050 questionnaires exploitable/ 6349 asked)

## ESPECIALLY PROFESSIONAL CAUSES

| <b>I think the causes are...</b>            | <b>I feel personally concerned by..</b>   |
|---|---|
| Paperwork excess 95,6%                      | Paperwork excess 63%                      |
| Lack of recognition of doctor's role 90,1 % | Increased collective pressures 45,6 %     |
| Too heavy workload 89,1%                    | Lack of recognition of doctor's role 45 % |
| Increased collective pressures 88,6 %       | Length of days 42,4%                      |
| Length of days 85,3 %                       | Lack of private life time 41%             |

# Expected solutions (1)

- Improve doctor's social welfare system 97,2%
- Nature and borders medical responsibilities 95,6 %
- Take into account **physician's** self interest 93,2 %
- Better educate medical students 93,2
- Help with administrative management 88,4
- Increase autonomy for doctors 88,3 %
- Telephone hotline : 83,3%

# Expected solutions (2)

- Facilitate temporary replacement during sickness or vacation 88%
- Acknowledge burnout as professional disease 87,2%
- Reduce workload 75,6%
- Medical and juridical hotlines 83,3%
- Psychological and medical specific care 82,2%
- Encourage doctors to start private practice earlier 78,5%

# Specific devices ?

- Mai 2012 : 1076 GPs , 3 french regions
- Answer rate : 61,7% (n=639)
- 68,9% (n=440) wanted specific devices de  
31,1% (n=199) didn't want
- Reasons they didn't want :  
self doctoring : 68,5%  
having yet another doctor : 30,2%  
not enough time to consult : 22,1%
- Conditions : specially trained physicians (99.1%).

Verjus Anne Laure. Médecins libéraux des Savoie et Isère : étude épidémiologique des besoins d'un système de soins dédié à leur propre santé. Grenoble 12 novembre 2012 Thèse





Association d'Aide Professionnelle  
aux Médecins Libéraux

Un problème, une difficulté, une aide

**0826 004 580**

**0,15 € / la minute**

**Appel anonyme 24 heures sur 24 et 7 jours sur 7**

**L'Association d'Aide Professionnelle aux Médecins Libéraux**

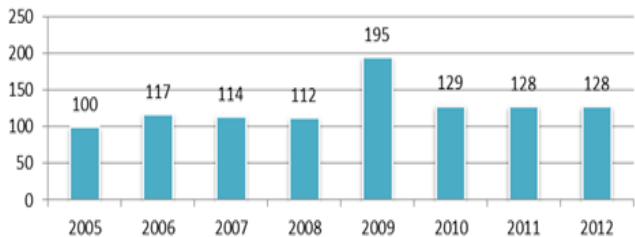
# Association Aide Professionnelle aux Médecins Libéraux (AAPML)

- Since 1 June 2005
- Public funding and supported by regional and national institutions
- Started in Ile de France region.
- gradual expansion throughout the country
- Telephone hotline - 0826 004 580
- ambulatory caregivers facing psychological difficulties in the exercise of their profession
- Free access to a clinical psychologist available 24 hours a day and 7 days a week
- Ability to multiple calls with a number of anonymous

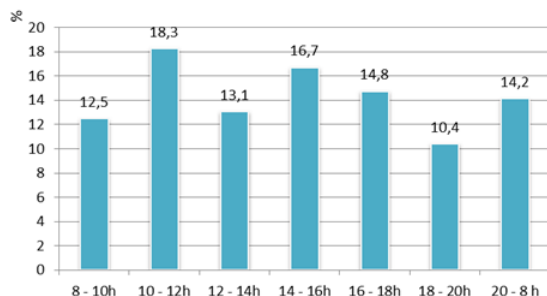


- Epidemiological collection for each call:
  - dating, hour and duration
  - caller: sex, age, specialty, place of practice
  - problem (s): nature, intensity,
  - repercussions : addictions, treatment, psychological
  - Outlook: orientation
- Specific procedures : emergency
- Follow-up meetings with psychologists

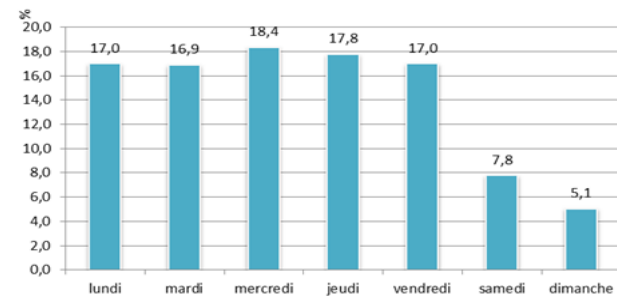
Nombre d'appels par an



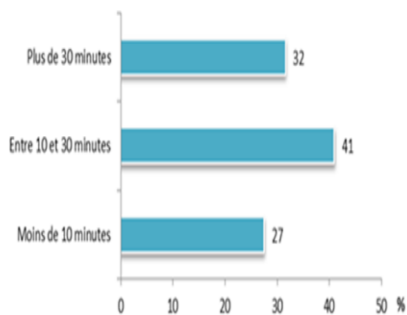
Répartition horaire des appels



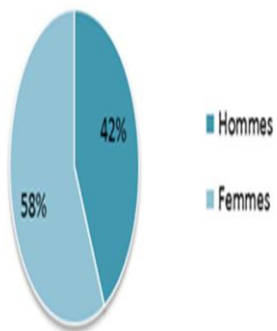
Répartition hebdomadaire des appels



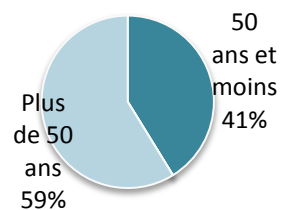
Durée des appels en minutes



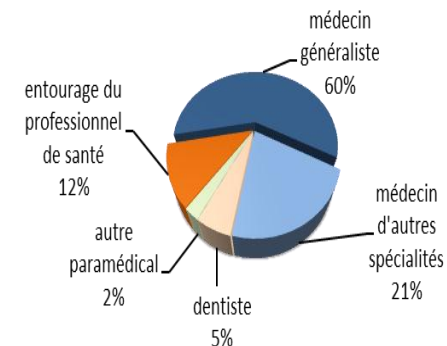
Sexe des appelants (en %)



Age des appelants (en %)

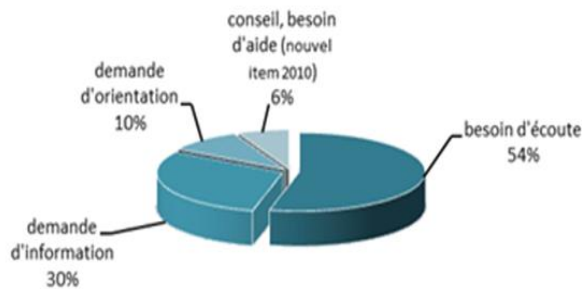


Identité de l'appelant (appelant unique)



193 calls needed orientation half : psychologist

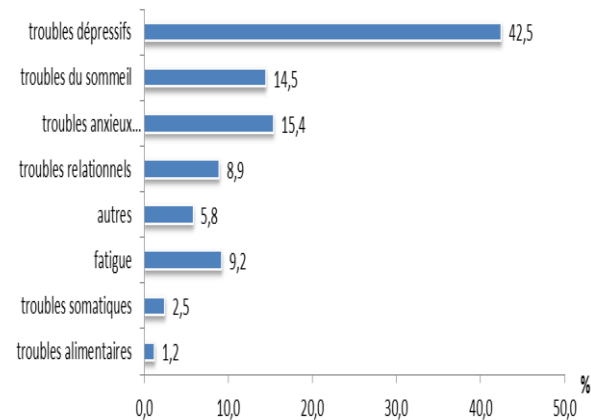
Objet de l'appel



Problèmes évoqués par les appelants



Retentissement



# Other devices

- MOTS : Midi Pyrénées Languedoc Roussillon  
2010 allo 0608 282 589 occupational doctor,  
auto test
- Cellule Accompagnement des professionnels  
P3S : 0810 455 455 (for anesthesiologists)
- ASRA : 2012 Rhône-Alpes support physicians
- APSS : 4 centers, CARMF, therapeutic contract
- Groupe Pasteur Mutualité :specific prevention  
consultation for members 2013

# AAPML

## help association for doctors

- An innovative network : the first in France (since 2005)
- Having contributed to the recognition of burnout in France
- Easy Access: anonymous, free and always available (h24 and j7)
- Entrance to other structures necessary
- Management of emergencies
- Communication support necessary
- Still weak financing unsustainable
- Who should be part of an overall network

# Issues: sustain, expand, articulate

- Sustaining
- Coordinate
- Publicize
- Strong and sustained institutional investment
- Prevention, management, monitoring
- Human investissement
- Helping colleagues who share our burdens

# Burnout : we shall overcome

- Burnout is **not only an individual** problem
- Burnout linked to **quality of working** conditions
- Social evolution of the **status of doctor**
- Aim of **perfection**
- **Counselling** students and doctors (medical errors)
- Learning how to **speak with patients**
- **Extra-professional** lives



# Thank you !

