

# STORY HIGHLIGHT

## JEFFREY BACON'S "WHY I'M HERE" STORY



Jeffrey Bacon is an experienced family physician with a demonstrated history of working in the hospital & health care industry. He is the Chief Medical Officer, Divisional Medical Director, and Family Medicine Physician at Banner Health.

### My Passion for Caring for your Provider

So there I was, head down on my desk in the middle of Logan, Iowa. A large stack of patient files towering over my head waiting to be completed. In the pit of my stomach, **I felt I was not good enough**. My inner voice telling me, **"your such a failure."** All those years of work and school were not enough to stop the **exhausting sadness** which I was feeling. Angry at myself I said, **"I want to be able to provide great care to the families and friends that I live in this community with."** As I laid there tearfully, I needed someone to come in and encourage me, to say **"you got this"** or **"keep going, you can do this."** Instead, I felt betrayed and alone as the CEO, Mr. Ashworth, came in to say, *"maybe you should stop doing so many scopes but you should really get back to work."* In a practice of two, I had no mentor and no resources to reach out to leaving me *anxious and afraid*.

Frustrated and **devastated** by a recent mass-casualty tornado in my community, I decided to move to a different organization in a different state. **I was very pessimistic it would be any different but...**it was shockingly different. Although I was not a delight with my cynical tones, I had partners who cared about my work/life balance and the organization had built a team focused on preventing burnout. That team saw something in me. I was amazed the first time one of my partners asked if I had used any of my time off or when the Chief of Staff walked in my office and gave me a book *"How to Win Friends and Influence People"* by Dale Carnegie. Softly, they shared the need for me to take a look at me and how I was showing up to others.

With the help of great leaders, **I realized that I could make the change**. And I thought *"maybe I could help others make the change too."* This grew a fiery passion to help other struggling providers. *"Don't let any other provider suffer alone"* I thought. Growing into administrative leadership was never on my life plan, but I realized how much impact I can have in such a role for both patients and providers.

It **thrills** me to see how far the initial steps for burnout prevention have grown within my organization. From **a simple model to a complex network** of interventions, burnout presentation has grown into actionable items that provider wellness. The true impact of this resiliency work has been **impactful** on our providers but also the quality of the experience and care they give to all of our patients. Looking back to my previous worn-out, empty, and angry self, the new energized leader I am today would **wrap both arms around him** and ask to **guide him down the path to joy and fulfilled** by providing him with leaders who have the tools to support him.

**"Live your passion. Let it grow into the care you give your team, your patients and your community."** These are the words I have always said and now I get to live.

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