

## APPENDIX C

# Primary Care Provider Stress Checklist (PCP-SC)

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Below is a list of specific situations that may cause stress for people working in medical settings. Rate the extent to which each situation is stressful for you *at this moment*. Use the following scale to choose your response. For example, if you find a situation “Highly Stressful,” record 5 in the “Response” column, and if it is “Not Stressful” or absent for you, record 0. To get a picture of what stresses you the most, follow the directions for scoring at the bottom of the form.

0	1	2	3	4	5	6
Not Stressful	Very Mild Stress	Mild Stress	Moderate Stress	Greater than Moderate	Highly Stressful	Extremely Stressful

## INTERACTIONS WITH PATIENTS

<b>Response</b>	<b>Stressful Situation</b>
	Patients who don't manage their chronic diseases.
	Patients who abuse or are addicted to alcohol or drugs.
	Patients who complain of chronic pain and are seeking narcotics.
	Patients who are angry and demanding.
	Patients complaining of depression, anxiety, and other common psychological problems.
	Patients who have unhealthy lifestyles (overeat, under-exercise, overwork).
	Patients who perpetrate violence or abuse on children, domestic partners, elderly relatives.
	<b>Category Total</b>

## PRACTICE MANAGEMENT

<b>Response</b>	<b>Stressful Situation</b>
	My schedule is too tight to address more than one or two problems.
	Patients wait too long because of office work-flow problems.
	Chart and other important records information is not available.
	Not enough time to address multiple medical and mental health problems in complex patients.

	Not enough time to address multiple medical and mental health problems in complex patients.
	Dealing with interruptions and other annoyances during clinic/workday.
<b>Category Total</b>	
<b>ADMINISTRATIVE ISSUES</b>	
<b>Response</b>	<b>Stressful Situation</b>
	Unrealistic productivity standards from my employer/practice partners.
	Billing and coding processes are hard to understand and/or time consuming.
	Preauthorization for patient procedures and medications.
	Support-staff turnover and lack of training impact practice flow.
	Communicating with managers who seem to be more concerned with “numbers” than with quality of care.
	Work hours are too long.
<b>Category Total</b>	
<b>EDUCATION/LEARNING</b>	
<b>Response</b>	<b>Stressful Situation</b>
	Learning new procedures.
	Being required to make medical decisions with limited information.

	Lack of opportunity to reflect on knowledge before applying it.
	Lack of opportunity to discuss medical issues with colleagues.
	Difficulty applying new guideline information during visits with patients.
	Keeping up with new medical information.
	<b>Category Total</b>
<b>RELATIONSHIPS WITH COLLEAGUES</b>	
<b>Response</b>	<b>Stressful Situation</b>
	Communication difficulties with specialists.
	Strained or nonexistent communication with mental health clinicians.
	Lack of support from colleagues for work–home balance.
	Dealing with colleagues who make medical errors.
	Working with unmotivated colleagues in a team setting.
	Feeling isolated.
	<b>Category Total</b>

<b>BALANCE BETWEEN WORK AND THE “REST OF LIFE”</b>	
<b>Response</b>	<b>Stressful Situation</b>
	Lack of support of my medical career from friends and/or family.
	Not eating a healthy diet and exercising regularly.
	Missing family activities and occasions because of work demands.
	Difficulties taking time to see or make friends.
	Not finding time to do little things that give me pleasure.
	Continuing to think about medical issues after work hours.
	<b>Category Total</b>

*Scoring Instructions:*

1. Record the sum of your responses to each of the PCP-SC areas in the “Total” column. Then transfer these scores to the table below.
2. Divide each score in the “Total” column by the number indicated in the “Divide by” column (this number represents the maximum level of stress for that area). For example, if you have a “Total” of 30 for “Interactions with Patients,” you will get a .71 when you divide by 42.
3. To calculate the “Stress Score,” multiply the score that results from dividing the “Total” score by the “Divide by” number and then multiply by 100. For example, you would multiply .71 by 100 to obtain a “Stress Score” of 71.
4. Record “Stress Scores” for each category in the “Stress Score” column. Stress scores will range from 0 to 100, with 0 suggesting no stress and 100 indicating maximum stress.

- To calculate your total “PCP-SC Score,” sum the scores in the “Total” column, divide by 222, and then multiply by 100. Like the “Stress Score” for each category, the “PCP-SC score” will be between 0 and 100, with 0 suggesting no stress and 100 indicating maximum stress.

Remember, your scores will change over time and you can use ACT strategies to address areas that contribute most to stress in your medical career at this time.

PCP-SC Source of Stress	Category Total	Divide By	Stress Score
Interactions with Patients		42	
Practice Management		36	
Administrative Issues		36	
Education/Learning		36	
Relationships with Colleagues		36	
Balance Between Work and the “Rest of Life”		36	
Total PCP-SC Score		222	

*Interpreting Scores:* Higher scores indicate greater stress in both individual Stress scores and the Total PCP-SC Score. Remember, you can lower your scores by applying real behavioral change strategies. See chapter 11 for specific ideas.