

British Virgin Islands

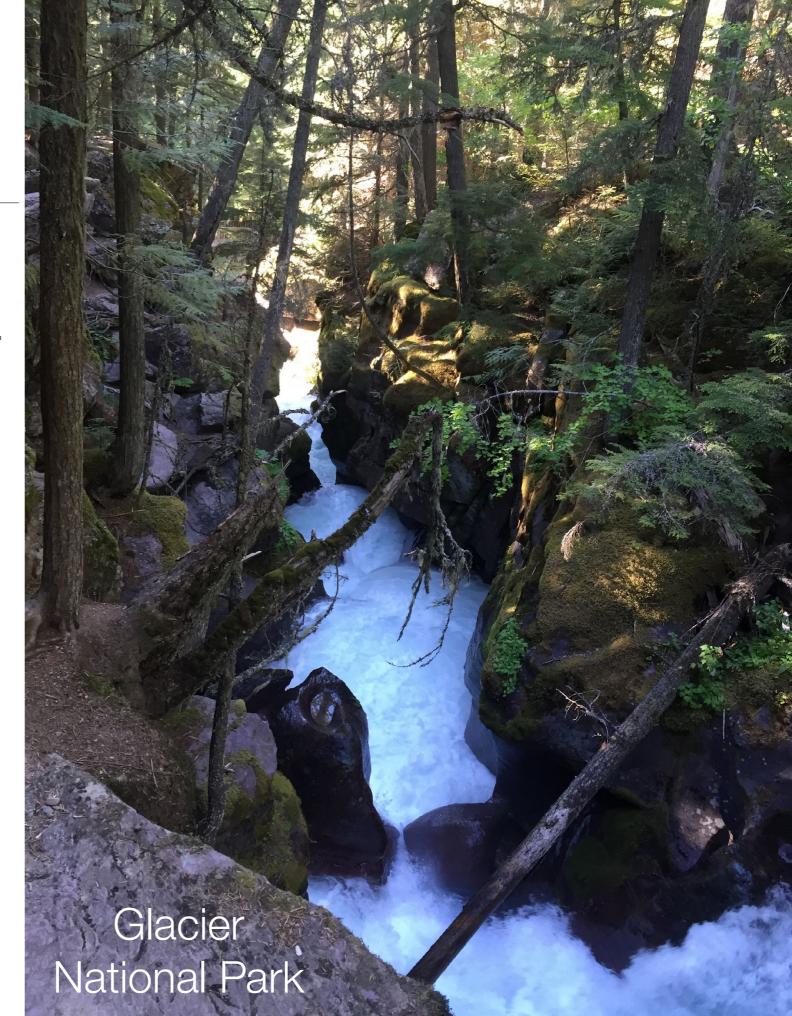
Journey of a Wellness Director
Wendy Laine, MD
Emergency Medicine Physician/Director of Wellness
Champions of Wellness Virtual Summit 2020

## Agenda

- My role
- My vision, activities and resources that I have utilized
- Challenges
- Current projects
- Special projects for Covid/George Floyd response
- Discussion

#### Director of Wellness

- My vision is that we all work hard to get where we are, and should all retire thinking, Yes. That. Was. Awesome.
- 250 hours per year decrease in my clinical hours
- Meet with the president regularly
- Chair Social, Women's and Professional Satisfaction Committees



## Intentional vs Accidental

"There is a Zen story about a man riding a horse that is galloping very quickly. Another man, standing alongside the road, yells at him, "Where are you going?" and the man on the horse yells back, "I don't know. Ask the horse." I think that is our situation. We are riding many horses that we cannot control."

- Thích Nhất Hạnh, Being Peace (also referenced in Bad Boys for Life)



Mindful leadership conference https://www.mindfulleader.or

#### Reawakening Purpose

#### -Robin Youngson Time to Care

- One of the drivers of wellness is purpose in our every day work. This is an exercise to lift up the connections that we make with patients that create meaning for us.
- Groups of 2 or 3 tell each other, then share with the whole group.
  - Feeling Like we Made a Difference
  - Feeling Appreciated
  - Felling Like we Made a Connection

"Tell me about a time when you made an extraordinary connection with a patient."

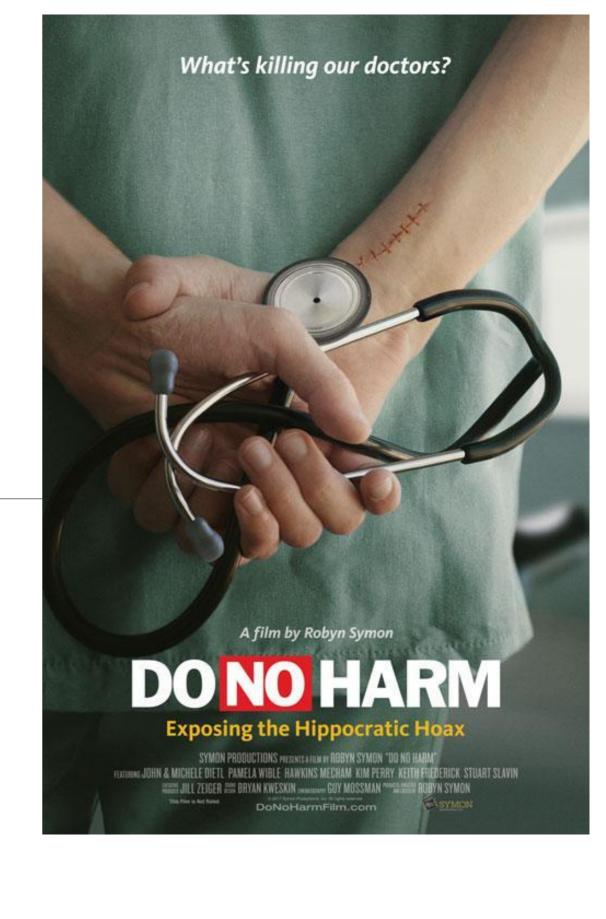


#### Do No Harm

https://www.donoharmfilm.co m

Goal - acknowledge and de-stigmatize burnout and how our training contributes to this problem

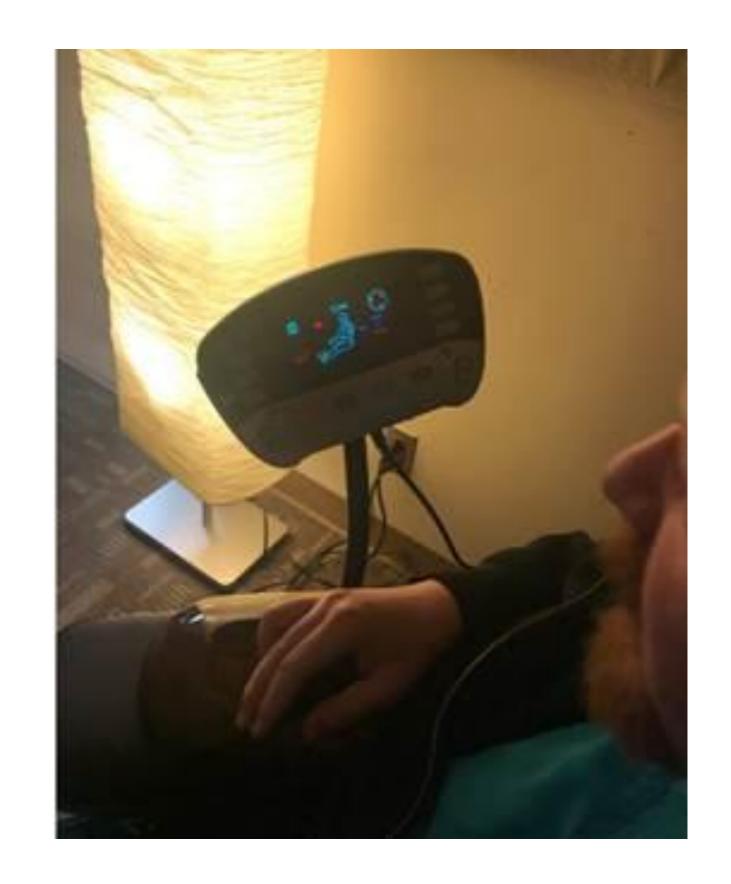
Available for a fee for screenings.



# Creating Time and Space

- Educational Forum on Burnout

   Giving time in small groups to discuss what is contributing to burnout and wellness and bringing the information back to leadership creating agency (a voice)
- Salons Building community through shared discussions (Conversations change people and people change the world)
- Reset room massage chair/lkea lights/sound machine.





Iguazu Falls, Argentina/Brazil

More In-depth Resources

Places to go for lots more info

#### Institute for Healthcare Improvement

- Many white papers, conferences and references such as
- IHI Framework for Improving Joy at Work (42 page in-depth step by step approach)

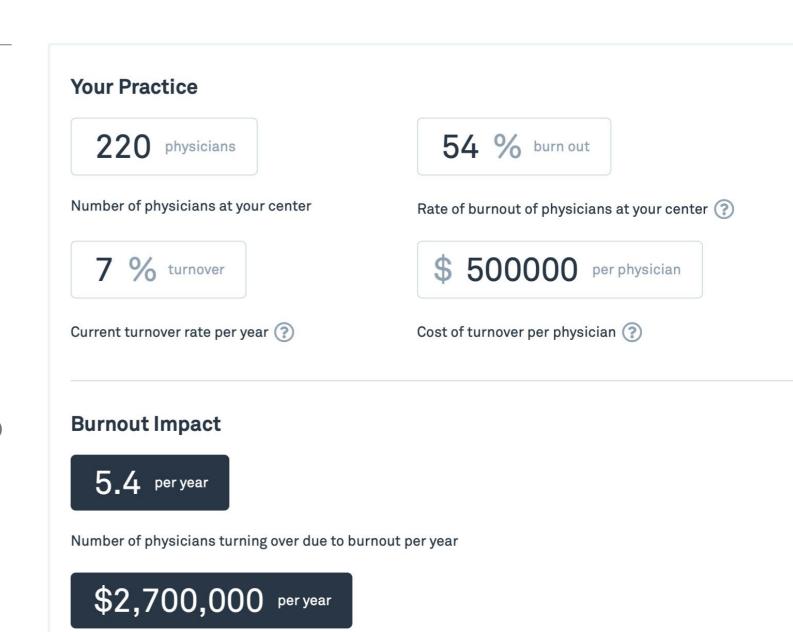
Figure 2. IHI Framework for Improving Joy in Work



#### **AMA Steps Forward**

- Burnout Calculator make a case for spending money on wellness
- Several other modules
- CME available
- Do not need to be a member to access

#### Organizational Cost of Physician Burnout



#### The Business Case for Investing in Physician Well-being

 https://medschool.ucsd.edu/som/hear/resources/Documents/jamainternal\_Shanafelt\_ 2017\_sc\_170009.pdf

Figure 1. Typical Steps in an Organization's Journey Toward Expertise in Physician Well-being

Transformative				<ul> <li>Physician well-being influences key o</li> <li>Shared accountability for well-being a</li> <li>Chief well-being officer on executive</li> <li>Endowed program in physician well-b that guides other organizations</li> <li>Strategic investment to promote physiculture of wellness</li> </ul>	among organizational leaders leadership team eing creates new knowledge
Major	<ul> <li>Understands impact<sup>a</sup> of physician well-being on key organization objectives</li> <li>Physician well-being considered in all operational decisions</li> <li>Funded program on physician well-being with internal focus</li> <li>Measures and reduces clerical burden</li> <li>Training for leaders in participatory management</li> <li>System-level interventions with robust assessment of effectiveness</li> <li>Improves workflow efficiency by engaging and supporting local transformation</li> </ul>				
Moderate	<ul> <li>Understands business case to promote physician well-being</li> <li>Practice redesign based on driver dimensions</li> <li>Coaching resources for physicians to support career, work-life integration, self-care</li> <li>Regularly measures burnout/well-being to monitor trends</li> <li>Physicians given greater voice in decisions</li> <li>Designs work unit-level interventions but does not objectively assess efficacy</li> <li>Creates opportunity for community building among physicians</li> <li>Understands driver dimensions</li> <li>Peer support program</li> <li>Cross-sectional survey assessing physician well-being</li> <li>Identifies struggling units</li> <li>Physician well-being considered when organizational</li> </ul>				
Minor	Aware of the issue     Wellness committee     Individual focused interventions such     -Mindfulness training     -Resources for exercise/nutrition	plemented	nzationat		
	Novice	Beginner	Competent	Proficient	Expert

<sup>&</sup>lt;sup>a</sup> Finances, turnover, safety/quality, patient satisfaction.

<sup>&</sup>lt;sup>b</sup> Strategy, priorities, resource allocation, new initiatives.

## Challenges

- If the canaries in the coal mine are dying, you don't just build more resilient canaries!
- In an effort to support individual wellness, many physicians feel shamed and blamed that they are not thriving
- "Can we quit talking about burnout and just get on with our work?"
- How to balance the triad of individual wellness, culture of wellness and practice efficiencies?



#### Other Services we (EPPA) subscribe to

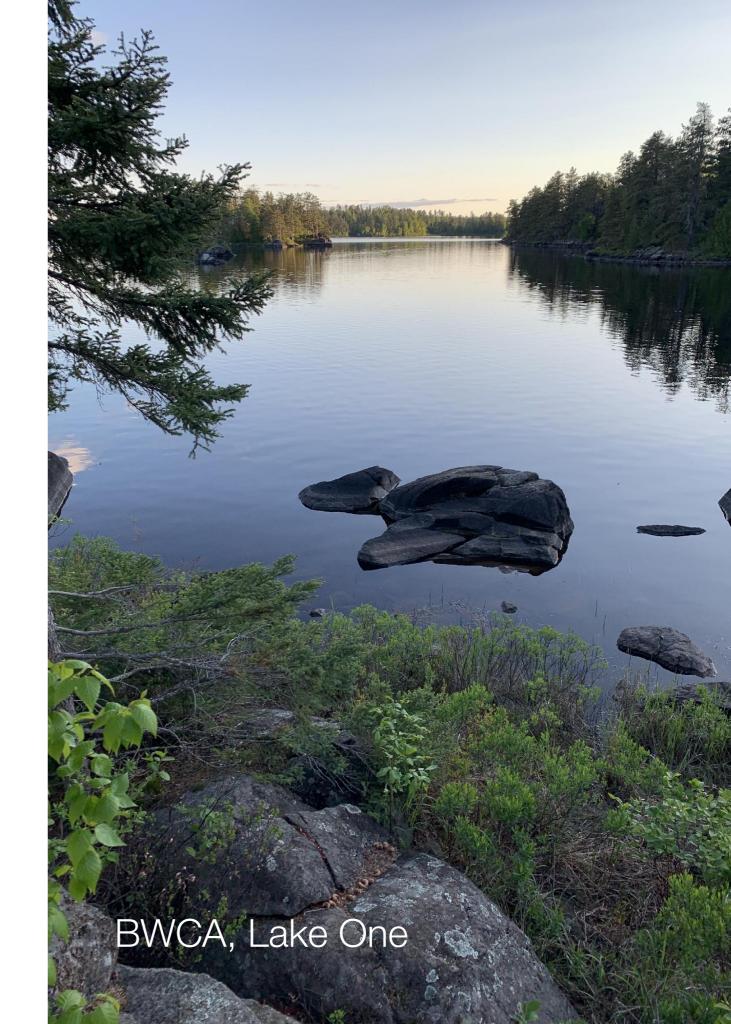
- Clinician Experience Project (web site/App)
  - Skill Building Modules designed to increase collaboration, connection and leading well. (<a href="https://practicingexcellence.com">https://practicingexcellence.com</a>)
- Well Being Index
  - 9 question anonymous survey for 'distress score' which correlates to burnout. Provides your individual score immediately and connects to resources (<a href="https://www.mededwebs.com/well-being-index">https://www.mededwebs.com/well-being-index</a>)



Projects we are working on

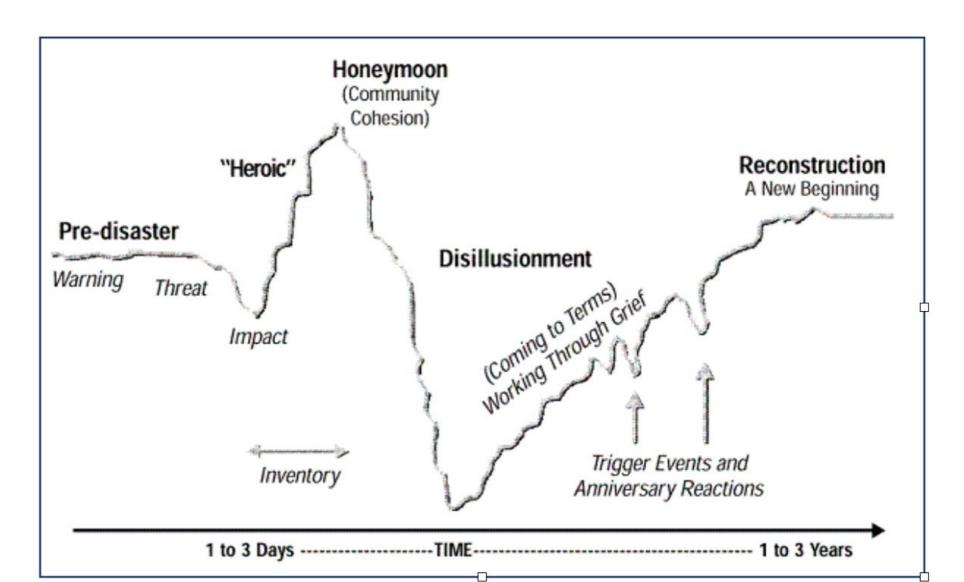
## 2020 Projects

- Peer Support Training and Support
- Health Coach Internship site
- Leadership Development Track
  - Gender Equity (EQ)
  - Compassionate Leadership
- Core Attributes
  - Define Who We Are
  - Make decisions based on Why We Do What We Do
  - Measure the important things and tie to annual reviews



## Covid Related projects

- Battle Buddies Program
- Psychological Impacts of Disasters on Healthcare Providers, Dr. Jeff Taxman/ Covid Effects on Physicians and their Families





Response to George Floyd

White Coats for Black Lives

How to be an Antiracist book club

Supported creation of Director Health Equity and Inclusion - ongoing training/recruiting



Thank You! Questions?

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