

“Train to thrive, just not survive”

UHC Family Medicine Resident Wellness Program

The leadership and faculty of United Hospital Center recognize the increased stresses our current healthcare system places on physicians in training and in active practice. A comprehensive wellness and resiliency program has been created and continues to evolve to identify either physicians at risk for professional burnout or those developing serious health consequences due to life or environmental stressors. It aims to provide early intervention to prevent the escalation of symptoms and ultimately strives to provide a culture of wellness and self-care tools of resiliency and mindfulness to help physicians-in-training and future graduates just not survive but thrive in their roles as family doctors for their community. (VI.C.)

Self-assessment, Risk Identification and Education (VI.C.I.e)

- Incoming interns complete a self-inventory prior to arrival that surveys for any potential insecurities or worries that they may have regarding starting residency, from gaps in medical knowledge or procedures to obtaining housing or communicating any special needs that need addressed prior to their arrival. This baseline assessment is given to their advisor and residency administrator to review.
- The Mayo Well-Being Index program (<https://www.mededwebs.com/well-being-index/resident-and-fellow-well-being-index>) is used to preform self-assessment and tracking of resident well-being and give the residency feedback on areas that require attention or improvement. This is a validated tool also used by the AAFP in their Physician Health First Program (<https://www.aafp.org/membership/benefits/physician-health-first.html>). Residents will be familiar with this tool and the educational resources it provides and can continue to use and access it after graduation through the AAFP.
- Structured didactic conferences in July review recognition of fatigue and fatigue mitigation techniques as well as protocol for relief of duties for excessive fatigue. (VI.D.)
- The program partners with the WV Physicians Health Program to teach residents to recognize impairment due to substance use issues or mental or physical health issues in themselves or others and reviews steps to take to report impairment and what interventions take place when impairment is diagnosed. Residents and faculty are encouraged to alert the program director or other administrative personnel when they are concerned that another resident, fellow or faculty may be displaying signs of burnout, depression, substance abuse, suicidal ideation, or potential violence. (VI.C.1.e).(1)

- Dedicated didactic blocks to wellness education such as mindfulness practices, nutrition, fitness, time management and work-life balance are scheduled throughout the year. Information from the Integrative Medicine in Residency track is dovetailed into resident learning to give residents an expanded view of evidenced based wellness interventions for their patients and themselves.

Wellbeing and Self-Care Promotion VI.C.1.e).(2)

- ACGME AWARE Cognition and Well-being Skill Development Workshop. Faculty will facilitate the AWARE video series to help residents identify maladaptive thinking patterns that lead to stress, anxiety and burnout and share the cognitive skills that can be developed to address these thoughts and behaviors (<https://www.acgme.org/What-We-Do/Initiatives/Physician-Well-Being/AWARE-Well-Being-Resources>).
- Residents are encouraged to maintain their own health and wellness through regular preventive medical and dental appointments and given time to attend such appointments.
- Residents have access to reduced membership fees at area fitness facilities.
- Residents have access to the multiple virtual opportunities and resources for wellness offered through the WVU Medicine Wellness Wire published from the Morgantown campus (<https://wvumedicine.org/wellness/>).
- Residents are provided Paid Time Off (PTO) days for residents planned and unplanned time off. Residents requiring additional time for extended illnesses are enrolled in the short term disability program. (VI.C.2.) The program has policies and procedures in place to cover patient care in these instances that are implemented without fear of negative consequences for the resident unable to perform the clinical work. (VI.C.2.a.b)

Address Emotional and Psychological Distress VI.C.1.e).(3)

Interventions and Services

- Residents have access to confidential free counseling and mental health services through the UHC-WVU Medicine employer sponsored program “Resources for Living”. These services are available 24 hours a day, seven days a week and include counseling sessions that address stress management, anxiety, depression, grief and loss, and substance misuse. Other services include daily life assistance resources such as finding daycare, household services and repair or pet care to legal and financial consultations. Online resources for webinars, apps and videos to assist with wellness and work life

balance are also offered. Refer to the website link for access and detail (<https://wvmedicine.org/wellness/resources/employee-assistance-program/>).

- Serious health matters that compromise resident or patient safety such as substance use issues or mental health issues are directed to the confidential WV Physicians Health Program (<http://www.wvmphp.org/>) for immediate assistance and intervention through pre-established channels. A link to this site is also provided on the mobile Well-being Index app.

Learning and Work Environment Assessment and Improvement VI.C.1.b)

- Work volume and intensity is closely monitored by faculty and schedules modified as situations dictate to maintain optimal resident education and patient safety.
- Residents are allowed flexibility in creating their rotation schedule and are able to request preferred periods for time off.
- Residents are encouraged to participate in office improvement and work flow projects to create efficiency in patient care which leads to greater physician satisfaction and decreases burnout.
- Residents have a clean, bright, modern and dedicated work space to complete daily office duties and other residency tasks.
- On-site sleeping rooms are provided for residents when on call or too fatigued to drive home after a shift, etc.
- Balint groups led by the program's psychologist or other qualified individuals give residents a forum to share experiences, feelings and coping strategies in a safe and supportive environment.
- Monthly resident only meetings directed by the chief resident give residents an opportunity to voice concerns, make suggestions or give feedback about the residency program, the hospital or any other area affecting residents. The chief resident attends the weekly faculty meeting to provide resident perspective and feedback.
- An air of open communication is encouraged and present throughout the program and faculty maintain an "open door" policy and are available for unscheduled consultation with residents and staff.

Thrive – Foster Meaning in Medicine (VI.C.1.a)

- The family medicine faculty serve as role models for the residents by demonstrating positive attitudes and habits that promote physical, mental, emotional and spiritual wellness.
- Togetherness and a sense of family is highly valued in the residency program and multiple activities and events are planned throughout the year to promote this including an annual intern picnic and kick ball game, hiking in area state and national forests, group yoga and guided meditation, restaurant and trivia nights, attending fairs and festivals and farmers markets, celebration of diversity through international food day, and other events as suggested and planned by the resident activity committee.
- A key to wellness and burnout prevention is a sense of community and connectedness. The residents are encouraged to become a part of something greater than themselves. Organized activities in the residency include community outreach programs through the United Way, collection of items for the Mission and Shepard's Corner, making beds for local children through Sleep in Heavenly Peace, speaking and volunteering at multiple community educational programs to adults and children through the Healthy Harrison initiative and 5-2-1-0 program, as well as frequent appearances and interviews on local media channels to educate the public about various topics. The residents are encouraged to pursue personal passions and become involved in community civic, educational, environmental, musical and spiritual organizations to extend themselves beyond the medical community.
- It is the ultimate hope of the residency that residents will capture and maintain the inner joy that comes from fulfilling the role of a competent, caring, compassionate family physician, understanding that the value of self-care and self-sacrifice combined leads to a life of well-being, satisfaction and happiness.