SUPPORTING RESIDENT WELLNESS - during COVID 19

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Objectives

• 2018 CMA National Physician Health Survey
• Understanding Sources of Anxiety during COVID-19
• Supporting Resident Wellness
  – Meaning in work
  – Control and Flexibility
  – Support and Connection
2018 CMA National Physician Health Survey

- Nearly 60% overall mental health flourishing
- 82% high resilience
- 87% high emotional well-being
- 81% high psychological well-being
- 65% high social well-being
2018 CMA National Physician Health Survey

- Burnout- 38% residents, 29% physicians
- Depression- 48% residents, 32% physicians
- Suicidal ideation- Residents-27% lifetime rate, 15% last 12 mon
  - Physicians-18% lifetime rate, 8% last 12 mon

Suicide is the only condition for which physicians have significantly higher rates of mortality than the population.
Despite concerted efforts to promote and protect the health and wellness of physicians, the collective state of physician health remains a significant threat to the viability of Canada’s health system (Canadian Medical Association 2010).
Physician distress is emerging as an important quality indicator in medical practice, 
(Albuquerque and Deshauer 2014; Wallace et al, 2009), and both individual and system level factors are well-established contributors to compromised physician health 
(Montgomery 2016; Shanafelt and Noseworthy 2017).
Drivers of this Epidemic...

• ... are largely rooted in health care organizations and systems and include:
  – Excessive workloads
  – Inefficient work processes
  – Clerical Burdens (EMR, EHR)
  – Work-Home conflicts and imbalance
  – Lack of input or control


**Physician burnout: contributors, consequences and solutions.**

West CP¹,², Dyrbye LN¹, Shanafelt TD³.
Individual Physician Level Factors

• also play a role including...
  – Perfectionism
  – Patient/Other focused
  – Ability to delay personal gratification
  – Female
  – Younger

CMA National Physician Health Survey, 2017
Mayo Clinic proceedings, Shanafelt et al, Executive Leadership and Physician Wellbeing, 2017
Physician Burnout:Contributors, consequences and solutions. JIntMed, 2018
Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic

1. Access to PPE.
2. Taking infection home.
3. Access to rapid testing.
4. If infected, will needs be met.
5. Childcare.
6. Support for family and personal needs.
7. Deployment and competency.
8. Access to up to date information.

Tait Shanafelt, MD1; Jonathan Ripp, MD, MPH2; Mickey Trockel, MD, PhD\Author Affiliations Article Information
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Hear Me
Protect Me
Prepare Me
Support Me
Care for Me

Table Title:
Requests From Health Care Professionals to Their Organization During the Coronavirus Disease 2019 Pandemic

<table>
<thead>
<tr>
<th>Request</th>
<th>Principal desire</th>
<th>Concerns</th>
<th>Key components of response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hear me</td>
<td>Listen to and act on health care professionals’ expert perspective and frontline experience and understand and address their concerns to the extent that organizations and leaders are able</td>
<td>Uncertainty whether leaders recognize the most pressing concerns of frontline health care professionals and whether local physician expertise regarding infection control, critical care, emergency medicine, and mental health is being appropriately harnessed to develop organization-specific responses</td>
<td>Create an array of input and feedback channels (listening groups, email suggestion box, town halls, leaders visiting hospital units) and make certain that the voice of health care professionals is part of the decision-making process</td>
</tr>
<tr>
<td>Protect me</td>
<td>Reduce the risk of health care professionals acquiring the infection and/or being a portal of transmission to family members</td>
<td>Concern about access to appropriate personal protective equipment, taking home infection to family members, and not having rapid access to testing through occupational health if needed</td>
<td>Provide adequate personal protective equipment, rapid access to occupational health with efficient evaluation and testing if symptoms warrant, information and resources to avoid taking the infectious home to family members, and accommodation to health care professionals at high risk because of age or health conditions</td>
</tr>
<tr>
<td>Prepare me</td>
<td>Provide the training and support that allows provisions of high-quality care to patients</td>
<td>Concern about not being able to provide competent nursing/medical care if deployed to new area (e.g., all nurses will have to be intensive care unit nurses) and about rapidly changing information/communication challenges</td>
<td>Provide rapid training to support a basic, critical knowledge base and appropriate backup and access to experts</td>
</tr>
<tr>
<td>Support me</td>
<td>Provide support that acknowledges human limitations in a time of extreme work hours, uncertainty, and intense exposure to critically ill patients</td>
<td>Need for support for personal and family needs as work hours and demands increase and schools and daycare closures occur</td>
<td>Clear and unambiguous communication must acknowledge that everyone is experiencing novel challenges and decisions, everyone needs to rely on each other. In this time, individuals should ask for help when they need it, no one needs to make difficult decisions alone, and we are all in this together</td>
</tr>
<tr>
<td>Care for me</td>
<td>Provide holistic support for the individual and their family should they need to be quarantined</td>
<td>Uncertainty that the organization will support/take care of personal or family needs if the health care professional develops infection</td>
<td>Provide support for physical needs, including access to healthy meals and hydration while working, lodging for individuals on rapid-cycle shifts who do not live in close proximity to the hospital, transportation assistance for sleep-deprived workers, and assistance with other tasks, and provide support for childcare needs</td>
</tr>
</tbody>
</table>

HONOUR ME
What do Residents say...

• What are your stresses??
  – Being front of the front Line
  – Feeling isolated
  – PPE
  – Uncertainty
  – Exams, electives, CARMS, Preparedness

• What are your worries?
  – Deployment
  – Competency

• What do you need from faculty to feel best supported?
Faculty Support-what do you need??

- Communication
- Flexibility
- Autonomy
- Mentorship
- Support and Advocacy
- Collegiality
- Thanks/Gratitude
- Small Gestures
- Planned optional social connection
Key Drivers of Burnout and Physician Engagement

- Workload and job demands
- Control and flexibility
- Meaning in work
- Social support and community at work
- Organizational culture and Values
- Efficiency and resources

Burnout
- Exhaustion
- Cynicism
- Inefficacy

Engagement
- Vigor
- Dedication
- Absorption

Mayo Clinic Proceedings, 2017 92, 129-146 DOI: (10.1016/j.mayocp.2016.10.004
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Control & Flexibility - Autonomy

Control

SENSE OF FREEDOM

Low degree Of Responsibility

SENSE OF PURPOSE

High Degree of Responsibility

SENSE OF JOY

CONTROL & FLEXIBILITY

OWNERSHIP
Meaning in Work

• Physicians who spend 20% of their professional effort focused on the dimension of work they find most meaningful are at dramatically lower risk of burnout.

Executive Leadership and Physician Well-being: Nine Organizational Strategies to Promote Engagement and Reduce Burnout, (Shanafelt and Noseworthy, Mayo Clinic 2017)
As a Physician... and as we train Residents...

... what do you find most fulfilling??
... what do you find most meaningful in your work?
... what does your best, most inspired work look like??

What is your 20%???

... what does this look like in the context of COVID?
... can we encourage residents to explore their 20%
Organizational Values and Culture

• What are your organizations values??
• What are your core values??
• How do you live into your values??
• The process of Value Alignment helps affirm that:
  - organizations, physicians & learners are partners with a common goal.

Are you setting an example and supporting a culture consistent with your organizations and your departments values?

Value alignment strengthens cultures.
Social Support & Community

- COMMON HUMANITY
- COURAGE ... to be vulnerable
- CONNECTION
- COMPASSION and KINDNESS
Thank you!!
Questions??
Wellness resources for health professionals

• **Physician resources**

• **Maintaining your and your family’s well-being during a pandemic** | Canadian Medical Association
  *Page includes links to each province's physician health programs, how to talk to your children about COVID-19 and tips for managing stress and anxiety.*

• **A clinician's guide: managing COVID-19 stress and anxiety** | Joule (A CMA Company)

• **Physician Wellness during COVID-19*** | Well Doc Alberta

• **Three steps to coping with anything (including COVID-19)*** | Video (7:34 mins) by Dr. Bob Maunder, FRCPC, and Dr. Jon Hunter, FRCPC

• **How are you staying well?** | UofT Medicine - Twitter thread

• **Services/drop-ins for physicians**

• **Free psychological services for front-line health service providers** | Canadian Psychological Association

• **Daily Zoom call for peer support*** | Dr. Mamta Gautam, FRCPC (invitation via Twitter)

• **COVID-19 Women Physicians’ Emotional Well-Being*** | Private Facebook Group
General resources and articles

- [Taking Care of your Mental Health (COVID-19)](#) | Government of Canada
- [MHCC Covid-19 Resources](#) | Mental Health Commission of Canada
- [Mental Health and the COVID-19 Pandemic](#) | Centre for Addiction and Mental Health
- [Coronavirus Sanity Guide*](#) | Ten Percent Happier (app)
- [Take a deep breath*](#) | Calm (app)
- [TED Connects: Community and Hope*](#) | TED Live, daily conversation series with featured experts
- [Tips for managing anxiety during the COVID-19 pandemic*](#) | The Globe and Mail
- [Coronavirus Creating Stress? Why You May Need Mental Distancing As Much As Social Distancing And 8 Ways To Get It*](#) | Forbes
- [Coping with Fatigue, Fear, and Panic During a Crisis*](#) | Harvard Business Review
- [Everyone is a leader now*](#) | The Conference Board of Canada

*Available in English only