

Healthcare Professional Wellbeing

Taking Care of Yourself and Your Colleagues

Janet Bodley, MD FRCSC

Staff Obstetrician/Gynecologist Sunnybrook HSC, Associate Professor, UofT

May 25, 2020



Learning Objectives

Understand the importance of wellness for all healthcare professionals

Discuss initiatives that support and promote HCP wellness with a focus on peer support, psychological safety and psychological first aid

Examine how to support culture of HCP wellbeing

Wellbeing Versus Burnout

Burnout in HCP's has negative impacts on:

1. Healthcare providers
2. Patients
3. Healthcare organizations and systems

Burnout is a “Team Sport”



Negative impacts of HCP distress

Individual Level:

Burnout, depression, withdrawal, denial of impact, substance abuse, suicide

Organizational Level:

Impact on performance reaches patients: distressed HCP's make more medical errors, exhibit less empathy, have riskier prescribing practices

Patients are less satisfied and less compliant and are more likely to be litigious

Distressed HCP's tend to change practices, decrease work hours and/or leave patient care entirely



Focus on Wellness

Executive Leadership and Physician Well-being:
Nine Organizational Strategies to Promote
Engagement and Reduce Burnout

Tait D. Shanafelt, MD, and John H. Noseworthy, MD, CEO Mayo Clin Proc. 2017;92(1):129-146

Physician wellness is **SHARED RESPONSIBILITY** of
healthcare organizations and health care professionals
Wellness is a “Team Sport”



Organizational Resilience

In order to build and maintain a strong and resilient organization we must ensure that we are supporting the psychosocial needs and professional wellbeing of all staff



Peer Support

Physicians' Needs in Coping With Emotional Stressors:

The Case for Peer Support

Yue-Yung Hu, MD, MPH; Megan L. Fix, MD; Nathanael D. Hevelone, MPH; Stuart R. Lipsitz, ScD;

Caprice C. Greenberg, MD, MPH; Joel S. Weissman, PhD; Jo Shapiro, MD *Arch Surg.* 2012;147(3):212-217

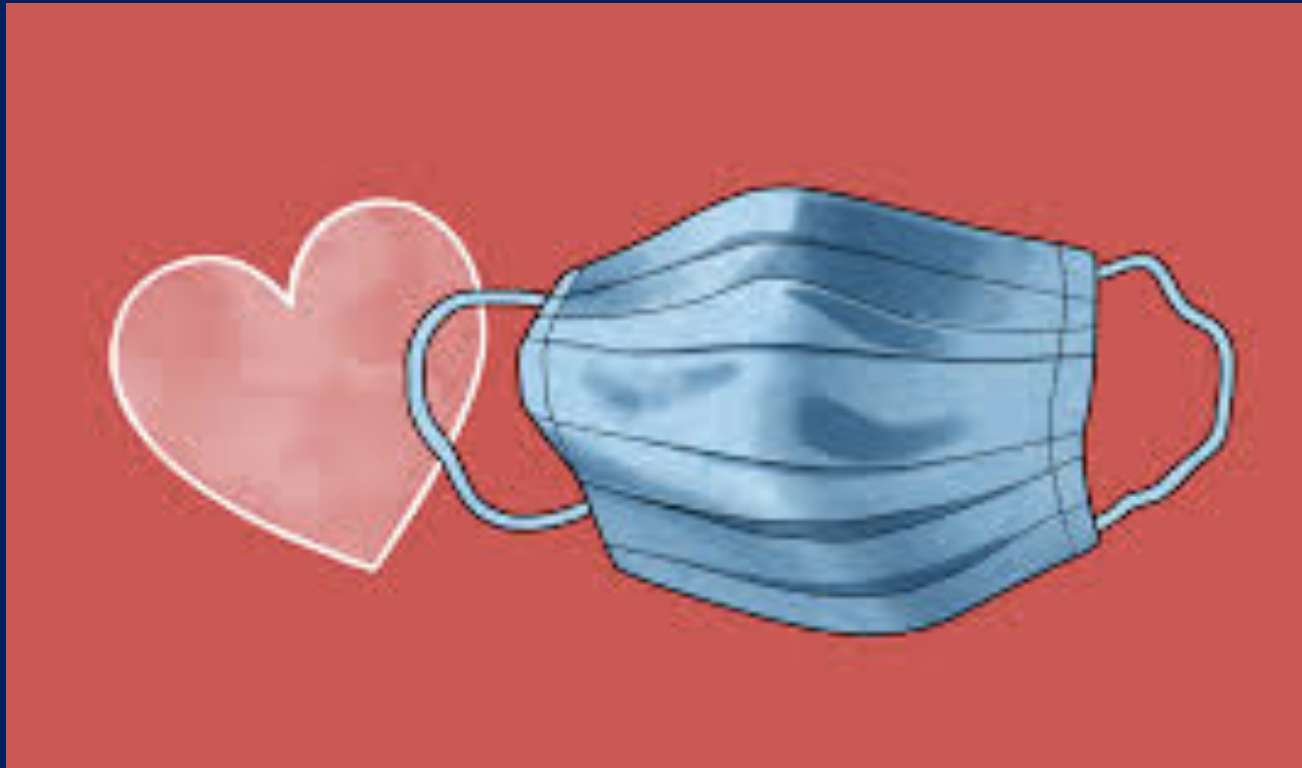
Peer Support for Clinicians: A Programmatic Approach

Jo Shapiro, MD, FACS, and Pamela Galowitz

Academic Medicine, Vol. 91, No. 9 / September 2016



Psychological Safety and Psychological First Aid



Psychological Safety

Psychological Safety is a shared belief that the team is safe for interpersonal risk taking (Amy Edmonson)



Psychological Safety in Occupational Stress

It is ok to feel distressed

It is ok to tell someone/everyone that you are distressed

It is ok (and in fact encouraged) to reach out if you are distressed

It is ok to experience fluctuation in your emotions



COMMON PITFALLS: THE BURDEN OF THE SUPERHERO



The only mask you should be wearing is a medical mask; please discard the infallible mask, as research has shown it suffocates its users.

From: Psychological First Aid for Frontline Health Care Providers, by M. Joannis



What PFA Is

- Practical care & support
- Assessment of needs & concerns
- Helping people to address basic needs
- Listening, but not pressuring people to talk
- Comforting & helping people to feel calm
- Assisting people to connect to resources
- Protection from further harm

What PFA Is Not

- Something that only professionals do
- Professional counselling
- Psychological debriefing
- An analysis of the events
- Pressuring people to tell you their feelings and reactions to an event

Psychological First Aid



Local Initiatives



Wellness committee

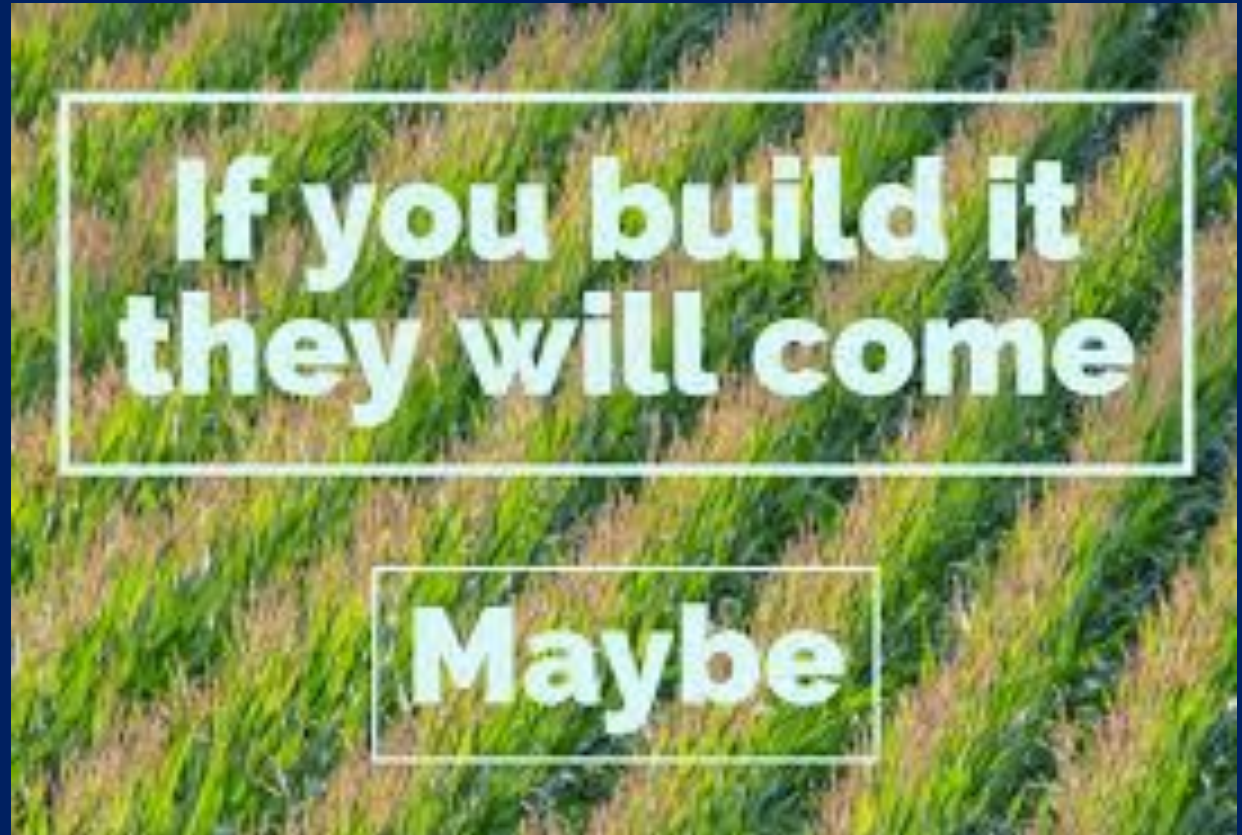
Resources

Peer support – informal and formal

Communication & reminders

Sharing of ideas





Strategies

Talk about wellness and burnout

Value wellness and value people who value wellness

See vulnerability as a strength and not a weakness

See asking for help as a strength and not a weakness

Look after yourself – you are important

Build a peer support program tailored to local needs

Communicate resources and communicate often

Show kindness, compassion respect and empathy to others AND also to yourself



Resources

WHO Psychological First Aid: Guide for Field Workers

https://apps.who.int/iris/bitstream/handle/10665/44615/9789241548205_eng.pdf;jsessionid=1D270E44A05912631A46FD9739890D52?sequence=1

Psychological First Aid for Frontline Health Care Providers: A Quick Guide to Wellness prepared by Dr. Melanie Joannis

https://drive.google.com/file/d/1Du1uWFE6v7DsO5k0PiKV5j2cZF_MiVnu/view



References

Shapiro J, Galowitz P. Peer Support for Clinicians: A Programmatic Approach. Acad Med. 2016;91:1200-1204.

Hu YY, Fix ML, Hevelone ND, et al. Physicians' needs in coping with emotional stressors: The case for peer support. Arch Surg. 2012;147:212-217.

Shanafelt TD, Noseworthy JH. Executive Leadership and Physician Well-being: Nine Organizational Strategies to Promote Engagement and Reduce Burnout. Mayo Clin Proc. 2017 92(1):129-146

Wallace JE, Lemaire JB, Ghali WA. Physician wellness: a missing quality indicator. Lancet. 2009;374(9702):1714-1721.

