Healthcare Professional Wellbeing

Taking Care of Yourself and Your Colleagues
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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

Physician wellness is SHARED RESPONSIBILITY of healthcare organizations and health care professionals.

Wellness is a “Team Sport.”

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

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.
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

Artwork by Emily Tompkins, Medium.com
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. Joanisse
<table>
<thead>
<tr>
<th>What PFA Is</th>
<th>What PFA Is Not</th>
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<tbody>
<tr>
<td>Practical care &amp; support</td>
<td>Something that only professionals do</td>
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<tr>
<td>Assessment of needs &amp; concerns</td>
<td>Professional counselling</td>
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<td>Helping people to address basic needs</td>
<td>Psychological debriefing</td>
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<td>Listening, but not pressuring people to talk</td>
<td>An analysis of the events</td>
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<td>Comforting &amp; helping people to feel calm</td>
<td>Pressuring people to tell you their feelings and reactions to an event</td>
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<td>Assisting people to connect to resources</td>
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<td>Protection from further harm</td>
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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
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 Joanisse
https://drive.google.com/file/d/1Du1uWFE6v7DsO5k0PiKV5j2cZF_MiVnu/view
References


