WELCOME
New Faculty!
Orientation Guide

These materials are intended to orient new faculty to the University of North Carolina School of Medicine and provide resources for additional information.

Topics covered in this slide deck include:

» Wellness Initiative
» Mindfulness Programs
The UNC SOM Wellness Initiative

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Burnout Syndrome & Impact

• Provider burnout is a **national, complex, and systemic** issue

• Burnout rates at UNC have been rising, in line with the US-wide trend

• Studies have shown that burnout can lead to:
  - Decreased productivity
  - Increased medical errors
  - Poorer patient satisfaction
  - Provider attrition
  - ... regardless of age, gender, or career stage

• The UNC SOM takes this issue seriously and is developing novel ways of addressing/preventing burnout to improve wellness

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The Missing Aim

- Better Outcomes
- Lower Costs
- Improved Clinician Experience
- Improved Patient Experience
From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider

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ABSTRACT

The Triple Aim—enhancing patient experience, improving population health, and reducing costs—is widely accepted as a compass to optimize health system performance. Yet physicians and other members of the health care workforce report widespread burnout and dissatisfaction. Burnout is associated with lower patient satisfaction, reduced health outcomes, and it may increase costs. Burnout thus imperils the Triple Aim. This article recommends that the Triple Aim be expanded to a Quadruple Aim, adding the goal of improving the work life of health care providers, including clinicians and staff.

Quadruple Aim Initiatives

- New funding commitment for the *Taking Care of Our Own Program* by UNC Faculty Practice
- Implementation of the Mayo Clinic-designed provider well-being tracking tool to all faculty and trainees in SOM
- Administration of the AAMC Faculty Engagement Survey to measure burnout, causes, and solutions
- Launch of a peer-led Emotional Support Program for providers in the SOM/HCS impacted by adverse patient events, funded by UNC Hospitals
- Growth of the institutional Wellness Committee to identify current issues, develop programming and innovative solutions
Quadruple Aim Initiatives

- Creation of a Wellness Coordinator position in the SOM Dean’s Office for program development and implementation
- Enhancement of medical student wellness programs
- Launch of the Commitment to Positive Respectful Relationships (CPR) campaign to increase burnout awareness
- Continuation of Passing the Torch: Fostering Medical Humanism Through Faculty Role Models and new Mind-Body Program (MORE)
- Launch of a new Doris Duke Foundation grant called “Caregivers at Carolina” to support and retain scientists with caregiving demands
Wellness Initiatives  http://www.med.unc.edu/psych/wellness-initiatives

Provider burnout is a national, complex and systemic issue. Medicine is facing an era of rapid and continuous change in nearly every way: payment models, technology, standards for clinical practice, and consumer driven healthcare. As we navigate in an increasingly stressful environment while attempting to continue the same level of academic productivity, UNC, like all institutions across the country, has witnessed increasing rates of provider burnout. To combat this issue, UNC has adopted the Quadruple Aim: a focus on enhancing patient experience, improving population health, reducing costs, and improving provider work life. The way forward requires novel approaches that integrate and add wellness as a critical metric in our collective performance as an institution.

Taking Care of Our Own
Physicians are people too: A program for physician wellness and burnout prevention

Integrated Emotional Support Program
Providing emotional support for caregiver event-related trauma

Peer Support Program
Connecting healthcare professionals with peer support after adverse patient events
UNC Taking Care of Our Own Program

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The Integrated Emotional Support Program is designed to connect healthcare professionals with emotional support resources after adverse patient outcomes.

The emotional distress that may be experienced after these events can impact performance, patient safety, quality of care, ability to work in a team, patient satisfaction, retention, and absenteeism.
Well-Being Index Tracking Tool
(Launched December 2016)

- For individual and organizational assessment Mayo designed online well-being self-assessment indexes
- 100% anonymous
- Brief Web-based tool evaluating multiple dimensions of distress:
  » Fatigue, depression, burnout, anxiety/stress, mental/physical quality of life
  » Personalized feedback
  » Metrics for leadership
- Extensively studied and validated
Conclusions

• Physician wellness benefits the individual physician and delivery of high quality health care

• Increased productivity, increased engagement, less attrition

• Critical for the success of all organizations

• Physician well being must be part of strategic planning and mission statements
Contact Information

For more information, please contact us:
wellnessprograms@med.unc.edu
Mindfulness Programs at UNC

Amy Weil, MD, FACP
Professor of Medicine and Social Medicine
Mindful Opportunity to Reflect on Experience (MORE)

Co-facilitated by Jonny Gerkin, MD, Department of Psychiatry & Amy Weil, MD, Department of Internal Medicine

- **Mind-body approaches** are widely used, and they put high value on, and **teach the power of, self-awareness and self-care**.

- Learning about mind-body medicine is consonant with an integrative model of healthcare with **Wellness as the Quadruple Aim**. Treatment is balanced with teaching, and prevention and self-care are given as much respect as procedures and pharmacological interventions.

- In order for providers to **understand the potential of mind-body approaches**, as well as apply them in clinical practice, we believe that they should experience these approaches themselves.

**Basic Session Structure:**
- Creation of a safe environment
- Check-in (share new reflections and insights)
- Introduction of a new mind-body medicine skill
- Process the experiential exercise (sharing insights)

**Timing/Location:**
- Thursdays, 8 weeks
- Cancer Hospital Chapel

**Requirements:**
- Desire to become facilitator and train others
- Ability to attend six of the eight sessions, at a minimum
Healer’s Art

• 15-hour elective taught in five evening sessions over eight weeks developed by Dr. Rachel Naomi Remen and taught at UNC since 2005

• Purpose: address the growing loss of meaning and commitment experienced by physicians nationwide under the stresses of today’s healthcare system

• Methods: highly interactive, contemplative and didactic

• Finding Meaning in Medicine: year round training and support for faculty who teach or want to teach the course

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Passing the Torch (PTT): Fostering Medical Humanism Through Faculty Role Models

- Fifteen session faculty development program now in its 4th year, originally funded with a nationally competitive grant and taught at 10 medical schools across the US

- Unique Aspects
  - Enhance Teaching Skills of Junior Faculty
  - Decrease Burnout of Junior Faculty
  - Increase Cross Institutional Respect/Collaboration/Appreciation among Disciplines
  - Create a More Humanistic Medical Center with Improved Patient Care and Job Satisfaction

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