

HEALTHCARE PROVIDER WELLNESS: PHYSICIAN HEAL THYSELF

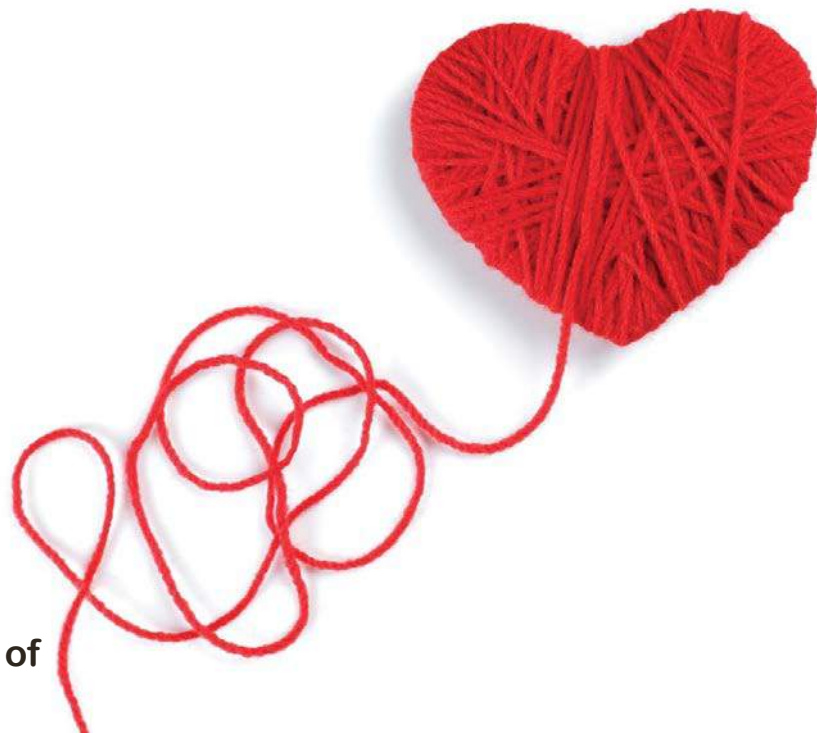
Carol Wittlieb-Weber, MD

Assistant Professor of Pediatrics

Physician Well-being Lead, Cardiac Center

Children's Hospital of Philadelphia/Perelman School of
Medicine

February 26, 2023



TALK OUTLINE



Why is it important to talk about healthcare provider well-being?

What are the key drivers of physician burnout?

What can you/your center do to improve physician well-being?

Image: CHOP Physician Well-being program

WHAT IS BURNOUT?

The World Health Organization included burn-out in ICD-11 as an occupational phenomenon (2019)

Burn-out is defined as a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed

Characterized by:

- Feelings of energy depletion or exhaustion
- Increased mental distance from one's job
- Reduced sense of professional efficacy



HOW BIG OF A PROBLEM IS THIS?



Physician Burnout Has Reached Distressing Levels, New Research Finds



Highlighted work by Shanafelt et al., published in Mayo Clinic Proceedings

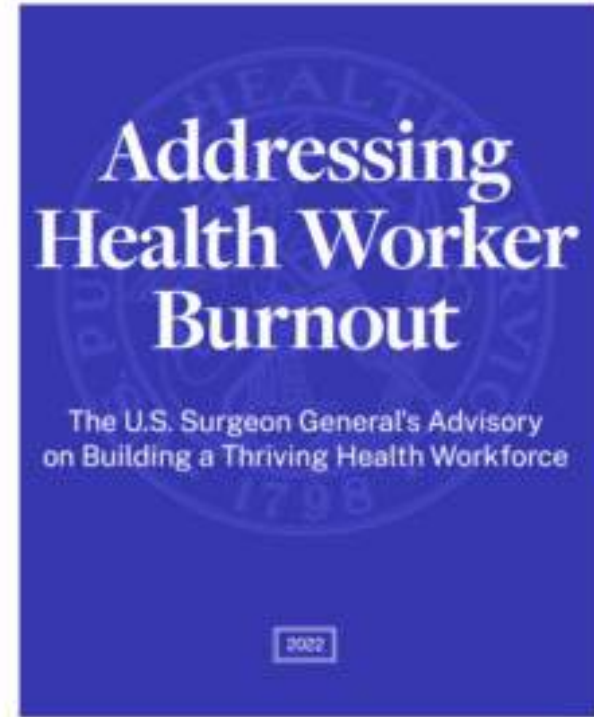


63% of physicians surveyed (n=2440) reported at least 1 symptom of burnout (end 2021-early 2022) → increased from 46% in 2011



Only 30% felt satisfied with their work-life balance → decreased from 43% in 2017

THE COST OF HEALTH WORKER BURNOUT



Patient care → decreased time spent between provider and patient, increased medical errors, staffing shortages

Healthcare workers → impaired cognitive function, increased risk of heart disease, diabetes, fertility issues, sleep disruption, anxiety, depression, substance misuse

Healthcare systems → estimates of annual burnout-related turnover costs are \$9 billion for nurses and \$6.3 billion for physicians

WHAT ARE THE KEY DRIVERS OF PHYSICIAN BURNOUT



HEAL 'THY-SELF' OR HEAL 'THY-SYSTEM'



Original Investigation | Psychiatry

Resilience and Burnout Among Physicians and the General US Working Population

Colin P. West, MD, PhD; Liselotte N. Dyrbye, MD, MHPE; Christine Sinsky, MD; Mickey Trockel, MD, PhD; Michael Tutty, PhD; Laurence Nadelec, PhD; Lindsey E. Carlasare, MBA; Tait D. Shanafelt, MD



Cross-sectional national survey study of 5445 US physicians and 5198 individuals in the US working population

Levels of resilience were greater among physicians than among the general working population

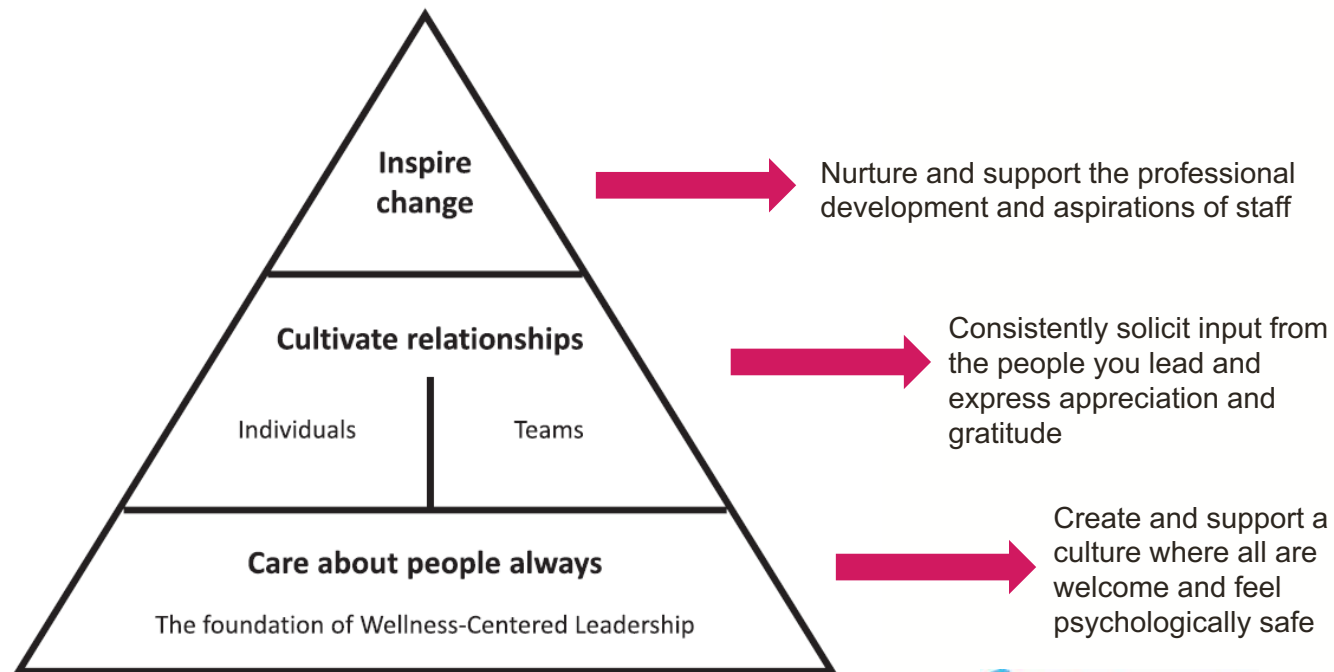
Physician resilience was inversely associated with burnout symptoms

Symptoms of burnout were common even among physicians with the highest possible resilience score



HOW DO WE 'FIX' THIS?

Wellness Centered Leadership Model



STANFORD MODEL OF PROFESSIONAL FULFILLMENT

A culture that prioritizes caring, authenticity, and transparency; promotes personal and professional thriving, and healthy work-life boundaries



Team members are able to function at their highest capacity and systems are in place to maximize efficiency in clinical and non-clinical work

Individuals have the time, skills, and resources they need to manage stress and maintain their physical, mental, and emotional health



WHAT HAVE WE DONE AT CHOP?

We got
organized

We got
data

We got
resources



- CHOP Provider Well-being Survey
- Cardiology Burnout Survey
- Cardiology Faculty Retreat

PHYSICIAN WELL-BEING AT CHOP

Chief Wellness Officer

1.0 FTE

Director of Physician Wellbeing

0.4 FTE MD

1.0 FTE program coordinator

Physician Wellbeing Leads (N=54)

At least 5%
protected time

- **Cardiac Center Wellbeing Committee**

- Cardiac Anesthesia
- Cardiac Surgery
- Cardiac ICU
- Cardiology
- Nursing
- Advanced Practice Providers



WELL-BEING 'WINS'

CHOP Cardiology

- POD RN model for outpatient clinic
- New coverage model for community hospitals

CHOP Cardiac Center

- Recognition program
- Fitness Initiative
- Procedural team burnout mitigation project in partnership with Arena Strive

YOU CAN'T FIX ALL OF THE PROBLEMS AT ONCE!



THANK YOU



WITTLIEBC@CHOP.EDU

WELLNESS VS. WELL-BEING



Wellness is *'the state of being healthy, especially when you actively try to achieve this.'*



Well-being is considered *'general health and happiness, a state of emotional/physical/psychological well-being'.*



Within these definitions, it can be easily said that *wellness* is the day-to-day pursuit of attaining a sense of *well-being*. To put it simply, the difference can be seen as *action* versus *result*.