

A SPOTLIGHT ON FELLOW WELLNESS

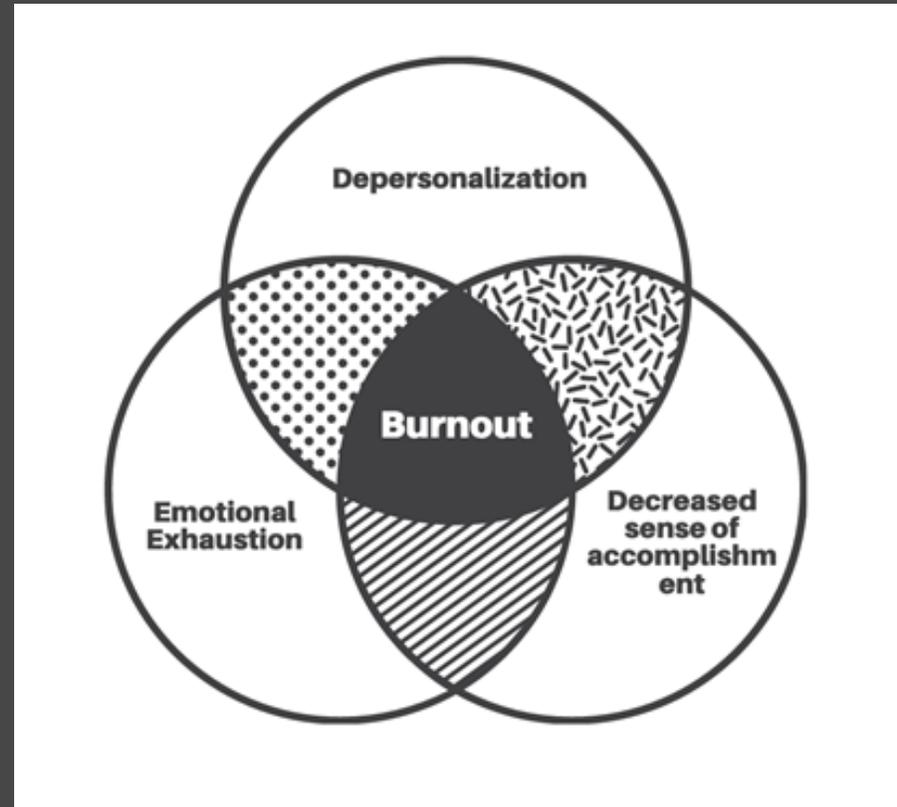
Karen Chao, MD

Pediatric Hematology-Oncology Fellow
@ Medical College of Wisconsin

MCW Innovations in Healthcare
Education Research Conference

September 22, 2021

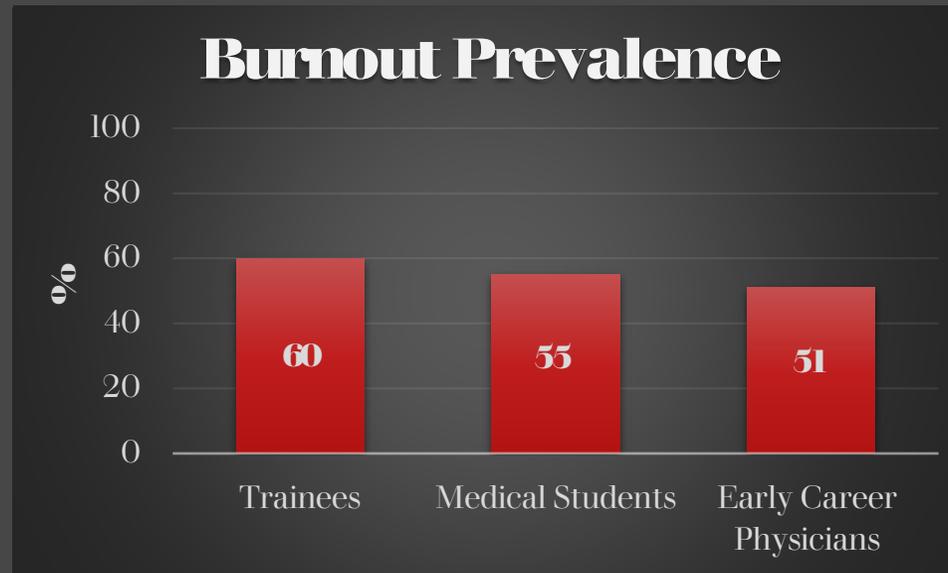
Burnout



Maslach, 1997

Physician Burnout

- Prevalent in all stages of training
- Greatest prevalence in all resident and fellow trainees

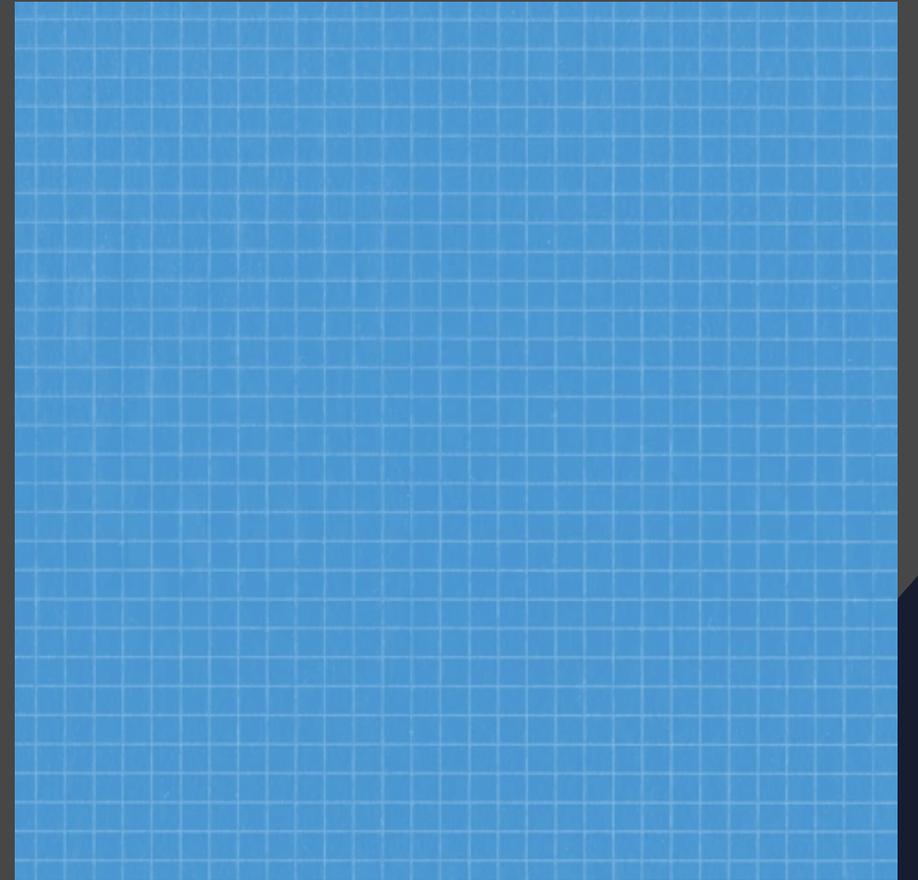


Burnout in Pediatrics

- Periodic Survey of American Academy of Pediatrics (AAP) members (n=1616) [2012]
 - 22% pediatricians currently experiencing burnout
 - 45% experienced burnout in the past
 - 24-46% pediatric interns at Stanford experienced burnout by February – and persisted throughout training
 - 54-56% rate of burnout in pediatric residents (2016-2018)
 - Higher rates seen in specific pediatric subspecialties (hematology/oncology, NICU, PICU, pediatric surgery)
 - Up to 71% in pediatric intensivists
-

Consequences of burnout

- Decreased/loss of professionalism
- Worse quality of care/medical errors
- Decreased patient satisfaction with care
- Relationship troubles
- Depression
- Poorer personal health behaviors (substance abuse, suicide)
 - Rates of physician suicide are 6x higher than in general population



Risk Factors Predictive of Burnout

- 1. Excessive workload and high fatigue
 - 2. Lack of control
 - 3. Lack of recognition for work done
 - 4. Insufficient social support
 - 5. Sense of Unfairness/Poor transparency
 - 6. Conflicts in personal or organizational values
-

Interventions

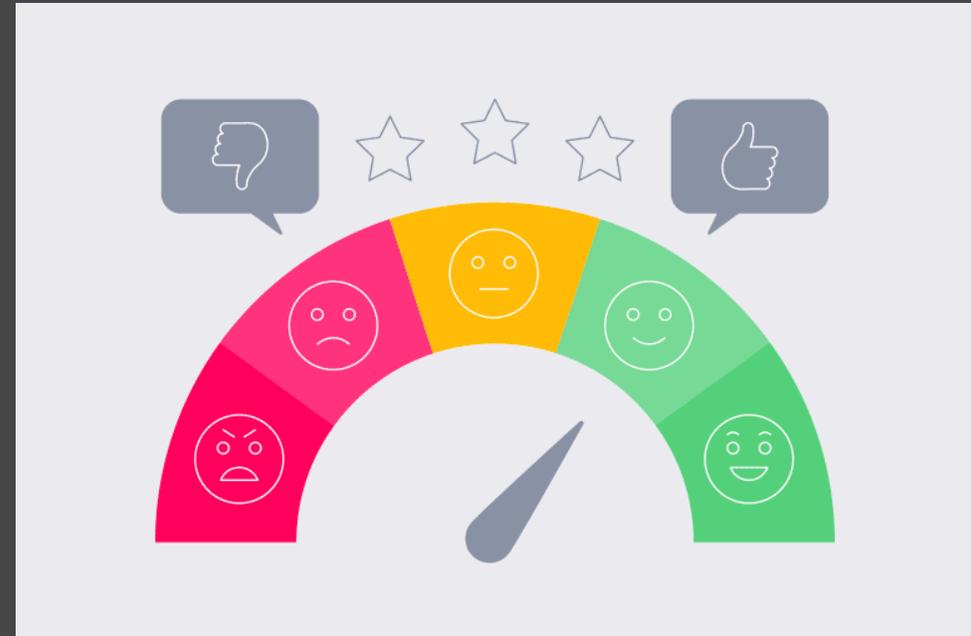
- Build resilience
 - 1) Boost job-related gratification from patient-physician interaction or medical efficacy
 - 2) Encourage practices and routines
 - 3) Cognitive reframe
 - Identification of wellness champions at divisional/departmental leadership, faculty, and trainee levels
 - Workshops – self-compassion, mindfulness, reflection, shared experiences, didactics, communication skills training - longitudinally
 - Target mental, physical, and social health
-

MACC Fund Wellness Committee

- Wellness goes beyond merely the absence of distress and includes being challenged, thriving, and achieving success in various aspects of personal and professional life
- Created in 2020
- Subcommittees
 - Physical/social wellness: Outdoor Events, weekly Wednesday workouts, disease-based team contests
 - Mental wellness: Mindfulness, Gratitude boards, Fellow Spotlight, Wellness Wagon
 - Patient Celebrations: Sympathy cards, Remembrance Ceremony, Comfort Bags
 - Communication: Newsletter
- Needs Assessment
 - Anonymous Survey: Maslach Burnout Inventory Health Professional Questions

Fellow Sub-Analysis

- 3/8 fellows responded
Emotional Exhaustion – HIGH
Feelings of Depersonalization – HIGH
= High risk of burnout



Fellow Spotlight

- Started April 2021
- Predetermined order of fellows, will be spotlighted twice a year
- Secured funding within wellness committee for gift cards
- Trainee and Burnout Survey

AUGUST FELLOW SPOTLIGHT!

DR. KAREN CHAO



Please share any positive feedback or vibes!

Trainee Burnout and Wellness Survey

0% 100%



Fellows -
Thank you so much for all the work that you do for our department and our patients. Your efforts have not gone unnoticed. We want to recognize you for them!

Please help us evaluate this initiative so we can maximize what's working and make improvements to what isn't. Thank you for your time!

During the past month, have you felt burned out from your work?

Please indicate to what extent you agree or disagree with each statement.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I feel valued at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Fellow Spotlight improved my wellness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

0% 100%



Fellows -
Thank you so much for all the work that you do for our department and our patients. Your efforts have not gone unnoticed. We want to recognize you for them!

Please help us evaluate this initiative so we can maximize what's working and make improvements to what isn't. Thank you for your time!

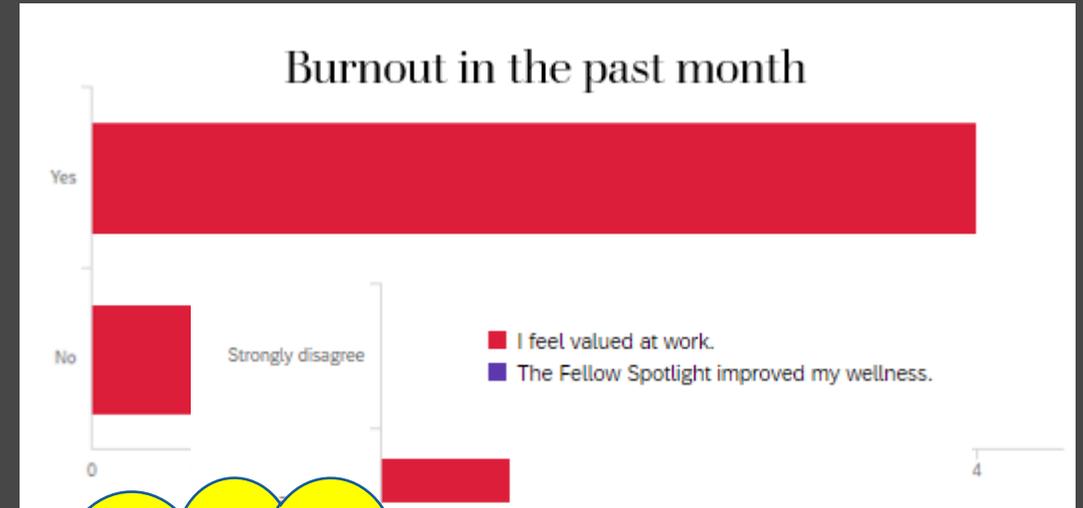
You indicated that the Fellow Spotlight improved your wellness.

	Positive Comments	Gift Card	Both	Neither
What was more helpful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How can we improve your wellness and/or the Fellow Spotlight initiative?

Preliminary Data

- 5 Fellows have been spotlighted
 - (5) week 1 responses, (2) week 4 responses
- 4/7 revealed feeling burnt out within the past month
- 1 fellow did not feel valued at work prior to receipt of the fellow spotlight certificate – improvement to neither agree or disagree at 4 weeks
- This initiative improved the wellness for 100% of fellows, with 50% showing sustained improvement in wellness at 4 weeks (N=2)



I think comments from families go a long way, so if there is a potential way to include more families that would be great

“Inclusion of patient comments was especially nice and uplifting. If soliciting patient comments is sustainable, this would be great.”

The parent comments were hands-down the best because they catch you off-guard with how honest the feedback was. You feel seen - they know how hard you work on their behalf, and having them recognize that, in written form, was really special. Those comments impacted me the most. Do you think you could improve the process of soliciting parent/patient feedback more consistently?

Lessons Learned

- Soliciting comments
 - Range of technology savvy (QR code, email link)
 - Printed flyers in every team workroom
 - Utilizing high traffic areas for patient/family views
 - Having nurse coordinators send emails to fellow's primary patients, talk about it at clinic visit
 - Reminders: biweekly emails, at the end of meetings
 - Administrative support
 - Creating spotlight flyers each month
 - Putting flyers up in 10+ distinct areas of the MACC Fund
 - Transcribing comments onto a certificate to be laminated
-