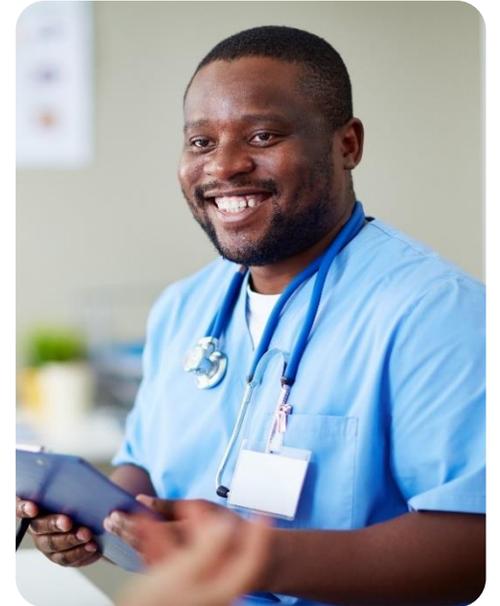


Texas Medical Association TexMed 24



Physician health and wellbeing: From training to retirement. How effective physician wellbeing initiatives can have a positive impact on resilience and professional fulfillment.

Robin Dickey, PhD, MA, LPC-S, ACC, NBC-HWC

Jasmine Holmes, EdD, MA, LPC

Meet Robin



Robin Dickey, PhD, MA, LPC-S, ACC, NBC-HWC
Manager, Faculty Assistance Program | University Ombuds Office
UTHealth Houston

UT since 2007

- UTSW, UTA, UTMB, UTHealth Houston
- UT values align with my personal and professional values

Dissertation-lived experiences of burnout and resilience among
female academic physicians

- Importance of effective physician wellbeing initiatives
- Physician wellbeing=Wellbeing for all (no pressure)

Meet Jasmine



Jasmine Holmes, EdD, MA, LPC
Faculty Assistance Specialist

- ❖ UTHealth Houston since 2022
- ❖ Professional focus includes helping others in identifying barriers to professional fulfilment and fostering opportunities for growth

Poll the Audience

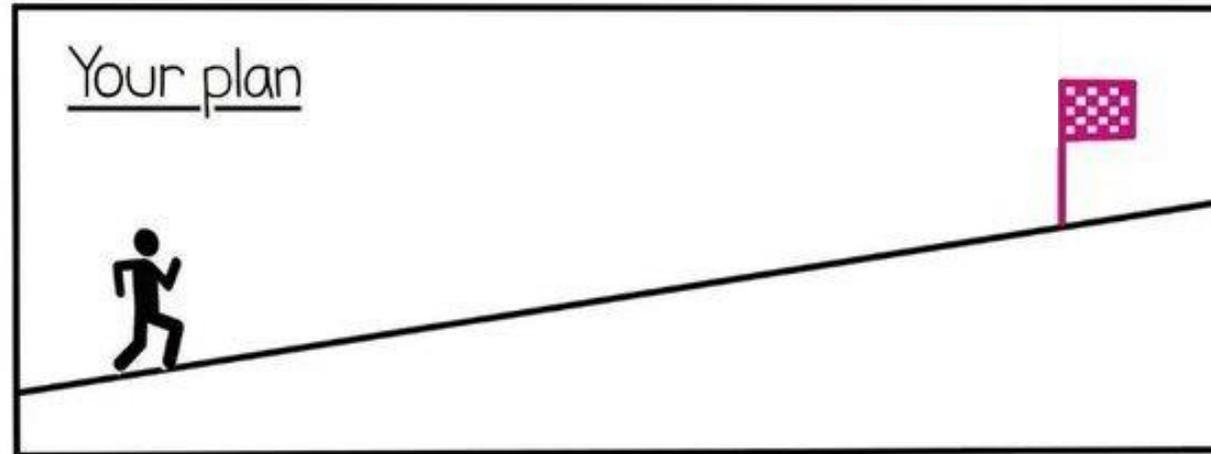


- Medical Students?
- Graduate Medical Learners?
- Newly practicing?
- Mid-Career?
- Nearing retirement?
- Retired/just practicing for funzies?
- UTHealth Houston or other UT institutions?

Today we will discuss:

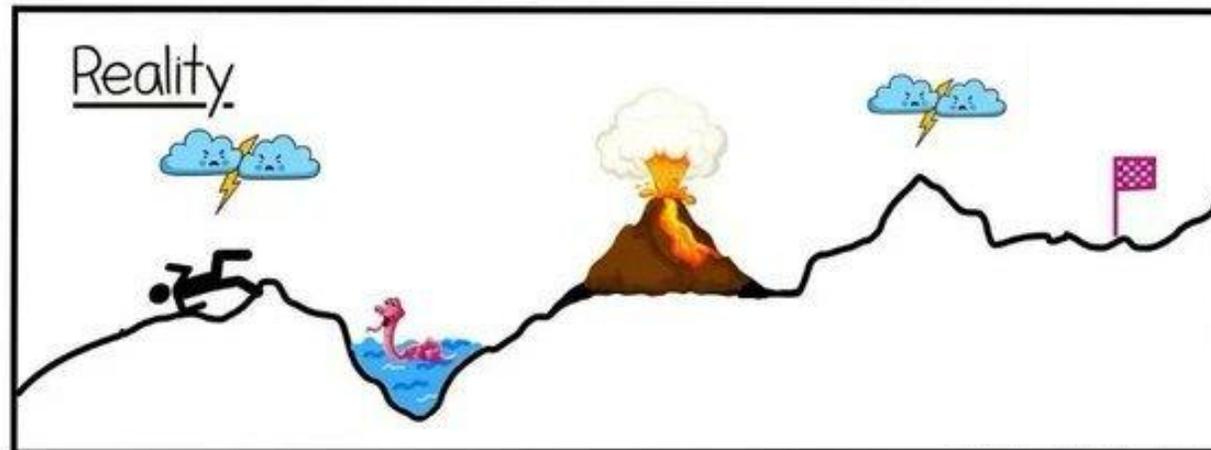
- The challenges that impact physician wellbeing.
- The necessity for tailored strategies rather than a “one size fits all” approach to physician wellbeing with a focus on values, visibility, and a culture of support.
- The various institutional initiatives implemented at UTHealth Houston to support physician wellbeing across their career timeline from medical school through retirement.

Medical Career Timeline

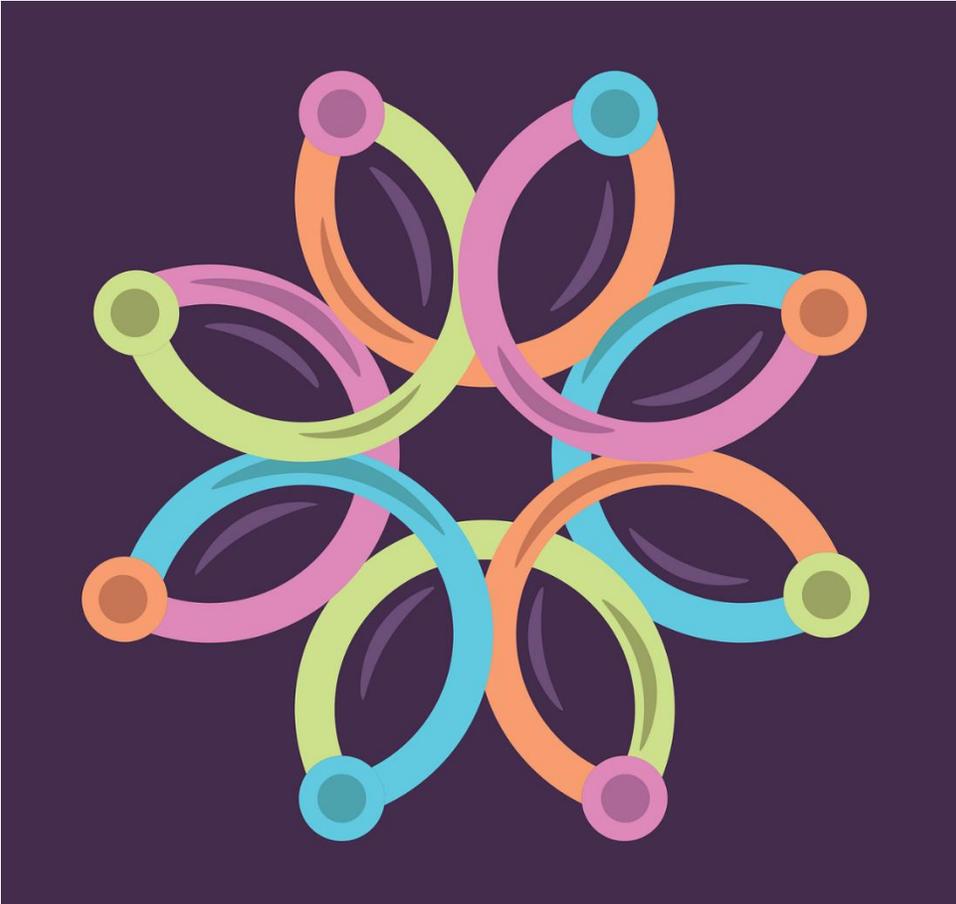


START

FINISH



Wellness Initiatives



- Effective institutional initiatives promote, support and inspire wellbeing throughout a physician's career.
- Multidimensional approach

8 Dimensions of Wellness



Burnout Information

Recognizing Burnout

Each of the three categories below are characterized by signs and symptoms associated with burnout. These signs and symptoms exist along a continuum and may overlap. The degree and severity of these symptoms could determine the difference between stress and burnout. It is NOT ONE behavior or incident – it is a pattern or sudden change often witnessed through appearance and behavior. Below are some examples of what to look for:

EMOTIONAL EXHAUSTION	DEPERSONALIZATION	REDUCED SENSE OF PERSONAL ACCOMPLISHMENT
<ul style="list-style-type: none">• Chronic fatigue• Insomnia• Forgetfulness• Physical symptoms and/or illness• Loss of appetite• Anxiety• Depression• Anger	<ul style="list-style-type: none">• Loss of enjoyment or interest• Pessimism• Isolation• Detachment• Lack of effort or concern	<ul style="list-style-type: none">• Feelings of apathy and hopelessness• Increased irritability• Lack of productivity• Poor performance

In Academic Medicine

Emotional Exhaustion:

- Could also include Compassion Fatigue
- No relief from ongoing and increasing demands

Depersonalization:

- Clinical work is less rewarding
- Not feeling connected with your helper identity or the reasons you went into this field

Reduced Sense of Accomplishment:

- Imposter Syndrome
- Wearing many different hats with many different expectations
- Often a “thankless” job

Burnout at UTHealth

- In 2016, the University of Texas System (UTS) launched an initiative through the auspices of the UTS Faculty Advisory Council to address the growing problem of physician burnout.
- Presidents of the individual institutions were charged with assessing the actual extent of burnout and dissatisfaction among their physician faculty and appropriately addressing the problem.
- A survey carried out by the UTHealth Interfaculty Council revealed that nearly 40% of McGovern Medical School (MMS) faculty reported moderate to severe levels of burnout, prompting the creation of the Physician Burnout and Resilience Task Force.

Burnout at UTHealth



Task Force Findings:

- A general consensus among the MMS clinical faculty that they love what they do but experience daily frustration in how they do it.
- Institutional efforts to improve faculty resilience were either lacking or not well articulated or advertised, leading faculty to feel unrecognized and unsupported as they attempt to manage their own stress, maintain a healthy attitude and achieve work-life balance.
- It was also agreed that there would be no one-size-fits-all set of solutions.

Burnout at UTHealth



Task Force Recommendations:

Faculty Resilience

- a. Implementation of Faculty Ombuds and Departmental Wellness Leadership Positions
- b. Improved Faculty Assistance Program Awareness and Offerings
- c. Improved Faculty Recognition

Values and Professional Fulfillment

[Putting Patient Care Before Paperwork: TMA Addresses Burnout \(texmed.org\)](#)

- A March 2019 survey by CompHealth and the American Academy of Family Physicians found that 71% of physicians reported administrative burden as one of the **top causes of unhappiness** on the job and one of the greatest distractions from patient care.

[Joy of Medicine \(texmed.org\)](#)

- “Whether it's financial challenges, clinical challenges, logistical challenges, time challenges, all the things that we face all day long, in the moment, when you start to feel that sympathetic drive go up ... in that moment, you literally **shift your focus** and ask yourself, ‘What’s important to me? Why am I here? Why am I doing what I’m doing?’” -Scott Conard, MD

Sample Values

Accountability	Belonging	Boldness	Challenge
Change	Communication	Community	Competence
Cooperation	Collaboration	Chaos	Creativity
Curiosity	Decisiveness	Respect	Diversity
Effectiveness	Efficiency	Encouragement	Excellence
Excitement	Expertise	Fairness	Serenity
Family	Truth	Freedom	Friendship
Fun	Health	Helping/Serving Others	Helping society
Honesty	Humor	Independence	Influencing
Innovation	Harmony	Integrity	Learning
Wealth	Knowledge	Love	Loyalty
Leisure	Location	Merit	Status
Mastery	Meaningful work	Responsibility	Stability
Openness	Order	Teamwork	Wisdom
Power	Prestige	Spirituality	Productivity
Quality	Recognition	Relationships	Work/Life Balance

Values Alignment



What is it that you believe you do that makes a difference to other people?

Why do you do what you do?

What is it that you believe you do that makes a difference to patients and/or colleagues?

What strengths do you possess that you put into action while doing what you do?

UTHealth



MISSION

The mission of UTHealth Houston is to educate health science professionals, discover and translate advances in the biomedical and social sciences, and model the best practices in clinical care and public health.

- We pursue this mission in order to advance the quality of human life by enhancing the diagnosis, treatment, and prevention of disease and injury as well as promoting individual health and community well-being.

VISION

- Excellence above all in the quest to be an acknowledged leader in the collaboration to treat, cure, and prevent the most common diseases of our time through education, research, and clinical practice.

BONUS UT System posts all 14 institutions' mission statements

[Current Mission Statements \(utsystem.edu\)](https://utsystem.edu)

UTHealth Wellness Missions

The Student Wellness and Resilience (W&R) Committee

An assembly of students representing all four years united to promote health and well-being at McGovern. This committee convenes regularly to develop, enhance, and implement various wellness initiatives.

The Office of Admissions and Student Affairs (OASA)

Growing a culture of wellness through a longitudinal and holistic program that will promote the importance of health and well-being throughout medical school and beyond.

- Vision Statement- We function to produce exemplary, patient-centered physicians. We believe that starts with physicians being well, a journey that begins in medical school. Our job is to inspire and empower our students to prioritize their overall well-being.

UTHealth EAP and Wellness Services

Vision

Grow UTHealth Houston into an academic health force of faculty and staff who thrive and exude wellness in their work, personal and social lives.

Mission Statement

Perpetuate change at UTHealth Houston that transforms the employee wellness culture into one grounded in a [multi-dimensional approach](#) to achieving total life wellbeing.



Texas Medical Association



Vision: Improving the Health of All Texans

Mission: Empowering Texas Physicians in the Practice of Medicine

5 year strategic plan PDF available on website.

Do you know your school's/workplace's mission or vision statements?

Do your values align with your school/workplace?

What wellness initiatives exist at your school/workplace?

Creating a Culture of Support

- A physician holds the capacity for managing and avoiding burnout by educating themselves on the causes, symptoms, and personal actions that can be taken to avoid the associated symptoms.
- There are additional organizational considerations that play an integral role in managing burnout on a greater scale:
 - Recognizing the necessity of work-life harmony initiatives
 - Effective wellness programs
 - Creating a culture of support

Organizational Culture



- Organizations have distinct cultures
- Behaviors, norms, rituals, philosophies, traditions, rules of the game, values, mental models, symbols, etc.
- Culture **determines what is acceptable**, desired practice
- Culture also creates an innate ideal or model perception for an organization's desirable future leaders

Creating a Culture of Support

■ Hiring Practices

- Embed clarity and values to position descriptions
- Interview intentionally

■ Performance Management

- Embed goals and values in appraisals

■ Rewards and Recognition

- Set achievement levels around goals and values
- Reward and recognize employees who meet those levels of achievement



UTHealth Culture of Support



University Ombuds

- A confidential, independent, informal, and neutral place for directing students, medical graduates, postdoctoral fellows, staff, and faculty to appropriate information and resources. The Ombuds may assist with providing a space to express concerns, resolve conflicts, problem solving, discuss academic or administrative concerns, and enhance interpersonal and communication skills.

UTHealth Houston Wellness Committee

- Support faculty, staff and students in reducing workplace stress by encouraging the implementation of policies and social support in a healthy environment.

The McGovern Medical School Wellness Committee

- Planning, organizing, and disseminating wellness initiatives for faculty, staff, and students.

Women Faculty Forum

- Advocacy. Opportunities for professional development. Networking.

Faculty Senate

- Faculty Mental Health Taskforce

UTHealth Culture of Support

The Student Wellness and Resilience (W&R) Committee

- Social Media
Fitness, nutrition, and stress-relief strategies are disseminated to the student body through social media.
- Fall Wellness Fair is an annual event with 10 stations featuring flu shots, financial wellness information, relaxation activities, nutrition assessments, fitness challenges, a service project, and more.
- ROSE|THORN Project serves to connect McGovern students through shared experiences, provide tangible solutions to common dilemmas, and positively impact the well-being of students in the clinical years.
- Spring Wellness Week
- A series of interactive sessions designed to boost well-being.
- The Well-Monthly newsletter that serves to positively impact the well-being of the McGovern student community by highlighting a myriad of wellness-related content.

Visibility

Wellness initiatives are only effective if people know they exist.

- Outreach Effort
- Virtual Presence
- Physical Presence



Effective visibility of services and resources increases utilization and showcases a culture of support.

About Us

Student Health & Counseling Services

- Student Health & Counseling Services
- Student Counseling Services
 - About Us**
 - Providers & Staff
 - Services Provided
 - Schedule an Appointment
 - Emergency & After Hours Care
 - Billing & Insurance
 - Wellness Connection Blog
 - Confidentiality
 - Frequently Asked Questions
 - Contact Us
- Student Health Services
- Student Health Survey

About Student Counseling Services

UTHealth Houston's Student Counseling Services is committed to providing exceptional care for the mental health concerns of the more than 5,500 students enrolled in its six schools of health. We have a diverse staff of mental health professionals including doctoral level psychiatrists and psychologists.

Every enrolled student is eligible for services. The first visit is complimentary. Subsequent visits are billed through your health insurance.

Strict standards of confidentiality are always maintained. Our office is conveniently located in the UT Professional Building in the heart of the Texas Medical Center. We are available for both in-person and virtual visits at your convenience.

Students Seek Counseling for Many Different Reasons, Including:

- Academic stress
- Adjustment difficulties
- Alcohol/drug use
- Anxiety
- Body image concerns
- Burnout
- Career development
- Compulsions
- Depression
- Eating concerns
- Family or personal illness
- Focus/attention concerns
- LGBTQ+ concerns
- Loss and grief
- Mania
- Obsessions
- Parental divorce
- Perfectionism
- Personality disorders
- Psychosis
- Relationships: family, friends, romantic, roommates
- Self-esteem issues
- Trauma

UTHealth Employee Assistance Programs

[EAP Home](#) | [Programs & Services](#) | [Tools](#) | [Resources](#) | [News & Events](#) | [About](#) | [Contact Us](#)

[Explore all UTHealth Assistance Programs](#)

[Emotional health resources](#)

[Dealing with a crisis? Help is available here.](#)

UT Health EAP addresses the following dimensions of your wellbeing



Latest Wellness News



UT Physicians doctor shares how to break up with alcohol for Dry January



December Well Connected podcast looks at conflicts during holiday gatherings

Wellness Calendar

JAN
10
2023

January Well Connected Podcast Episode

JAN
11

January Well Connected Podcast

Employee Well-being Newsletter

January 2023

Employee Assistance and Well-being Programs

The following resources are available to all UTHealth Houston faculty, staff, residents and fellows



Newton Cheng
Director of Health + Performance
Google

[Listen to Episode 1-23](#)

January Well Connected podcast

Journey to mental well-being

Listen as our guest Newton Cheng shares his successful journey to mental well-being after experiencing burnout and taking mental health leave from his leadership position at Google.

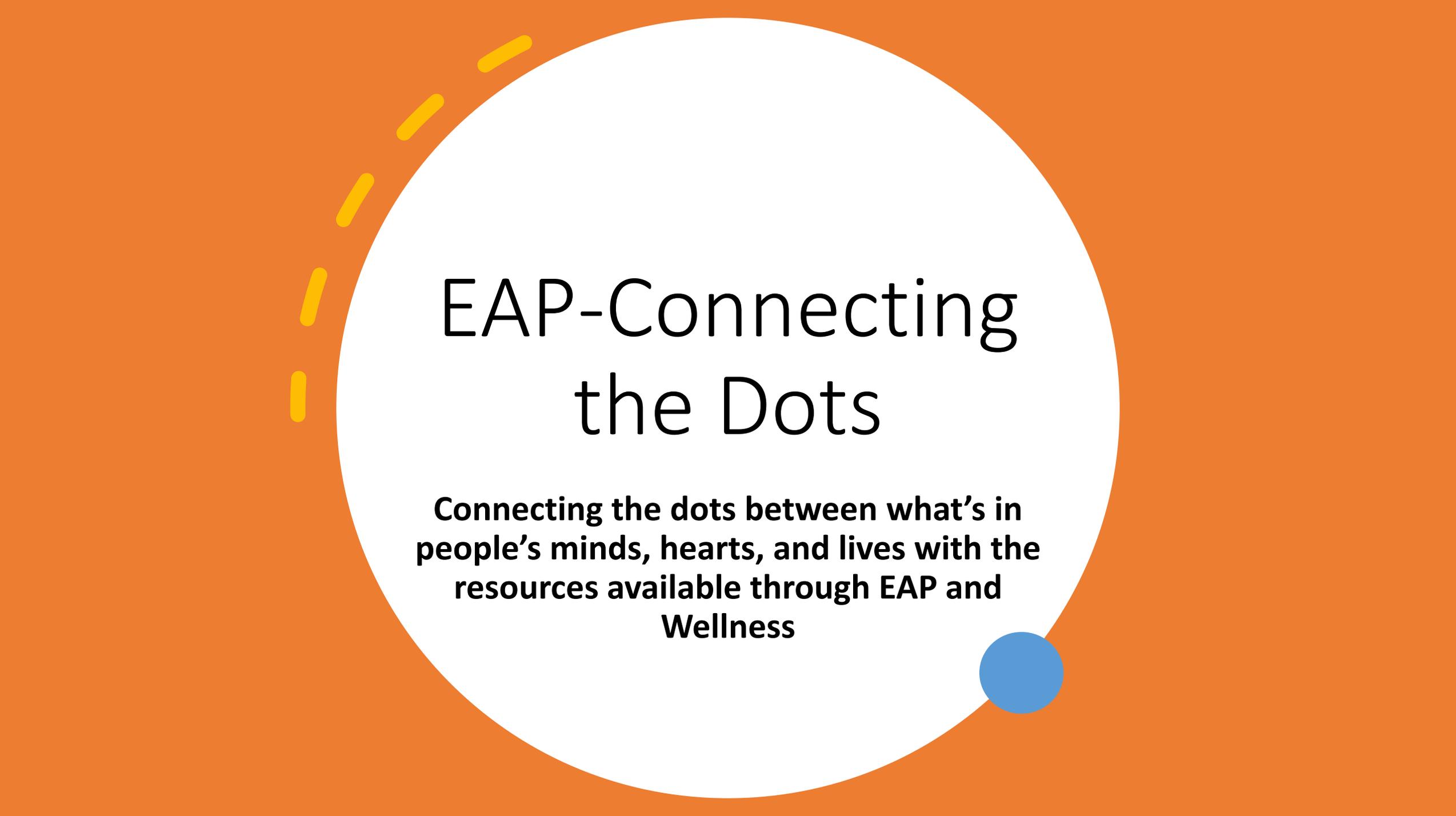
Newton is a husband and father, competitive powerlifter, and is Director of Health + Performance at Google. He takes a special interest in the intersections of human performance and spirituality, and is an advocate for speaking vulnerably about mental health.

Also available on [Apple](#), [Google](#) and [Spotify](#)



Mental health help

January typically is the month that many use to reset their goals and motivation towards an improved outcome. This is a quick reminder that our mental well-being is not separate from the other dimensions of well-



EAP-Connecting the Dots

**Connecting the dots between what's in
people's minds, hearts, and lives with the
resources available through EAP and
Wellness**



Employee Assistance



Connect the dots to support overall wellbeing



Assessment and Referral Services for staff and family members who seek help for short-term counseling or worklife services



Referral to internal staff, network of providers, community resources



Case management services to provide support and accountability to staff who use EAP services for high risk/high impact issues



Fitness for duty evaluation and coordination and return to work



Retirees maintain EAP benefits

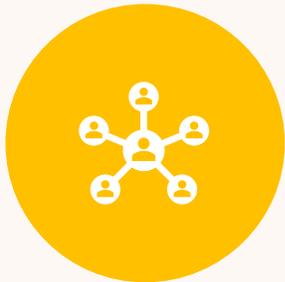
Faculty Assistance



Connect the dots between performance issues and possible personal or workplace issues



Provides support and intervention for faculty to address personal issues impacting on the faculty member's professionalism, workplace conflict or standards of conduct

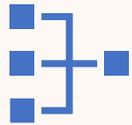


Coaching faculty around wellness, professionalism, burnout, conflict, communication, etc.



Fitness for duty evaluation and coordination and return to work

Fellow and Resident Assistance



Connect the dots to help coordinate work and life effectively



Assessment and Referral Services for short-term counseling or worklife services



Referral to internal staff, network of providers, community resources



Case management services to provide support and accountability to staff who use EAP services for high risk/high impact issues



Fitness for duty evaluation and coordination and return to work

Wellbeing Services

Wellness
Podcast

Your Money
Line

Meditation

Nursing
Mother
Rooms

Professional
Development

Wellness
Champions

Worklife Services

Legal /Financial consultation & referral

Childcare consultation & referral

Elder care consultation & referral

ID Theft Protection

TMA Wellness!

Texas Medical Association [Wellness First \(texmed.org\)](https://www.texmed.org)

- [Counseling, Crisis Resources](#)
- [Wellness Learning Resources](#)
- [Wellness Articles](#)
- [Wellness Self-Assessments](#)
- [Local Physician Wellness Programs](#)
- [Contact Information](#)

TMA Wellness!

Texas Medical Association [With You All the Way \(texmed.org\)](https://www.texmed.org)

Wellness related resources for:

- Medical Students
- Residents/Fellows
- “Young” Physicians (first eight years)
- Physicians (8+ years)

References

[Physician Burnout and Resilience Task Force White Paper](#)

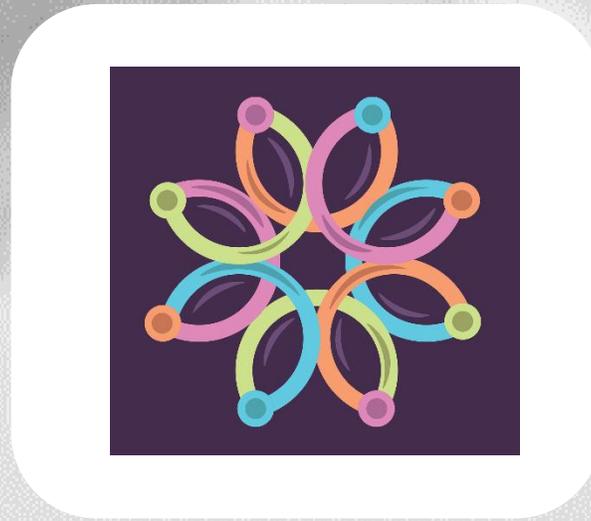
Texas Medical Association [With You All the Way \(texmed.org\)](#)

Texas Medical Association [Wellness First \(texmed.org\)](#)

Texas Medical Association [Vision, Mission, and Goals \(texmed.org\)](#)

Texas Medical Association [Putting Patient Care Before Paperwork: TMA Addresses Burnout \(texmed.org\)](#)

Texas Medical Association [Joy of Medicine \(texmed.org\)](#)



Stay Connected!

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