OR-A-GME026 Policy

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<th>Well-Being Policy</th>
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<td>Department/Section</td>
<td>CHRISTUS Office of Research and Academics</td>
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<tr>
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**Purpose**

To define ways for all CHRISTUS Health Sponsored Graduate Medical Education (GME) training programs accredited by the Accreditation Council for Graduate Medical Education (ACGME), or other educational accreditation bodies, are supported in their efforts to become competent, caring and resilient physicians.

**Scope**

This policy applies to all CHRISTUS Health Sponsored ACGME and non-ACGME accredited residency and fellowship programs.

**Definitions**

- **Burnout**: Long-term exhaustion and diminished interest in work. Dimensions of burnout include emotional exhaustion, depersonalization, and feelings of lack of competence or success in one’s work. Burnout can lead to depression, anxiety and substance abuse disorders.

- **Resident**: Any physician in a CHRISTUS Health Sponsored ACGME-accredited or ACGME non-accredited graduate medical education program including all residents and fellows.

- **Resilience**: The ability to withstand and recover quickly from difficult conditions or situations. During training, Residents may face difficult patient care, educational or personal events which have the ability to negatively affect their Well-being. Decompressing after such situations, through conversation with peers, mentors or family, and self-care activities, can increase Resilience.

- **Well-being**: Refers to the state of being healthy, happy and successful. Well-being may be positively increased by interacting with patients and colleagues at work, being intellectually stimulated and by feeling that one is making a difference/helping. In addition, self-care activities, including exercise, getting plenty of rest and connecting with others, is beneficial.

**Policy**

In the current health care environment, residents and faculty members are at increased risk for burnout and depression. Psychological, emotional, and physical well-being are critical in the development of the competent, caring, and resilient physician. Self-care is an important component of professionalism; it is also a skill that must be learned and nurtured in the context of other aspects of residency training.

CHRISTUS Health is committed to providing a safe environment and to protecting the health and welfare of patients, students, faculty, visitors and employees as well as residents.

Residents are expected to report to the CHRISTUS Health Sponsored programs fit for duty, which means they are able to perform their clinical duties in a safe, appropriate and effective manner showing concern, respect, care and cooperation with faculty, staff, patients and visitors.

CHRISTUS Health encourages residents to seek assistance voluntarily before clinical, educational and professional performance is affected.

**Institutional Support**

CHRISTUS Health provides Residents and their families with resources and services that motivate, encourage, and promote healthy lifestyles and foster Resilience. Services include:
1. Employee Assistance Program (EAP): Confidential and free counseling services which include in-person visits and 24/7 telephonic counseling.
2. Occurrence Reporting: Patient and employee safety reporting for actual events and near misses.
3. Residents have access to healthy food and beverage options at CHRISTUS Health cafeterias and from other on-campus food purveyors.
4. All Residents participate in Event and Error Prevention conferences during training.
5. The Office of Research and Academics (ORA) is a safe place where Residents can ask for and receive help with various needs including academic counseling, coaching, and mentoring.
6. CHRISTUS Health facilities provide Resident call room for on-call Residents, free of charge.
7. Meal funding support is also provided to Residents taking overnight in-house call and for Residents who must return to the hospital to provide care when scheduled to home call.
8. Residents may take advantage of free taxi service to and from the hospital in the event that they are too fatigued to drive home after a clinical shift.
9. All Residents and core faculty are required complete an annual learning module on sleep alertness and fatigue mitigation.

Program Support
1. There are circumstances in which Residents may be unable to attend work, including but not limited to fatigue, illness, and family emergencies.
   a. Each program has policies and procedures in place to ensure coverage of patient care in the event that a Resident may be unable to perform their patient care responsibilities.
   b. These policies will be implemented without fear of negative consequences for the Resident where is unable to provide the clinical work.
2. Residents have the opportunity to attend medical, mental health, and dental care appointments, including those scheduled during their work hours. Residents must follow the program’s procedures for scheduling and notification of these appointments.
3. Residents are encouraged to alert the Program Director, a faculty mentor or Chief Resident when they have concern for themselves, a Resident colleague or a faculty member displaying signs of Burnout, depression, substance abuse, suicidal ideation or potential for violence.

Resident Responsibility
1. Residents are responsible for reporting to CHRISTUS Health facilities fit for duty and able to perform their clinical duties in a safe, appropriate and effective manner free from the adverse effects of physical, mental, emotional and personal problems including impairment due to fatigue.
2. Residents have a professional responsibility to appear for duty appropriately rested and must manage their time before, during and after clinical assignments to prevent excessive fatigue.
3. Residents are responsible for assessing and recognizing impairment, including illness and fatigue, in themselves and in their peers.
4. If a Resident is experiencing problems, he/she is encouraged to voluntarily seek assistance before clinical, educational and professional performance; interpersonal relationships or behavior are adversely affected.
   a. Residents, who voluntarily seek assistance for physical, mental, emotional and/or personal problems, including drug and alcohol dependency, before their performance is adversely affected, will not jeopardize their status as a Resident by seeking assistance.
5. Residents must maintain their health through routine medical and dental care and if needed mental health care.
6. Non-urgent appointments may be scheduled in advance with appropriate permission using their allocated sick time.
7. At no time will residents be denied visits for acute care for illnesses (physical or mental) or dental emergencies during work hours.

Resources Available to all Residents and Fellows
Physician impairment and substance abuse, counseling and behavioral health services
1. Resident physicians are provided a confidential means of seeking and obtaining treatment for addictive disease and mental or physical impairment.
2. Subsequently the Program Director must be informed and will decide further action, if any.
3. The Program Director will make all efforts to confirm the accuracy and the validity of the observations brought to the Program Director’s attention. Added consultation should be obtained with the applicable Chief Medical Officer and Designated Institutional Official.
4. If further consultation is needed, the Program Director, in agreement with the Resident, will pursue a course of action of referral of the resident to counseling and/or behavioral health services.
5. Non-compliance by the Resident may justify relief from patient care responsibilities or may be an indication for utilizing the disciplinary process as described in the CHRISTUS Health Institutional Policy ORA-GME009 Physician Impairment.

6. The continuing service of the Resident in patient care will depend upon professional advice regarding Resident capability, degree of disability and compliance with any planned treatment as determined by counseling/behavioral health evaluation and the Program Director.

7. The Program Director has the responsibility to insure that these guidelines are maintained.

8. Any continuing treatment will be monitored by the appropriate selected counseling/behavioral health entity or person, and the Program Director will be required to be notified of the outcome in determining the fitness of the Resident to return to patient care responsibility.

9. During all phases of the counseling and consultation process, complete privacy and confidentiality for the resident must be maintained.

References/Regulations/Requirements

1. ACGME Institutional Requirements (effective July 1, 2017)
2. Employee Assistance Program
   Access by phone: 1-866.695-6327
   Access online: www.workhealthlife.com/miaeaap

APPROVED BY:

Michael Finley, M.D.
Designated Institutional Official

Date 2/25/19