

Policy Name: Well-Being Policy

Facility: Carilion Medical Center
Origin Date: July 2017
Revision Date: June 2019
Sponsor: GMEC

PURPOSE:

Carilion Clinic – Virginia Tech Carilion School of Medicine Graduate Medical Education Programs follow the guidelines for resident and faculty well-being that are established by the Accreditation Council for Graduate Medical Education (ACGME). Recognizing that physicians, dentists and podiatrists are at increased risk for burnout and depression, Carilion Medical Center and its affiliated training programs will prioritize efforts to foster resident well-being while ensuring the competence of its trainees.

SCOPE:

This policy applies to all ACGME, Council on Podiatric Medical Education (CPME), and Commission on Dental Accreditation (CODA)-accredited post-graduate training programs sponsored by Carilion Medical Center (CMC). The policy applies to all residency and fellowship trainees as well as faculty.

DEFINITIONS:

Wellness/Fitness for Duty: Mentally and physically able to effectively perform required duties and promote patient safety.

Clinical and Educational Work Hours: Period of time defined as all clinical and academic activities related to the program; i.e., patient care (both inpatient and outpatient), administrative duties relative to patient care, the provision for transfer of patient care, time spent on in-house call, and other scheduled activities such

as conferences. These hours do not include reading and preparation time spent away from the duty site.

Program: A structured educational experience in graduate medical education that is designed to conform to the Program Requirements of a particular specialty/subspecialty, the satisfactory completion of which may result in eligibility for board certification.

Resident: Refers to all interns, residents, and fellows participating in CMC's accredited post-graduate medical education programs.

Faculty: Any individuals who have received a formal assignment to teach resident/fellow physicians.

Employee Assistance Program (EAP) is a confidential counseling service provided by Carilion Clinic as a free benefit for its employees and dependent family members. EAP helps employees and other eligible individuals identify and resolve personal issues such as relationship and emotional problems, financial and legal troubles, vocational stresses and conflicts, and alcohol or drug problems. EAP gives employees and family members the opportunity to get through the pressures of life and work by identifying practical solutions before the pressures become overwhelming and costly. Carilion EAP can be reached by calling (540) 981-8950 or (800) 992-1931 on a 24 hour/7day basis or by visiting the EAP link on the Carilion Clinic Benefits web page.

Institution is CMC collectively and includes its subsidiaries.

PROCEDURE:

Programs will enhance the meaning a Resident finds in being a physician by delineating manageable patient care responsibilities. Manageable patient care responsibilities are not defined in the common program requirements as these are the purview of each specialty. Each Program will adhere to the manageable patient care responsibilities as

defined by the review committee for their individual specialty. These will be included in their learning objectives.

- I. Regarding these responsibilities, each Program must:
 - A. Insure protected time dedicated to patient care
 - B. Minimize non-physician obligations (patient transport, administrative/clerical duties, allied health responsibilities)
 - C. Provide administrative support
 - D. Promote progressive autonomy and flexibility
 - E. Enhance professional relationships
 - F. Provide oversight of scheduling, work intensity and work compression that may negatively impact a resident's well-being
 - G. Provide access to food while on duty.
 - H. Ensure residents have access to refrigerators in which they may store food.
 - I. Provide facilities for lactation with refrigerators.
 - J. Provide facilities for rest and fatigue mitigation even when overnight call is not required.
 - K. Provide education to faculty members and residents on alertness management and fatigue mitigation processes. Faculty and residents must also recognize the signs of fatigue and sleep deprivation.
 - L. Provide facilities for adequate sleep and rest as well as transportation options for those too fatigued to safely travel to and from the work environment.
 - M. Encourage fatigue mitigation strategies. Examples include:
 - Strategic napping
 - Caffeine
 - Availability of other caregivers

- Time management
- Self-monitoring

II. Each Program will maintain attention to resident and faculty member burnout, depression and substance abuse.

A. The Program and Institution will educate faculty members and residents on identification of the symptoms of burnout, depression, and substance abuse, including the means to assist those who experience these conditions.

B. Residents and faculty members will also be educated on recognizing those symptoms in themselves and how to seek appropriate care. A self-assessment resource can be reached by pasting the following URL into a browser. <https://wellmd.stanford.edu/test-yourself.html>

III. Residents must demonstrate competence in the ability to recognize and develop and plan for one's own personal and professional well-being

A. The Program and Institution will:

1. Encourage residents and faculty members to alert the Program Director or other designated personnel or programs when they are concerned that another Resident or faculty member may be displaying signs of burnout, depression, substance abuse, suicidal ideation, or potential for violence.
2. Provide access to appropriate tools for self-screening.
<https://www.carilionclinic.org/gme-resident-wellness>
3. Provide access to confidential, affordable mental health counseling and treatment, including access to urgent and emergent care 24

hours a day, seven days a week. Carilion Employee Assistance Program (EAP) can be reached 24 hours a day at [540-981-8950](tel:540-981-8950). Carilion Clinic provides the EAP for this purpose via the following pathways.

A. Resident Self-Referral: A Resident may contact the Carilion EAP at any time to initiate a referral. The Resident is not required to disclose the referral to the Program Director or any faculty member in the program.

B. Faculty or Program Director Formal Referral: The Program Director or a faculty member may approach a resident who appears distressed to suggest a Formal Referral to EAP or other counseling services. The faculty member or Program Director may not force the resident to initiate or complete the referral outside of the mandatory referral pathway (mandatory EAP referral policy).

- IV. Residents will be provided the opportunity to attend medical, mental health and dental health appointments and should work with their Program Directors when scheduling these if time off from work is needed for these visits. If a medical condition requires multiple days off for treatment, then the Program Director should work with the Resident to initiate FMLA (Family Medical Leave Act). This opportunity should comply with individual program's scheduling policies and is provided at the discretion of the program's administration.
- V. Each Program will have a policy in place that ensures coverage of patient care in the event that a resident is unable to perform their patient care responsibilities.

Name	Title	Dept./Committee	Date
Donald Kees, MD	DIO	GMEC	April 2017
Donald Kees, MD	DIO	GMEC	May 21, 2019
Donald Kees, MD	DIO	GMEC	June 18, 2019