Emergency Medicine
Physician Satisfaction and Wellness Committee
A Year in Review

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NATIONAL ACADEMY OF MEDICINE ACTION COLLABORATIVE
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Our Mission Statement

Our goal was to establish a committee to better understand our providers' concerns and work with hospital leadership to maximize physicians' well-being and increase job satisfaction, while reducing stress and lowering the burnout epidemic plaguing our specialty.

REALITY:
HAPPY DOCTORS ARE THE KEY TO OPTIMIZING PATIENT OUTCOMES AND PATIENT SATISFACTION
Burnout and Emergency Medicine

• Emergency Providers are three times as likely to suffer burnout compared to non-physician populations.*

• Chronic stressors can include:
  • Exposure to high intensity stress
  • Lack of social support at work
  • Challenging working conditions including high volume
  • Rapid decision making

# Medscape Lifestyle Report 2017: Race and Ethnicity, Bias and Burnout

Carol Peckham | January 11, 2017

Which Physicians Are Most Burned Out?

<table>
<thead>
<tr>
<th>Specialty</th>
<th>% Burnout</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Medicine</td>
<td>59%</td>
</tr>
<tr>
<td>Ob/Gyn</td>
<td>56%</td>
</tr>
<tr>
<td>Family Medicine</td>
<td>55%</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>55%</td>
</tr>
<tr>
<td>Infectious Disease</td>
<td>55%</td>
</tr>
<tr>
<td>Rheumatology</td>
<td>54%</td>
</tr>
<tr>
<td>Plastic Surgery</td>
<td>53%</td>
</tr>
<tr>
<td>Otolaryngology</td>
<td>53%</td>
</tr>
<tr>
<td>Critical Care</td>
<td>53%</td>
</tr>
<tr>
<td>Cardiology</td>
<td>52%</td>
</tr>
<tr>
<td>Urology</td>
<td>52%</td>
</tr>
<tr>
<td>Neurology</td>
<td>51%</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>51%</td>
</tr>
<tr>
<td>Anesthesiology</td>
<td>51%</td>
</tr>
<tr>
<td>Gastroenterology</td>
<td>50%</td>
</tr>
<tr>
<td>Nephrology</td>
<td>50%</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>49%</td>
</tr>
<tr>
<td>Surgery</td>
<td>49%</td>
</tr>
<tr>
<td>Pulmonary Medicine</td>
<td>49%</td>
</tr>
<tr>
<td>Radiology</td>
<td>49%</td>
</tr>
<tr>
<td>Oncology</td>
<td>47%</td>
</tr>
<tr>
<td>Dermatology</td>
<td>46%</td>
</tr>
<tr>
<td>Diabetes &amp; Endocrinology</td>
<td>46%</td>
</tr>
<tr>
<td>Pathology</td>
<td>43%</td>
</tr>
<tr>
<td>Ophthalmology</td>
<td>43%</td>
</tr>
<tr>
<td>Allergy &amp; Immunology</td>
<td>43%</td>
</tr>
<tr>
<td>Psychiatry &amp; Mental Health</td>
<td>42%</td>
</tr>
</tbody>
</table>
Effects of Burnout?

1. Job performance declines
2. Physician attrition
3. Poor physical health and mental well-being
4. Tumultuous relationships at work and home
5. Negative attitudes spill into all areas of the workplace
Our Plan for Change

- Define Problems
- Set Objectives
- Take Action
- Track Progress
Maslach Burnout Inventory-Human Services Survey (MBI-HSS) and Areas of Worklife Survey (AWS)

1. Administered to faculty September 2016 and September 2017
2. Measured several factors including levels of emotional exhaustion, depersonalization, impact of workload and values in the organization
3. Individual results given to each provider for their own personal reflection
The Quadruple Aim*

- Better Outcomes
- Improved Clinician Experience
- Lower Costs
- Improved Patient Experience

# Program Successes
## Faculty

### Formation of Physician Wellness and Satisfaction Committee at Weill Cornell

- Initiated 30 minute breaks for all Attending all shifts (which PAs and Residents are now doing as well)
- Relax and restore sessions offered
- Medical Scribes
  - Major office renovations completed
  - Peer Support Program started for faculty
  - Wellness/Recharge events for faculty
  - Staff scheduling changes and timed breaks
Program Successes Residency

Wellness Theme Day
planned for June 2018

Well-being lectures focused on sleep, resilience, mindfulness and burn out

Monthly shorter shift

2.5 Day Outdoor Education Wilderness Retreat In Ithaca, NY

Family/Friends dinner during Intern Orientation

Active big sib, little sib program for junior residents
Results

- Improved Maslach Burnout Inventory (MBI) scores
- Improved staff engagement
- Improved operational efficiencies
- Published findings of wellness program in *Physician Leadership Journal*
Recharge Outings – 8 events this year

Boqueria, Ilili, Maya, Bar Felice, NYC Cruise, Resident Happy Hour, ACEP Dinner, Senior Resident Graduation Cruise
Office Renovation-BEFORE
Office Renovation-AFTER
Future Goals

1. Continued wellness events to promote feelings of community and family within the department

2. Open-ended survey to engage faculty for ideas to promote change; as David Rock wrote in 2009, “People rarely support initiatives they had no part in designing.”

3. Future presentations/publications to assess progress

4. Continue to support scheduling changes for providers as needed

5. Promote wellness on more national scale with ACEP and other organizations
Special thanks to the New York Presbyterian-Weill Cornell Medicine Physician Wellness and Satisfaction Committee!!

Lucy Willis, MD  Renu Chawla Mital, MD  Peter Steel, MD