



OHSU commitment statement

National Academy of Medicine Action Collaborative on Clinician Well-Being and Resilience

Oregon Health & Science University's singular purpose is improving health and well-being in Oregon and beyond. OHSU is the only academic health center in the state, and it is nationally distinguished as a research university dedicated solely to advancing health sciences. Based in Portland, OHSU has more than 16,000 employees, operates the top-ranked adult and children's hospitals in Oregon, and secures competitive research funding of more than \$400 million. OHSU's values include:

- Transparency
- Diversity
- Quality
- Service excellence

Similar to nationwide trends, OHSU faculty, clinicians, trainees, nurses, pharmacists, therapists and employees at large have shared feelings of burnout and work-life imbalance. OHSU is committed to routine monitoring through surveys of all its employees and to promoting a culture of inclusive excellence to support all, particularly those who are underrepresented and who, based on the most recent faculty survey, may experience or witness discrimination at higher rates when compared to men.

Built on the OHSU [Vision 2020 strategic plan](#), the clinical enterprise strategic plan and the OHSU Practice Plan goals put people front and center, recognizing that clinician wellness and professional satisfaction are essential to continued success. This includes a culture that supports life balance initiatives and clinician well-being. Examples of this commitment include:

Respect for all: OHSU has a strong policy stating that a patient's refusal to receive service from a provider based on their race, gender, ethnicity, or other characteristics, will not be accommodated (except under limited circumstances such as protecting a patient's modesty). Conversations on sexual harassment and an institution-wide unconscious bias initiative help promote respect and an inclusive, welcoming environment at OHSU.

Wellness counseling and coaching: Since 2004, the [OHSU Resident and Faculty Wellness Program](#) has provided free, comprehensive, highly confidential and easily accessible services to residents, fellows and primary School of Medicine faculty. Proactively lowering the barriers preventing physician access to personal health care

has resulted in high utilization rates and the steady growth of this program. The RFWP also provides educational workshops focused on recognizing distress or burnout, early intervention strategies and referrals to trained resident and faculty peer supporters.

Peer support: Peer support is an accessible and powerful intervention that can reduce distress and promote wellness among health care providers, particularly after an adverse event. The [OHSU Peer Support Program](#) assigns trained peer supporters to offer confidential support. What began as a School of Medicine initiative is expanding across the health care mission.

Zero Suicide Initiative: The Department of Psychiatry leads a university-wide committee, which meets monthly to discuss a wide range of improvement processes designed to prevent suicides in all patient and employee populations.

Spark employee wellness program: Spark advocates for a healthy workplace, a place where all employees feel supported and empowered to pursue physical, emotional, workplace and financial well-being.

Resiliency: A group of OHSU faculty completed training in the Stress Management and Resiliency Training program (SMART3) at the Benson-Henry Institute for Mind Body Medicine at Harvard University. They will now train others as a preventive, upstream intervention to combat stress and burnout.

House officers: The House Officers Association and Housestaff Quality and Safety Council foster improvement work, led by the medical director of performance improvement for GME, as a means to increase joy in work and channel positivity surrounding inevitable care errors and inefficiencies.

Clinical workflow: The OHSU Practice Plan sponsors an eConsults program, which allows clinicians to consult each other within the EHR and earn wRVUs. Clinicians in numerous areas use scribes and voice recognition software. The OPP is also exploring workflow solutions and modified staffing models to increase engagement and decrease burnout. Whenever possible, the OPP advocates for changes in documentation rules that remove unnecessary tasks.

Future clinicians: The Joseph B. Trainer Health & Wellness Center provides OHSU students and postdoctoral scholars with physical, behavioral health and wellness services. The Reflective Practice and Narrative Medicine course is a required component of the UME curriculum. The Interprofessional Initiative includes a Narrative Competence for Health Professionals course.