



Physician Colleagues Well-Being Services

Physicians are adapting to a rapidly changing health care environment – including increasingly hectic schedules and new ideas about the business of medicine. Articles in medical journals and in the popular press bring the adverse effects of the new world of medicine into stark focus. Stories about burned-out practitioners and accomplished doctors leaving medicine are all too common. As the pressures and paperwork mount, we are moving away from a health care system where doctors expect to thrive. Many no longer believe they are fully empowered to deliver superb patient care. All this leads to physicians feeling depleted, on the road to burnout and ‘compassion fatigue.’ Deployed in more than 30 hospitals over 9 years, the Lumunos Physician Colleagues Services (PCS) program has been addressing these challenges head-on.

Making the Case: Why Physician Well-Being?

Burnout is defined as a loss of enthusiasm for work, feelings of cynicism, and a low sense of personal accomplishment. Recent estimates are that more than 50% of physicians experience serious symptoms of burnout.¹ When a physician leaves a practice, it can cost upwards of \$250,000 in direct costs to replace that physician. When a burned-out physician does not leave a practice, he or she can significantly damage a hospital’s culture and work environment.

Lumunos PCS Programs are designed to encourage resilience, well-being, and attention to balance between work and home. Our pioneering approach is based on research that demonstrates that one of the most powerful components of resilience among people who work in highly stressful human services is their connection to colleagues - based on a shared sense of calling and commitment.¹⁻² We believe that the foundation of resilience is built upon three core components:

Relationships: Physicians need opportunities to talk with peers who understand the challenges and opportunities of modern medicine. Our PCS programs create the space for that discussion. As doctors share their experiences through guided conversation, they learn from the wisdom of their peers of all generations. When senior leaders experience the PCS approach, they immediately recognize the power of our program design.

Reflection: The value of personal reflection and self-awareness is well known, but finding the time is almost impossible for physicians. Lumunos provides efficient opportunities and tools for individual and group reflection. Through these opportunities, physicians are able to identify their stressors, make appropriate adjustments, and reconnect with their passion for medicine.

Calling: Our approach is built on the power of helping physicians return to the roots of their calling through facilitated group discussion, carefully crafted web-based content, and one-on-one support. Our PCS programs bolster physician resilience by helping individuals reconnect to the reason for their work, and to the pivotal role they play in our communities.³

¹ “Physician Burnout”, C.P. West et al, Journal of Internal Medicine, Vol. 283, March 2018.

² “Seeking Professional Resilience”, A. Rosenberg, J. American Academy of Pediatrics, Vol. 141, No. 3, February 2018

³ “Association Between Physician Burnout and Identification with Medicine as a Calling”, A.J. Jager et al, Mayo Clinic Proceedings, Vol. 92, Issue 3, March 2017.

“The Lumunos Colleagues program is a key part of our physician engagement strategy. We have seen personal changes in physicians who once again fully enjoy their work. We have also seen an overall shift in the medical staff culture to higher quality, and enhanced collegiality among our medical staff. This program has allowed us to extend our mission of caring and improving human life to include physician well-being.”

Dr. Dianne McCallister, CMO, The Medical Center of Aurora, Aurora CO

Physician Colleagues Program Services: An Overview

In collaboration with senior management of a client organization, Lumunos tailors our health care program design to fit the needs of each engagement. Common components include:

Reflection Emails. Short weekly emails designed to encourage reflection, self-awareness, and self-care.

Monthly Meetings. 45 minute gatherings for sharing thoughts and experiences around a theme selected to increase colleague support, self-awareness, and resilience.

Finding Meaning in Medicine. A two-hour gathering in a physician’s home. Participants share a meal and tell stories from their experience based on a theme for the evening. These gatherings typically take place quarterly.

Retreats. A more expansive time away to deepen collegiality and provide a renewal experience and content around a theme. Depending on time and location, spouses and families can be invited.

Well-Being Committees. Support and equip physician well-being committees as they create high impact programs for the organizations and settings they work in.

One-to-One Coaching & Support. Conversations designed to help providers identify techniques for taking care of themselves during stressful times.

Typical Discussion & Reflection Themes: Examples include dealing with change; challenging patients; compassion fatigue; resilience strategies; forgiveness; mindfulness; balancing work, home and family; leadership; staff communications; and the impacts of things like electronic health care records, resource limitations and litigation.

“The type of introspection and discussion amongst peers provided by the program does not come instinctually to me. The fact that it has influenced my outlook on my practice and my life underscores the depth of the program. Lumunos’s input has encouraged me to think reflectively, and to act proactively, regarding how I function as a physician, and more importantly, as a person.”

Dr. Simeon Abrahamson, Porter Adventist Hospital, Denver CO

About Lumunos

Lumunos was founded in the 1920’s to help people make a difference in the world through their work in the world. Today, our Mission is *help people live fuller, more authentic lives as they align their life choices and relationships with their sacred values.* In recent years we have used our organizational values and our decades of experience leading guided conversation to become an industry leader in the area of Physician Well-Being.

For more information, contact: Doug Wysocky-Johnson
doug@lumunos.org or 802.860.1936