



B-Well is the wellbeing program at University Medical Center New Orleans (UMCNO) that seeks to address the drivers of professional burnout with a two-tiered strategic approach to mitigation that supports the health, wellbeing and feeling of value for all health care providers. B-Well is comprehensive and collaborative, organization-wide and hospital-based.

**RATIONALE:** wellness programming in the workplace helps diminish professional burnout and combat compassion fatigue while increasing the engagement and productivity of those supported. In the healthcare environment, this in turn can enhance the quality of care provided and the degree of patient satisfaction. Additionally, wellness programming addresses the published concerns voiced by all major medical organizations (AAMC, NAM, AMA) and fulfills accreditation requirements stated by both the ACGME and the LCME.

**KEY STAKEHOLDERS:** all UMC providers and patients, faculty, residents and students from LSU and Tulane Schools of Medicine, providers and learners from all five additional major academic partners (Xavier, Delgado, Holy Cross, SUNO, Dillard), the LCMC system of hospitals (particularly Children's Hospital), and our community members

**PROGRAMMING** includes two levels of initiatives:

**Level One: 'Health, Wellness and Feeling Valued' Program**

Central Mission:

- To inspire workplace engagement, collegiality, collaboration, teamwork and the health and wellbeing of *all members of the health care team*.

Key Activities:

- Spotlight all relevant programs already in place at UMCNO: exercise equipment, weekly yoga and pilates, the lagniappe discount program, all award programs (Service Excellence, SpeakUp, Resident of Year, Quality Champions, Daisy and NDorse), expanded nourishment options (food truck Thursdays, extended PJs hours, on call and physician lounge items), and spirituality (onsite chaplains, interfaith prayer services, Catholic mass, Pastoral Care residency program)
- Create additional programming including monthly Wellness Wednesdays (short interactive sessions on mindfulness, meditation, massage and aromatherapy, stress management, 3 Good Things, smoking cessation, nutrition, healthy sleep cycles), after-hours group exercise options (walks, runs, biking, self defense classes) and monthly narrative medicine seminars
- Organize teambuilding events in collaboration with Spirit Committee (Rooftop Receptions, professional networking, 'Give Thanks' events, eg. Habitat for Humanity, food drives)

**Level Two: 'Support and Respond' Program**

Central Mission:

- To provide emotional support for the healthcare team involved in critical incidents such as the care of complex or dying patient

Key Activities:

- Pause and Emotional Debriefs: two programs to deliver emotional support for all providers after the death of patient. The need for such programs is underscored by the feedback received from ICU nurse and physician leads
- Death Café: quarterly, off-site, provider forums to discuss topics around death and dying.

**TIMELINE FOR IMPLEMENTATION**

Launch of B-WELL (to be coordinated with already scheduled Working Together conference)	Oct 2017
First Rooftop Reception social teambuilding event:	Nov 2017
First Community Outreach teambuilding event:	Dec 2017
Launch of Wellness Wednesdays (monthly thereafter)	Jan 2018
Pilot project for Support and Respond- ICU Debriefs	Jan 2018
Death Cafes – Support and Respond (quarterly thereafter)	Jan 2018