



A Medical School Peer Wellness Program to Combat Burnout

Varsha Radhakrishnan, MD, Ragha Suresh, MD
Manasa Ayyala, MD and Novneet Sahu, MD

Rutgers New Jersey Medical School
October 12, 2018



ICPH 2018

INTERNATIONAL CONFERENCE ON PHYSICIAN HEALTH[®]

AMA
CMA
BMA



Objectives:

- **Explain** how Peer Coaching Services are a useful tool to combat burnout in the medical school setting.
- **Analyze** how to utilize technology to bridge the gap between administration and students
- **Identify** potential barriers to establishing a Peer Coaching program and how to overcome these barriers

Available Programs at Our School

CALM Mentoring
(Collaborative Approaches to
Learning Medicine)

Student Wellness
Program/Student Affairs
Center

“The Gap”

Cross Culture and Integrative
Medicine


Medical Ethics Reflection
Sessions

Psychiatry Interest Group

ICPH 2018

INTERNATIONAL CONFERENCE ON PHYSICIAN HEALTH[®]

AMA
CMA
BMA



Peer Wellness “Fills the Gap”

The purpose of this organization is to **promote student wellbeing** and academic success through the **mentorship** of peers by upperclassman. The student organization has 4th year students offering their time **7 days a week** for 1st, 2nd, and 3rd years to ask questions about academic stressors, clerkship concerns, studying methods, interpersonal relationship conflicts etc.

Holistic approach with **individualized guidance** including: basic relaxation techniques, sleep hygiene, nutrition and exercise goals, and **positive psychology**.



Unique Strengths

Fellow upperclassmen are equipped to offer advice and support

Offers support 7 days a week in a more intimate setting

Always someone available – a student seeking help has access to 60 mentors rather than 1

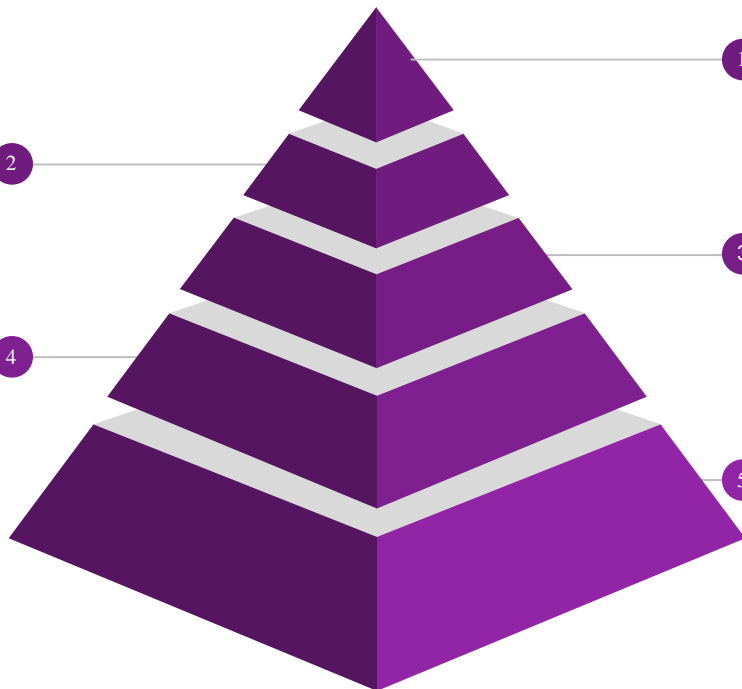
Utilizing technology to connect with students at a time that is convenient for them

Highly individualized to the caller seeking support

“Ground Rules”

Not a substitute for psychiatric help or professional therapy, but be aware of Crisis Protocol

Refrain from giving specific academic advice (which may not work for everyone)



1 Be respectful to the “client” and their confidentiality

3 Do not give unsolicited advice

5 You are not solving their problems, assist them in finding their own solutions!

“Peer Counseling: Skills, Ethics, and Perspectives” by Dr. Peter Salovey and Dr. Vincent J. D’Andrea

Exploring Mindset



Fixed Mindset

- Belief that potential is measured concretely



Growth Mindset

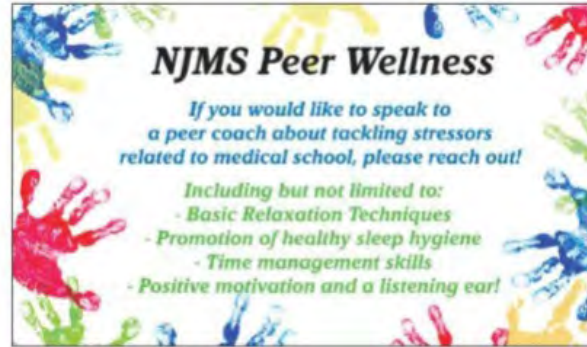
- Focuses on potential for success

Dweck, C. S. (2008). *Mindset: The new psychology of success*.
New York: Ballantine Books.

Interviews & Promotion



- Mock phone interview
- Awareness of Crisis Protocol



Send an email to njmspeerwellness@gmail.com
OR leave a message at 862-231-5766
- a Peer Coach will return your call within 24 hours (weekdays between 7PM-9PM, or weekends 10AM-12PM)
NJMS Peer Wellness is NOT a substitute for psychiatric help, mental health help, or professional therapy. If you would like to set up an appointment with NJMS Student Wellness Services please call: (973) 972-5429
For emergencies after 5 p.m. or on weekends, call Student Wellness at 1-800-327-3678
National Suicide Prevention Lifeline 1-800-273-8255

What Happens After a Call?

01

Follow up Email

- Includes relevant contact info
- wellness packet + survey

02

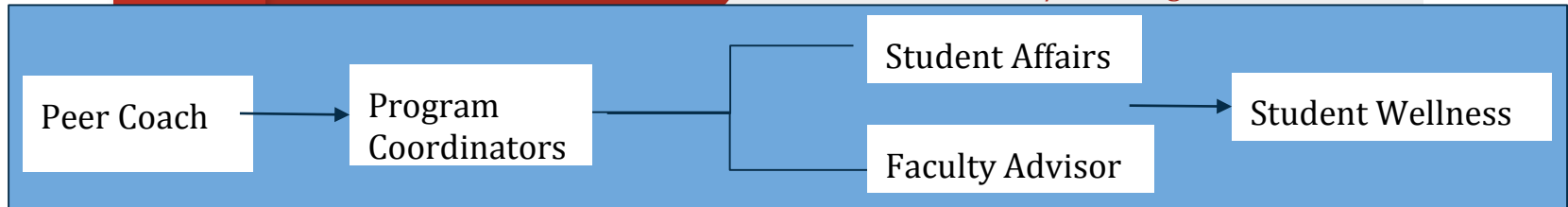
Wellness Packet and Survey

- Mindfulness activities
- YouTube links
- satisfaction survey (QA/QI)

03

Coach Call Log

- Completed after shift
- Details referrals/ "Red flag" situations



05

Follow Up in 1 Week

- Longer term guidance and mentorship



Challenges, Barriers, & Solutions

- Addressing liabilities and risks
- Student barriers to using service
- Sustainability

Potential Administrative Liability

Purpose of service
is to help these
individuals

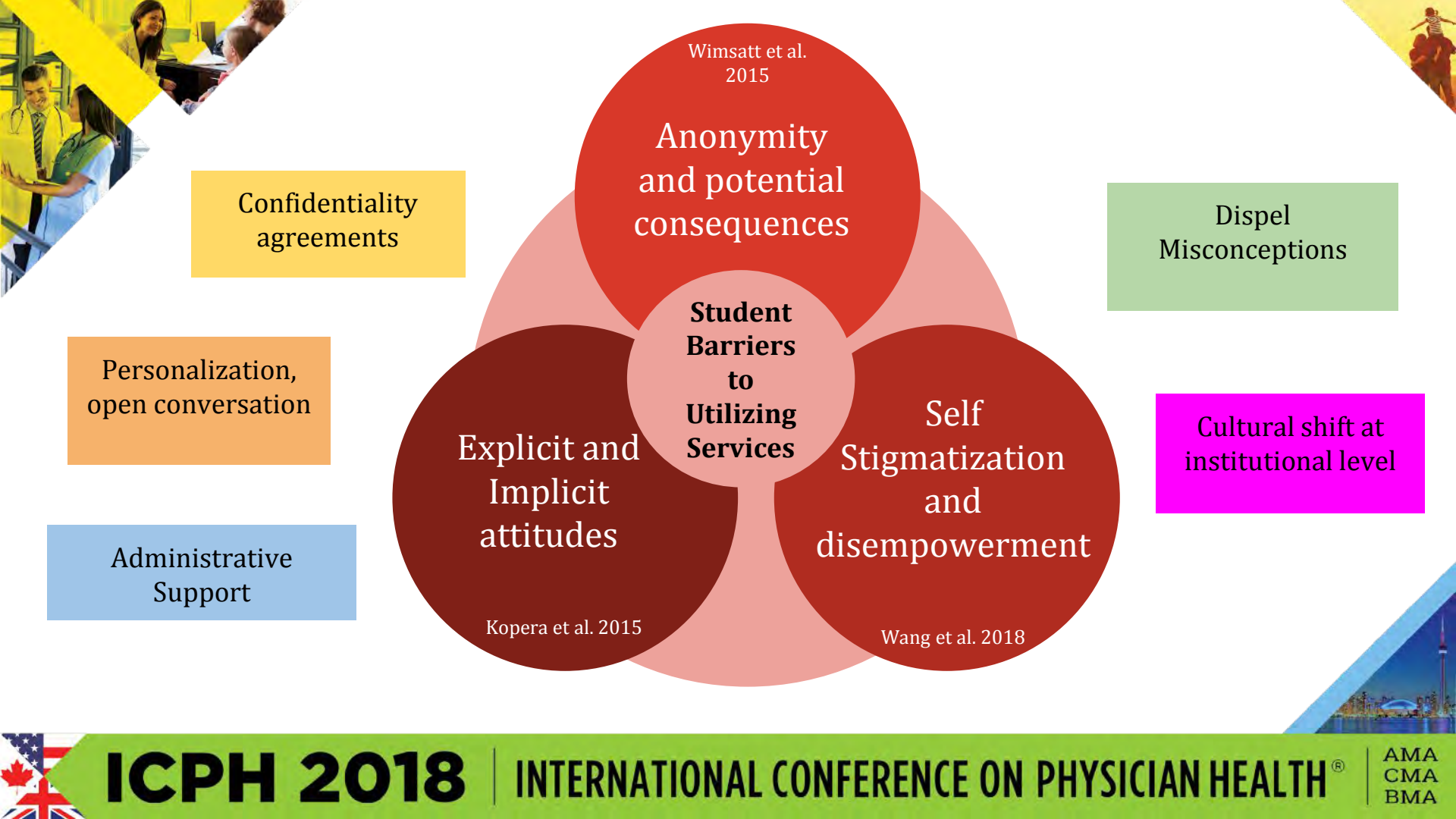
“Feeling
down”

Addressed by licensed
therapist/physician

Depression

Suicidal
Ideation

Offer training for emergency situations with
appropriate protocols in place



Wimsatt et al.
2015

Anonymity
and potential
consequences

Confidentiality
agreements

Dispel
Misconceptions

Personalization,
open conversation

**Student
Barriers
to
Utilizing
Services**

Self
Stigmatization
and
disempowerment

Cultural shift at
institutional level

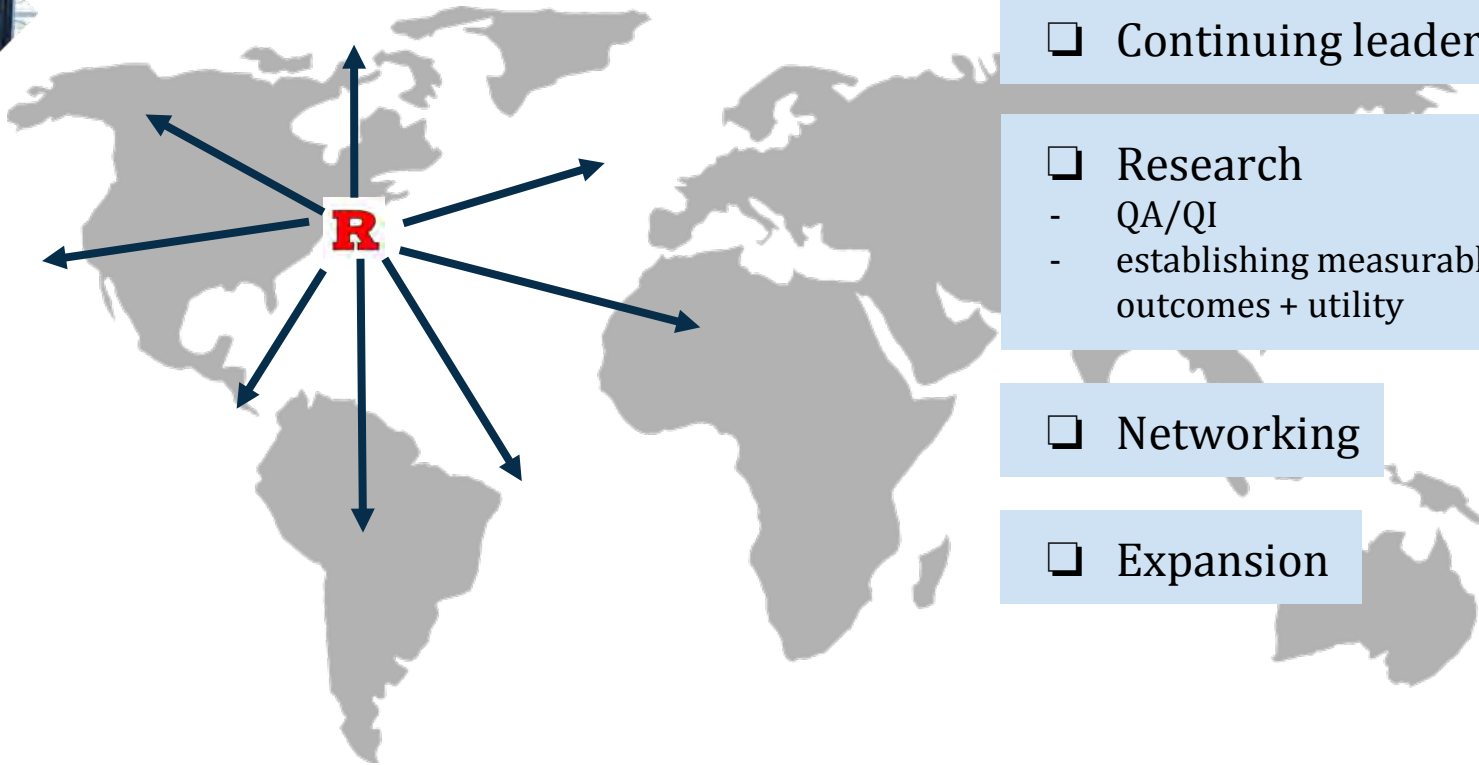
Administrative
Support

Explicit and
Implicit
attitudes

Kopera et al. 2015

Wang et al. 2018

Looking Forward...



Continuing leadership

Research

- QA/QI
- establishing measurable outcomes + utility

Networking

Expansion



Questions?

Contact:

Varsha Radhakrishnan

vradhakr@bidmc.harvard.edu

Contact:

Ragha Suresh

ragha.suresh@uchospitals.edu



ICPH 2018

INTERNATIONAL CONFERENCE ON PHYSICIAN HEALTH[®]

AMA
CMA
BMA



Faculty

Faculty: Manasa Ayyala MD

Novneet Sahu MD

Rutgers New Jersey Medical School



ICPH 2018

INTERNATIONAL CONFERENCE ON PHYSICIAN HEALTH[®]

AMA
CMA
BMA



Resources

D'Andrea, V. J., & Salovey, P. (1996). *Peer counseling: skills, ethics, and perspectives*. Palo Alto, CA: Science and Behavior Books.

Dweck, C. S. (2008). *Mindset: The new psychology of success*. New York: Ballantine Books.

Kopera, M., Suszek, H., Bonar, E., Myszka, M., Gmaj, B., Ilgen, M., & Wojnar, M. (2015). Evaluating Explicit and Implicit Stigma of Mental Illness in Mental Health Professionals and Medical Students. *Community Mental Health Journal*, 51(5), 628-634. doi:10.1007/s10597-014-9796-6

Wang, K., Link, B. G., Corrigan, P. W., Davidson, L., & Flanagan, E. (2018). Perceived provider stigma as a predictor of mental health service users internalized stigma and disempowerment. *Psychiatry Research*, 259, 526-531. doi:10.1016/j.psychres.2017.11.036

Wimsatt, L. A., Schwenk, T. L., & Sen, A. (2015). Predictors of Depression Stigma in Medical Students. *American Journal of Preventive Medicine*, 49(5), 703-714. doi:10.1016/j.amepre.2015.03.021



How to utilize Google to set up shifts and create outgoing calls via Google Voice



ICPH 2018

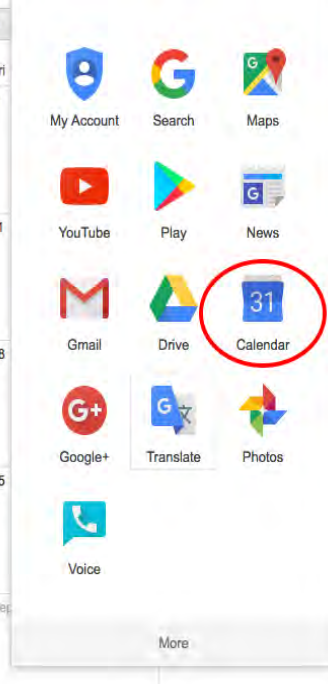
INTERNATIONAL CONFERENCE ON PHYSICIAN HEALTH[®]

AMA
CMA
BMA

How to Sign Up for Shifts

Sign up for shifts **1 month in advance**, “On Call” period is from 7PM-9PM (weekdays) or 10AM-12PM (weekends), Coach must follow up on any new calls/ emails since last shift.

Sun	Mon	Tue	Wed	Thu	Fri
30	31	Aug 1	2	3	4
	7	8	9	10	11
	14	15	16	17	18
	21	22	23	24	25
27	28	29	30	31	Sep



How to Set Up Google Voice Account and Make a Phone Call

