



# Making it happen: Lessons from a world tour of physician wellbeing initiatives

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**AMA  
CMA  
BMA**



# Overview

- Background and context: Australia and the world
- Lessons learnt on an eight week Churchill Fellowship trip to the USA, Canada and the UK
- Implementation in Australia
- What can you do?



# Background

## Clinician

Depression

Anxiety

Addiction

Relationship breakdown

Suicide

## Patient

Medical & surgical errors

Infection rates

Poor prescribing &  
counselling

Reduced adherence

Mortality

## System

Quadruple aims

Complaints & litigation

Staff turnover

Increased costs


Reduced quality of care

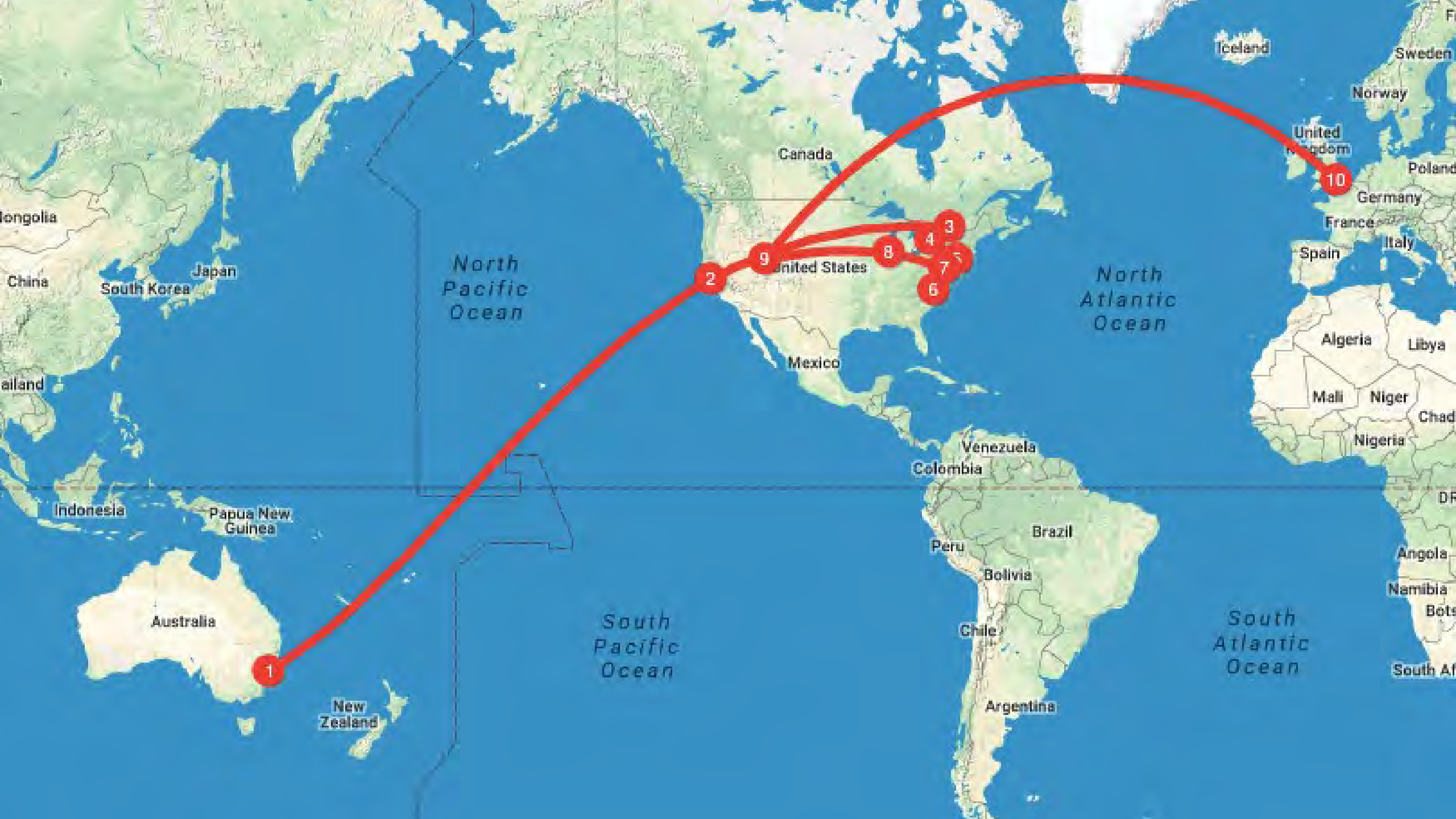




# Context

What is common, what is unique? How do these elements interact?

- **Common:** vicarious trauma, occupational exposures, work-life balance
  - **System:** public vs private systems
  - **Industrial:** hospital employees vs self employed
  - **Specialty:** unique stressors in each
  - **Culture:** system, organization, team, individual (discrimination)
  - **Geography:** size of population, tyranny of distance
  - **Training:** structure and length of programs
  - **Individual:** physician life cycle
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# My Learnings

- Measurement
- Leadership engagement
- Program design



# Measurement

- Assess scale, nature and consequences of problem
- Evaluate improvement efforts
- Globally consistent measures- benchmarking
- Repeatable measures- longitudinal; need infrastructure in place
- Combine forces: survey fatigue



# Leadership engagement

- Leadership shapes culture
- Speak to leaders in their language
- Build a business case: empower leaders to allocate funding
  - Business case needs to work for your context
- Return on investment: financial, economic and social



# Design of Interventions

Think about where your intervention fits in the bigger picture.

- **Design:** target relevant drivers, play to local strengths, be aware of local challenges, learn from others
- **Implementation:** stakeholder engagement is critical
- **Governance:** evaluation, continuous quality improvement, share your own lessons



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My efforts so far...

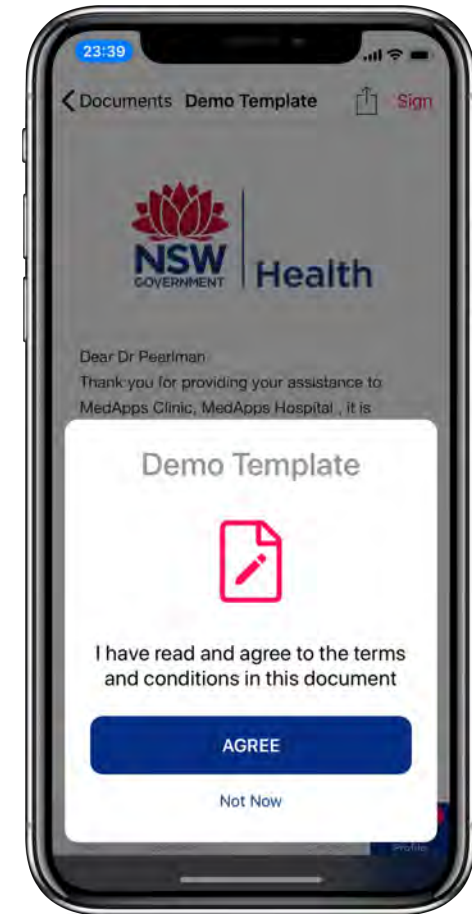
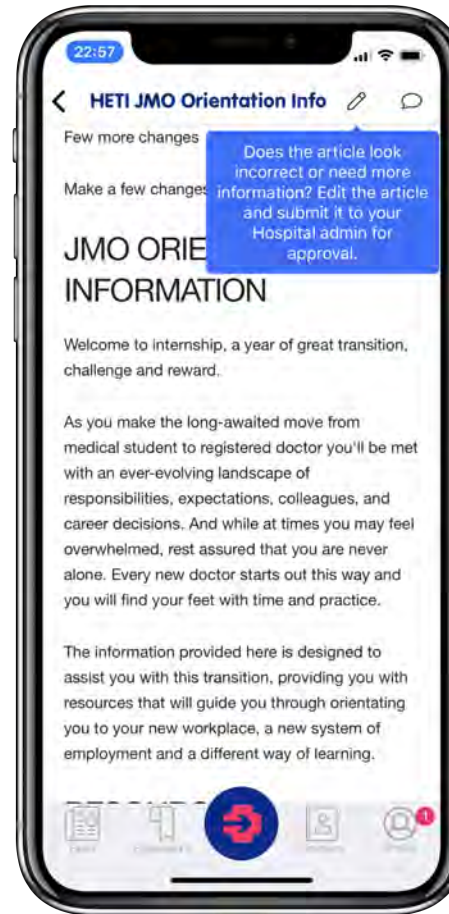
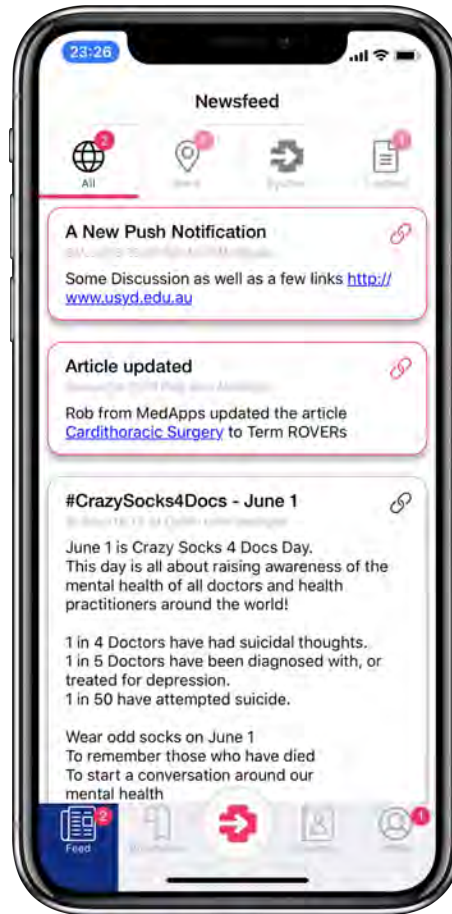
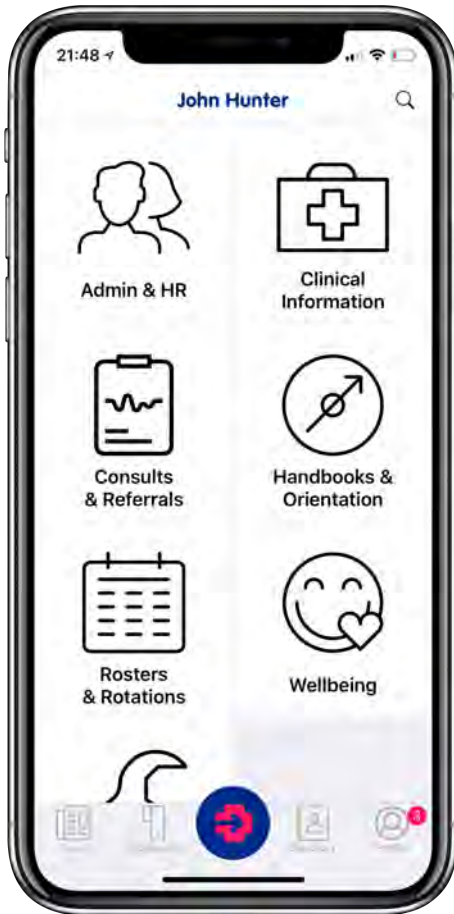




# Doctors Health Services

- National body that funds and governs state service providers
  - Confidential, accessible, free health advice and referral service for doctors and medical students
  - Entirely funded by the regulator but operates at arms length
  - Doctor-in-Training Director
  - Telemedicine to address geographical isolation especially for doctors in rural and remote areas
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# Resident Guide by MedApps



# MedApps Wellbeing

- Efficiency of practice
- Circumventing stigma
- Don't reinvent the wheel
- Articles- evidence-based or expert consensus recommendations
- Annotated directory
- Positive psychology tools
- Communication tools
- Shout-outs
- Infrastructure to disseminate surveys




So what can I do?





# Executives and administrators

- Engage in the discussion, learn about the benefits of clinician wellbeing for patients, the organization, the system and individuals
  - Start measuring at your location:
    - Wellness, culture, leadership- use metrics that allow benchmarking
    - Link to outcomes for patients and organization and assess ROI
    - Repeat the measures regularly; build this in to your budgets and culture
  - Walk the floors, connect and engage with your staff, find out what the drivers are
  - Empower staff to come up with solutions and support them to follow through- implementation, evaluation, QI
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# Leaders

- Present your learnings from this conference in your organization
- Model good self-care
- Simple things: kindness, and civility for colleagues as for patients
- Do what you can to improve workplace ergonomics
- Reconnect with what is meaningful to you
- Get involved in the advocacy at system level: actively participate in AMA/BMA/CMA
- Speak to executive in their language, **empower** them to prioritize staff wellness: help them to create a business case for your context
- Help to design and trial interventions with good governance, evaluation, sustainability





# In Summary...

- Be a leader
- Engage:
  - In the conversation locally and internationally
  - With those around you, at all levels of the hierarchy
- Understand the importance of measurement
- Use local expertise to design something that works



# Thank you

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