



# Wellness Champions:

## Addressing Burnout Through a Disseminated Ground Up Approach

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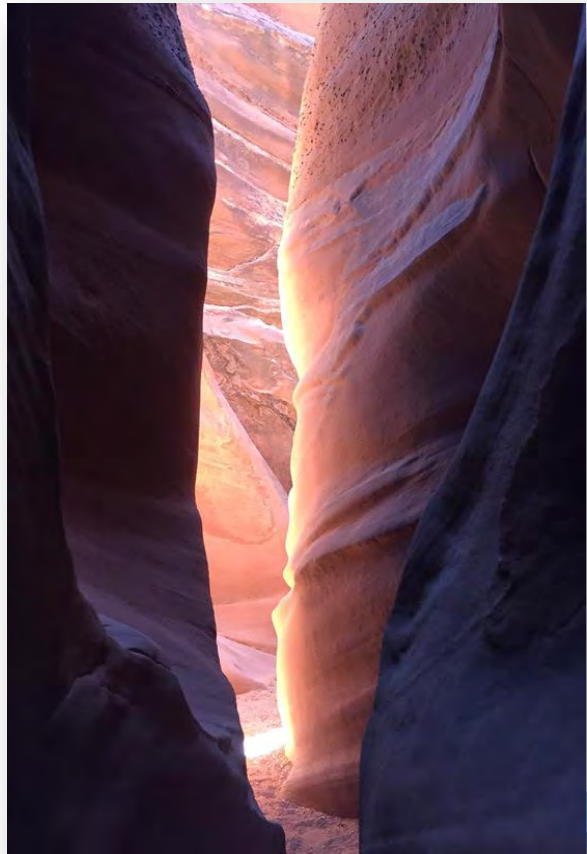


# University of Utah Health Resiliency Center Vision

**Faculty and staff passionate about and energized by work**

The Center aims to:

- Promote personal resilience
- Reduce administrative burden
- Create an optimal work environment





# University of Utah Resiliency Center

## Programmatic Pillars:

- Personal Resilience
- System Resilience
- Support
- Discovery



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STRATEGY

# TO ADVANCE HEALTH

OVERALL SYSTEM GOALS

PATIENT EXPERIENCE  
SYSTEM GOAL  
84<sup>TH</sup> %ILE

SYSTEM QUALITY  
VIZIENT  
TOP 10 | 5 STAR

FINANCIAL STRENGTH  
OPERATING MARGIN  
OF 6.5%

EXCEPTIONAL INPATIENT  
EXPERIENCE

TOP 10 IN VIZIENT INPATIENT  
QUALITY & ACCOUNTABILITY

GROWTH

MAKE CARE MORE ACCESSIBLE

EXCEPTIONAL OUTPATIENT  
EXPERIENCE

TOP 10 IN VIZIENT AMBULATORY  
QUALITY & ACCOUNTABILITY

EFFICIENCY / COST

FOUNDATION

PROVIDER & STAFF RESILIENCE

SUPPORT CAMPUS TRANSFORMATION INITIATIVES





# Beginnings of the program

- SVP requested approach to physician burnout
- Met with key stakeholders
- Baseline survey of SOM faculty
- Met with department chairs
- Choose champions



## Wellness Champions

- Structured year long program
- Use PDSA cycles
- Partner with Value

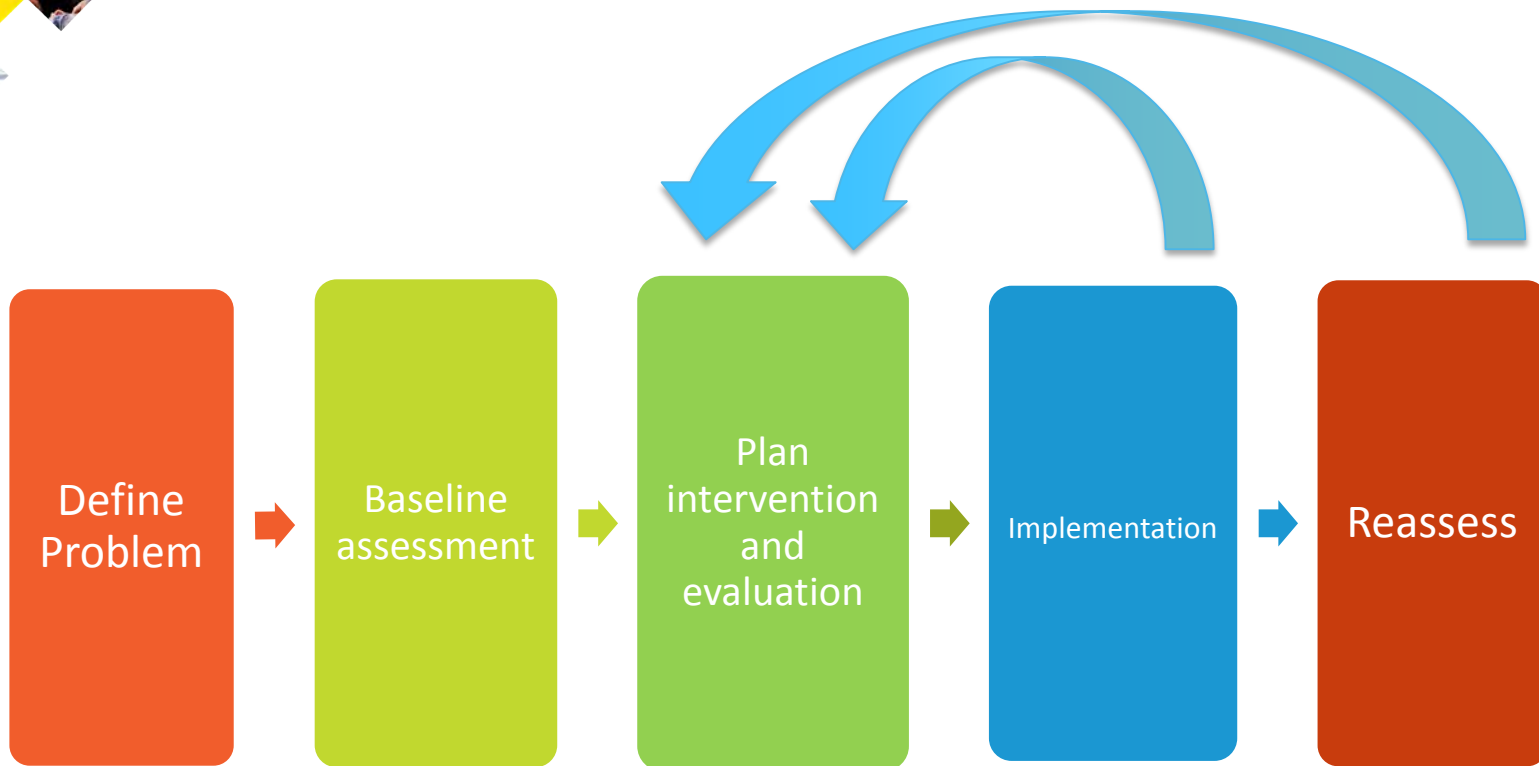




# Wellness Champions

- Work with unit leadership to choose focus
  - Most significant needs
  - Highest impact
  - Doable
- Determine resources needed with help of Resiliency Center
- Determine metric of success
- Learn from other champions and experts

# WC Process







# Wellness Champions 2018

- Teams
- Faculty and staff
- Self or leadership nomination
- Clear leadership support
- Mentorship



# SOM Wellness Champions 2018

20 faculty groups

- Surgery ergonomics
- Radiology critical results
- Billing and coding
- Schedule analysis to improve clinical efficiency
- Standardize inpatient consults
- Inbox management
- Adverse event protocol
- Faculty team meeting redesign
- Faculty retreat
- Bike awareness
- Improved personal wellness
- Email culture
- Anonymous faculty feedback tool



# Wellness Champions 2018

- Social connectedness
- Collegiality
- Mindfulness on units
- Community gardens
- Healthy lunch options
- 12 week wellness challenge
- Gym access
- Communications training with improv



# Annual Poster Session

- Opportunity to share projects and outcomes
- Keeps champions on task
- Identify best practices
- Recruit future champions
- Co-host with GME Wellness
- Promotes scholarship

Link to [projects](#) from 2017



# Family Medicine Division

## Example of a Wellness Champion Project



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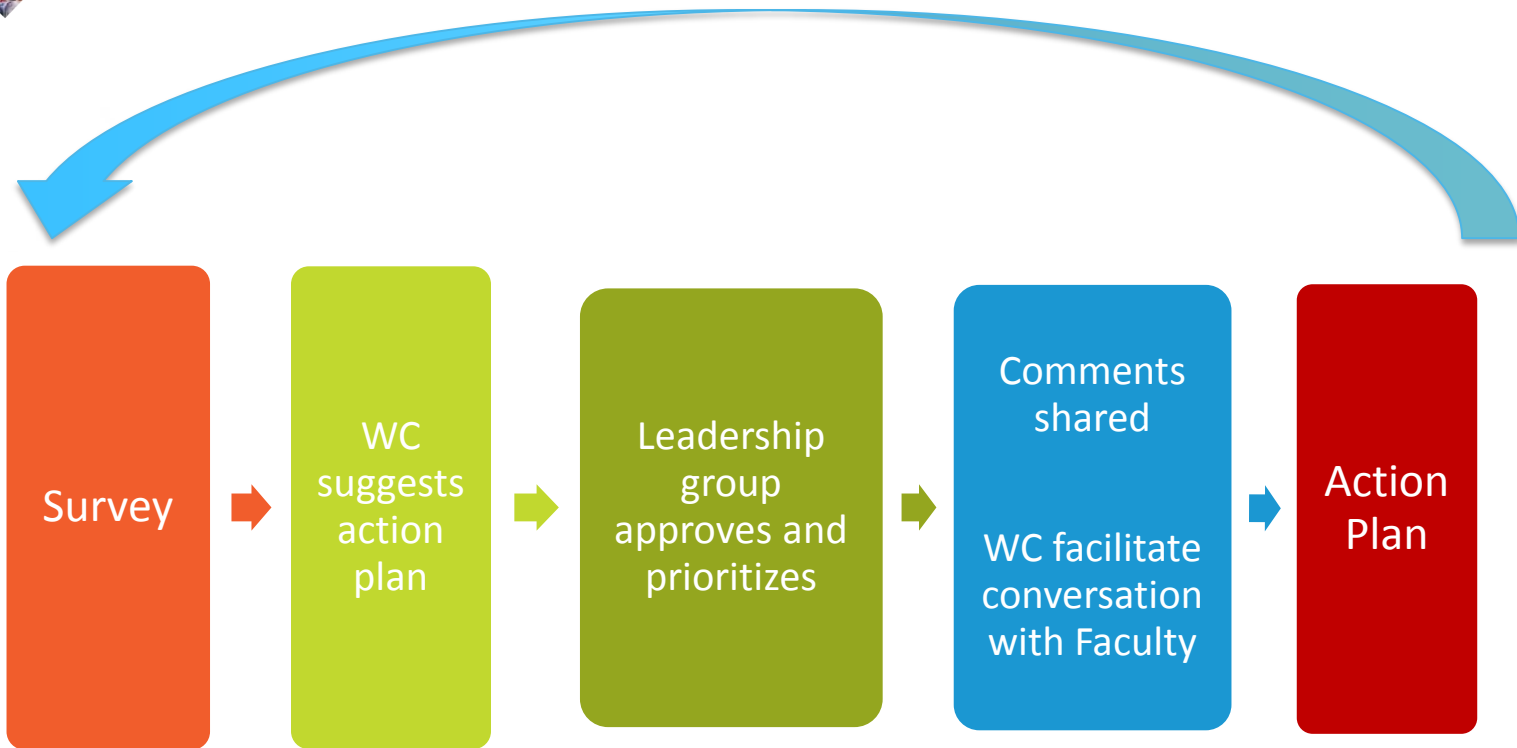
# Faculty Feedback Survey: WellPIG Wellness Practice Improvement Group

Stated purpose: foster two way communication between faculty group and leadership in order to improve faculty wellbeing

Mechanism to provide constructive input



# Process





# Themes of Frustration

- Clinic hours of operation
- Work flexibility and consistency
- Sense of control
- Mission alignment
- Efficiency/clinic flow
- Recognizing and rewarding academic work
- Communication with leadership



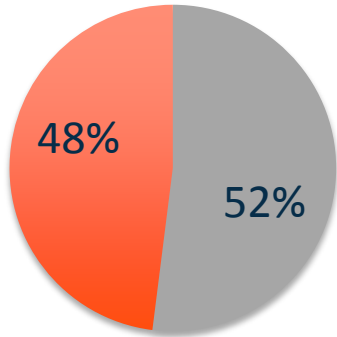


# Accomplishments 2017

- Work flexibility
- Clinic hours of operation
- Clinic Flow/Efficiency project to facilitate chart closure
- Academic RVU's
  - Salary adjusted up or down based on attending sessions

# Burnout in Division of Family Medicine

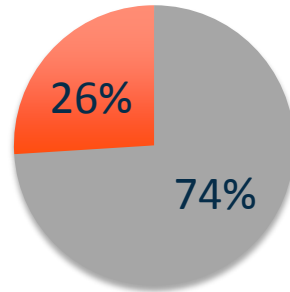
## FM 2016



29/29 Respondents

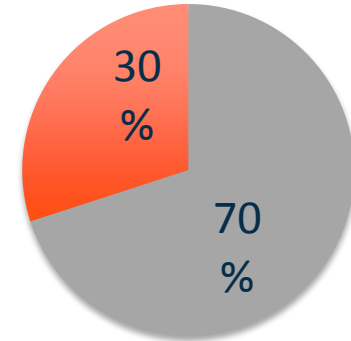
## FM 2017

■ No burnout ■ Burnout



23/25 Respondents

## SOM 2016 and 2017





# Wellness Champions Lessons Learned

- Role of leadership support
- Data
- New program Wellness Ambassadors





University of Utah Resiliency Center  
<https://healthcare.utah.edu/wellness/resiliency-center/>



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