

# **Creating a Model to Build Faculty and Healthcare Professional Wellbeing on Academic Medical Campuses**

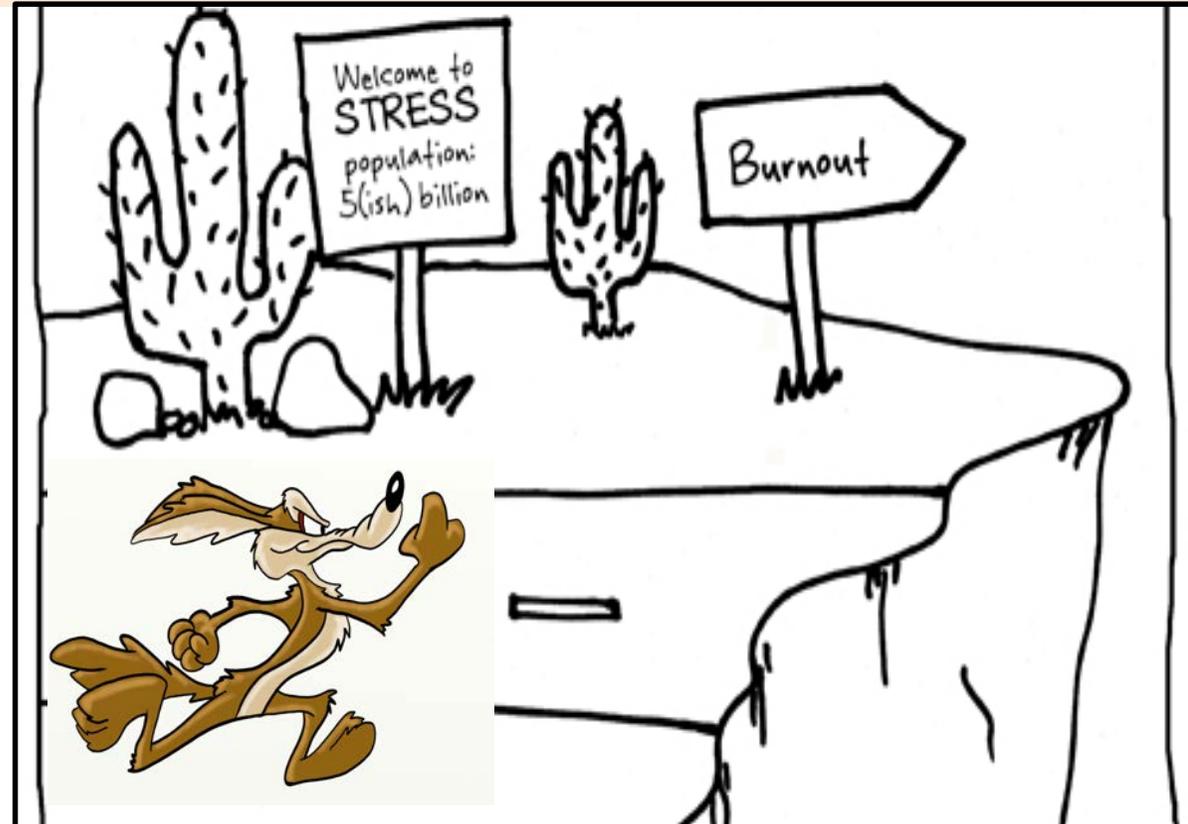
The Wiley Coyotes  
LITeS Cohort, 2017-18

# The Wiley Coyotes

- Debra Faulk, MD (CU, Anesthesiology)
- David Frisbie, DVM, PhD (CSU)
- T. Rajendra Kumar, MSc, MPhil, PhD (CU, OB/GYN)
- Tomer Mark, MD, MSc (CU, Heme/Onc)
- Natalie Serkova, PhD (CU, Radiology)
- Darcy Thompson, MD, MPH (CU, Pediatrics)
- Jeannie Zuk, PhD (CU, Surgery)

Team Sponsor: Marc Moss, MD

# The Problem



Burnout: Long-term exhaustion and diminished interest in work resulting from a long-term exposure to stressful working environments.

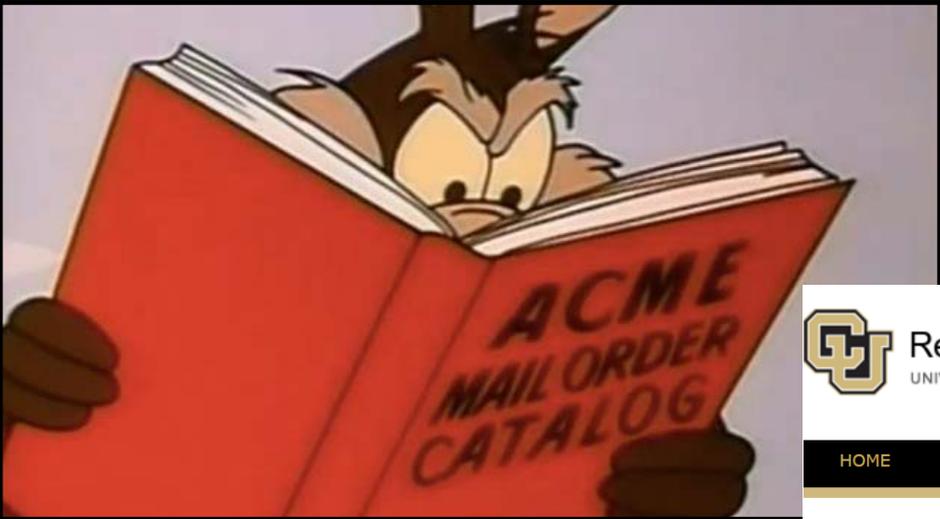
# Scope of the Problem



# Setting Team Goals



# Learning What Has Been Done



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## Resilience Program



### Contact Us

[Resilience@ucdenver.edu](mailto:Resilience@ucdenver.edu)  
303-724-1944

### Events

# Project & Survey

- **PROJECT**

- Perform a needs assessment via survey to understand:
  - What do wellness and resilience mean to campus faculty?
  - Ways in which people wish to access services/resources
  - Barriers to accessing current resources on campus

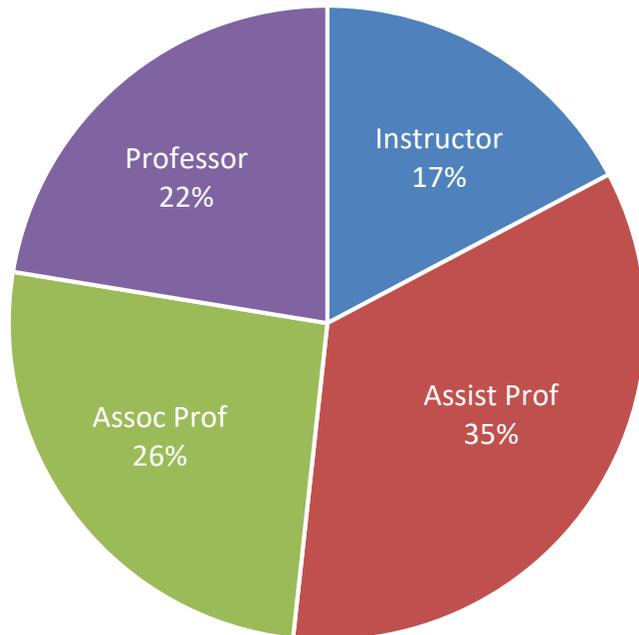
- **SURVEY**

- Polled academic faculty members from the SOM and CSU about resilience and burnout
- 60 respondents participated – convenience sample, both clinicians and non-clinicians

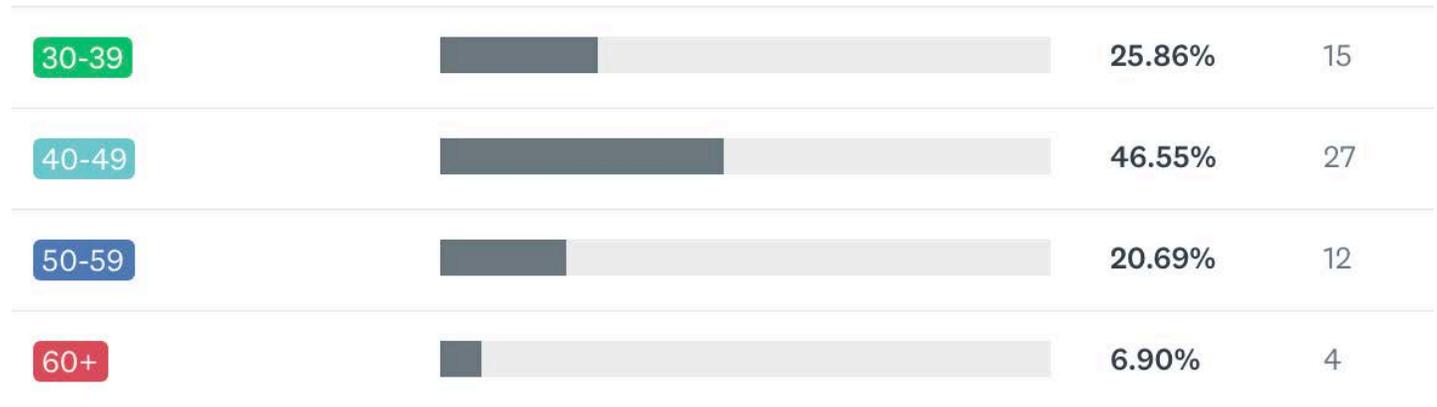
# The Respondents

Anesthesiologist Medicine Associate Professor Instructor  
 Faculty Division Assistant Professor Practitioner  
 Physician Research Pediatric Equine Veterinarian

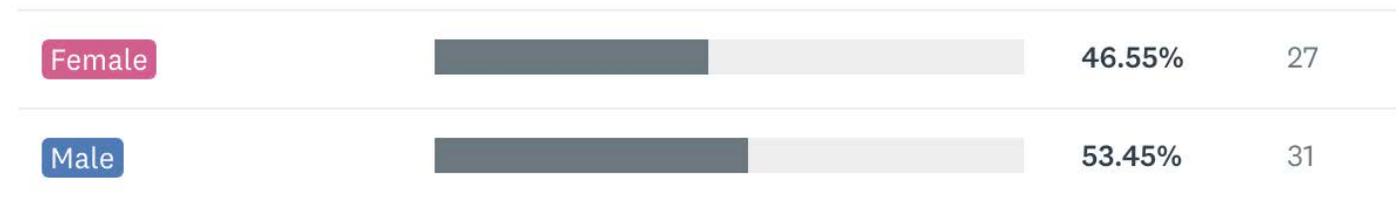
Rank



Age



Sex



# Comprehension of Resilience

In higher education there is a fair bit of talk about resiliency, do you feel comfortable defining what this means?

Answered: 59 Skipped: 1

ANSWER CHOICES		RESPONSES	
Yes	Responses	77.97%	46
No	Responses	16.95%	10
Please give your definition of resiliency	Responses	91.53%	54

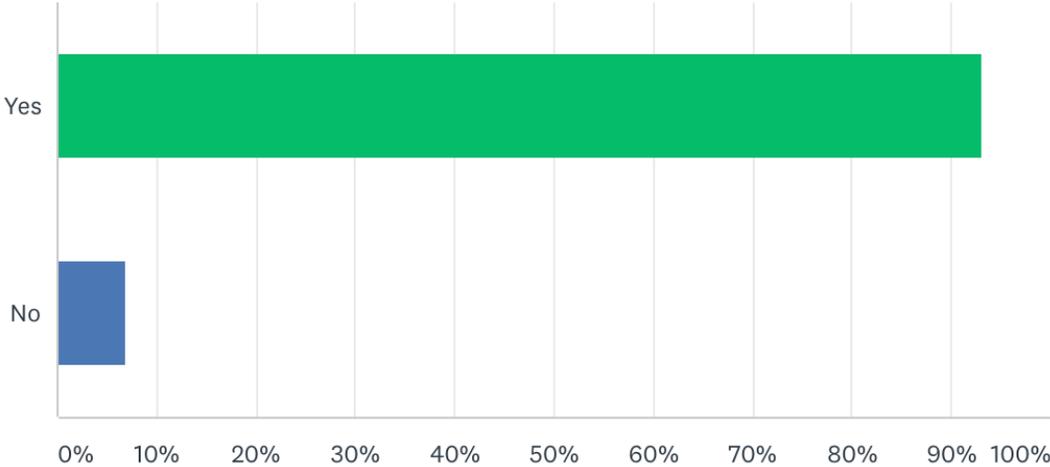
10 respondents: "No." 40% F, 60% M

\*\*\*\* Older respondents were more statistically likely to respond "No":  $p = 0.0184$  (Wilcoxon Rank Sum)

# Survey Results 1

In your current position have you encountered someone that you think could have benefited from access to a resiliency program?

Answered: 58 Skipped: 2

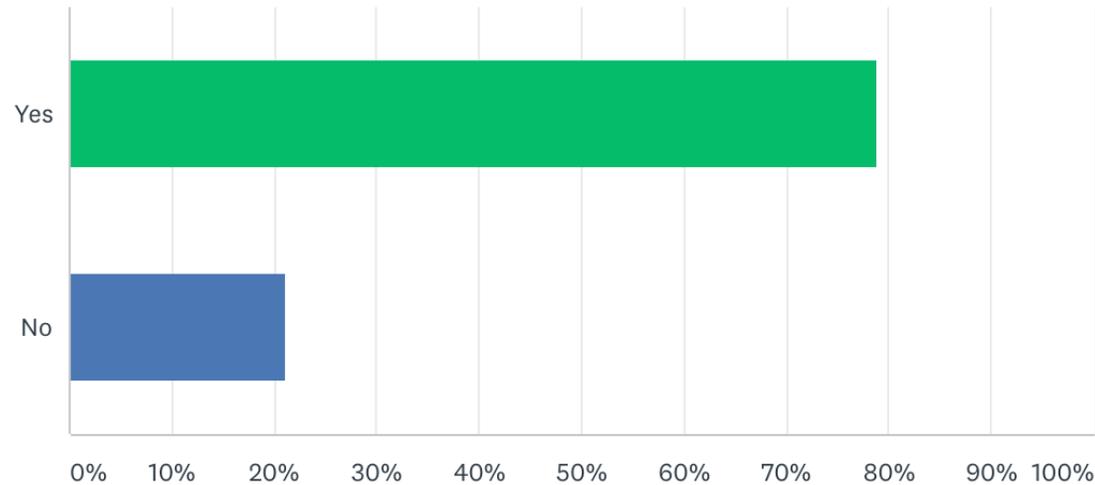


ANSWER CHOICES	RESPONSES
Yes	93.10% 54
No	6.90% 4
<b>TOTAL</b>	<b>58</b>

# Survey Results 2

In your current position, have you ever felt you could have personally benefited from access to a resiliency program?

Answered: 57 Skipped: 3



No:

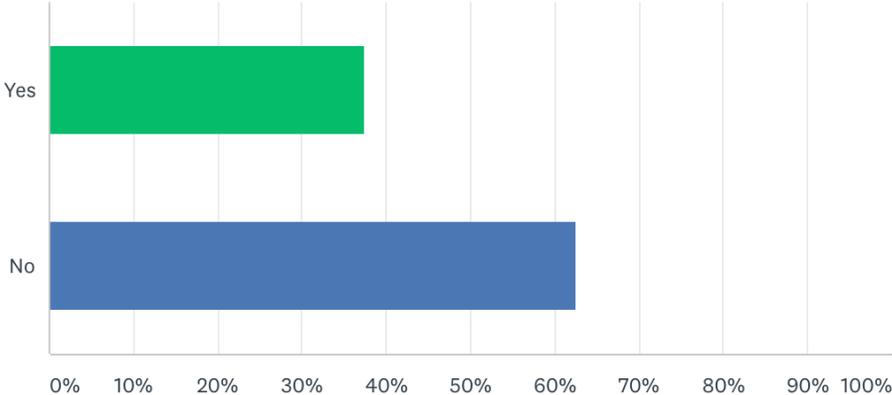
- 9/11 responders are male
- 8/11 age 40-49; (1 is 60+, 2 in 30s)

ANSWER CHOICES	RESPONSES
▼ Yes	78.95% 45
▼ No	21.05% 12
<b>TOTAL</b>	<b>57</b>

# Survey Results 3

If you or a colleague were having difficulties springing back from a difficult situation do you know how to reach out to a resiliency support?

Answered: 56 Skipped: 4

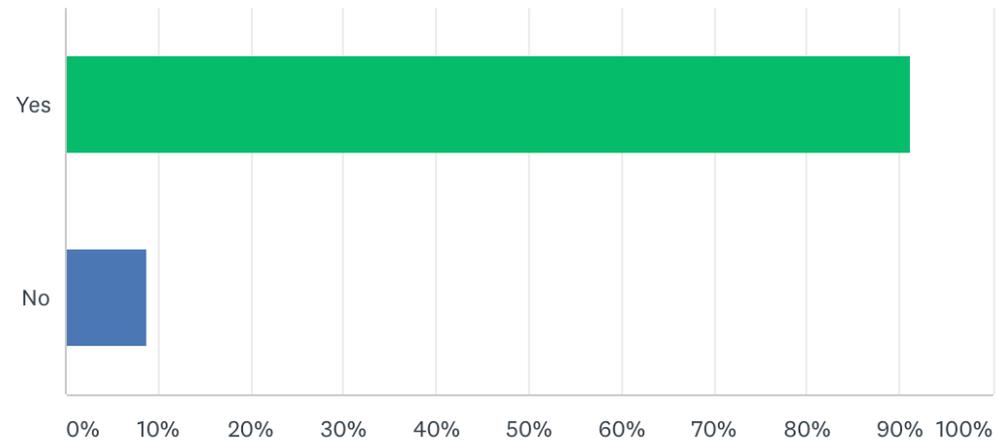


ANSWER CHOICES	RESPONSES
▼ Yes	37.50% 21
▼ No	62.50% 35
<b>TOTAL</b>	<b>56</b>

# Survey Results 4

Based on the previous question, are you open to reaching out to a counselor?

Answered: 57 Skipped: 3

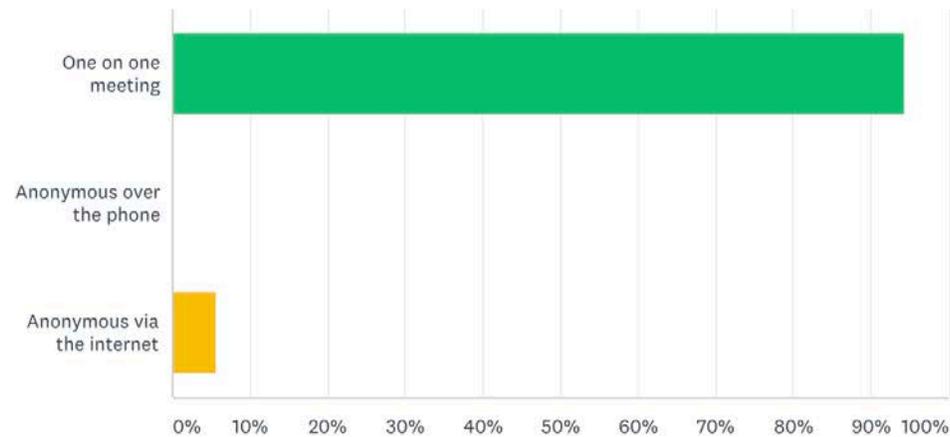


ANSWER CHOICES	RESPONSES	
▼ Yes	91.23%	52
▼ No	8.77%	5
<b>TOTAL</b>		<b>57</b>

# Survey Results 5

If you are open to reaching out to a counselor, what venue or mode of communication would be best in your mind? (Choose one)

Answered: 54 Skipped: 6

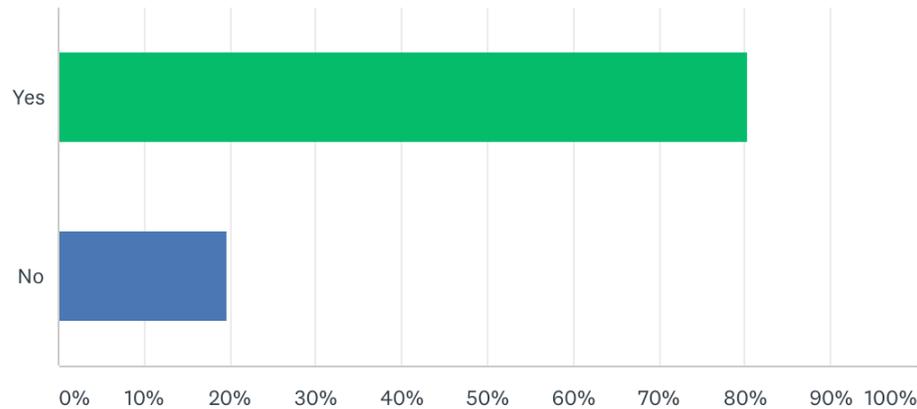


ANSWER CHOICES	RESPONSES
One on one meeting	94.44% 51
Anonymous over the phone	0.00% 0
Anonymous via the internet	5.56% 3
<b>TOTAL</b>	<b>54</b>

# Survey Results 6

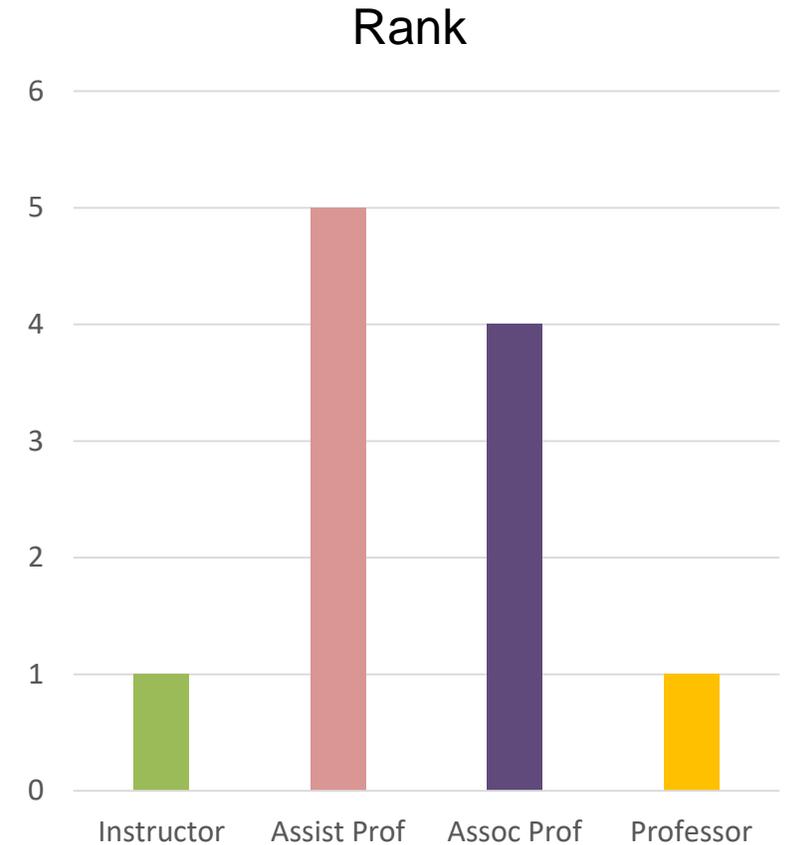
Do you feel resiliency training should be part of the work place training program?

Answered: 56 Skipped: 4



ANSWER CHOICES	RESPONSES
Yes	80.36% 45
No	19.64% 11
<b>TOTAL</b>	<b>56</b>

"No" responders



# Survey Results 7

Please rank which 2 options below would be the most effective types of training

Answered: 56 Skipped: 4



# Responses to Q10: Is there a Culture in Your Work Environment Conducive to a Resiliency Program?

-- **63%** felt their department would be open to resiliency training

*“I feel surrounded, for the most part, by mostly positive people.”*

*“I think we can all stand to learn more about how to promote resiliency in ourselves and how better to help our colleagues when they have events come up... I think the majority of us would welcome a resiliency program.”*

# Responses to Q10: Is there a Culture in Your Work Environment Conducive to a Resiliency Program?

*-- However, **37%** felt their department would **NOT** be open to resiliency training*

*“...Our workplace has no shortage of “feel good bs” but it is exactly that because it is more about posturing and projecting an image of care and concern than it is real and tangible. Our workplace culture is not one of trust, honesty and respect. It is one of secrecy, behind the scenes maneuvering and power plays...”*

*“The culture is to work people to a breaking point and then address. Lots of dialogue but very few action items to foster resiliency/provide coping strategies for professionals...”*

# Summary of Results

- Campus need exists, 90% of those participated in our survey see a need
- Awareness of current services is limited, <40% of respondents know how to get help
- When help is needed, One-on-One is a preferred method of gaining assistance
- Resiliency Training – multiple methods are desired
- High recognition of local level barriers
- Limitations: small convenience sample, only a snapshot in time

# Recommendations

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Recommendation #2: A centralized office, center, or institute focused on resilience is needed

- Current approach across campus can be confusing and possibly inefficient
- Centralized stand alone office with adequate resources to
  - Coordinate efforts across campus
  - Raise awareness
  - Provide services that are evidence-based
  - Ensure resources well spent

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Recommendation #4: Leadership has an opportunity to model the way and consider system level changes to prevent burnout and enhance resiliency.

# Acknowledgements

- Marc Moss
- Judith Albino
- Susan Johnson
- Galit Mankin
- Jenny Reese