Our Journey Together

2017-2021
Imperatives

- Professional Fulfilment
- Patient Safety and Quality
- Financial
- Educational
- Regulatory
- Moral
- Tragic

From the Triple to Quadruple Aim
Why Well-Being Matters!

Health-oriented Leadership (HoL)

The well-being and role-modeling of leaders have a direct influence on well-being of the members of the organization.


https://healthmanagement.org/c/decision-support/issuearticle/value-oriented-management
Our Why!

Educational and Clinical Leadership and Service

- What is needed to do our work well
- What keeps us up at night
Maslow’s Hierarchy of Needs

- **Physiological Needs**
  - Air, food, water, shelter, clothing, sleep

- **Safety and Security Needs**
  - Health, employment, property, family, stability

- **Love and Belongingness Needs**
  - Friendship, family, intimacy, connections

- **Self-Esteem Needs**
  - Confidence, achievements, respect of others, connections, need for individuality

- **Self-Actualisation**
  - Morality, creativity, spontaneity, acceptance, experience purpose, meaning and inner potential

The diagram categorizes needs into different levels:

- **Physical, Environmental**
- **Social, Financial, Occupational**
- **Social, Occupational, Emotional**
- **Intellectual, Environmental, Emotional**
- **Spiritual, Emotional, Intellectual**
Awareness to Action

Educate
Engage
Empower
Intervene
Innovate
Evaluate
The Quality Imperative:
• Physician burnout can lead to:
  a. Increased patient harm and medical errors
  b. Reduced patient satisfaction
  c. Reduced patient access to care

The Financial Imperative:
• Replacing a physician who retires or leaves early can cost between $500,000 and $1M.
• For every 1-point increase in physician burnout, there is a 43% increase in the likelihood a physician will reduce clinical effort in following 24 months.

The Educational Imperative:
• Poor wellbeing can begin as early as medical school and continue through residency and practice.
• Physician burnout can affect all specialties, but perhaps is worst in the “front line” areas of medicine.

The Regulatory Imperative:
• As of 2017, the ACGME requires all program sites to address well-being more directly and comprehensively.
• Institute for Healthcare Improvement guides for pursuing the Quadruple Aim, which includes attaining joy in the workplace.

Source: Promoting Health Care Professionals Engagement and Wellbeing, Dr. Mukta Panda, 2018
Created Community

Team
Trust
Voice
Engagement
Respect
Transparency

System of well-being

to

Culture of Well-being
Focused Collaborative Work

Ensuring availability of adequate
• food and water
• parking
• designated spaces for all learners while at work
• security
• communication

• education
• Mental and behavioral health
• Advocacy and scholarship
Surviving & Thriving as a Healthcare Team Member:
Preliminary Findings From The M3 Study

Finding And Sustaining Motivation And A Sense Of Meaning In Medicine
Preliminary Findings

Our initial analyses are highlighting the following general findings:

1) Maintaining a sense of meaning/purpose, motivation, and social relationships are all linked to healthcare worker resilience in various and complex ways
2) Self-care requires effort and is not the sole key to resilience
2022 Healthcare Workforce Rescue Package
Actions leaders can take today to support team member well-being and retention

- These are non-normal times: Adjust expectations.
- Get rid of stupid stuff.
- Get radical to shore up staffing.
- Designate a well-being executive.
- EAP is not enough! Do more.

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