

# Promoting the “R” in RVU - Relationship Valued Unit: Enhancing Health Care Provider Engagement and Promoting a Healthy and Well Clinical and Learning Environment

## Central Theme

Trusting relationships between patients and the health care team, health care team and leadership, and among the health care team members are foundational to **promoting psychological safety, engagement and commitment, and mitigating burnout and loneliness thus promoting the Quadruple Aim**

## Goals

- Promote Relationship Oriented Programs addressing all domains of well-being
- Involve all stakeholders and the Clinical Learning Environment to include Leadership of UME & GME, Hospital leadership of the Clinical Health Care Team
- Develop and create the learning environment through Education, Empowerment and Engagement, Interventions, Evaluation, and Innovations

## Key Participants

- Physicians: academic, clinical, residents, fellows
- Medical students, nurses, PA students
- Allied health: PA's and NP's
- Inter-professional team
- C Suite leadership
- GME and UME leadership
- Medical staff leadership
- Community physicians

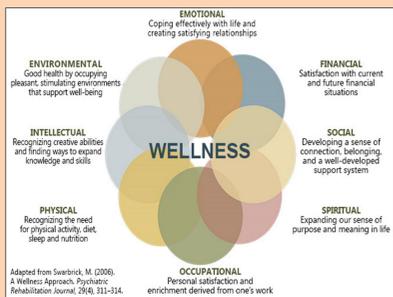
## Primary Needs

- Understanding and promoting physician and trainee engagement and well-being
- Providing resources for physicians and trainees that help them promote their own well-being
- Discovering and developing personal and organizational approaches to prevent and address physician and trainee distress
- Striving to create a workplace culture that is energy replenishing
- Promote Relationship Orientated Programs

## Model

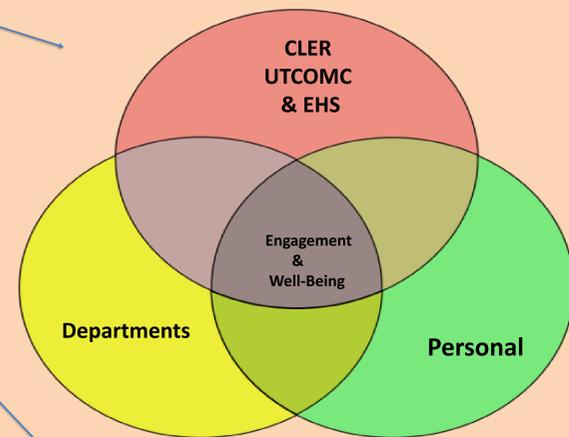
Maslow's hierarchy is a rubric for resilience and wellness focused on the development of healthy individuals and organizations.  
We will focus on cultivating relationships and a sense of belonging among individuals by recognizing challenges of medical care in an open forum, as well as individual self-actualization

## Dimensions of Wellness



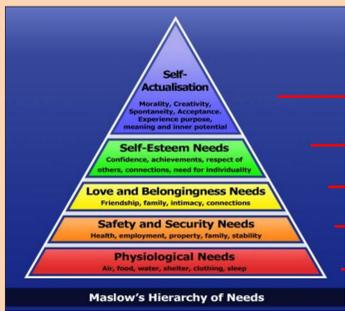
## Partnership Between System and Self To Create a Culture of Well-Being

Educate  
Engage & Empower  
Evaluate  
Intervene  
Innovate



**RVU**  
Relationship Valued Unit  
Joy and Engagement  
Connection of Passion to Purpose

## Alignment of Mission and Vision



- Spiritual, Emotional, Intellectual
- Intellectual, Environmental, Emotional
- Social, Occupational, Emotional
- Social, Financial, Occupational
- Physical, Environmental

**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:**  
1. 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 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 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.

## Institutional/Organizational Level

(Clinical and Learning Environment, UTCOMC & EHS)

- UTCOMC & EHS partnership and Well-being Memo and policy
- Kick off Conference by National and Local Leadership
- Needs assessments with longitudinal survey every other year
- Created a dedicated webpage
- Created Well-Being Task Force with regular interactive meetings
- Created Resident Advisory Committee with regular interactive meetings
- Created LifeBridge Program to address mental and behavioral well-being
- Aligned well-being metrics with EHS strategic plan
- Addressed Organizational Security issues
- Lean methodology approach to address uniform communication
- Working with CIMO to address EHR related issues
- Committed Financial support for Well-Being Activities
- Incorporated well-being questions in annual program evaluations
- Meeting with each Department to discuss Well-Being Survey Questions
- Created Well-Being Resource Flyer for domains for well-being and shared interdepartmental resources
- Created safe spaces to engage and encourage voice and agency egs regular Town Halls, social events
- Standing Agenda Item at all GMEC
- Promoting educational Value, recognize excellence in teaching
- Research, presentations and publications
- Financial Stability WebEx Series

## Department Level

- Engage and empower department leadership to address and innovate regarding specific department issues
- Provide resources and financial support for each department
- Departmental details available on website

## Individual Level

(Personal)

- Ensuring availability of adequate food and water, parking, call spaces to all learners while at work
- Dedicated and scheduled Education:  
-Sleep Alertness & Fatigue Education in Residency  
-Food as Medicine: What the evidence suggests about the most common diet trends Nutrition – Physiological needs  
-Financial literacy and planning  
-Narrative Medicine and Reflection  
-Discounted and onsite gym resources
- Launched the self-assessment tool, Mayo Clinic Well-Being Index, provided to our faculty, residents and fellows and staff
- Information of campus and community well-being resources