

### INTRODUCTION: BACKGROUND & CONTEXT

- Well-being in the clinical environment is a function of an individual interacting with their environment – including their peers, faculty, and patients<sup>1</sup>
  - 1 of every 2 radiologists surveyed report classic symptoms of burnout defined by as a loss of enthusiasm for work, cynicism and a low sense of personal accomplishment<sup>2</sup>
  - Radiology ranked 10<sup>th</sup> in burnout of 26 specialties surveyed<sup>2</sup>
1. Shanafelt TD, Noseworthy JH. Executive Leadership and Physician Well-being: Nine Organizational Strategies to Promote Engagement and Reduce Burnout. Mayo Clinic Proceedings 2017.01.31;92(1):129-146).
2. Henderson M. Unique stressors lead to burnout in radiology RSNA News May 19, 2016

### MISSION/VISION STATEMENT

- VISION:** Aurora Health Care’s GME programs will be nationally recognized for preparing our current and future physicians to help people live well – our patients, each other, and ourselves.
- MISSION:** Apply IHI Model for Improvement to continuously improve well-being through GME wide and program specific initiatives to address well-being drivers from workload and control/flexibility to culture/community and work-life integrations to promote meaning in work.

### AIM/PURPOSE/OBJECTIVES

Continue to foster a sense of community/connection among the radiology residents/attendings and individual feelings of well-being among residents attendings, as measured by the Mayo Well-Being Index

### METHODS/INTERVENTIONS/CHANGES

- Implemented 3 changes in our daily work flow plus dedicated time away from clinical duties to socialize in relaxed environment
- CHANGE IN PROCEDURE FOR QUARTERLY “JOURNAL CLUB”**
    - Previously, journal club was held during the work-day at noon conference. Now, we hold Journal Club after work hours at a restaurant, with food provided by the department
    - This encourages social interaction amongst residents and fellows in a more relaxed atmosphere
  - HELD A NEW RESIDENT WELCOME PARTY**
    - Hosted at a local restaurant with food and beverages provided
    - Allow for social interaction amongst residents and attendings in a relaxed atmosphere
  - INCORPORATE 5 MIN “OFF TOPICS” DURING FRIDAY BOARD REVIEW**
    - The “Off Topic” discussion is selected by the presenting resident, and provides a fun intermission to the typically busy and structured week day. Examples of “Off Topic” items previously presented include: Vacation pictures, 90’s Hip Hop Artist trivia, and Simpson’s trivia
    - Gain insight on interests and hobbies of co-residents

### MEASURES/METRICS

- OUTCOME:** Mayo Well-Being Inventory to monitor individual well-being of residents and attendings at baseline and quarterly throughout PDSA cycle process
- PROCESS AND BALANCING MEASURES**
- Surveys/feedback re: each intervention
  - End of rotation evaluation - well-being item (GMEC require)

### BARRIERS – STRATEGIES

- TIME COMMITMENT:** All interventions require increased time and/or effort from residents and attendings
  - STRATEGY:** Encourage but not require participation in the social events and “off topic” discussions
- ATTENDING PARTICIPATION:** Fewer than desired faculty attend Journal club and the resident welcome party
  - Feedback indicated that there is interest, but insufficient time to make arrangements by many of the attendings
  - STRATEGY:** Attempt to increase lead-time in making more attendings aware of these events
- DATA COLLECTION:** Obtaining data to support PDSA adds stressor
  - STRATEGY:** Gather data during sessions omitting need for ‘extra’ time / reminders

### DISCUSSION: NEXT STEPS & AREAS SEEKING INPUT

- WHAT ARE CRITICAL NEXT STEPS?**
- Continue to obtain process/outcome measures and review
  - Formally poll residents and attendings regarding the perceived effectiveness of our interventions
  - Take that data and determine future steps consistent with PDSA Cycle 2: Continue with current interventions or revise?
- AREAS SEEKING GUIDANCE/INPUT**
- Ideas for other possible work week interventions that have increased well-being in other programs.
  - Ideas for increasing attending participation

### GROUP FEEDBACK