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INNOVATION • INTEGRATION • IMPACT

# The Program Assistant's Guide to Supporting Health and Well-Being in Training

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Postgraduate Medical Education  
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# Outline

1. What to watch for:  
Common wellness issues for trainees
2. What you can do:  
Quick tips for managing these situations
3. Who can help:  
Resources available to support your trainees
4. Educational resources:  
To develop resiliency skills in training

# Your questions?

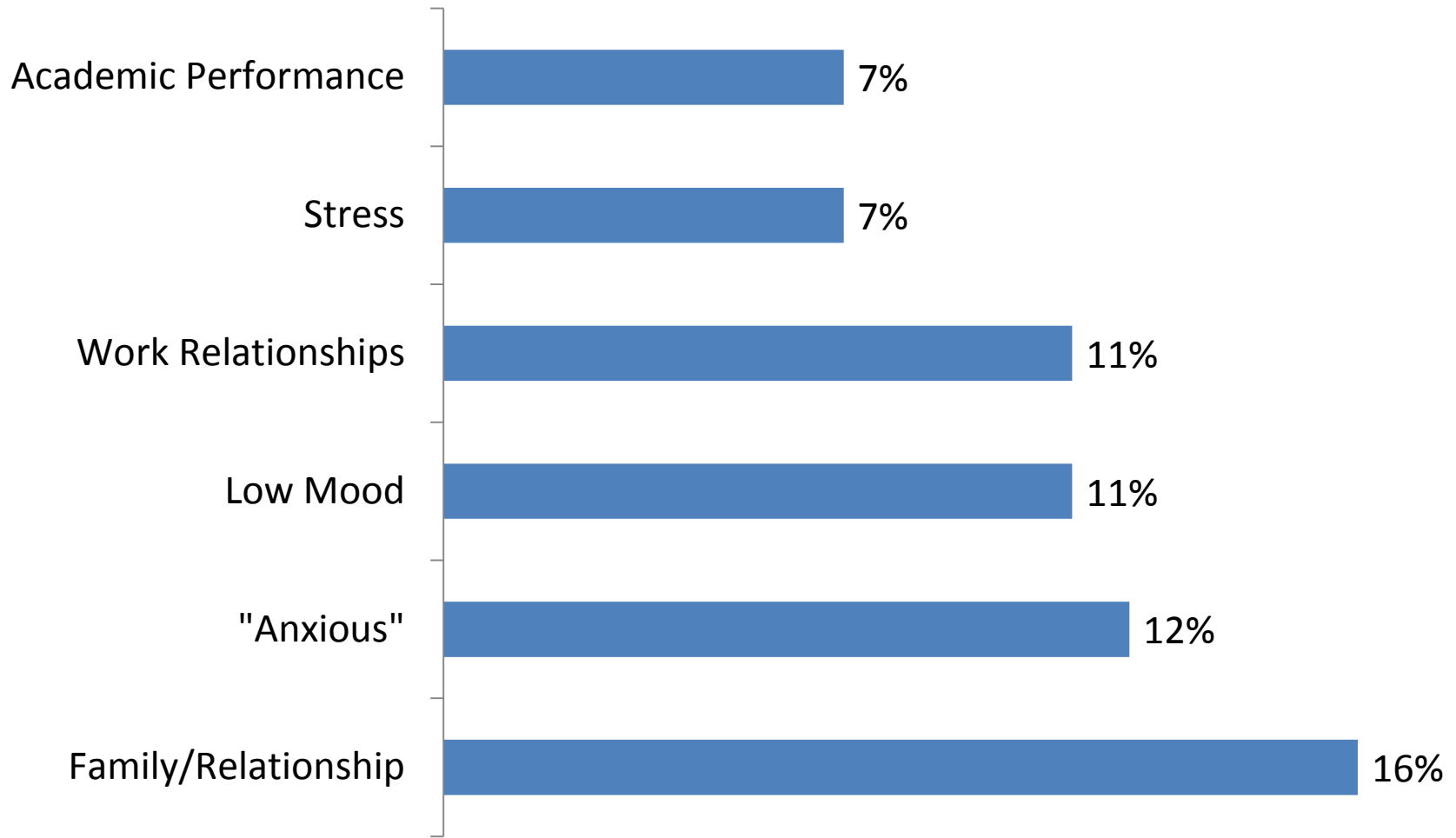
# Occupational Risks to Well-Being



# Common Wellness Issues

- Mental Health problems
  - Stress/overwhelm
  - Burnout
  - Mood and anxiety disorders
  - Substance use
- Career dissatisfaction
- Stress associated with academic difficulty
- Consequences of medical/professional error
- Unprofessional/ “disruptive” behaviours
- Personal/professional conflicts

# What Brings Them In (2014-15)





# Additional Wellness Issues You May Hear of as Program Assistant

- Interpersonal conflict in the workplace
  - Trainee-trainee/supervisor/allied health staff...
- Resident mistreatment
  - Intimidation, harassment and disruptive behaviour
- Safety concerns
  - Personal
  - Workplace and environmental
  - Occupational

# Be Mindful of Trainees at Risk

- In general
  - International trainees, “mismatched” resident, trainees with chronic illnesses, learning problems or challenging personal situations
- Peak times
  - Transition times including rotation changes, exams, “tough” rotations
- Acute situations
  - Personal stressors, medical error, failure (exam, rotation), conflict with colleague



# What Helps?

# What Helps Residents Through Transitions?

## Personal Strategies

- Cognitive (reframing, self reflection, self talk)
- Behaviourial (boundary setting, being more assertive)
- Social (talking to colleagues, family friends, asking for help)
- Self care (exercise, good food, sleep)
- Confidence with medical knowledge

## Work/Learning Environment

- Team support
- Familiarity-good orientations
- Quality learning opportunities
- Engaging teachers
- Enthusiastic supervisor
- Clear expectations

# Team Support

## Positive team support related to:

- Orientation
- Availability/approachability of supervisor
- Learning opportunities
- Constructive feedback
- Clarity of expectations
- Supervisor interest in resident
- Social activities



# If You are Concerned About a Resident

- Think “ill”, not “evil”
  - Sometimes irritating, unprofessional behaviour is an unwell resident
- Clarify that you are *concerned*
- Normalize, avoid pathologizing
  - *“When we notice things like this happening, we know that sometimes residents are struggling”*
- Always consider patient safety as a priority

# If You are Concerned About a Resident

- Find the right time and space to have the conversation
- Clarify your role- listening, directing them to resources, resist the urge to 'do' if they don't want it 'done', ?confidentiality
- What do you need to know in order to proceed?
  - Policy or person to consult?
- Who can help you?

# Be Familiar With...

- Your program policies
  - E.g. Safety - Travel to and from work, workplace injury, personal safety in clinical encounters
- PGME policies
  - Intimidation and Harassment, Safety, Transfers, Leaves etc
- PARO-CAHO agreement

# Resources 1: Program or Department

- Wellness Committee/Resident Advisor or “wise elder”
  - If you don’t have an identified program wellness contact, agitate for one
- Other Program Assistants
- Program Director



# Resources 2:

## PGME- Office of Resident Wellness

Confidential, accessible, centrally located office open 5 days a week providing advice and support for postgraduate trainees and educators.

- Diana Nuss, Wellness Coordinator (Full-time)
- Dr. Susan Edwards, MD CCFP, FCFP (T/Th, offsite W)
- Christopher Hurst, M. Ed, Counselor/Educator (Full-time)
- Christiane Martin, MSW, RSW, Counsellor/Therapist (M,W)
- Mariela Ruetalo, Research Officer (.5 FTE)

# Trainee Supports

- Personal and professional coaching
- Counseling for trainees in distress or academic difficulty
- Career uncertainty
- Disability and accommodation planning
- Advice and external referrals for assessment or ongoing care
- Concerns of intimidation, harassment or compromised learning environment

# PGME Website: Resident Wellness Tab

- <http://www.pgme.utoronto.ca/content/resident-wellness>
- Urgent advice for PGME trainees
- Stress management
- Fatigue management
- Financial advice
- Career

# Board of Medical Assessors

## Purpose of BMA:

- To consider and determine whether there is a medical condition that affects, or may affect, the ability of a trainee to participate, perform or continue in the training program.
- To make recommendations regarding such matters to the Dean.

# How the BMA Can Help You

- Interprets the legal duty to accommodate within the PG educational context
- Offers independent evaluation of medical conditions possibly affecting performance
- Support development of accommodated training schedules
- Allows PD to be the educator/administrator and not the physician

# Resources 3:

## Hospitals- **RESIDENTS ARE EMPLOYEES**

- Occupational Health/Human Resources Offices
  - Safety and accommodation issues
  - Employee Assistance Programs
- Medical Education Office
  - VP Education or equivalent

# Resources 4:

## Professional Community

- PARO [www.paro.org](http://www.paro.org) or 979-1182
  - 24 hour crisis line 1-866-HELPDOC
- To find a family physician
  - Health Care Connect (must have OHIP)
    - <http://www.health.gov.on.ca/en/ms/healthcareconnect/public/>
- Physician Health Program (OMA)
  - Confidential, quick access to therapists, psychiatrists
  - [www.phpoma.org](http://www.phpoma.org) or 1 800 851-6606
- Health Force of Ontario (HFO)
  - Job finding, career support



# Resources 5:

## International Trainees

- Mentors
  - Other trainees in your program/department who can help with “cultural” adaptation
  - Make regular time to meet and review issues related to integration
- [www.211toronto.ca](http://www.211toronto.ca)
  - Toronto website for all services available to newcomers, multicultural organizations etc.
- [www.settlement.org](http://www.settlement.org)
  - Government of Ontario website for newcomers

# ORW WORKSHOP SERIES 2015 – 2016

- ① Enhancing Well-Being and Performance: an Overview
- ② An Introduction to Fatigue Management
- ③ The Emotional Physician: Working with Emotions
- ④ Attentional Skills Development Part 1: Mindfulness in Medical Life
- ⑤ Attentional Skills Development Part 2: Attention and Cognition
- ⑥ Team Work, Prosocial Behaviour and Attuned Leadership
- ⑦ Managing Transitions and Change throughout the Medical Career
- ⑧ Enhancing Exam Preparation and Performance
- ⑨ Time Management
- ⑩ Resident Resilience in the Context of Loss, Grief and Adverse Events: A Mindful Approach
- 11 Downward Docs: Mindful Yoga and Medicine Workshop\*

# Workshop Evaluations:

- 40 workshops to 16 programs in 2013-14
- 88% satisfaction rate (satisfied/very satisfied)
- 92% felt relevant to their training
- What was most valuable:
  1. Opportunity to discuss these topics
  2. Practical skills attainment
  3. Knowledge attainment

*“The right time and place for this to happen”*

*“An important topic we don’t often get to discuss”*

# Opportunities to Promote a Culture of Wellness

- Find time and space for communication and support (informal)
  - Check ins periodically at academic half day or other program events
- Mentorship programs/opportunities
- Educational activities
  - ORW workshops
  - Faculty panels
  - Informal discussions/social events

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# Made in Canada Resources

ePhysicianHealth.com



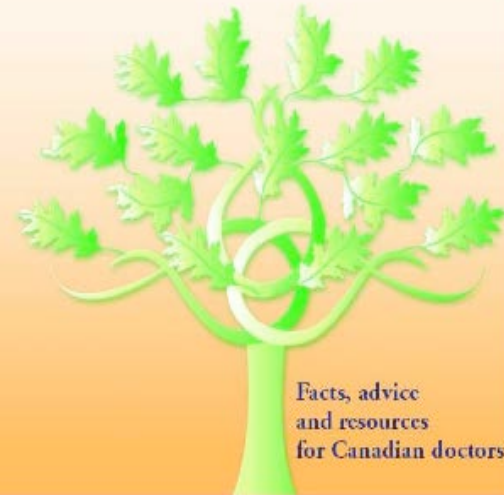
**CanMEDS Physician Health Guide**  
A Practical Handbook for Physician Health and Well-being

Edited by David Patterson & Freda A. Sussman, Editors



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OF PHYSICIANS AND SURGEONS OF CANADA

CMA Guide to  
**Physician Health  
and Well-Being**



Facts, advice  
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