

# Well-Being at ETSU

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**Diana Heiman, MD**

*Assistant Dean for GME/Well-Being*

*Attitude is Contagious  
Culture is Intentional*

PRACTICES

STORIES

DETAILS

ACGME  
Requirements



# ACGME Requirements

Well-Being is mentioned in the body of the Common Program Requirements 16 times

New focus on making sure Residents and Faculty are able to appropriately take care of patients

ACGME

Known  
Issues

## **ACGME Mandate**

Residents must demonstrate competence in the ability to recognize and develop a plan for one's own personal and professional well-being.

## Known Issues

Work Compression

Emotional Well-Being Suffers  
after Adverse Events

Stanford Duck

System Issues are the Center of  
Burnout

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# DETAILS

ACGME Common Program Requirements -  
<https://www.acgme.org/Portals/0/PFAAssets/ProgramRequirements/CPRResidency2019.pdf>

ETSU  
Resident  
Assistance  
Program

Impairment

Fatigue

Fatigue  
Mitigation



# ETSU RESIDENT ASSISTANCE PROGRAM

The screenshot displays a web browser window with the URL [etsu.edu/com/gme/resassprog.php](https://etsu.edu/com/gme/resassprog.php). The page header includes the East Tennessee State University logo and navigation links for Admissions, Majors, Cost, Tools, and Advisories. The main content area is titled "Physician Wellness" and "Resident Assistance Program". A sidebar on the left contains a "Share" button and social media icons for Facebook, Twitter, LinkedIn, and Email. The main content area features a navigation menu with links for HOME, RESIDENCY FELLOWSHIP PROGRAMS, INCOMING RESIDENT/FELLOW RESOURCES, CURRENT RESIDENT RESOURCES, and POLICIES & PROCEDURES. The main content area also includes a contact information box stating "For assistance call: pager (423) 854-0342 - \*\*available 24 hours a day\*\*" and a question box titled "What is the Resident Assistance Program?". The Windows taskbar at the bottom shows the time as 8:24 PM on 6/21/2020.

# IMPAIRMENT

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Mental illness

Substance Abuse

Burnout



# MENTAL ILLNESS

## DEPRESSION:

As common as it is in the general population - 20% of women and 10% of men

Suicide rates are higher for physicians, especially female physicians

Program Director, faculty and Coordinator will be monitoring you for changes in behavior

# SUBSTANCE ABUSE

14% prevalence for ETOH and 6% for other substances

Addicted physicians can continue to function at high levels for a long time before their performance at work is impaired

Program Director, faculty and Coordinator will be monitoring you for changes in behavior

# BURNOUT

Definition: loss of emotional, physical and mental energy

Estimated 45%+ of physicians, and this is increasing!

(GME) will send out surveys twice per year and your Program Director and Coordinator will be monitoring you for Burnout

Train-the-trainer sessions are rolling out for Burnout prevention

# FATIGUE

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A state of exhaustion or extreme tiredness

Overwhelming

Globally affects functioning

Different than simply being tired

Moodiness, irritability

Limited speech or flat affect

Impaired problem solving

Sedentary nodding off (e.g. during conference)

Medical errors

Micro-sleeps (5-10 second lapses in attention)

Repeatedly checking work

Difficulty focusing on tasks

## FATIGUE MITIGATION

If you are showing signs of clinical fatigue,  
you **must stop and alert a faculty  
member!!**

There is a taxi service that will take you home  
and is paid for by GME.

**PLEASE use it if you are too fatigued to safely  
drive home!**

## Fatigue Mitigation Tips

- Get a full night's rest (most people need 8 hours of sleep) before any work day
- If you are on night float, you must sleep during the day
- Expose yourself to bright light before starting your shift, if possible
- If using caffeine, use it only when working and feeling sleepy (not when awake or on weekends)
- Nap during the call/shift especially if you are tired or didn't get adequate day sleep. Shorter, more frequent napping (15-45 minutes every 2-3 hours) helps avoid sleep inertia.



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# Practices

Cognitive Reframing

3 Good Things

The screenshot shows a web browser window displaying the 'Helpful Sites and Apps' page on the East Tennessee State University (ETSU) website. The page is titled 'Helpful Sites and Apps For Physician Well-Being' and is part of the Quillen College of Medicine. The navigation bar includes links for Admissions, Majors, Cost, Tools, and Advisories. The main content area features a section for the Accreditation Council for Graduate Medical Education (ACGME), which is committed to exploring causes and solutions for physician well-being. A highlighted box contains a warning icon and a link to 'ACGME Physician Well-Being' (Toolkit for Program Directors), with a sub-link for 'AWARE' - a free app created by ACGME to provide physicians with tools to improve their well-being and strategies for promoting resilience. The browser's address bar shows the URL 'etsu.edu/com/gme/local-resources.php'. The Windows taskbar at the bottom indicates the time is 9:22 PM on 6/21/2020.

## Cognitive Reframing

Change your response to be able to move forward  
You are the only one who can change your own response to a situation, you can't change how someone else reacts

Think of a time when something made you angry  
How can you change your thinking/response to make you less angry?  
How can you be aware of this in the future to not become angry?

## 3 Good Things

Before going to bed, write down 3 things you did today that benefited someone else

This practice has evidence-based outcomes regarding improvement in mood/outlook the next morning!



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# Stories

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Work got my better self

I love you and it's not your fault



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