

The Development of a Well-Being Champion Network as an Intervention to a Systemwide Evaluation of Physician and Advanced Practice Provider Well- Being



Kristin Jacob, MD FAAP; Courtney Hilbert, CNM, MSN; Arianna Rinvolt
Spectrum Health Office of Physician and APP Fulfillment

Introduction

Spectrum Health is an integrated healthcare system in West Michigan comprised of 35,000 team members, including approximately 4,600 employed and affiliated physicians and advanced practice providers (APPs). The Office of Physician and APP Fulfillment (OPAF) was created in 2019 to provide centralized coordination, development, and implementation of programs and initiatives designed to support clinician wellness. As a key foundational initiative, the Mayo Well-Being Index (WBI) was chosen to obtain baseline data on the overall well-being of physicians and APPs within the system. The assessment was initially conducted from March 16 through April 10, 2020 (see results below). With this data, OPAF developed the Well-Being Champion (WBC) Network; a group of physicians and APPs across the system, representing every clinical service line, committed to improving the well-being of their colleagues and creating a culture of wellness.

Well-Being Index Results, 2020

	Response Rate	% High Distress (vs National %)
SH Physicians	38.8%	31.5 % (41%)
SH APPs	48.1%	21.9% (30%)
SH Residents and Fellows	26.6%	18.3% (20%)

Learning Objectives

- 1) Describe how a Well-Being Champion Network was developed
- 2) Explain how a Well-Being Champion Network is sustained and cultivated
- 3) Share results of a survey of Well-Being Champions

Methods



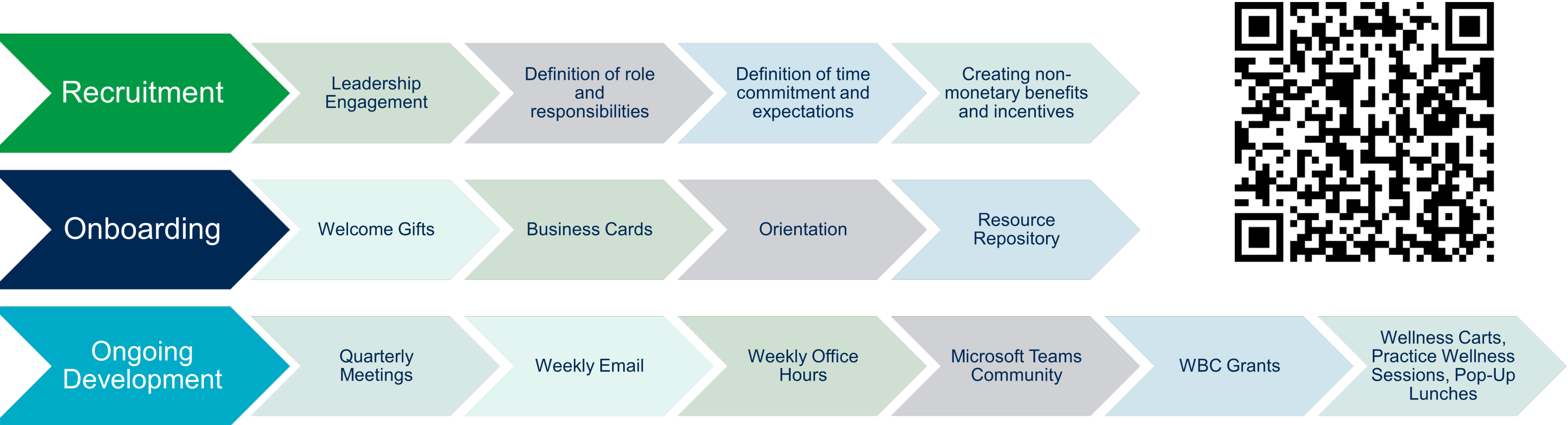
Data from the WBI provided a look at the prevalence of high distress among physicians and APPs across multiple demographics. OPAF created detailed reports for each clinical service line and large independent physician groups and met with clinical and operational leaders to review the results and discuss individualized intervention plans. Additionally, each area was encouraged to identify front line providers to join a Well-Being Champion (WBC) Network. In September 2020, the WBC Network launched with a virtual orientation defining roles and responsibilities, time commitment, and benefits, aligning members to the mission and purpose of OPAF, introducing basic data about burnout, key drivers, and best practices in interventions, and educating individuals on local resources.

Take Away

Now, more than ever, the well-being of our clinicians is a top priority. The Well-Being Champion Network at Spectrum Health is a key program to foster community, improve engagement, and provide resources to clinicians who need it most.

Program Development

Developing the Well-Being Champion Network involved 3 phases:



Role Development

Well-Being Champion Role/Responsibilities

- Ambassador for the Office of Physician and APP Fulfillment (OPAF)
- Liaison between OPAF and service line leadership and providers
- Encouraged to launch and lead a wellness committee for service line
- Available to offer 1:1 peer support to physicians and APPs in the service line
- Recognize colleagues who may be showing signs of stress and burnout and direct them to appropriate resources
- Promotes participation in the Well-Being Index and Glint/Listening surveys
- Promotes participation in OPAF events and programs
- Educates providers on resources available to improve well-being
- Works with service line leadership and OPAF to develop and implement action plans based on survey results and other data

Time Commitment

- Attend orientation
- Attend quarterly Well-Being Champion meetings
- Encouraged to lead a wellness committee for the service line that meets monthly or bimonthly
- Propel work forward in between meetings
- Encouraged to meet with service line leadership on a regular cadence
- Commitment to personal wellness

Benefits

- Complementary enrollment in mindfulness course
- Welcome gift
- CME opportunities
- Role recognition
- Citizenship recognition for compensation
- Access to well-being resource repository in Microsoft Teams
- Opportunity to create a significant impact on providers and patients
- Leadership experience
- Professional development
- Access to networking, educational and wellness events

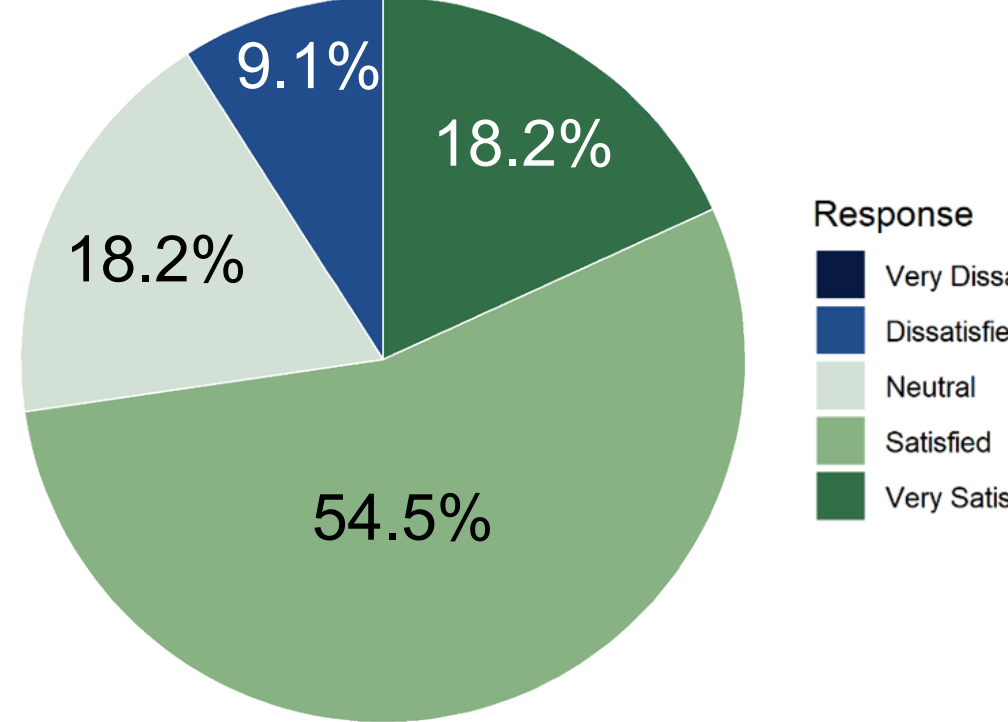
Engagement

- 40 individuals committed to the WBC role at the inception of the program.
- Currently have 48 Champions.
- Represented by all eleven clinical service lines, graduate medical education, and multiple large independent groups.
- 75% attendance rates at our 3 quarterly meetings.
- Twenty WBCs are involved in local wellness or engagement committees

WBC Survey – May 2021

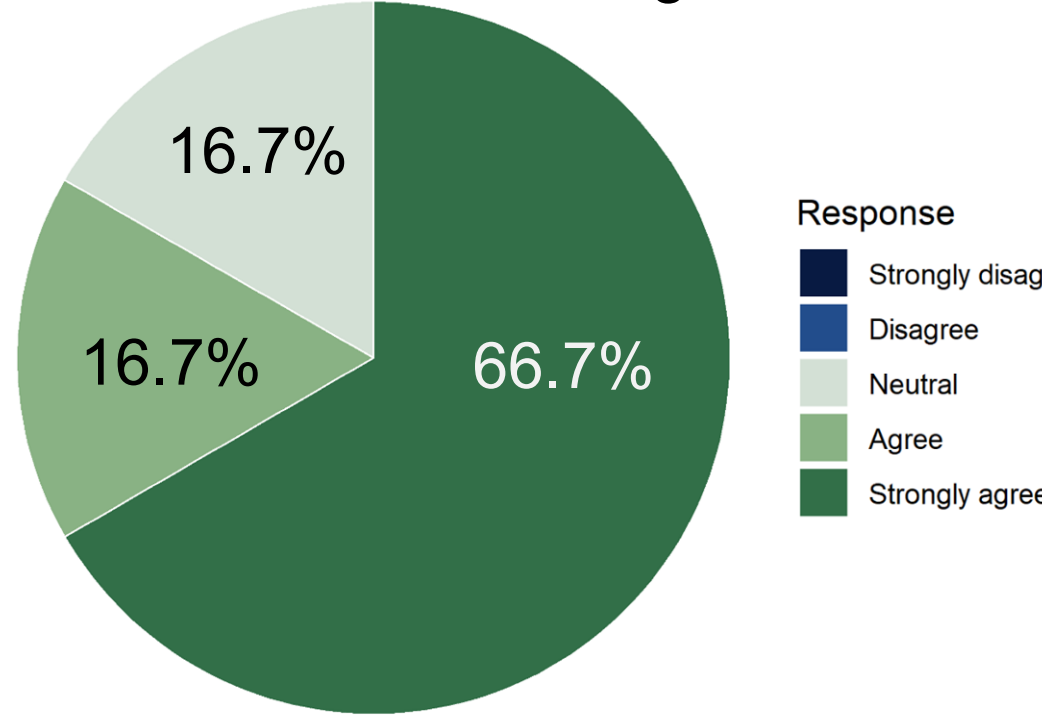
Please rate your satisfaction with being a Well-Being Champion. (n=11)

0% = Very Dissatisfied



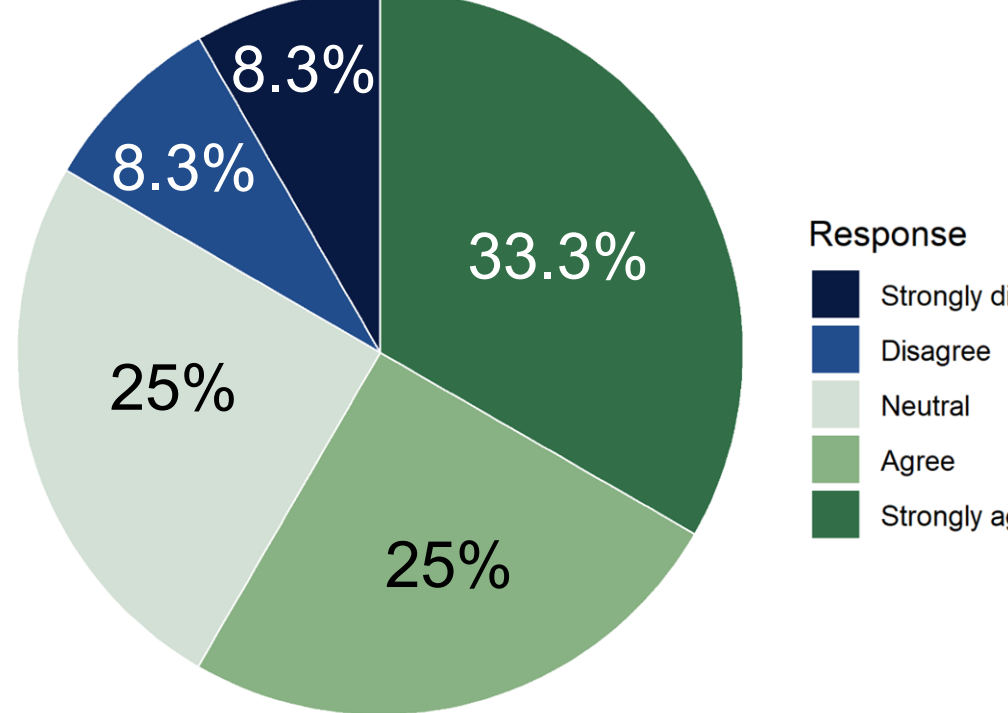
The Wednesday Well-Being Champion emails are useful to me as a Well-Being Champion(n=12)

0% = Strongly Disagree
0% = Disagree



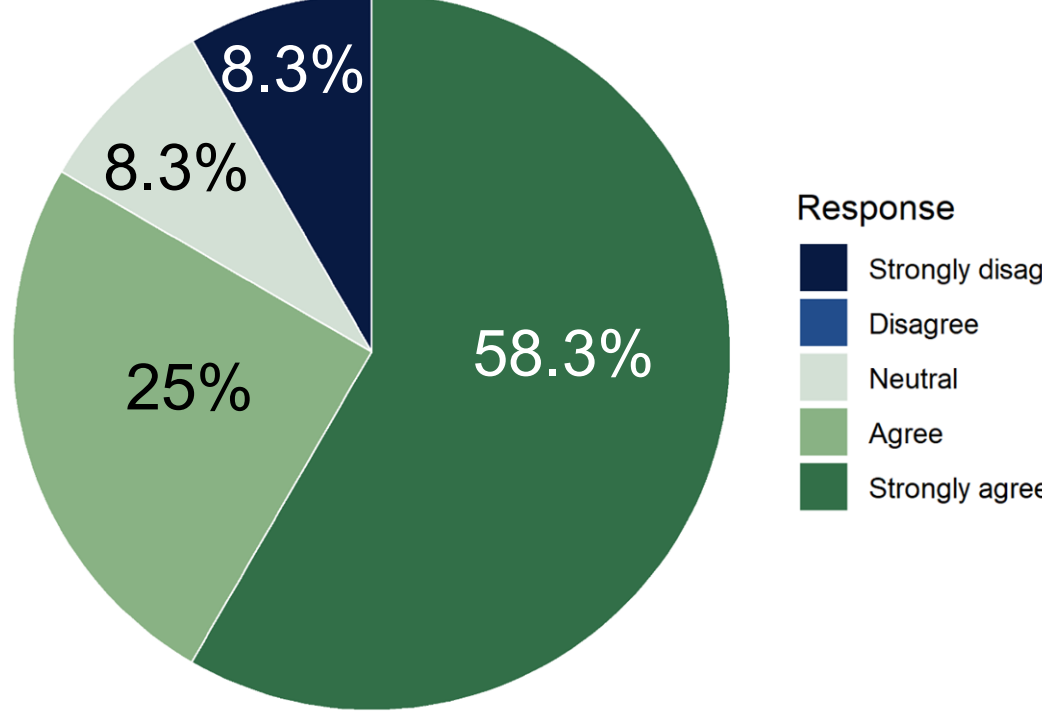
I feel supported by my VP/Department Chief in my role a Well-Being Champion. (n=12)

0% = Disagree



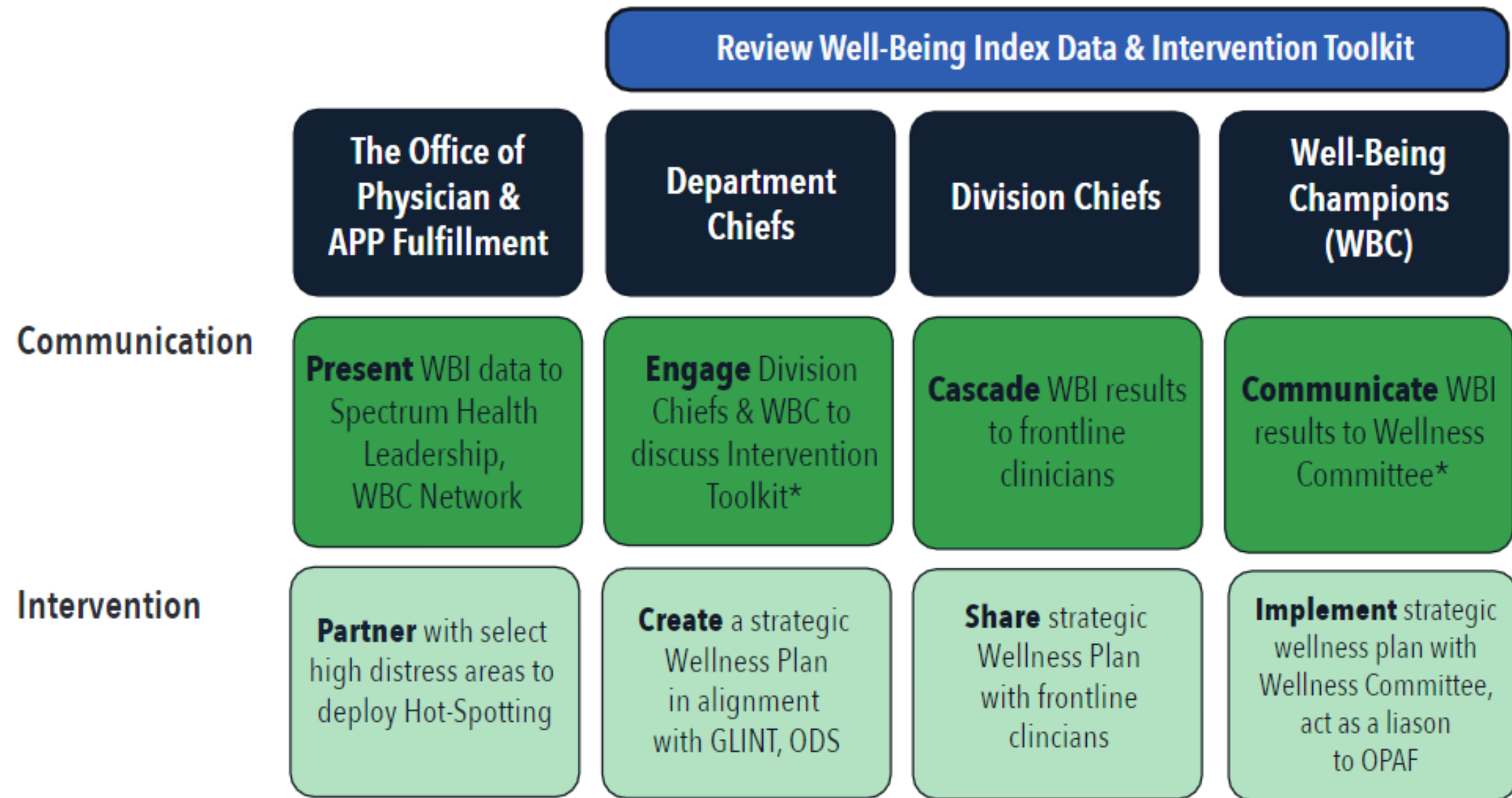
I feel supported by the Office of Physician & APP Fulfillment in my role a Well-Being Champion. (n=12)

0% = Disagree



Well-Being Index Follow-Up Strategy

Well-Being Champions are now an integral part of our Office and played an important role in our 2021 Well-Being Index Follow-Up Strategy



Future Considerations

- Advocating for administrative time for these roles
- creating increased opportunities for recognition and awareness of the role
- integrating the role into the leadership team of each clinical service line
- creating in-person opportunities for WBC connection