

Resources for medical staff facing workplace stressors

As a medical staff member, we may all be subject to workplace stressors.

Such stressors may include workload demands, critical incidents, complaints, workplace conflict, practice investigations, violence and/or safety concerns.

It is important that you feel supported and that you get the help you need.

Below are a variety of resources available to our Fraser Health medical staff. Feel free to contact the [Fraser Health Medical Staff Hub](#) at any time for further direction.

	Resource	Description	Contact / Info
Fraser Health Resources	Fraser Health Medical Leadership	Your leaders are well-placed to help you. This may include your LDH, SMD, RMD, EMD, and/or VP Medicine	Medical Staff Hub Email
	Peer-to-Peer Support	FHA Wellness Committee offers peer-to-peer support delivered by medical staff for medical staff	Medical Staff Hub Email
	Well-Being Index	Validated, anonymous, and free measurement tool that allows you to track your well-being	Webpage
	Critical Incident Stress Management	Provides debriefs and other interventions for those witness/party to critical incidents	1-844-880-9142 Webpage (Pulse)
	Violence Management	Reporting and support for staff subject to violence at work	1-866-922-9464 Email Webpage (Pulse)
	Moral Distress Debriefing	Ethics and Diversity Services support with facilitated debriefing conversations	Webpage
	Respectful Workplace	Support for identification and mitigation of respectful workplace concerns	1-844-880-9142 Email Webpage (Pulse)
	My Health App	Online one-stop shop to meet well-being and safety information needs. Access to management resources such as ALAVIDA (substance use), Starling Minds (stress/anxiety/depression); MindWell (resiliency/stress reduction)	MyHealth App Webpage (Pulse)
	Indigenous Mental Health and Wellness Resources	Provide assessment, referral, counselling support services and mental health education to Indigenous pop.	Webpage
	Employee and Family Assistance	Access confidential counselling as well as a wide variety of work/life-orientated services at no cost to help balance work-life obligations	Webpage (Pulse)

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	Compassionate Leadership Workshop	Workshop that helps leaders and medical staff strengthen behaviours that improve a positive well-being culture.	Medical Staff Hub Email
Doctors of BC Resources	Physician Health Program	Private counselling and peer support with issues such as mental health, relationship stress, career and life transitions, substance use and concern for colleagues	1-800-663-6729 Webpage
	Violence Management	Further resources for violence management	Webpage
	Regional Advisor and Advocate	DOBC support for physicians involved in disciplinary, respectful workplace, and/or violent incident.	Webpage
MSA Resources	Each site has an assigned MSA which help represent the interests of their medical staff and provide various supports		Webpage
Other Resources	CMPA	Advisors can counsel and help provide clarity if there is a college or legal concern	1-800-267-6522 Webpage
	Divisions of Family Practice	For GPs, your local Divisions may offer a variety wellness supports	Webpage

Why the Well-Being Index Matters

What is the Well-Being Index (WBI)? How is it different from previous questionnaires that took place?

This is a validated tool developed by the Mayo clinic, used by many organizations worldwide, to measure provider well-being and identify system issues that contribute to stress and burn-out. It is a 30-second survey with nine questions that can be accessed through an app on your device or through the website.

Why is Fraser Health using the WBI?

The Fraser Health Medical Staff Wellness Committee, led by Drs. Laura Kelly and Connie Ruffo, has been working hard to shift the culture of medicine in our region to a “wellness” based view, and offering workshops, peer support training and support for local initiatives.

Wellness leads in Fraser Health lobbied for a validated metric that could reliably gauge well-being. This would allow individuals to get a better understanding of their own wellness and “course-correct” if needed. It would also allow a “bird’s eye” system lens view of the well-being of our medical staff, thus fostering the direction of resources to areas in need.

What’s in for me? Why should I bother?

Firstly, it is a proactive way for each person to monitor their own well-being. Regular surveying helps you track how you’re doing over time, and provides a comparison to your peers. If we can identify when we are in trouble, we can take steps to help ourselves, or reach out for help. We have provided links to various resources that might be helpful, including links to counselling, coaching, articles, podcasts and contact information for our lead physicians in Fraser Health.

Secondly, the aggregate data is available to everyone, allowing the sites or departments to determine where burnout issues are occurring. This will allow department heads, site leads, medical staff associations and divisions of family practice, or program leads to look deeper into the challenges facing their teams.

Thirdly, burn-out is an occupational disease, not a failure of an individual's resilience. Only when organizations can see data, can they address unhealthy system issues. The data provided by the WBI is a measurable quality metric, much like hospital “expected length of stay” or postoperative wound infection rates. It is the only way to really shift the culture of medicine to embrace the fourth pillar of health care: provider experience.

How is my data presented, managed and kept safe?

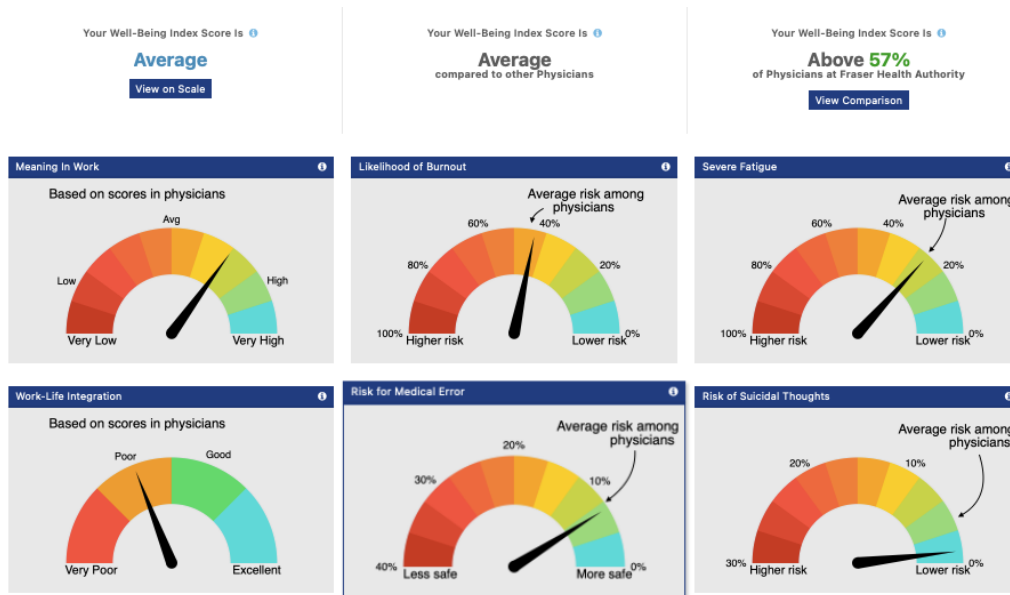
All data is owned by the Well-Being Index Company and is stored on fully secured and encrypted servers in the United States. The company does not share data with other groups or organizations.

The survey may ask you certain demographic questions such to help identify groups at risk and in need of specific help. In order to further protect personal privacy and psychological safety, these questions are optional and can be skipped.

Your answers to the nine question survey are entirely private. You will receive a personalized report outlining your wellness in a dashboard format that is only viewable by you.

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Individual Private View:

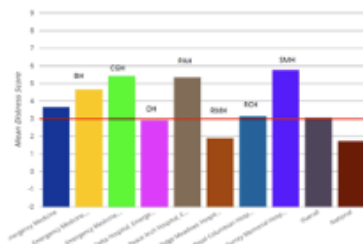


Fraser Health receives aggregate reports. No individual scores are ever shown or shared in the WBI, and all aggregate scores require a minimum sample size of five to be shown. For example, if there are only three emergency physicians at a particular site, no one will be able to access the aggregate results of those emergency physicians at that particular site. Their information will still be included in the larger group total (e.g. mean score for all at Fraser Health):

Aggregate System View:

Well-Being Index results for Emergency Medicine

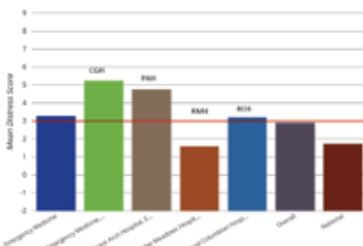
Period: All time



Department	Mean Score	Sample Size
Emergency Medicine	3.64	80
Burnaby Hospital	4.67	5
Chilliwack General Hospital	5.40	9
Delta Hospital	2.88	6
Peace Arch Hospital	5.36	7
Ridge Meadows Hospital	1.89	9
Royal Columbian Hospital	3.15	28
Surrey Memorial Hospital	5.77	5

*Note: The sample size of the sites not listed is less than five. Therefore, the mean score for these sites are not available.
**Scores greater than 3.0 indicate higher risk of burnout

Period: Last six months



Department	Mean Score	Sample Size
Emergency Medicine	3.26	61
Chilliwack General Hospital	5.25	6
Peace Arch Hospital	4.75	6
Ridge Meadows Hospital	1.60	6
Royal Columbian Hospital	3.22	24

*Note: The sample size of the sites not listed is less than five. Therefore, the mean score for these sites are not available.
**Scores greater than 3.0 indicate higher risk of burnout

Questions?

Please contact Laura Kelly (laura.kelly@fraserhealth.ca), Connie Ruffo (connie.ruffo@fraserhealth.ca) or Paul Johar (paul.johar@fraserhealth.ca).

[Assess Your Well-Being Online](#)

Download the Well-Being Index Mobile App Invitation Code: **FRASER HEALTH**
