

## LANCASTER GENERAL HOSPITAL GRADUATE MEDICAL EDUCATION WELL-BEING POLICY:

<b>Author: Charlene Urban</b>	<b>Last Review Date: 09/30/2024</b>
<b>Owner: Barbara Flory, DIO</b>	<b>GMEC Approval Date: 10/24/2024</b>

In Reference to ACGME Institutional Requirements – Effective July 1, 2022

*III.B.7.a) The Sponsoring Institution must oversee its ACGME-accredited program’s(s’) fulfillment of responsibility to address well-being of residents/fellows and faculty members, consistent with the Common and specialty-/subspecialty-specific Program Requirements, addressing areas of non-compliance in a timely manner. (Core)*

**POLICY PURPOSE:** To fulfill the ACGME accredited programs’ commitment to provide a learning and working environment with a culture of respect and accountability for the well-being of residents, fellows, and faculty.

**POLICY STATEMENT:** Lancaster General Hospital, as a Sponsoring Institution of Graduate Medical Education, recognizes the importance of supporting program leaders, faculty, residents, and fellows in leading lives of psychological, emotional, and physical well-being. Each role within graduate medical education takes responsibility for creating and sustaining a positive culture for the whole care team in order to build skills and attitudes to thrive in their careers.

**APPLICABILITY/SCOPE/ EXCLUSION(S):** The institutional well-being policy applies to all professionals who are associated with residency and fellowship programs in Lancaster General Hospital Graduate Medical Education. The policy is consistent with the ACGME Common and Specialty/ Subspecialty-Specific Program Requirements.

**DEFINITIONS:** Sponsoring Institution: Lancaster General Hospital

**PROCEDURES:** The sponsoring institution provides the framework for each program to customize a well-being policy that encourages a supportive training environment for all.

**ROLE(S)/REPONSIBILITIES:**

Sponsoring Institution Responsibilities:

- Provide residents, fellows, and faculty with resources and education for their personal health and well-being.
- Assist program directors with initiatives to protect trainee time, minimize non-physician obligations, provide administrative support, promote progressive autonomy and build professional relationships.
- Provide resources for education to faculty, residents, and fellows on recognition of symptoms of burnout, sleep deprivation, depression, anxiety, suicidal ideation and substance use disorder.
- Identify and provide resources to mitigate trainee and faculty burnout, depression, substance use disorder.
- Encourage trainees and faculty to alert designated personnel when they are concerned about a community member/colleague who is displaying signs of burnout, depression, anxiety, suicidal ideation and substance use disorder.
- Support leaders in creating a psychologically safe environment for trainees and faculty to utilize mental health resources.
- Provide resources that encourage safe well-being practices.
- Provide access to confidential affordable mental health assessments and mental health providers including access to urgent and emergent care 24 hours a day, seven days a week.
- Ensure programs have a plan to provide patient care in event a trainee or faculty are unable to perform their patient care responsibilities.
- Provide a culture of respect, professionalism and personal responsibility that promotes patient safety.
- Provide a confidential process for reporting, investigating and addressing mistreatment or unprofessional behavior concerns.

- Provide a forum for program directors, trainees and faculty to share successes, concerns, and ideas to improve the overall well-being of those working in the educational setting.
- Provide physical, mental, and psychological safety and security measures appropriate for the learning environment.

Program Responsibilities: In addition to working with the Institution on the above, Programs are responsible for:

- Check trainee schedules for work intensity and compression factors.
- Initiate programs, learning objectives and curriculum which augment the joy in medicine for each trainee. This includes protecting time with patients, minimizing of non-physician obligations, providing administrative support, increasing autonomy and flexibility, enhancing and optimizing of EHR documentation, and expanding professional relationships.
- Design an effective program structure to provide educational opportunities and reasonable time for rest and well-being.
- Allow trainees to attend medical, dental, and mental health care appointments, including during scheduled work hours.
- Provide access to mental health screening tools.
- Educate trainees and faculty about burnout, depression, sleep deprivation, and substance use disorder.
- Provide plan with support systems to allow residents, fellows, and faculty the ability to be removed from patient care, without fear of negative consequences, when unable to provide appropriate patient care.
- Educate trainees and faculty on healthy coping strategies.
- Teach and model self-care practices.
- Educate trainees on professional behavior and mistreatment and describe the confidential process for reporting concerns in a bias-free environment.
- Evaluate program practices for continuous improvement opportunities for the training and educational environment for trainees and faculty.

Resident and Fellow (Trainee) Responsibilities:

- Be proactive in self-care, modeling health lifestyle behaviors for patients, students, and colleagues.
- Utilize available institutional and program resources for personal well-being.
- Request time off for personal well-being appointments including physical and mental health.
- Manage time around clinical assignments.
- Recognize personal impairment in self, peers, or other members of healthcare system from illness, fatigue, and substance use and notify the appropriate person.
- Accurately report clinical and educational work hours, patient outcomes, and clinical experience data.
- Commit to lifelong learning.
- Participate and recommend improvements to the educational and training environments.

**APPENDIX:** Wellness Resources

**FORMS:**

**REFERENCES:** ACGME Common Program Requirements: [Common Program Requirements \(acgme.org\)](https://www.acgme.org)

## Appendix A: Wellness Resources

Resources include, but are not limited to:

**Wellfocused:** Lancaster General Hospital's employee wellness program is an excellent resource. Employees can enroll in this free, confidential and voluntary wellness rewards program, Limeade (<https://penmedicine.limeade.com/>); access resilience coaching through meQuilibrium (within Limeade); and other well-being support programs and information. [Wellfocused Welcome](#)

**Yearly Health Risk Assessment:** Once a year employees can, through Wellfocused, participate in a confidential health risk assessment and biometric screening. This evaluation provides specific feedback and the opportunity for health coaching, and the program also offers a wide-range of online as well as face-to-face learning opportunities on topics such as nutrition, exercise and stress management. [Wellfocused Health Screenings](#)

**Wellness Coaching:** LGH's Well-Being Coach provides free, confidential mental health and emotional support to all employees. Both group and individual sessions are available as well as team support, training, and referral assistance. The service is available at all LG Health facilities. ([Steven.Fetrow-Keihl@penmedicine.upenn.edu](mailto:Steven.Fetrow-Keihl@penmedicine.upenn.edu) or phone 717-979-6766)

**Employee Fitness Centers:** LGH employees have access to Employee Fitness Centers for classes, walking trail information, and individual exercise programs. [Wellfocused Employee Fitness](#)

**Holistic Therapy:** Holistic therapy is a multidimensional and preventative approach to wellness that addresses the whole person in mind, body, and spirit through the use of integrative modalities such as, but not limited to, massage therapy, acupuncture, and yoga. The overall goal of a holistic approach is to work in tandem with conventional medicine to create a greater sense of self-awareness and encourage individuals to become active participants in managing their overall health and well-being. [Holistic Therapy](#)

**Nutrition and Weight Management:** [Community Programs Healthy Weight Management](#)

**Nicotine Cessation:** [Community Programs Quit Nicotine](#)

**Integrated Behavioral Health Counselors:** Employees can access Integrated Behavioral Health Counselors by setting up an appointment for specialty practice, hospital based care, or licensed clinical counselors at primary and specialty care locations. These are covered by insurance (excluding copays).

**Tools for Self-Screening:** The Maslach Burnout Inventory (MBI) and Epworth Sleepiness Scale are provided to residents/fellows for completion prior to their semi-annual review with their advisor, with encouragement to follow up with their advisor or another faculty member if there are concerns. Advisors assess wellness at semi-annual reviews.

**Employee Assistance Program (EAP):** The EAP offers employees and their families confidential counseling and educational tools and referral services to manage life's problems. The EAP is provided through QUEST Behavioral Health, and employee assistance firm. They provide support for nearly any work/life challenge. ([https://www.lghealthbenefits.com/?page\\_id=428.php#eap](https://www.lghealthbenefits.com/?page_id=428.php#eap) )

**Penn Cobalt:** Platform to assist employees in finding the right coping support for mental and emotional well-being. Includes: live one-on-one sessions with peers; coping first aid coaches, therapists, psychiatrist, and other professional assistance; and appointments with dietitian, certified strength and conditioning coach. ([www.penncobalt.com](http://www.penncobalt.com) )

**MyCall Staff Protection System:** All participating staff will be issued a staff duress tag. The staff must wear the staff duress tag as part of their uniform and attach it to their employee Identification Badge at all times while working. [Personal Panic Equipment-MyCall System](#)

**LGHP Well-Being Committee:** Monitors well-being for all employees of Lancaster General Health.

**ACGME Resources:** ACGME provides resources including open access resources, resources accessible by logging in to Learn at ACGME (fee account), proprietary programs, tools, and materials. The ACGME also provides ACGME AWARE App and other resources for individuals and organizations. Links provided on this page: [Well-Being \(acgme.org\)](http://acgme.org)