



Cherokee Nation Health Services Family Medicine Residency Program Faculty and Resident Well-Being

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PURPOSE

To create a learning and working environment with a culture of respect and accountability for physician well-being in order to allow physicians to deliver the safest, best possible care for patients.

DEFINITIONS:

Burnout: a psychological syndrome in response to chronic interpersonal stressors on the job. The three key dimensions of this response are an overwhelming exhaustion, feelings of cynicism and detachment from the job, and a sense of ineffectiveness and lack of accomplishment.

Well-being: Judging life positively and feeling good.

POLICY

1. Residents will complete a self-evaluation on a semi-annual basis. The purpose of the evaluation is to allow the resident to reflect on the positive events as well as the negative events. The evaluation will be reviewed by the Program Director.
2. Residents will attend didactic sessions concerning well-being topics such as, but not limited to, mindfulness, duty hours, fatigue mitigation, suicide risk in self and others, etc. Attendance is mandatory for all residents on an annual basis. Faculty development activities will also include well-being topics and occur at least on an annual basis.
3. Duty hour restrictions will be maintained and enforced:
 - a. The Resident shall not be assigned to work physically on-duty in excess of 80 hours per week averaged over a 4-week period, inclusive of in-house night call and any allowed moonlighting. No exceptions to this policy shall be permitted.
 - b. The Resident shall not work in excess of 24 consecutive hours.
 - c. Allowances for already initiated clinical care, transfer of care, educational debriefing, and formal didactic activities may occur, but shall not exceed 4 additional hours and must be reported by the Resident in writing with rationale to the DME/Program Director and reviewed by the Graduate Medical Education Committee (GMEC) for monitoring individual Residents and the Program. These allowances are not permitted for PGY-1 Residents.
 - d. Residents shall not assume responsibility for a new patient or any new clinical activity after working 24 hours.
 - e. Residents shall have one day off every seven days, when averaged over a four-week period, and shall have no call responsibility during the time off.



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- f. Upon completion of a 20-24 hour duty shift, Residents shall have a minimum of 14 hours off before being required to be on duty or on call again.
 - g. Residents will not be scheduled for shifts greater than 24 hours in length.
 - h. Residents shall have a minimum of eight hours off between scheduled educational and clinical periods that are less than 20 hours in length
 - i. All off-duty time must be totally free from clinical, on-call, and education activity.
4. The Employee Assistance Program (EAP) is available to provide Residents and Cherokee Nation faculty members assistance with problems such as depression, marital and family issues, grief, drug and alcohol problems, job-related stress, and other personal matters.

All Residents and Cherokee Nation faculty members can receive up to ten free counseling sessions with an EAP contracted agency. If the EAP Counselor recommends additional services or treatment, the employee is referred to an appropriate health care professional. Employees are responsible for paying the cost of the additional counseling or health care treatments and services. However, the EAP counselor strives to make referrals to health care providers covered by the employee's health plan so an employee's out-of-pocket costs are minimized.

All information relating to an employee's EAP participation is confidential. EAP records are maintained only by the EAP provider. The EAP provider does not release specific information about an employee's use of EAP services unless the employee gives his or her consent.

To initiate a self-referral or request information, an employee can contact the EAP program directly at (888) 993-7650. Information is also available through the Human Resources Director.