

Health Professions Education Institute (HPEI)

Abstract submission template

Title: Caring for our Caregivers; A Virtual Dose of Well-being

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CURRICULAR INNOVATIONS

Problem/Needs Assessment: While the pandemic created personal, professional, and communal stress for everyone, it disproportionately impacted medical professionals who endured numerous stressors including rapidly changing clinical care models, protocols, and policies to be learned and integrated; likelihood of working longer hours in intense settings; increased risk of personal exposure to patients with the disease; and risk of exposing loved ones, colleagues, and other patients to the disease. These and other stressors challenged the resourcefulness and resilience of all healthcare professionals.

Program Objectives: Since April 2020, the Center for Physician Leadership & Development has offered monthly virtual well-being webinars with two goals: to provide education to foster the well-being of all physicians/APPs and to improve access to this content by leveraging educational technology.

Description of Program: The educational topics in this series include psychosocial coping, resiliency, leadership, communication strategies, and more. Sessions utilize the Zoom platform and are presented twice in the same day (as well as recorded to a virtual play list). The series features discussions between national physician resiliency expert Wayne Sotile, PhD, and Atrium Health physician/APP leaders.

Evaluation/Assessment: Programming is evaluated by routine PDSA cycles to improve session quality and increase physician/APP access. Monthly participant evaluative feedback and utilization analytics are routinely reviewed to inform decision making for process improvements. Since 2020, this series has reached almost 5,000 physicians/APPs and other teammates through either live attendance or recorded session views. Live views increased over 11% from 2020 to 2021 and the average watch time for recorded sessions increased by 15% in this time frame. Throughout 2021, participant evaluation data remained highly favorable across two key metrics: 1) Was the session valuable to participant's professional development/well-being (96% Strongly Agree/Agree), and 2) Would participant recommend the session to a peer (94% Strongly Agree/Agree).

Conclusions and Lessons Learned: Considerable lessons have been learned and acted upon to best meet program goals including timing of sessions (reduced from one hour to 30 minutes), programmatic design of sessions (consistent inclusion of practical application), and leveraging of educational technology to improve access to content (professionally produced recordings to a master playlist).