

Departmental Policy Title	Well-being Policy - GME	Policy ID	17709
Keywords	wellness, wellbeing, fatigue, resource, burnout, resilience, resilient		
Department	Graduate Medical Education (GME)		

I. Purpose of Policy

This policy defines the ways in which Residents are supported in their efforts to become competent, caring and resilient physicians while completing Accreditation Council for Graduate Medical Education (ACGME)-accredited training programs at Dartmouth Hitchcock.

II. Policy Scope

This policy applies to Residents, Faculty, Program Directors, Program Coordinators, and Graduate Medical Education (GME) staff at Dartmouth Hitchcock.

III. Definitions

- **Burnout:** Long-term exhaustion and diminished interest in work. Dimensions of burnout include emotional exhaustion, depersonalization, and feelings of lack of competence or success in one's work. Burnout can lead to depression, anxiety, and substance abuse disorders.
- **Resident:** Any physician in an ACGME-accredited graduate medical education program including residents and fellows.
- **Resilience:** The ability to withstand and recover quickly from difficult conditions or situations. During training, Residents may face difficult patient care, educational or personal events which have the ability to negatively affect their well-being. Decompressing after such situations, through conversation with peers, mentors or family, and self-care activities, can increase Resilience.
- **Well-being:** Refers to the state of being healthy, happy and successful. Well-being may be positively increased by interacting with patients and colleagues at work, being intellectually stimulated and by feeling that one is making a difference/helping. In addition, self-care activities, including exercise, getting plenty of rest and connecting with others, is beneficial.

IV. Policy Statement

Residents' physical, psychological and emotional well-being is of paramount importance to Dartmouth Hitchcock and our ACGME-accredited training programs. Residents are encouraged to lead healthy lives and make healthy choices that support them in their personal and professional growth. To that end, we provide the following strategies to support trainee health, Well-being and Resilience:

1. Institutional Support

- The Office of Employee Wellbeing provides Dartmouth Health employees with resources and services that motivate, encourage, and promote healthy lifestyles and foster Resilience. Services include:
 - Lifestyle Improvement Program: Support and services to help employees with their personal wellness through a variety of wellness programs and services including health coaching, education, challenges and local resources. Programs focus on key areas of lifestyle management including stress management, exercise and movement, nutrition and healthy eating, and weight management
 - Employee Assistance Program (EAP): Confidential and free counseling services for staff members and their immediate family members, which include up to six in-person visits/year. After-hours access is available by phone through the KGA Employee Assistance Program, ensuring 24/7 access to mental health support.
- Residents have access to healthy food and beverage options at the Dartmouth Hitchcock Medical Center cafeteria and from other on-campus food purveyors, including overnight food and beverage availability.
- Patient and employee safety reporting for actual events and near misses, as well as disruptive behavior, is available through the institutional Occurrence with Learning System (OWLS).
- All Residents participate in a half-day *Culture of Safety* course during training.

2. Graduate Medical Education Support

- The GME Office is a safe place where Residents can ask for and receive help with various needs, including academic counseling, coaching, and mentoring.
- The Resident Well-Being Psychologist provides assessment and therapy for Residents, and is involved in mental health program development and education.
- Residents have access to the Well-Being Index for a quick, easy Well-being self-assessment.
- The GME Office sponsors an annual *Resident and Fellow Appreciation Week* where Residents have the opportunity to participate in daily wellness activities and shared meals. During the week, Dartmouth Hitchcock community members write notes of appreciation to trainees and individual programs sponsor wellness activities for their Residents.
- The D-Hx seminar series provides Residents with an opportunity to learn and ask questions about topics of interest to their professional lives and future.
- Residents may become members of, or participate in, the Associated Resident Council (ARC), its subcommittees, and sponsored events. The ARC membership is composed of a group of peer-elected representatives from each of the core residency programs which comes together to discuss issues

affecting Resident life. The ARC seeks to promote harmonious and collaborative relationships amongst Residents, faculty and staff and enhance the Resident community through advocacy, volunteer, and social activities.

- The GME call room space on level five of the main campus provides Residents with access to a gym, work space, and sleep/rest facilities.
- The GME Office provides coffee, fruit and snacks in the Resident call room and supplies dinner on Saturday evenings for on-call Residents, free of charge. Meal funding support is also provided to Residents taking overnight in-house call and for Residents who must return to the hospital to provide care when scheduled to home call.
- A private GME-dedicated lactation room is available on level five of the main campus, including work stations and refrigeration. In addition, Mamava nursing pods are available throughout the main campus as well as at the Heather Road facility.
- Residents may take advantage of Uber vouchers for transportation to and from the hospital in the event that they are too fatigued to drive home after a clinical shift. In the chance that an Uber is unavailable, there is a back-up taxi service available.
- All Residents and core faculty complete an annual learning module on sleep alertness and fatigue mitigation.
- The Learning Environment Subcommittee (LES) of the GMEC reviews Resident work hour violations on a quarterly basis and works with programs, as necessary, to identify and mitigate the cause(s) of violations.

3. Program Support

- There are circumstances in which Residents may be unable to attend work, including but not limited to fatigue, illness, and family emergencies. Each program must have policies and procedures in place to ensure coverage of patient care in the event that a Resident may be unable to perform their patient care responsibilities. These policies will be implemented without fear of negative consequences for the Resident whom is unable to provide the clinical work.
- Residents have the opportunity to attend medical, mental health, and dental care appointments, including those scheduled during their work hours. Residents must follow the program's procedures for scheduling and notification of these appointments.
- Residents are encouraged to alert the Program Director, a faculty mentor or Chief Resident when they have concern for themselves, a Resident colleague or a faculty member displaying signs of Burnout, depression, substance abuse, suicidal ideation or potential for violence.
- Programs must provide Residents and faculty with a program-specific Well-being Policy, outlining program resources and initiatives beyond what is provided by the institution and GME. This policy must be uploaded to the program's *Policies* section within MedHub.

V. References

Institutional Requirements. (2022). Retrieved from ACGME.org: [Institutional Requirements \(acgme.org\)](https://www.acgme.org/About-ACGME/Institutional-Requirements)

Common Program Requirements. (2022). Retrieved from ACGME.org: [Common Program Requirements \(acgme.org\)](https://www.acgme.org/About-ACGME/Common-Program-Requirements)

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Related Policies & Procedures:	Time Away from Training Policy - GME Work Hour Policy - GME		
Related Job Aids:			