

AzMAT Mentors Program Provider Collaboration Quick Guide #5

Wellness and Well-being for Healthcare Providers

The AzMAT Mentors Program increases capacity for offering substance use disorder/opioid use disorder (SUD/ OUD) prevention, harm reduction, treatment, and recovery. This quick guide is a tool for all medication assisted treatment (MAT) providers to prioritize their personal wellness and well-being. We recommend experienced providers use this when collaborating with less experienced MAT providers.

Well-being and Wellness

The well-being and wellness of healthcare workers is crucial. Well-being involves, "... global judgments of life satisfaction and feelings ranging from depression to joy".¹ Wellness can be understood not only as the lack of disease, illness, and stress, but rather as the existence of a constructive sense of direction in life, fulfilling and enjoyable work and leisure activities, nurturing relationships filled with joy, a physically fit body, a conducive living environment, and an overall state of happiness.²

- Read more on the different dimensions of wellness, here: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5508938/>
- Read more on the different dimensions of well-being and some improvement strategies, here: <https://www.berkeleywellbeing.com/what-is-well-being.html>

Impact of Burnout

Professional burnout and job dissatisfaction existed well before the COVID-19 pandemic. Yet, the decline of job satisfaction and reports of provider burnout increased between 2020 and 2021.³ In the past 10 years, emotional exhaustion, depression and depersonalization scores have increased,^[3] and stress levels are higher among people of color and women in the healthcare field compared to their white counterparts. Stress appears to be related to excessive workloads and provider mental health concerns,^[4] and providers may be exposed to high doses of stressors over significant periods of time. This can harm their physical, mental, and emotional wellness.⁵

Physician burnout negatively impacts healthcare organizations through physician disengagement, turnover, and reducing the quality of patient care.⁶ Provider burnout also affects other health care staff members, potentially creating a cycle of dissatisfaction with one another.⁷ The financial costs from provider burnout include medical errors, replacing staff,^[7] and physician turnover which leads to hiring expenses and revenue loss during recruitment, training, and the period it takes for a new doctor to become proficient in a new organization.⁸ It is important to address burnout and find ways to reduce its impact on healthcare providers.

Relevant Resources

- American Medical Association's (AMA) burnout assessment <https://cloud.e.ama-assn.org/21-1617-HSP-Well-Being>
- AMA On demand webinar: Proactively addressing burnout by investing in the well-being of clinicians <https://cloud.e.ama-assn.org/21-1617-HSP-Well-Being>
- AMA Steps Forward[®] Program, offers real world solutions to challenges physicians face today. Look in their practice innovation topics: burnout <https://www.ama-assn.org/practice-management/ama-steps-forward>
- Check out these Toolkits, modules, playbooks and podcasts relevant to aiding burnout in medical professionals <https://www.ama-assn.org/practice-management/ama-steps-forward/listening-campaign-engage-physicians-uncover-sources-burnout>



Reasons for Optimism

Posttraumatic Growth

People who work in jobs that may be traumatic in nature (healthcare) can grow after traumatic experiences.⁹ Posttraumatic growth involves positive psychological change following a struggle with difficult life circumstances.¹⁰ If an individual or organization experiences **disruption** (traumatic experience) followed by **dysregulation** of individual and organizational systems,⁹ posttraumatic growth can follow if there are enablers such as personal and professional relationships, supportive organizational culture that includes occupational support, work relationships and attentive companionship.⁹ Here are a few suggestions for individuals or organizational leaders to facilitate posttraumatic growth:¹⁰

- **Be intentional.** Understanding how individuals and the organization, as a whole, have been affected. Reflect on lessons learned and offer compassion.
- **Identify examples.** Giving your organization examples of individuals, other organizations, or anecdotal stories of overcoming adversity to show growth after a traumatic event helps build morale.
- **Learn.** Shaping your view of the situation as not just traumatic with negative effects, but a chance to grow and learn.
- **Assess.** Thinking about how the experience can connect the individual or the whole organization with humanity and insight.
- **Reflect.** Articulating what is missing within your organization, what is most important among individuals and what are some reasons to be optimistic about.
- For more details on these suggestions, please visit this journal article: <https://jamanetwork.com/journals/jama/fullarticle/2771807>

Wellness and Well-being Strategies

Mindfulness

Mindfulness is a “process of intentional paying attention to experiencing the present moment with curiosity, openness and acceptance of each experience without judgment”.¹² Having a mindful mindset can lead to improved mood, lower stress, and allow individuals to respond to stimuli more effectively.¹²

No Cost Resources

- Bringing mindfulness to healthcare TedTalk® by Bob McClure, watch on YouTube® here: <https://www.youtube.com/watch?v=vYY45U0uII4>
- Comprehensive Pain and Addiction Center, resource hub strategies to promote well-being, here: <https://cpac.arizona.edu/education>
 - Scroll down to Arizona Rural Opioid Response-Implementation and click ‘Learn More’
- The Schwartz Center provides healthcare workers with a handful of resources such as:
 - Preventing and managing stress for healthcare workers
 - COVID-specific resources for healthcare workers
 - Coping with workplace violence
 - Resources for healthcare leaders
 - Resources for the families of healthcare workers

All resources can be found on the Schwartz Center website, found here: <https://www.theschwartzcenter.org/mentalhealthresources/>



Mindfulness Podcasts

- The Mindful Physician
Official Website, here: <https://themindfulphysician.libsyn.com/webpage/category/podcasts>
- The Happy Nurse
Official Website, here: <https://healthpodcastnetwork.com/show/the-happy-nurse/>
- Thoughtful Wellness Revolution
Explore wellness by highlighting BIPOC leaders and changemakers in the wellness industry.
Spotify®: <https://open.spotify.com/show/7GjAZCwtd22l2m0KAqjJmD>
Apple®: <https://podcasts.apple.com/us/podcast/thoughtful-wellness-revolution/id1582592975>

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Feel free to visit the AzMAT Mentors Program webpage which includes other resources:

<https://crh.arizona.edu/mentor>



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