

**P1800 Starting the Conversation: The Physician Burnout Crisis—  
Improving Resiliency and Wellness  
CAP 2018 Annual Meeting  
Sunday, October 21, 2018, 8:00 AM to 9:15 AM  
Pre-Session Materials**

**Resources and References**

The CAP18 scientific plenary, *Starting the Conversation: The Physician Burnout Crisis—Improving Resiliency and Wellness*, is scheduled on Sunday, October 21 from 8:00–9:15 AM in the Grand F ballroom at the Hyatt Regency Chicago Hotel. On behalf of the faculty, we wish to provide you with practical resources and article references that may offer you valuable insights and support into this public health crisis. We hope you find them useful. Faculty will be happy to answer your questions about the resources during the live presentation.

Plenary Learning Objectives:

- Discuss the growing issue of physician burnout, its negative consequences, and drivers impacting pathology
- Recognize telltale signs of burnout in yourself and in others
- Identify national and local resources and support systems available to build resiliency and wellness in individuals and at the practice level
- Advocate for pathologist self-care and self-improvement at the practice and national levels

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**Individual and Organization Resources:**

**Mayo Well Being Index**

- Best tool and resources for individuals
- Access by texting “EZWB” (Easy Well-Being Index) to 797979 on your mobile device.
- Can also be used by organizations for a fee
  - Important for organizations to look at the drivers of burnout and fulfillment so that interventions can be based on those results.

**Stanford Physician Wellness Survey**

- Available to organizations for a fee
- Validated and has had benchmarks established through the consortium

## GENERAL SURVEY QUESTIONS

### 1. What is the Stanford Physician Wellness Survey and what are the benefits of using this survey?

The Stanford Physician Wellness Survey measures and monitors the extent of physician and house staff wellness, including burnout (emotional exhaustion and interpersonal disengagement) and professional fulfillment. Our survey offers research, program assessment, financial, reputational, and humanistic value.

### 2. What is The Risk Authority?

The Risk Authority (TRA) is a wholly-owned subsidiary of Stanford Healthcare and created from the hospital risk management department serving the Stanford University School of Medicine, Stanford Health Care and Stanford Children's Health. Our role regarding the Physician Wellness Survey is to provide third party survey administration as well as lead the collaboration of the Physician Wellness Academic Consortium (PWAC).

### 3. Can I use the PW Professional Fulfillment Index for research or survey administration?

Yes. Please request and complete the PW Survey Request Form.

### 4. Can I join the Physician Wellness Academic Consortium (PWAC)?

Yes, we are open to accept new PWAC Members. You may become a participating member of the PWAC if you meet the following requirements:

- a. If your organization is or has an affiliation an academic medical center
- b. Administer the Wellness Survey once a year

Currently, membership for the PWAC Board (voting rights) is full.

Benefits to joining PWAC include:

- a. Ability to compare longitudinal results
- b. Forum to share best practices
- c. Inclusion to National PWAC benchmark data

If you'd like to become a PWAC member, please see question 18.

## SURVEY ADMINISTRATION

### 5. How many questions are in the survey?

There are a total of 23 domains within the survey. Each domain may have 1 – 8 questions.

The domains are structured by the following:

- a. There are 3 Mandatory domains
- b. There are 13 Highly Recommended domains
- c. There are 7 Optional domains

## 6. How long does it take to complete the survey?

We always recommend to at least administer the mandatory and highly recommended domains for the survey. The combined 2 domains take roughly between 15 – 20 minutes.

## 7. Are the survey questions customizable?

Yes, to an extent and cost.

Mandatory and highly recommended questions may not be altered due to validation of the survey and the benchmark dataset. Optional questions may be customized but may also incur a fee.

*Please note: Any customized question will not be included in the benchmark dataset.*

## 8. How do I use the Survey Tool?

There are a couple options:

- a. You can administer the survey at your own will, as long as you complete the survey permission form and return the raw data back to TRA.
- b. TRA will administer the survey and return your deidentified data. You may receive your raw data if you have approval and proof from your Institutional Review Board (IRB).
- c. TRA will administer the survey and provide data analysis.

## 9. What is the cost?

Set up a call with the survey administration team via email at [Wellness.surveyteam@theriskauthority.com](mailto:Wellness.surveyteam@theriskauthority.com).

## 10. How many providers can I survey?

There are no limitations.

## 11. How many times can I use the Stanford Physician Wellness?

The survey may be used multiple times per year. The survey permission request form will need to be completed prior to each administration.

## 12. Is this for attending physicians only?

No. You may also choose to survey house staff and Advance Practice Providers (APP).

*Please note: The validation of the survey is for attending and house staff physicians only.*

## SURVEY ANALYSIS

## 13. What is the cost?

Set up a call with the survey administration team via email at [Wellness.surveyteam@theriskauthority.com](mailto:Wellness.surveyteam@theriskauthority.com).

## What happens to my data?

TRA will de-identify and aggregate the data in our national benchmark for 10 years. Your data will also be returned deidentified, to a specific member of your organization. You may receive your raw data if you have approval and proof from your Institutional Review Board (IRB).

## 14. What do the reports look like?

There are a couple options for reports and analysis. Set up a call with the survey administration team via email at [Wellness.surveyteam@theriskauthority.com](mailto:Wellness.surveyteam@theriskauthority.com).

## **ADDITIONAL RESOURCES**

### 15. What is Qualtrics?

Qualtrics is an electronic survey platform.

<https://www.qualtrics.com/research-core/survey-software/>

### 16. If I want to move forward with the Stanford Physician Wellness Survey or become a PWAC member, how do I proceed?

Administer the survey on your own:

<https://tinyurl.com/PWRequestFormV1>

Use TRA as third party administer—set up a call:

Email: [Wellness.surveyteam@theriskauthority.com](mailto:Wellness.surveyteam@theriskauthority.com)

Join PWAC—set up a call:

Email: [Wellness.surveyteam@theriskauthority.com](mailto:Wellness.surveyteam@theriskauthority.com)

Additional questions:

Email: [Wellness.surveyteam@theriskauthority.com](mailto:Wellness.surveyteam@theriskauthority.com)

## References:

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2. Hernandez, JS. The Human Cost of Burnout and Errors in the Laboratory, *AACC Clinical Laboratory News*. April 1, 2018. <https://www.aacc.org/publications/cln/articles/2018/april/the-human-cost-of-burnout-and-errors-in-the-laboratory>
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7. Shanafelt, TD & Noseworthy, J. Executive Leadership and Physician Well-being. *Mayo Clinic Proceedings*. 2016;92(1):129-146. [http://www.mayoclinicproceedings.org/article/S0025-6196\(16\)30625-5/pdf](http://www.mayoclinicproceedings.org/article/S0025-6196(16)30625-5/pdf)