



Improving Workplace Health and Physician Health and Wellness: The Online Learning Solution

Colla J. MacDonald, Ed.D; Derek Puddester, M.D.; Rong Sun, Ph.D ©; Doug Archibald, Ph.D ©; Emma Stodel, Ph.D; Robert Walton, Ph.D ©



Project Funding





Rationale

- Information related to physician health and wellness is often sought in an urgent, context-specific manner
- All healthcare professionals are seeking access to resources and services related to health and wellness, and workplace health
- There is a need for all healthcare professionals to have immediate access to cutting-edge information related to health and wellness, and workplace health issues, regardless of stage of training or geographic location



Purpose

- To design, develop, deliver and evaluate an online Physician Health Program
- To design, develop, deliver and evaluate an online Workplace Health Program



Goals

- to allow healthcare professionals access to cutting-edge information related to physician health and wellness, and workplace health respectively
- to enable physicians to evaluate their current health status
- to enable healthcare professionals access to online and face-to-face resources and supports

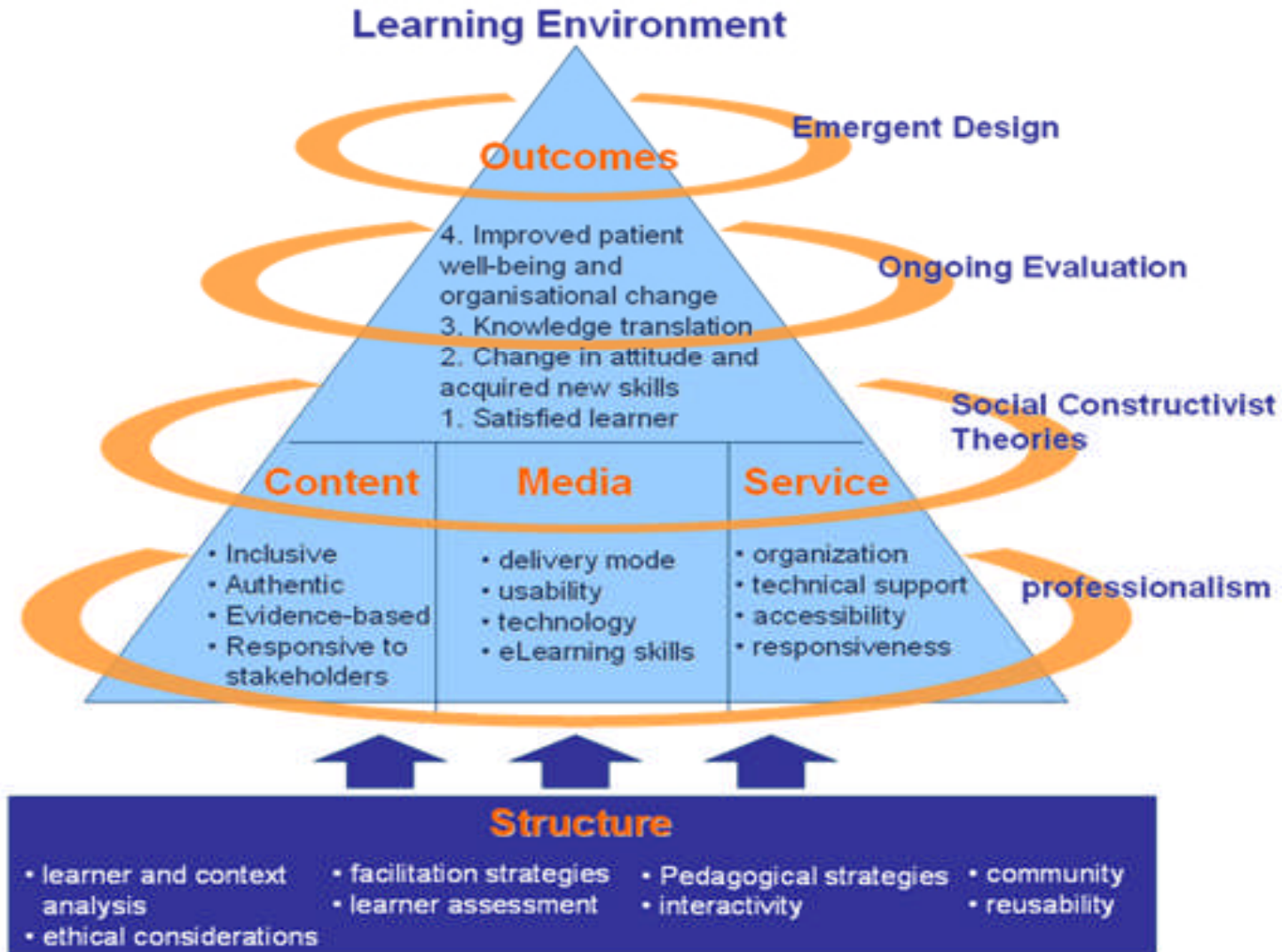


Audience

- The Physician Health program is aimed primarily at Ontario's physicians and medical students
- The Workplace Health eLearning program targets all regulated health professionals working within the Champlain Health Integration Network



Theoretical Framework





Methods

- W(e)Learn states that designing an effective online program begins with a needs analysis involving end-users
- The process of planning the needs assessment and designing interview questions involved:
 - members of the Faculty Wellness program
 - subject matter experts in healthcare and workplace learning
 - the research team



Interviews

- The same interview protocol was used with both programs except for one additional question for workplace health on factors influencing mental and physical health
- A total of 12 interviews (four focus group and eight individual interviews) were held for both the Physician Health and the Workplace Health programs on nine different days over a four month period



Participants

Physician Health Needs Assessment Participants (N=13)

| Occupation | Female | Male |
|-------------------|--------|------|
| Family Physician | 2 | 0 |
| Medical Scientist | 1 | 1 |
| Medical Student | 4 | 4 |
| Medical Resident | 0 | 1 |



Participants (Cont'd)

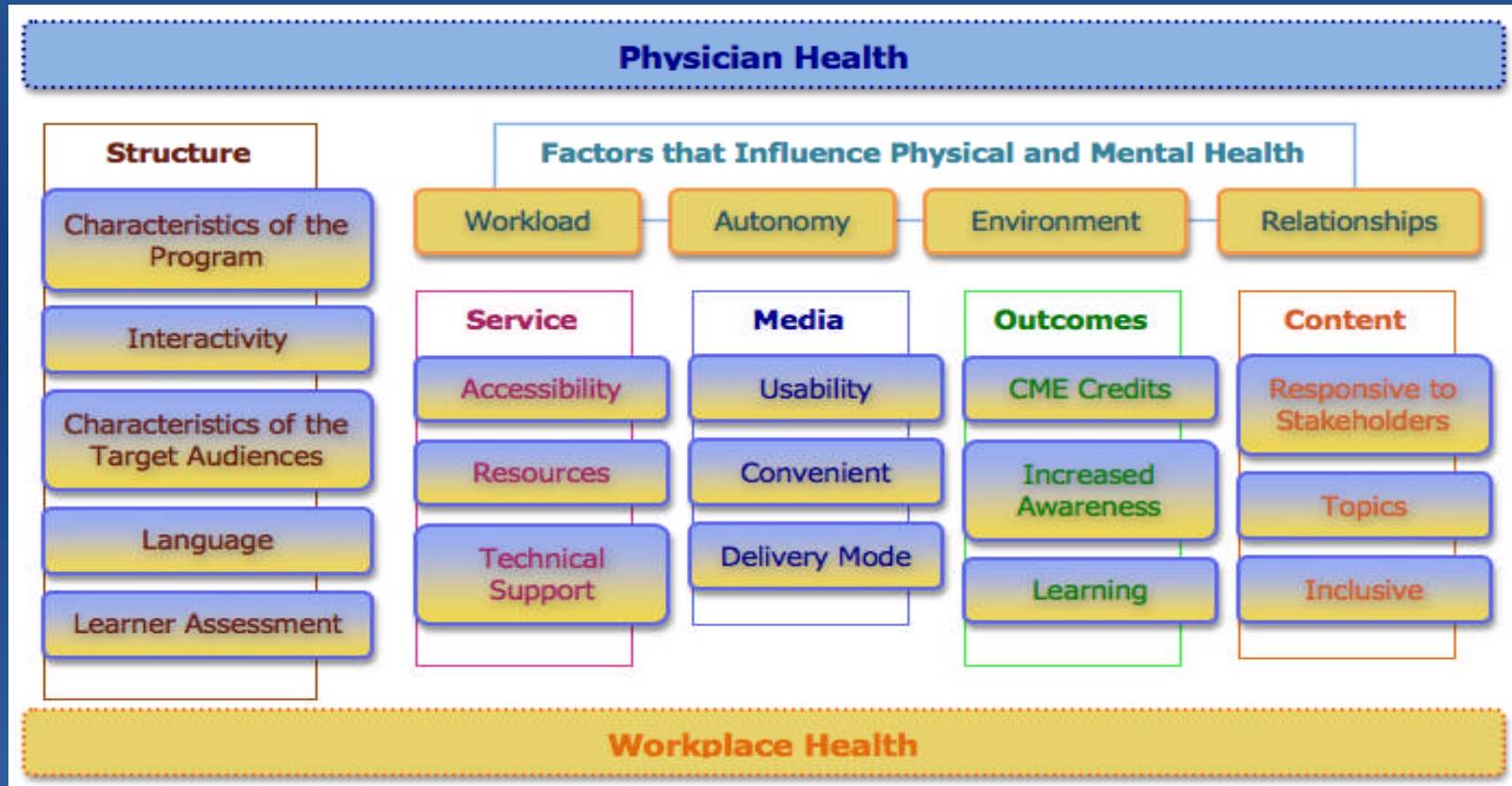
Workplace Health Needs Assessment Participants (N=16)

| Discipline | Female | Male |
|-------------------------------|---------------|-------------|
| Dietician | 1 | 0 |
| Family Physician | 1 | 0 |
| Hospital Management | 0 | 1 |
| Medical Administrator | 0 | 1 |
| Nurse | 2 | 0 |
| Occupational Therapist | 1 | 0 |
| Pharmacist | 1 | 0 |
| Medical Specialists | 0 | 2 |
| Physiotherapist | 1 | 1 |
| Psychologist | 0 | 1 |
| Recreational Therapist | 1 | 0 |
| Social Worker | 1 | 0 |
| Union Leader | 1 | 0 |



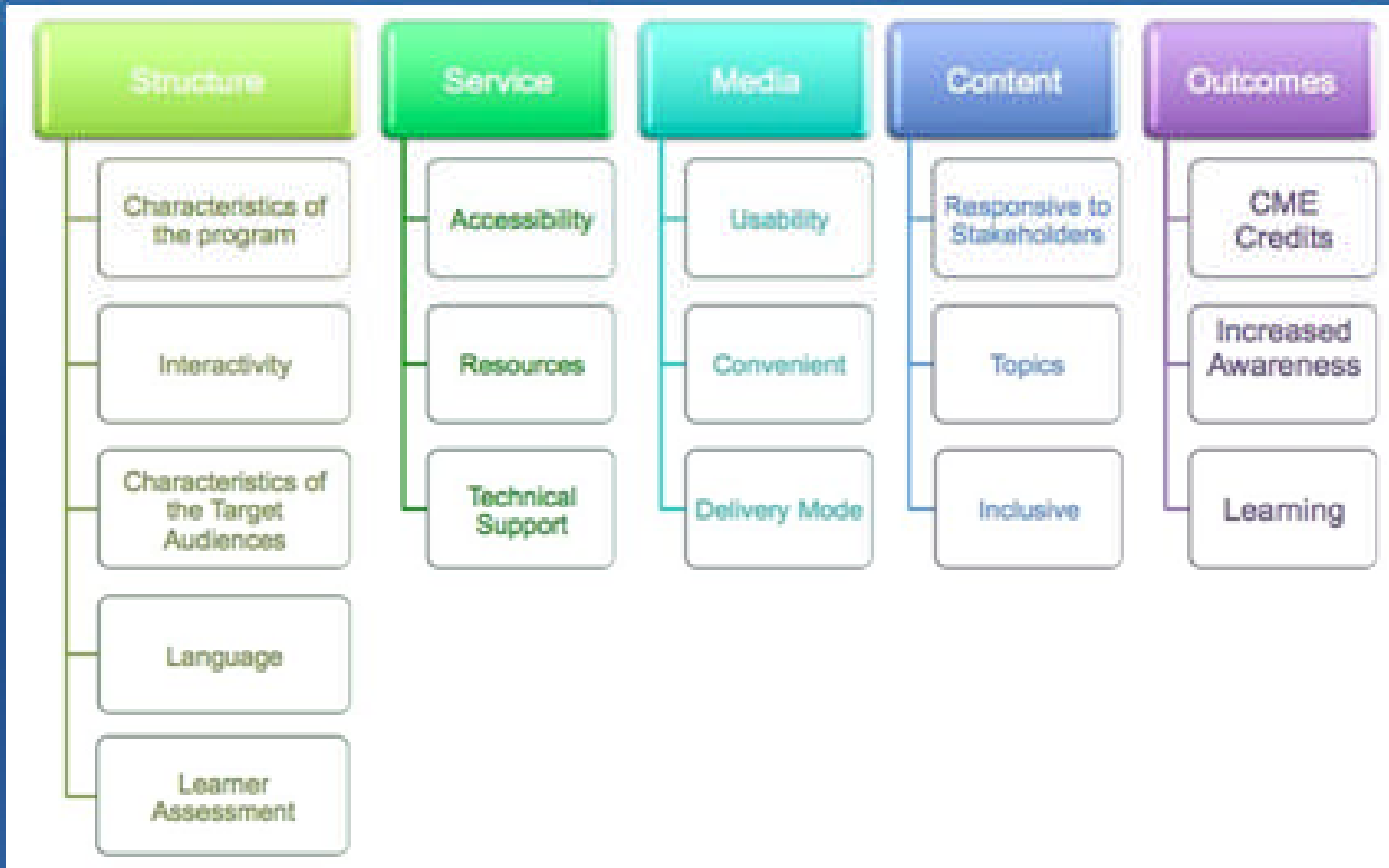
Findings

- The findings for the two programs are organized under the five constructs of W(e)Learn: **Structure**, **Content**, **Media**, **Service** and **Outcomes**. Under each construct, several themes emerged





Findings – Physician Health





Topics

| Mental Health | Emotional health | Professional Health | Physical health |
|---|---|--|--|
| <ul style="list-style-type: none"> • depression • suicide • stress • anxiety • burn out • substance abuse | <ul style="list-style-type: none"> • emotional intelligence • family illness • family management • issues associated with different minorities; sexual orientation, transgender community; culture and gender • relationship management • living or working with chronic illness • bullying • loss of a patient | <ul style="list-style-type: none"> • disruptive behaviour • time management • financial planning/managing dept • boundary issue (Physician/Patient) choosing a residency • conflict resolution • physician error • legal Issues • manners • etiquette for sending an email • how to run a committee • pandemic preparedness • compassion | <ul style="list-style-type: none"> • fitness • relaxation techniques • heart disease • blood pressure • fatigue management • education regarding flu vaccine • care for the caregiver |



Conclusions

One of the most blatant findings from the needs analysis was how similar the findings for the two programs in terms of **structure, content, delivery, and outcomes**. Three possible explanations for the similarities are:

- the fact that the content in both programs is often similar (time management; stress; anxiety; conflict resolution; substance abuse)
- the audience for both programs is busy adult healthcare professionals
- there were several physicians participating in both sets of interviews



Conclusions Cont'd

The two characteristics mentioned most frequently and with the strongest conviction for both programs were:

- the information must be presented in a concise style that take no more than 10 minutes to cover with 'options' to delve deeper
- the resource must be absolutely anonymous and confidential



Recommendations for the Programs

- present content in a concise style that take no more than 10 minutes to cover
- provide exercises, resources and activities as an option' for learners to delve deeper into concepts
- the programs must be absolutely anonymous and confidential
- ensure there is no tracking or way to tell who has logged on the site
- should be conveniently found in one place
- have little scrolling or page turning
- resources should be easy to use



Recommendations Cont'd

- content must be relevant
- make use of videos vignettes
- make links available to support groups and resources
- ensure documents are easy to print for learner and patients
- ensure gender and culture sensitive
- use an URL address that is easy to remember
- use key words that will enable finding the site easily through a Google search
- advertise in renowned journals, professional magazines, online media, and newsletters
- recommend hospital administration view the programs

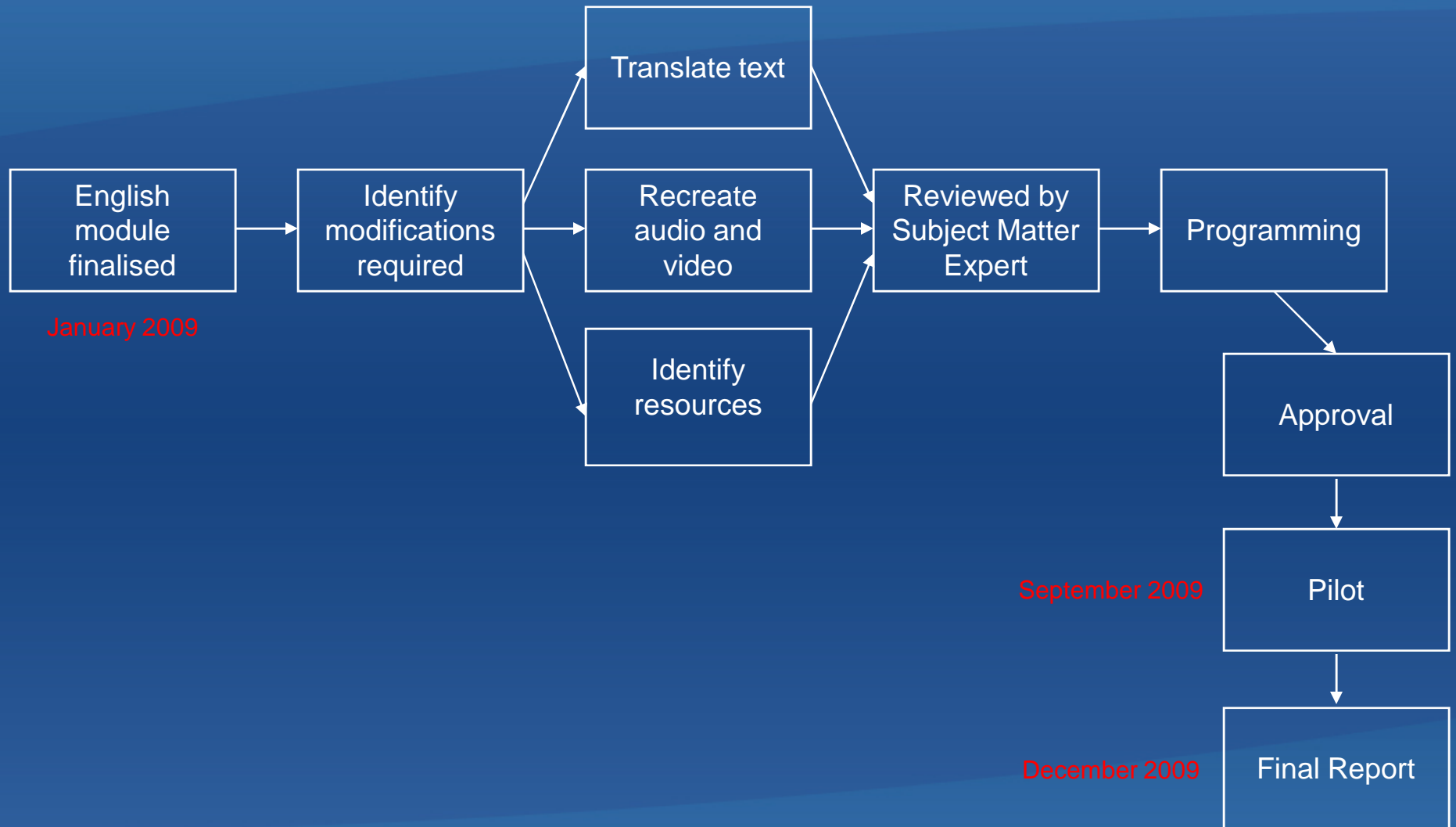


The Translation Process (Deliverables)

- The *eCurriculum in Physician Health* will be available in both official languages.
- The *eCurriculum in Physician Health* will be marketed to physicians and medical students across Canada. The Canadian Medical Association has been sub-contracted to develop and deliver a communications and marketing plan for the *eCurriculum*.
- Both the French and English versions of the *eCurriculum in Physician Health* will be piloted and undergo a comprehensive evaluation using qualitative and quantitative methods. The CMF will receive a copy of the final reports.



Translation Process



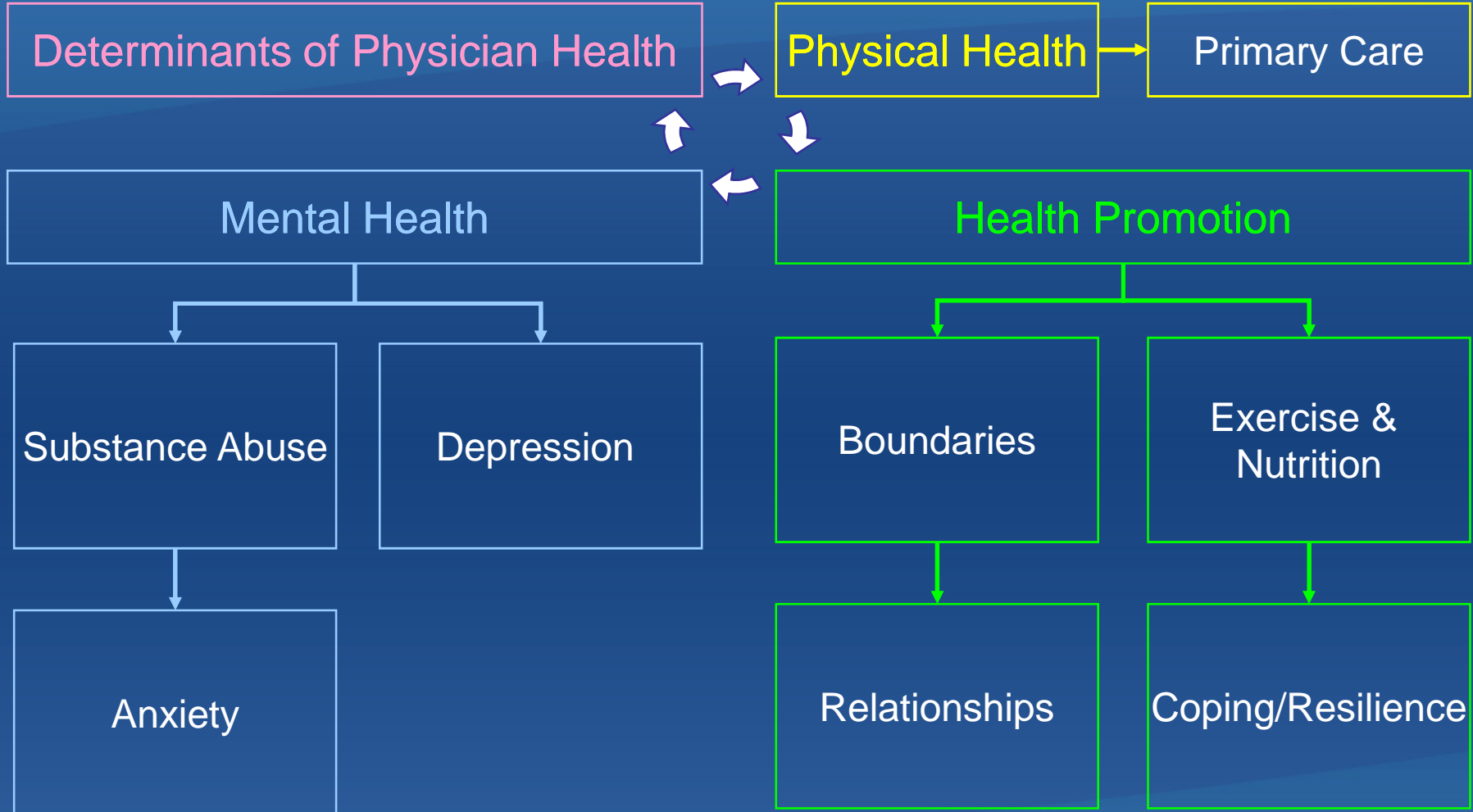


Publications & Presentations

- Puddester, D., MacDonald, C.J., Sun, R., Archibald, D., Stodel, E.J., & Walton, R. (2008, November). *Needs assessment for online physician and workplace health programs*. Published Conference Proceeding. The annual eLearn World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education, Las Vegas, Nevada, United States.
- Puddester, D., MacDonald, C.J., Sun, R., Archibald, D., Stodel, E.J., & Walton, R. (2008, November). *Needs assessment for online physician and workplace health programs*. Paper presented at the annual eLearn World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education, Las Vegas, Nevada, United States.
- Puddester, D., MacDonald, C.J., Archibald, D., Sun, R., Stodel, E.J., & Walton, R. (2009, February). *Improving workplace health and physician health and wellness: The online learning solution*. Paper presented at the 2009 International Conference on Mobile, Hybrid, and On-line Learning (eLmL 2009), Cancun, Mexico.
- Puddester, D., MacDonald, C.J., Archibald, D., Sun, R., & Stodel, E.J. (2008). *Physician wellness and workplace health: Understanding the needs of healthcare professionals*. Manuscript in progress.
- Puddester, D., MacDonald, C.J., Archibald, D., Sun, R., & Stodel, E.J. (2008, November). *Physician wellness: Understanding the needs of physicians and medical students*. Poster presented at the International Conference on Physician Health, London, England.



Physician Health eCurriculum Themes & Modules



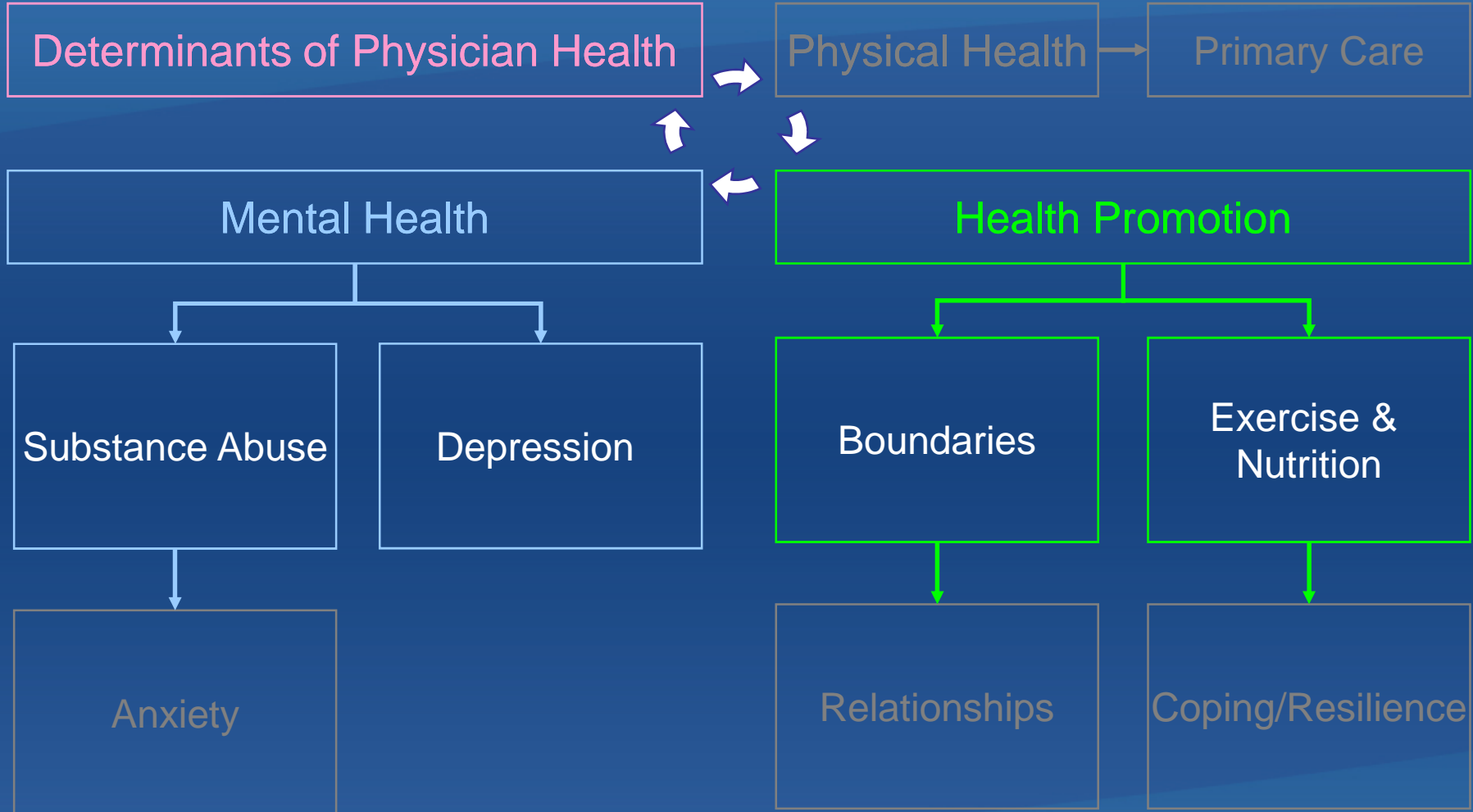


Physician Health SMEs & Overall Content Development Status

| Name | Module | First draft of content | Story-board | Prog | Done |
|------------------|--|------------------------|-------------|------|------|
| Derek Puddester | Depression | Y | Y | | |
| Yoni Freedhoff | Weight management, exercise, and nutrition | Y | Y | | |
| Paul Farnan | Substance abuse | Y | | | |
| Lee Donohue | Primary care | Y | | | |
| Erica Frank | Determinants of physical health | Y | | | |
| Michael Paré | Boundaries | Y | Y | | |
| David Kuhl | Relationships | | | | |
| Michael Kaufmann | Coping/Resilience | | | | |
| Joy Albuquerque | Anxiety | | | | |



Physician Health eCurriculum Module Development Status





Workplace Health Modules & Development Status

| | |
|--|---|
| <p>1. How health is made: Personal, interpersonal, and organizational influences on health at work</p> | <p>2. Take care of yourself: A primer on making your own well-being a priority</p> |
| <p>Content draft completed by SME</p> | <p>Content draft completed by SME</p> |
| <p>Initial storyboard draft completed by ID</p> | <p>Initial storyboard draft completed by ID</p> |
| <p>Additional content identified</p> | <p>Additional content identified</p> |
| <p>Basic interface & graphic design</p> | <p>Basic interface & graphic design</p> |
| <p>3. Take care of your colleagues: Fundamentals of relationship maintenance at work</p> | <p>4. Take care of the work: Fundamentals of managing for health and effectiveness</p> |
| <p>Content draft completed by SME</p> | <p>Content draft completed by SME</p> |
| <p>Initial storyboard draft completed by ID</p> | <p>Objective: Designed for managers, in this module learners will learn how to become health-giving leaders</p> |
| <p>Additional content identified</p> | <p>Initial storyboard draft completed by ID</p> |
| <p>Basic interface & graphic design</p> | <p>Additional content identified</p> |
| <p>Basic interface & graphic design</p> | <p>Basic interface & graphic design</p> |



Basic Interface & Graphic Design – Homepage

ePhysicianHealth.com

eCurriculum
on Physician
Health

▶ Play Video Enter



Basic Interface & Graphic Design – The Module

ePhysicianHealth.com eCurriculum on Physician Health

The Focus The Reality The Strategies The Future Next Steps

Menu / The Focus / Burnout 2 of 36

Burnout

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet, consetetur sadipscing elitr.



Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse.

2 / 5

Help!



Discussion



Determinates of Physician Health

Title:

- *Physicians' Physical Health is Good, and That Matters to Our Patients*

Objectives:

- Discover how medical student and physician health affects patients' health
- Understand several existing national studies of and interventions on medical students and physicians that build on the relationship between physician health and patient counselling

Status:

- SME: Erica Frank
- First draft of content developed





Substance Abuse

Title:

- *Physicians and Substance Abuse Disorders*

Objectives:

- Gain a general understanding of substance use disorders especially as they relate to physicians, and medical students
- Increase personal knowledge with regard to strategies and approaches aimed at improving early identification, intervention, and appropriate referral for oneself and colleagues
- Learn the important role played by 'medical monitoring' in the long term care of colleagues who have completed primary treatment for substance use disorders

Status:

- SME: Paul Farnan
- First draft of content developed





Depression

Title:

- *Off My Game: Recognizing and Managing Burnout and Depression*

Objectives:

- Differentiate between depression and burnout
- Describe how they can best support a colleague in distress
- Summarize at least 3 sources of support and/or intervention

Status:

- SME: Derek Puddester
- First draft of content developed
- Storyboard developed





Boundaries

Title:

- *Keeping Good Doctor-Patient Boundaries in Medical Practice*

Objectives:

- Identify the reasons for doctor-patient boundaries and state who is required to maintain (or even enforce) them.
- Distinguish between a “Boundary Crossing”, and a “Boundary Violation”.
- Apply skills to avoid inappropriate and unintentional crossings of boundaries

Status:

- SME: Michael Paré
- First draft of content developed
- Storyboard developed





Exercise & Nutrition

Title:

- *Thinking Outside the Scale: A New Paradigm for Healthy Living*

Objectives:

- Describe the causes of overweight and obesity.
- Set, reach, and keep a realistic weight loss goal.
- Define evidence-based healthy eating
- Create healthy eating plans that can be implemented quickly at home and at work
- Prolong and improve the quality of your life through fitness without ever setting foot in a gym

Status:

- SME: Yoni Freedhoff
- First draft of content developed
- Storyboard developed





Physician Health eCurriculum Themes & Modules (no animation)

