



Accreditation Council for
Graduate Medical Education

Program Director Well-Being

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Wellness & Resiliency

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CHARM

The Collaborative for Healing and Renewal in Medicine (CHARM) is a group of medical educators, leaders at academic medical centers and experts in burnout research and interventions designed to promote learner wellness, which is formed with the support of the Alliance for Academic Internal Medicine (AAIM).CHARM's mission is to gather best practices; promote investigation of the impact of learner burnout; develop tools for educators to address learners in distress; and advocate for the recognition and inclusion of initiatives that foster well-being among learners.

Collaborative Learning Communities are mutually beneficial and well defined groups with a commitment to shared goals, resources and responsibility and managed through collective authority and accountability.

Steering Group

- **Hasan Bazari, MD, Co-Chair**
- **Jonathan Ripp, MD, Co-Chair**
- Kelly J. Caverzagie, MD
- Susan Hingle, MD
- Diana B. McNeill, MD
- Mukta Panda, MD
- Larissa Thomas, MD
- Oana Tomescu, MD
- Mariah Quinn, MD
- Colin P. West, MD, PhD
- Gopal Yadavalli, MD

Best Practices Subgroup

- Lead: Oana Tomescu, MD
- Initial Deliverable: Creation of a detailed repository of (EBM) best practices to address learner/resident well-being and burnout
- Progress: This initial deliverable has grown and expanded into the concept of an "annotated bibliography" of best practices, which is nearing completion and could be the framework of a systematic review.
- Additional Plans for 2017: At a minimum this will be presented at the **Society of General Internal Medicine Annual Meeting**. Additionally, the group will work to have this published in the literature as a narrative

Faculty Development/Tool Kit Subgroup

- Lead: Mukta Panda, MD
- Initial Deliverable: Development of toolkit with content and curricula to train medical educators in establishing wellness programs at their own institution and dissemination at national conferences.
- Progress:
 - Workshop presentations at the **2016 AAIM Skills Development Conference** entitled “The Fourth Aim: A Toolkit for Medical Educators to Develop Resilience, Maintain Professional Satisfaction and Restore Joy to Teaching and Medical Practice.” Will present workshop at the **2017 Academic Internal Medicine Week** and **2017 SGIM Annual Meeting**.
 - Three modules actively in progress: *Creating Learning and Practice Environments that Support Resilience: Tips to engage and communicate with institutional leadership* (elevator speech), *Promoting a Culture of Trainee Well-Being: The creation of safe and trustworthy spaces*, and *Enhancing personal awareness*.
- Additional Plans for 2017: During the development of this curriculum, it became clear that there were numerous other topics worth covering. The group is beginning the process of developing 13 separate modules with themes such as *How to engage leadership on the importance of wellness programs*, *How to promote a culture of trainee well-being?*, *Numerous Individual-level wellness practices*, and *Wellness study research methodology*.
- Challenges: Finding the appropriate platform for making all of these modules "open access".

review and posted online in an open access format.

- Deliverable to share: **Best Practices: Annotated Bibliography of Evidence Based Well-Being Interventions**

Research Subgroup

- Lead: Colin West, MD, PhD
- Initial Deliverable: Plans for a multi-center inter-institutional resident well-being and distress research platform including proposal for an initial study and exploration of potential grant support
- Progress: Given the enormity of this deliverable, the subgroup chose to first work on a manuscript addressing appropriate research methodology for conducting wellbeing research in learner/trainee populations. This manuscript's initial draft is near completion
- Additional Plans for 2017: The subgroup will continue to discuss how to launch its research platform
- Deliverable to Share: "A Roadmap for Research on Resident Well-Being" accepted for JGME publication.

Advocacy/Dissemination Subgroup

- Lead: Jonathan Ripp, MD and Hasan Bazari, MD
- Initial Deliverable: Publication of a Consensus Statement
- Progress: Accepted to Academic Medicine
- Additional Plans for 2017: Development and dissemination of a "Charter on Physician Well-Being" with multiple professional society endorsements
- Deliverable to Share: **Well-Being in Graduate Medical Education: A Call for Action** (published in Academic Medicine, May 2017)



[JOIN CHARM](#)

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LIMITED SPACE: CHARM GME Well-being Leaders Certificate Course. Register now.

CHARM: The Collaborative for Healing and Renewal in Medicine

Empowering well-being leaders, shaping a brighter future



WE'RE ON A MISSION

CHARM unites leaders in medical organizations to mitigate burnout and promote well-being across healthcare, fostering thriving professionals and better patient care.

[READ OUR MISSION](#)

OPPORTUNITIES TO CONNECT & LEARN



CHARM CONNECT



CERTIFICATION COURSE



GME WELL-BEING LEADERS

CHARM NETWORKS



CHIEF WELLNESS OFFICERS

The CHARM Chief Wellness Officer (CWO) network is the premier network for healthcare system and institutional chief wellness officers.



GME Well-Being LEADERS

Institutional leaders for well-being in graduate medical education connect to share best practice updates via monthly meetings and more often via our email platform.



COACHING PROFESSIONALS

"Through our collaboration and shared expertise, we SUPPORT, INFORM, and INSPIRE the field of physician coaching & the creation of a coaching culture."

CHARM: PAST, PRESENT, FUTURE

Our organization was developed out of a need for healthcare professionals to prioritize their own well-being, ultimately creating a more supportive and thriving healthcare system. From developing the widely endorsed "Charter on Physician Well-Being" to hosting national courses and fostering ongoing learning communities, CHARM's dedication to well-being is making a measurable difference.



Developed the Charter on Physician Well-Being



Published the Oath to Self Care



Joined National Academy of Medicine's Action Collaborative



Hosted Annual GME Well-Being Course



Created Annotated Bibliography of Well-Being Resource



Established Ongoing Learning Community Networks

Charter on Physician Well-Being

3 key commitments



Societal commitments

By fostering a supportive work environment and advocating for policies that enhance well-being, organizations can work to improve the culture of medicine.



Organizational commitments

By building support systems, developing engaged leadership and optimizing teams, organizations can develop cultivate a healthier, more productive workforce.



Interpersonal and individual commitments

By responding to work challenges, prioritizing mental health care, and promoting self-care, organizations can encourage promote healthy choices that optimize physician performance.



Oath to Self-Care & Well-Being

1. We **SOLEMNLY PLEDGE** to embrace and promote the well-being of our self, our colleagues, and the medical community as part of our responsibility to the effective care of our patients, ourselves, and in partnership with our healthcare organization.
2. We **WILL SEEK TO DEVELOP** and **ADHERE** to habits that promote and maintain humility, meaning, and wholeness of self in our work and interactions.
3. We **WILL BE ATTUNED** to the physical, emotional, mental, and spiritual needs of our self and others and share our practices of well-being for the benefits of our patients, our colleagues, and the advancement of healthcare.
4. We **WILL COMMIT** to integration and balance in our professional and personal life and seek help when we feel we ourselves or our peers are overburdened, fatigued, or less compassionate.
5. We **WILL CHAMPION** for a healthcare system that values the well-being of its personnel, uses best evidence for an institutional culture of wellness, and recognizes that in so promoting, the patients we care for are ultimately best served.
6. We **WILL FIND** the courage to be vulnerable and confront professional wrongdoings to the best of our ability while at the same time showing compassion and respect for all members of the healthcare team.
7. **I MAKE** these promises of well-being to myself and to the vocation of medicine with my highest commitment.

Used with permission of AAIM and CHARM. Co-authors: Mukta Panda, MD, Kevin E. O'Brien, MD, Margaret C. Lo, MD. **Read the full article** <http://bit.ly/O2SCnWB>

Culture of the System: Relationships

UTHSC-COM EHS: Promoting the R in RVU: Relationship Valued Unit

“Relational trust is built on movements of the human such as empathy, commitment, compassion, patience, and the capacity to forgive.”

— Parker J.



System Approach: RELATIONS

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Co-authors: Mukta Panda MD, Margaret C. Lu, MD and Kevin E. O'Brien, MD on behalf of the Collaborative for Healing and Renewal in Medicine (CHRM). See <http://bit.ly/OZSCoWB>

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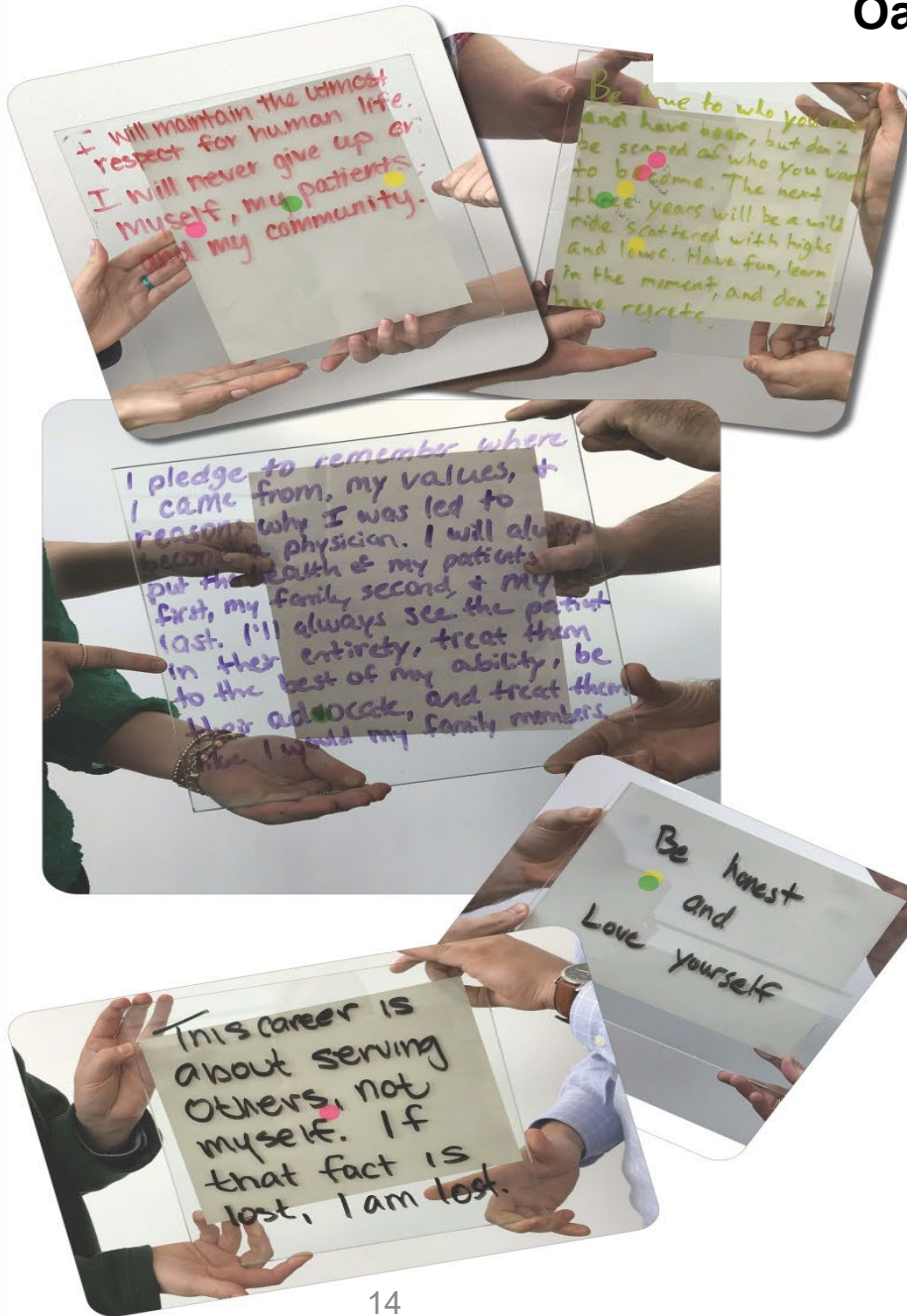
- **Realign values** with those of the organization
- **Engage executive champions**

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and

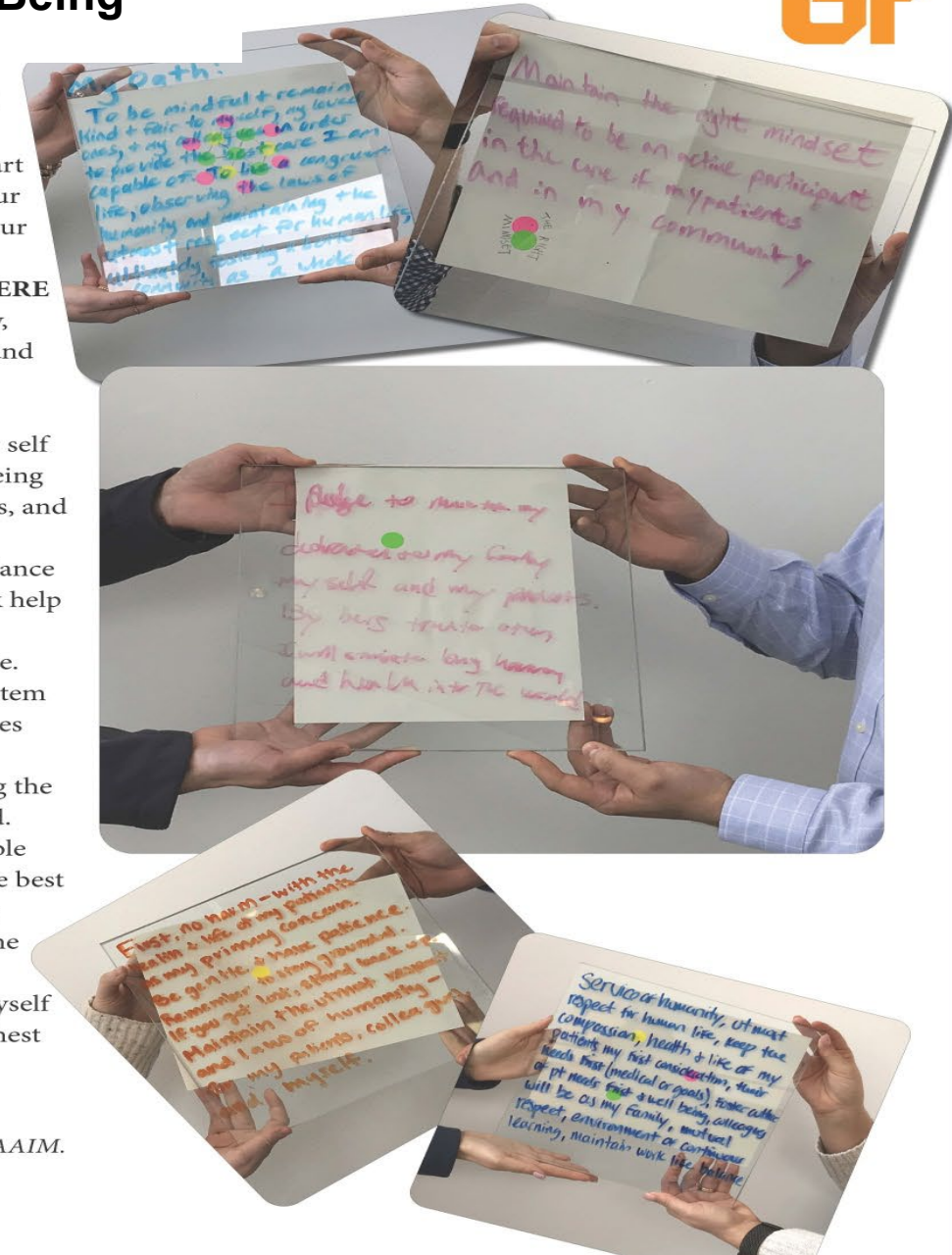
Orient teams
toward
meaning and
purpose
Nurture
empowerment
and
collaboration

safety, normalize
opt in

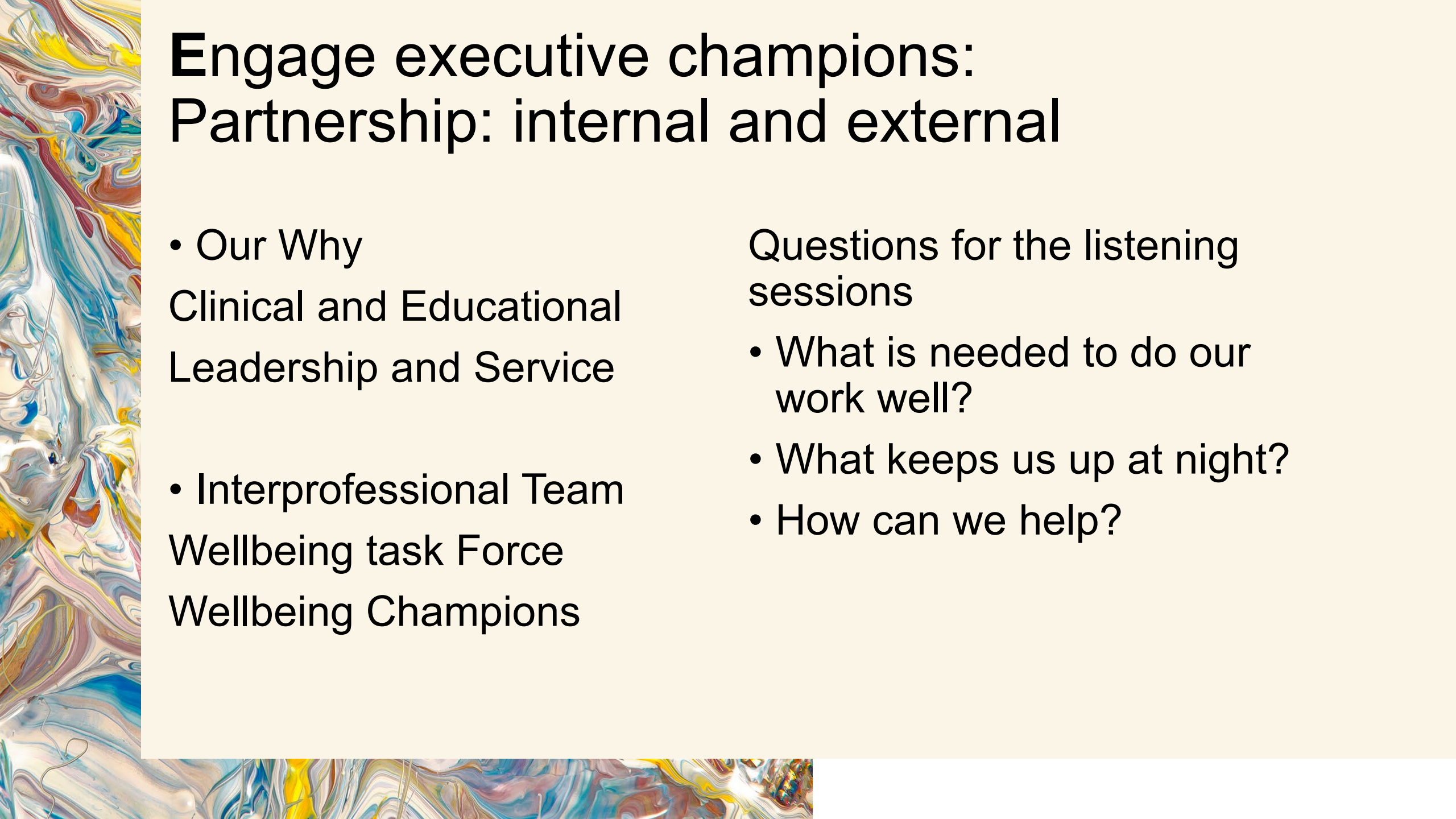
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Panda M, O'Brien, Lo M Used with permission of AAIM.



Engage executive champions: Partnership: internal and external

- Our Why
Clinical and Educational
Leadership and Service
- Interprofessional Team
Wellbeing task Force
Wellbeing Champions

Questions for the listening
sessions

- What is needed to do our
work well?
- What keeps us up at night?
- How can we help?



Learn the language of your partners

Correlate a well-being measurement with an operational metrics:

Clinical: patient satisfaction, adherence, quality metrics, errors, near misses, EHR

Financial: IPE and satisfaction, retention and recruitment

Patient Safety and QI

Scholarship

Professional: engagement, professional behavior, meaning and purpose; service



Key: Involve All

- Faculty
- Chief Residents and Peers
- GME staff and GMEC members
- Program coordinators
- University
- Hospital Administration CEO, CMO, Nursing administrator, House Supervisors, Nurse Managers, Pharmacy, Pastoral services, Social workers
- Community



Speak Their Language

Know Your Audience, Data Speaks

- Clinical
- Educational
- Scholarly
- Leadership
- Advocacy
- Service
- Retention and Recruitment

Organizations Should Invest in GME and Well-Being

GME is value added

When GME is supported by supportive structures that build community for the humans in a system, professional ends

