** STREAM:**

**Engagement**

**Work Stressors:**

**Engagement Case 1: Late Day Admissions**

The afternoons on the inpatient wards are increasingly busy, with many nursing calls, patient issues, and an additional stressor of frequent late admissions from subspecialty clinics. Progress notes must be completed each day, the midst of these other demands. This adversely affects evening handovers, and residents are consistently staying late to finish tasks and notes at the end of the workday. Faculty seeing patients in clinic, residents on the inpatient service, and nursing staff are frequently stressed by these admissions, and worry about errors due to so many conflicting responsibilities.

**Engagement Case 2: Lack of social work staff in outpatient clinics**

Your institution has identified diversity, equity, and inclusion as an important priority of the institution, and addressing health disparities in your patient population in particular. Many residents and faculty recognize the inequities that patient’s experience are due to social determinants of health, and that to address these inequities in a meaningful manner, it will take more attention and personnel devoted to these issues.

**Engagement Case 3: EHR Challenges**

Multiple groups have identified inefficiencies in the institution’s EHR as a major stressor and there seems to be some willingness from hospital leadership to help address this issue. While the challenge seems daunting, leadership has asked them for help in this concern.

**Engagement Case 4: Recruitment and Retention**

Your manager is concerned about maintaining adequate staffing. Your unit is consistently searching for physicians and clinical staff; as soon a position is filled, someone else leaves the department. This is causing frustration as people are having to spend more time training new employees and providing gap coverage in addition to their regular job responsibilities.

**Engagement Case 5: Teamwork Culture**

Your department has difficulty functioning as a high-performing team. There are several people who many describe as ‘difficult’ and there are small groups who don’t like working together. In order to keep clinical care running smoothly, management has generally separated people who have tenuous relationships. Management acknowledges the issue and recognizes that clinical care and the work environment would be enhanced if these issues were addressed and improved and is willing to work cooperatively to solve.

discuss options for equitable solutions to determine conference/vacation schedule

**For your case:**

Step 1: Choose a scribe

Step 2: Choose a spokesperson

Step 3: Consider 2 (or more) potential solutions to the issue presented.

Consider the explicit steps or action items needed to accomplish the solution.

Step 4: Be prepared to share with the larger group!

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| Possible Solution 1 | *On a scale of 1 (not invested at all) to 10 (very invested), how invested is my institution likely to be in this issue AND solution?* | Step 1 | Step 2 | Step 3 |
|  |  |  |  |  |

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| --- | --- | --- | --- | --- |
| Possible Solution 2 | *On a scale of 1 (not invested at all) to 10 (very invested), how invested is my institution likely to be in this issue AND solution?* | Step 1 | Step 2 | Step 3 |
|  |  |  |  |  |

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| --- |
| An area for collaborating to improve your work  A few colleagues who could join you in this work  A potential sponsor for this project |

Individual Activity: Personal Engagement

Resources for Support

1. [Physician Support Line](https://www.physiciansupportline.com/)

**1 (888) 409-0141**

<https://www.physiciansupportline.com/>

Psychiatrists helping US physician and medical student colleagues navigate the many intersections of our personal and professional lives.

Free, Confidential & Anonymous

No appointment necessary

Call for any issue, not just a crisis

They report to no one

Open Monday to Friday (except federal holidays)

8:00 AM - 12:00 AM ET

2. Warmlines - Mental Health America

If you are in need of support, but not in crisis, consider reaching out to a warmline

The website [**warmline.org**](http://warmline.org/) keeps an up-to-date list of local and nationwide warmlines across the United States

Sometimes you just need to talk to someone about your mental health. It’s great when you can reach out to a loved one—but that’s not always possible. Fortunately, warmlines are there to help!

A warmline is a phone number you call to have a conversation with someone who can provide support during hard times. Whether you’re in crisis or just need someone to talk to, a warmline can help. Warmlines are staffed by trained peers who have been through their own mental health struggles and know what it’s like to need help.