



ST JOHN OF GOD

Midland Public Hospital

# How to Win the ACEM Wellbeing Award 101

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Australasian Doctors' Health Conference  
November 2019



AUSTRALASIAN COLLEGE  
FOR EMERGENCY MEDICINE

*Hospitality | Compassion | Respect | Justice | Excellence*



# Acknowledgements

- Team effort
- ED Caregivers of the Month
- Video stars



# Summary



1. Make Wellbeing **business as usual**
2. Establish your priorities
3. Multidisciplinary and Multimodal wins the day

**Persevere! Never give up! You can do it!**

# Origins – New Hospitals



# Origins – New Start



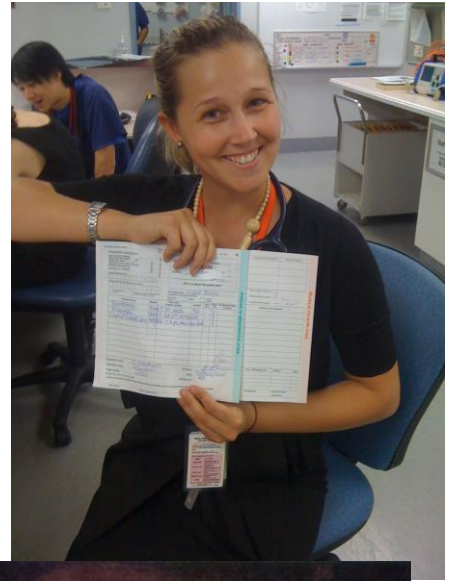
- **ACEM Wellbeing Award**

- Established in 2018
- Purpose: *recognise members who are proactively putting in place a well thought through strategy to encourage and promote the physical and mental health of ED staff*
- Written submission
- Accompanying video



Australasian College  
for Emergency Medicine

# Working in ED is great!



# Working in ED can be difficult



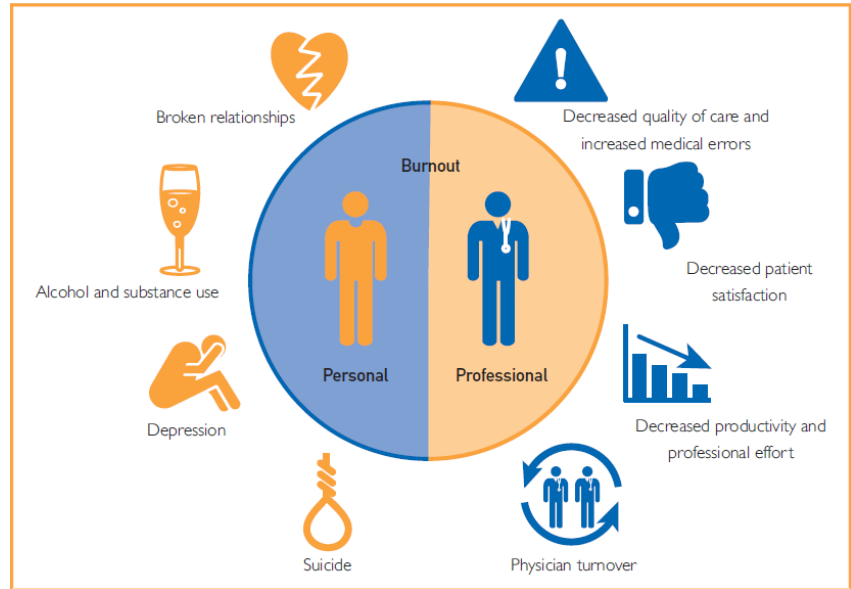




# Consequences for everyone

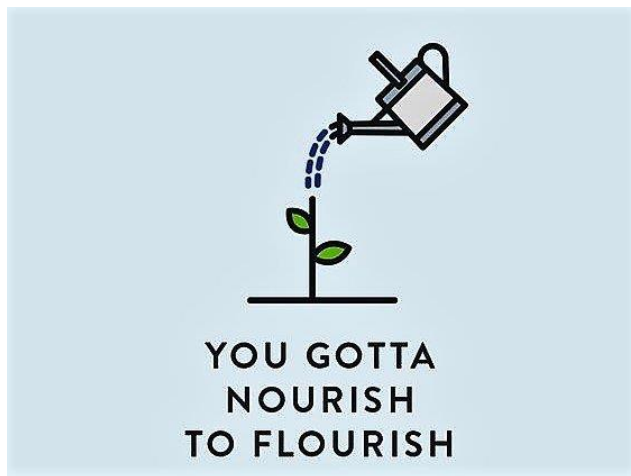


- Caregiver
- Colleagues
- Family, Friends
- Department
- Hospital
- Patients



*Shanafelt, Noseworthy. Mayo Clin Proc 2017*

# Caregiver Wellbeing is non-negotiable



# How can you win the ACEM Wellbeing Award?



Or, more importantly, optimise the Wellbeing of yourself and your fellow Caregivers?

# Step 1: Normalise Wellbeing



- **Inspire change → “business as usual”**
- Wellbeing curriculum
- Handover reminders and celebrations
- Wellness Corner
- Wellness Wednesday emails
- Learning from Excellence model



# Step 2: Establish your Caregivers' priorities



- Surveys
- Focus groups
- Staff meetings

**YOU SAID**

AND

**WE LISTENED**

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WELLNESS QUESTIONNAIRE OUTCOMES

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You provided the  
feedback



We made the  
changes

# Step 3: Multidisciplinary and Multimodal approach



©Stanford Medicine 2016

# Departmental Philosophy



“Do Your Job,  
Do It Well,  
Enjoy Doing It”



**ST JOHN OF GOD**  
Midland Public & Private  
Hospitals

**Midland Emergency Department  
House Rules**

**ST JOHN OF GOD**  
Midland Public & Private  
Hospitals

We will ALWAYS	We will NEVER
Distinguish ourselves through acts of kindness to our patients, their relatives and each other	Make any caregiver feel silly for asking a question. We remember that every expert was once a beginner
Value every team member's contribution and treat people as people, regardless of their role or position	Be discourteous: rudeness has no place in our ED, it reduces team spirit and is a barrier to quality patient care
Provide a supportive environment for one another that fosters growth and promotes mateship	Give feedback that isn't honest, constructive or supportive: we never degrade or belittle team members
Ensure our workplace goals are both patient-centred and collaborative: we are stronger as a team	Adopt an "it's not my job" attitude - we all pull together, even on the craziest of days
Take pride in excellence and go the extra mile to make a difference	Bully, harass, discriminate or gossip about people; our ED is an inclusive, friendly and safe space to work
Take pride in our ED by maintaining appearance, hygiene and tidiness standards	Let our professionalism slide, no matter how busy we are; we are rightly proud of our high standards

# Sample ideas



- Meetings/handovers/huddles agenda item
- Curriculum integration
  - Burnout
  - Resilience
  - Emotional Intelligence
  - Mindfulness
  - Leadership and Development
  - Professionalism
- Environmental
  - Wall of Art
  - Garden of EDen
  - Wellness Corner
- Workplace improvements
  - Workflow
  - Models of Care
  - Rostering and Leave
  - Education needs





# Sample ideas



- Support networks
  - Mentoring: ACEM “Plus”
  - Relationships: Communal meals, Social gatherings
  - Promote EAP, DHAS WA etc
- Psychological health
  - Therapy dog visits
  - Mindfulness: “Brain breaks”
- Community integration
  - Fundraisers and Support
  - Promotional Days e.g. RUOK, Socks4Docs
  - Community interactions e.g. PARTY

 St John of God Midland Public & Private Hospitals added 4 new photos.  
1 hr · 🌐

Colourful socks peaked out below our Emergency Department doctor's scrubs last week as they took part in Crazy Socks For Docs Day which aims to raise awareness of mental health issues among health professionals.



ACEM Mentoring Program   
Online Modules | Resources | Support



<https://vimeo.com/299814192>

# Don't expect it to be easy



- Culture change is difficult
- Need Champions
- Expect naysayers, cynics and barriers
- Expect little funding
- Embrace allies: in-unit, PGME, Exec, external

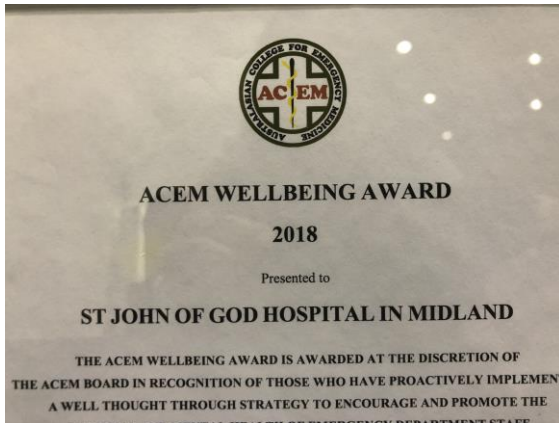
# But it can be done!



## Message from the CEO

### ED wins ACEM Wellbeing Award

I am delighted to announce that this week our Emergency Department has been acknowledged for its initiatives to support the wellbeing of its caregivers, after winning the Wellbeing Award by the Australian College for Emergency Medicine (ACEM).





# Where to next?

- Hospital Caregiver Wellness Program initiated 2019
  - Wellness Corner in dining room
  - Going Beyond Together awards
- Doctor Welfare Working Group
  - Debriefing: *Kart Wangkiny Koort*
  - Resilience on the Run
- Emergency Medicine Wellness Week 2019 ideas generator
  - Weekly ED Mindfulness sessions
  - Fitness passport
  - Scrubs for nurses
  - Coffee machine
  - Welcome packs
- Workplace efficiency
  - OPTIMIST
  - SimpleDOC survey
- ACEM Special skills post???



EMERGENCY MEDICINE  
wellness week™  
APRIL 7-13, 2019



# Final Messages



- **You can do it too – GOOD LUCK!**
- **Come and work with us 😊**

