

Life and Wellness

Areas of Team Focus

The Life and Wellness Team is charged with creating no more than five recommendations to:

- 1) Identify ways to enhance the wellness of resident and fellow work and personal lives.
- 2) Incorporate the philosophy and practice of resident and fellow wellness into institutional culture.

From data and input gathered from prior GME surveys, focus groups with residents/fellows and Program Directors/Coordinators and general consensus of team members, the *Engaging Excellence for Residents and Fellows: Life and Wellness Team* has chosen to focus primarily on five target areas designed to improve the overall quality and experience of the personal and professional experience of residents and fellows: *Life and Wellness Awareness, Food and Nutrition, Space, Technology, and Back-Up Care.*

LIFE AND WELLNESS AWARENESS

This team has been charged with determining the role and responsibilities of the approved part-time position dedicated to Resident and Fellow Wellness. Discussions with other medical institutions and within current Upstate Medical University supports are being utilized to investigate the most effective use of this position. To be determined are the position qualifications, reporting structure, and primary responsibilities of this individual.

Current recommendations for this role include:

- Development and Oversight of an Upstate Medical University Life and Wellness Committee to oversee all functions, supports, and communications of resident/fellow life and wellness issues. Factors to include, but not limited to: Faculty and Staff education of Life and Wellness Issues; Facilitate networking group for residents/fellows; Advocate for the development and implementation of universal systems, policies, and culture to support Life and Wellness.
- Research quantitatively and qualitatively validates a return on investment of Life and Wellness initiatives. Benefits include increased resident/fellow morale, improved patient satisfaction, decreased absenteeism, and improved productivity. Research reviewed through this committee will be used to support the initiatives and ultimate institutional culture change to be primary responsibilities of new position.

FOOD AND NUTRITION:

The availability and affordability of quality, healthy, and convenient food choices for residents/fellows in all locations and on all shifts is of utmost concern to the Life and Wellness

committee. The team is currently working with Upstate Medical University food providers to better meet the nutritional needs of residents/fellows.

- Regarding availability of food choices, areas of investigation include: increased hot food items during extended hours in UH cafeteria; additional Vegetarian/Ethnic/Health Food options in UH cafeteria; Off-hours food services via a roaming food cart and increased options in vending machines; and improved labeling of ingredients, calories, etc.
- Regarding affordability of food choices, areas of investigation include: use of meal/ID cards at vending machines and all food locations within institution; resident/fellow discounts; and overall meal allowance allocations.

SPACE:

The committee is working with Hospital and Campus administration regarding the current and future allocation of resident/fellow designated space for relaxation, sleeping, and working. Within the designated space, related issues such as equipment - to include furniture, computer work stations, lockers, bathing facilities, food preparation areas – and the necessary maintenance of such are being investigated.

The committee will develop a proposal and advocate for the acquisition of additional, convenient, and well-equipped resident/fellow designated space for the purposes of a multi-use lounge, on-call rooms, communal areas, workstations, bathrooms/showers, food amenities, and lockers.

TECHNOLOGY/COMPUTER WORK STATIONS:

The availability and effectiveness of computer workstations and subsequent systems for efficient work practices was of significant concern to residents/fellows. Access – both in terms of quantity and quality – of necessary computer systems was seen as a significant constraint impacting overall life and wellness due to increased stress and decreased productivity. The committee is investigating the most effective manner for rectifying. Research regarding operations and technology within other academic medical institutions and hospitals as well as cost and space effective technology options are being considered. A proposal regarding improved access, possibly via increased workstation pods, more efficient systems, hand-held devices/virtual computers for resident/fellow use, and additional IMT support will be developed from the committee.

BACK-UP CARE:

The Life and Wellness Committee is investigating additional affordable, convenient, and high-quality ‘back-up care’ options (i.e. assistance with care for children, partners, and/or parents) within the local community. Options for back-up or ‘just in time’ care through a reputable

outside contract(s), such as Childcare Solutions and/or Bright Horizons are being researched. Creation of an internal care network/support system within Upstate Medical University is also being explored. Additionally, development of resource information, contacts, and referrals available in community and via Employee Assistance Program (EAP) will be considered.