

Well-Being Index Frequently Asked Questions

Why is the Well-Being Index being sent to independent affiliated and Spectrum Health employed physicians and advanced practice providers (APPs)?

The West Michigan CIN, including Spectrum Health and Answer Health, are partnering to further invest in and improve physician and APP well-being. Prior to the COVID-19 pandemic, 44% of physicians were burned out nationally. It is recognized that the pandemic has strained this further and to retain and support our talented clinicians, dedicated efforts are needed. One of the most important first steps of addressing these issues is measuring well-being. The Well-Being Index is a validated tool used at over 200 institutions around the country and is an effective way to measure well-being. The Well-Being Index is administered by the Spectrum Health Office of Physician and APP Fulfillment. Results are confidential.

What is the Office of Physician and APP Fulfillment?

The Office of Physician and APP Fulfillment (OPAF) was created in 2019 in response to the crisis of physician and APP burnout. Spectrum Health has funded the development of this office and from its inception has intended for this office to serve both independently affiliated and employed physicians and APPs. It is recognized that burnout does not discriminate based on practice setting. Spectrum Health wants to support all clinicians that care for our patients so they can provide the best care. All signature programs and support resources from the Office of Physician and APP Fulfillment are available for independent physicians and APPs to access. Email officeoffulfillment@spectrumhealth.org or call (616) 267-9400 to learn more.

What does the Well-Being Index measure?

The Well-Being Index measures six dimensions of wellbeing: meaning in work, likelihood of burnout, severe fatigue, work-life integration, risk for medical error, and risk for suicidal ideation. The participant receives individualized results which will benchmark one's well-being relative to peers nationally and colleagues locally. The overall metric reported is the mean distress score. A high mean distress score (≥ 3 for physicians, ≥ 4 for APPs) has been validated to confer greater risk in a number of areas:

- 2-fold higher risk of reporting a recent medical error
- 5-fold higher risk of burnout
- 4-fold higher risk of severe fatigue
- 2-fold higher risk of suicidal ideation
- 3-fold higher risk of poor overall quality of life

How is the Well-Being Index confidential when I belong to a small department or group?

The confidentiality of this assessment is of utmost importance. The survey is administered by a third party and the individual raw data is encrypted and not accessible. Results are only available in aggregate. In order to help physicians and APPs accurately identify his or her specialty/program/division,

there are specific departments available to choose. Please note, if a group does not have at least 5 people respond, the results will not be reported, to preserve confidentiality. Instead, the results will “roll up” to a less specific group (i.e. overall department).

How is the Well-Being Index confidential when I must make a login?

When initially setting up your account, you will be asked to provide an email address. The purpose of this is to allow users to access the tool anytime to find out more about resources to support their well-being and to re-assess their well-being monthly if desired. The email address can also be used to receive notifications and reminders for reassessment, if you so choose. Your email information is not linked to your personal results. All results are confidential and deidentified. You may elect to use a personal email address.

How often should I take the Well-Being Index?

The Office of Physician and APP Fulfillment encourages all employed and independent physicians and APPs to take the Well-Being Index monthly, but we only promote it system-wide and report out on results once per year. In 2022, the assessment window will be March 14 -April 3. We encourage all physicians and APPs to set reminders in their registration via email or text to take the assessment more often. You can download the Well-Being Index app in the App Store for easy access on your personal device. If you are a leader and you decide you'd like your team to monitor their well-being more than on an annual basis and if you would like to continue to receive reports, reach out to the officeoffulfillment@spectrumhealth.org

What is going to be done with the results of the Well-Being Index?

The Office of Physician and APP Fulfillment will be reviewing all data and preparing reports for senior leadership as well as department leadership and independent group leadership. All department leaders and Well-Being Champions are asked to develop strategic plans in response to their results. The Office of Physician and APP Fulfillment uses the Well-Being Index results to drive programming and support for high-risk areas and systemwide initiatives.

How is this Well-Being Index different from the Engagement Survey?

We recognize the risk of survey fatigue. We appreciate physicians and APPs taking the time to complete both assessments. The Listening Survey and the Well-Being Index are unique but complementary tools to understand the needs of physicians and APPs. The Listening survey measures engagement and focuses on your experiences in the work environment. The Well-Being Index focuses on the person within that environment.