



POLICY: Well-Being, Fatigue Mitigation and Monitoring

Well-Being

Self-care is an important component of professionalism for house staff and faculty. It is also a skill that must be learned and nurtured in the context of other aspects of residency training. UCSF Fresno Medical Education Programs (MEP) have the same responsibility to address well-being as they do to evaluate other aspects of house staff competence. This responsibility must include:

efforts to enhance the meaning that each house staff finds in the experience of being a physician, including protecting time with patients, minimizing non-physician obligations, providing administrative support, promoting progressive autonomy and flexibility, and enhancing professional relationships;
attention to scheduling, work intensity, and work compression that impacts house staff well-being;
evaluating workplace safety data and addressing the safety of house staff and faculty members;
policies and programs that encourage optimal house staff and faculty member well-being; and

- House staff must be given the opportunity to attend medical, mental health, and dental care appointments, including those scheduled during their working hours.

attention to house staff and faculty member burnout, depression, and substance abuse. UCSF Fresno MEP must educate faculty members and house staff in identification of the symptoms of burnout, depression, and substance abuse, including means to assist those who experience these conditions. House staff and faculty members must also be educated to recognize those symptoms in themselves and how to seek appropriate care. UCSF Fresno MEP must:

- encourage house staff and faculty members to alert the program director, chief residents, attending or faculty member when they are concerned that another resident, fellow, or faculty member may be displaying signs of burnout, depression, substance abuse, suicidal ideation, or potential for violence.
- provide access to appropriate tools for self-screening (house staff and faculty may access the [House Staff handbook and information on Well Being referrals can be found below](#)); and
- provide access to confidential, affordable mental health assessment, counseling, and treatment, including access to urgent and emergent care 24 hours a day, seven days a week (resources can be found at <http://www.fresno.ucsf.edu/wellness-resources/>).

There are circumstances in which house staff may be unable to attend work, including but not limited to fatigue, illness, and family emergencies. All UCSF Fresno MEP must have a policy and procedure in place that ensure coverage of patient care in the event that a resident or fellow may be unable to perform their patient care responsibilities. These policies must be implemented without fear of negative consequences for the resident or fellow who is unable to provide the clinical work. (Common Program Requirements VI.C.2)

Referrals and Resources

A formal referral of a house staff/medical student occurs when they are instructed and/or required by the program director to contact Dr. Craig Campbell for consultation and/or evaluation regarding a concern the program director has related to the house staff/student's performance within the training program. The program director will contact Dr. Campbell to notify him of the incoming referral. Automatic referral to Dr. Campbell will also be triggered if the house staff/medical student is removed from duties due to reasonable suspicion of impairment in the workplace. Dr. Campbell will meet with trainees in an expedient manner. With a formal referral, program directors have access to information on the plan of care.

An informal referral can be made by a student, house staff, faculty, program director or chief resident. The resident/student may opt to contact Dr. Campbell for consultation or they may utilize one of the UCSF Fresno Wellness and Mental Health Support Service options. The UCSF Fresno Wellness and Mental Health Support services are specifically designed for trainees who are struggling with personal, professional, or emotional issues and are seeking on-on-one support in a confidential setting. To seek assistance 24/7, call 559-499-6551. This line is staffed by Dr. Betty Liao or one of her clinical associates. Further resources can be found at <http://www.fresno.ucsf.edu/wellness-resources/>. For trainees who are uncomfortable seeking support within the institution, Insight is also available as a resource as described on the afore mentioned webpage.

Fatigue Mitigation

UCSF Fresno MEP must:

- educate all faculty members and house staff to recognize the signs of fatigue and sleep deprivation;
- educate all faculty members and house staff in alertness management and fatigue mitigation processes; and,
- encourage house staff to use fatigue mitigation processes to manage the potential negative effects of fatigue on patient care and learning.

Each UCSF Fresno program must ensure continuity of patient care, consistent with the program's policies and procedures, in the event that a resident or fellow may be unable to perform their patient care responsibilities due to excessive fatigue.

UCSF Fresno MEP must ensure adequate sleep facilities at major participating training sites and safe transportation options for house staff who may be too fatigued to safely return home.

Fatigue Mitigation Transportation

The Graduate Medical Education (GME) office offers a fatigue mitigation transportation option to help ensure house staff get home safely when fatigued after work. Reimbursement is available to any house staff that elect to use a transportation service to get home instead of drive their own vehicle while fatigued. Use of service will be monitored.

Utilize the service of your choice (app-based or taxi) for a ride home and then use the service again to pick up your car or return to work the next day. This service is available to use any time house staff feel fatigued at the end of their shift. We do not want any house staff to drive when they are overly fatigued. Program directors will be notified if transportation for fatigue is used more than twice a month. This is so that a determination can be made as to the cause of persistent fatigue and if a schedule adjustment needs to be made.

For reimbursement house staff will need proof on the receipt of going to a verifiable home address and round trip from a verifiable UCSF Fresno training site. Any verifiable training site is acceptable for a pick up or drop off location. All receipts must include a starting location, ending location, time, date, house staff name, and total fare for basic service. If a tip is provided it must be included within the total fare, not as a separate line. If you are using a taxi and the receipt does not include the information above, please provide any information missing from the receipt that is noted above. If you are using UBER (or similar service), UCSF Fresno will only reimburse for basic service so please make sure you select basic service and not luxury service.

Receipts for fatigue mitigation transportation must be received in the GME office within 20 days of the travel date to be eligible for reimbursement. Please provide the GME office with either original or scanned receipts for reimbursement. The GME office is open Monday through Friday during normal business hours and can be contacted in the following ways:

Email: gme@fresno.ucsf.edu
Phone: (559) 499-6520

Please remember to scan and attach receipts if you are emailing them to the GME office. Please allow at least 2 weeks for processing and reimbursement.

(Original signed Policy is available in the UCSF Fresno Graduate Medical Education Office)

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