

# Re-Framing Well-Being: Optimizing the Work and Learning Environment

## *Supporting Belonging*

### *Basics*

Belonging is a basic psychological need. It includes: warm and close relationships with people you care about; feeling understood and accepted; feeling part of a community, team, or group; and giving and receiving support (mutual care). Belonging may be supported through team events (social events) but these also could actually harm belonging for some individuals. Supporting the other basic needs – autonomy and competence – itself will create a sense of belonging so it is vital to not over-focus on belonging at the expense of the other needs.

### *Audit for Threats to Belonging - Wellness Committee Agenda, For Example*

- Where do we make people feel unwelcomed, in the way, burdensome, excluded, or undervalued?
  - Are there rotations that do this? Why? To whom? What might be helpful to alleviate this issue?
  - Are there types of individuals/roles that may feel this way? Medical students? PGY1s? Foreign medical graduates? MD vs DO? Transfer residents/fellows? Those who moved for training versus those who did not? Those with spouses/families? Those with disabilities? Those with different religions, sexual orientation, gender, race, or ethnicity?
  - Are there social events we plan that exclude people? Focus on alcohol (SUD/Religion), Choice of foods (Gluten/Celiac Dx., Vegan/Vegetarian), May be embarrassing (eg. ropes course for those afraid of heights), Too expensive for out-of-pocket costs for some.
- Mistreatment – are there individuals or locations that routinely are perceived as mistreating team members?

### *Actively Support Belonging - Creating Emotional Social Support*

- Routine planned check ins by text and/or email
- Peer-to-Peer Support “Battle Buddies”
- Peer interest groups (pickle ball, dog parks, gaming)
- Mentors (Faculty and Peers)
- Thank you notes (holidays, ICU, etc.)
- “Missing you” videos / emails
- Birthdays and Milestones
- Community Service Days
- Social events / Team building events / lunch with C-suite
- Care baskets/packages for difficult rotations
- Letters of encouragement from trainee families/significant others
- Get to know the [attending/resident/fellow] series
- Word cloud badge buddies – words that describe the person provided by the team
- Photos of residents & family in call rooms and GME space
- Newsletter features of residents’ life outside of work
- Jackets and other “team branding”
- Significant other groups
  - Shared concerns (ex. Those with children, pets)
  - Shared interests (ex. Running, biking, hiking)
- Significant other “rounds” or meals
- Bring significant others into simulations
- Notes to significant others thanking them for rotations where their trainee is gone

### *Actively Support Belonging - Informational Social Support*

- Block Transition “Parties”
- Rotation Guidebooks (unofficial guidebooks)
- “How to” CPOE Guides
- Lists of Recommended Services (cleaning, dog sitting, mechanics, plumbing)
- Lists of Recommended Restaurants & Entertainment
- PTO and HR issues (how to arrange for vacation)
- Frequently asked questions “one-pager”
- Annotated maps of hospitals, clinics, outside facilities

### *Actively Support Belonging - Instrumental Social Support (Some items are available only to HCA employed team members)*

- Lists of who can help with:
  - Dog sitting
  - Baby sitting
  - Drives to the airport / carpools
- Cleaning coupons / grocery delivery / food delivery / laundry service
- Hotel-style mini-shop on honor system
- HOPE fund
- HCA AirMed Transport Benefit
- Counseling/Therapy – Dr. on Demand, AbleTo, TalkSpace, EAP, Calm App
- Adoption assistance
- Family solutions and referral service
- Pet insurance (Nationwide)
- Auto & home insurance (Mercer)
- Certain fertility and family building benefits (Progyny)
- Flexible Spending Accounts (Optum Financial)
- Financial and legal counseling (Optum Wellbeing)
- Legal consultation (Legal Access)
- Identity theft protection (LifeLock)
- Consumer discounts (Abenity, Corporate Shopping)
- Optum WorkLife concierge service (they will do the research for you!) Find child, elder or pet care, housekeeping

### *Actively Support Belonging - Appraisal Social Support*

- Peer-to-peer mentors (senior liaison)
- Faculty mentors
- Affinity groups
- Kin groups
- Anonymous questions submitted to panel
- Fellowship/Sub-specialty mentors