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INTRODUCTION

Recently, there has been increased awareness of burnout and poor mental health amongst healthcare providers. Studies show it begins in medical school and can peak in residency where the greatest contributing factor is lack of control of one's schedule and available personal time. Evidence suggests that residents have higher rates of burnout and depression compared with population controls. Studies show this trend continues into practice.

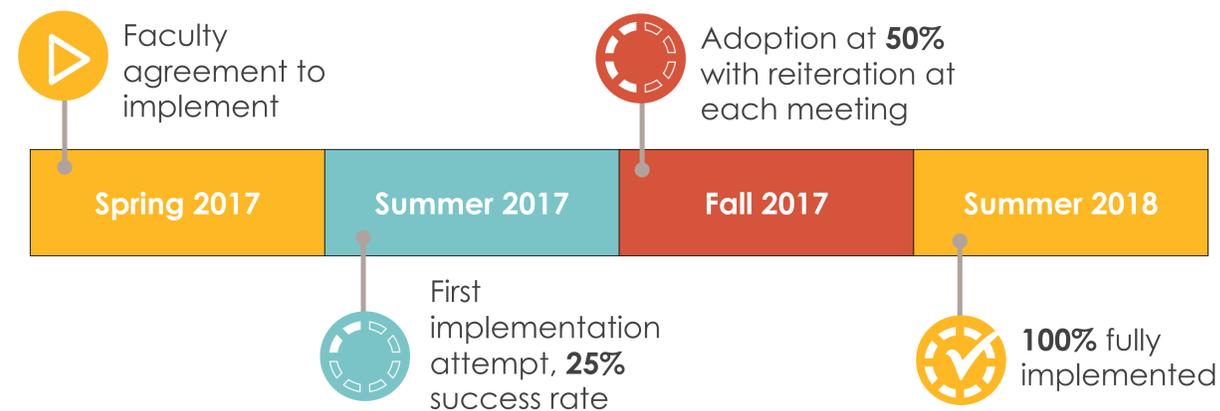
Problem Investigation

Two consecutive University of Utah GME Resident Wellness surveys found the Ophthalmology residents to have an **80%** burnout, significantly higher than the University of Utah Resident average of 59%. The first survey set the record for highest level-of-burnout amongst any University of Utah residency program but had 56% program response rate. The second survey, though no longer the highest level of burnout across university residency programs, had a 100% response rate and demonstrated the same degree of burnout - 80%.

METHODS FOR IMPROVEMENT

Design

To improve sense of control and ultimately burnout, a proposal to provide residents with residents a predetermined administrative half day once a month, was presented to faculty. Upon approval, residents could choose what activity they did during their administrative hours. Results of how time was spent is described in figure 1.



Summary Per the internal anonymous resident surveys, we found the administrative time was used for:



Figure 1. Results from survey on residents chosen activity during admin hours.

GME Resident Wellness Survey Results

Rate of burnout decreased from **80%** in 2017 to **30%** in 2018! This was likely multifactorial, but there was a consensus amongst residents that the administrative time was the most impactful change.

All participants indicated administrative half-days are extremely beneficial to personal wellness and that compared to other wellness activities offered by the University, academic half-days are much more beneficial.

RESULTS

- Exceeded goal to reduce burnout in the Ophthalmology Residency Program.



NEXT STEPS

- Announcing the favorable survey results at faculty meetings and house staff meetings to reinforce to all the success of this program.
- A quarterly reminder to faculty and check-in with residents to ensure the administrative time continues to be protected.
- Internal resident surveys/reports were issued (biannually) regarding the use of their administrative time and perceived impact on wellness using a Likert-type scale.

PROJECT INSIGHTS

PROGRESS

- Implemented administrative half days for ophthalmology residents.

LIMITATIONS & BARRIERS

- Getting Faculty buy-in

VALUABLE LESSONS LEARNED

- A key component of burnout is the perception that we in health care "lack control: over our schedules and lives that makes us feel enslaved to our responsibilities and work. Any effort to restore control has significant impact on well-being.
- Give residents administrative time, they love it!