

Graduate Medical Education Policy	Well-Being
Facility/Sponsor	CMC/GMEC
Policy Origin Date	July 2017
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PURPOSE

Residency education must occur in the context of a learning and working environment that emphasizes commitment to the well-being of students, residents, faculty members, and all members of the health care team. The Sponsoring Institution must oversee its accredited programs' fulfillment of the responsibility to address well-being of residents and fellows and faculty members, compliance with the ACGME Common and Specialty/Subspecialty-Specific Program Requirements, and ability to address areas of non-compliance in a timely manner.

Carilion Medical Center recognizes that psychological, emotional, and physical well-being are critical in the development of a competent, caring, and resilient physician, and that Sponsoring Institutions and training programs have the same responsibility to address well-being as other aspects of resident competence. Residents and faculty are at unique risk for burnout and depression and require proactive attention to life stressors inside and outside the practice of medicine.

Further, self-care and the responsibility of supporting other members of the health care team are important components of professionalism and are skills which must be modeled, learned, and nurtured in the context of other aspects of residency training. This policy outlines the expectations for the shared responsibility for the Sponsoring Institution, programs, and staff to provide a positive culture within the clinical learning environment that promotes constructive behaviors and prepares residents with the skills and attitudes needed to thrive throughout their careers.

SCOPE

This policy applies to all Accreditation Council for Graduate Medical Education (ACGME), Council on Podiatric Medical Education (CPME), and Commission on Dental Accreditation (CODA) accredited graduate medical education programs sponsored by Carilion Medical Center (CMC).

DEFINITIONS

Clinical and Educational Work Hours: All clinical and academic activities related to the program, including patient care (both inpatient and outpatient), administrative duties relative to patient care, the provision for transfer of patient care, time spent on in-house call, time spent on clinical work done from home, and other scheduled activities such as conferences. These hours do not include reading, studying, research done from home, and preparation for future cases.

Resident: Refers to all interns, residents, and fellows participating in CMC's accredited post-graduate medical education programs.

PROCEDURE

1. The Sponsoring Institution, in partnership with accredited programs, must
 - a. Provide support services and develop health care delivery system to minimize trainees' work that is extraneous to their accredited program's educational goals and objectives
 - b. Ensure a trainee's educational experience is not compromised by excessive reliance on residents/fellows to fulfill non-physician service obligations

- c. Educate residents and faculty members in identification of symptoms of burnout, depression, and substance abuse, including means to assist those who experience these conditions. This responsibility includes educating residents and faculty members in how to recognize those symptoms in themselves, and how to seek appropriate care.
 - d. Encourage residents and faculty members to alert their program director, DIO, or other designated personnel or programs when they are concerned that another trainee or faculty member may be displaying signs of burnout, depression, substance abuse, suicidal ideation, or potential for violence.
 - e. Provide access to appropriate tools for self-screening.
 - f. 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.
 - g. Ensure a healthy and safe clinical educational environment that provides for:
 - i. Access to food during clinical and educational assignments
 - ii. Sleep/rest facilities that are safe, quiet, clean, and private; that must be available and accessible to trainees, and with proximity appropriate to safe patient care.
 - iii. Safe transportation options for trainees who may be too fatigued to safely return home on their own
 - iv. Clean and private facilities for lactation with proximity appropriate for safe patient care, and clean, safe refrigeration resources for the storage of breast milk.
 - v. Safety and security measures appropriate to the clinical learning environment site.
 - vi. Accommodations for trainees with disabilities, consistent with institutional policies.
2. The responsibilities of the program, in partnership with the Sponsoring Institution, include:
- a. Attention to scheduling, work intensity, and work compression that impacts resident well-being.
 - b. Evaluating workplace safety data and addressing the safety of residents and faculty members.
 - c. Developing policies and programs that encourage optimal resident and faculty member well-being.
 - d. Providing residents opportunities to attend medical, mental health, and dental care appointments, including those scheduled during their working hours.
 - e. Educating residents and faculty members in the following:
 - i. Identification of symptoms of burnout, depression, substance use disorders, suicidal ideation, or the potential for violence, including means to assist those who experience these conditions
 - ii. Recognition of these symptoms in themselves and how to seek appropriate care
 - iii. Access to appropriate tools for self-screening
 - iv. 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.
 - f. In circumstances when a resident may be unable to attend work, including but not limited to fatigue, illness, family emergencies, and medical, parental, or caregiver leave, each program must allow an appropriate length of absence for residents unable to perform their patient care responsibilities. See GME Leave of Absence Policy.

- i. The program must have policies and procedures in place to ensure coverage of patient care and ensure continuity of patient care.
 - ii. These policies must be implemented without fear of negative consequences for the resident who is or was unable to provide the clinical work.
 - g. Programs must educate all residents and faculty members in recognition of the signs of fatigue and sleep deprivation, alertness management, and fatigue mitigation processes.
 - h. Provide a culture of professionalism that supports patient safety and personal responsibility.
 - i. The learning objectives of the program must include efforts to enhance the meaning that each resident finds in the experience of being a physician, including protecting time with patients, providing administrative support, promoting progressive independence and flexibility, and enhancing professional relationships.
 - j. Provide a professional, respectful, and civil environment that is psychologically safe and that is free from discrimination, sexual or other forms of harassment, mistreatment, abuse, or coercion of students, residents, faculty, and staff. See institutional policies regarding harassment.
3. Well-Being Resources
- a. Dedicated Graduate Medical Education Well-Being Navigator who is a support professional assigned to assist trainees in their overall well-being. This person serves as a primary point of contact for trainees facing well-being issues. The Well-Being Navigator provides confidential appointments and connects trainees to various resources for mental, emotional, physical, or financial health.
 - i. Trainees in need of support may contact Lindsay McKinnon, GME Well-Being Navigator, at 540-728-0116 or ldmckinnon@carilionclinic.org.
 - b. Carilion Employee Assistance Program: Carilion Clinic's Employee Assistance Program (EAP) includes a team of professional consultants focused on developing strategic partnerships with the organization to effectively address challenges within the workforce. They provide confidential counseling, consulting, training, and other services to management, employees, and their dependents. With offices located in Roanoke and New River Valley, Carilion EAP also maintains a national network of affiliate healthcare professionals who are available during business and extended hours. Employees
 - i. Employees are provided with five (5) free sessions for the same issue in a rolling calendar year. Referrals may be made
 - ii. Trainees may schedule an appointment by calling 800-992-1931 or 540-981-8950.
 - iii. In case of a crisis after business hours, trainees can call 540-981-8950 and follow the prompts or call 540-981-7000 and ask to page the counselor on call.
 - c. A comprehensive list of available well-being resources, including self-assessment tools, and current well-being programs can be found on the Graduate Medical Education website and on InsideCarilion Well-Being Hub.
 - i. Carilion Clinic Graduate Medical Education: gme.carilionclinic.org
 - ii. InsideCarilion Wellbeing Hub: insidecarilion.org/benefits-pay-wellbeing/well-being

Designated Institutional Official	Reviewing Committee	Date Approved
Donald Kees, MD	GMEC	April 2017
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Arthur Ollendorff, MD	GMEC	November 15, 2022
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