Dear Residents and Fellows,

Greetings, and a very warm welcome to the 2013-2014 academic year. I’m Mindy Stern, your Director of Resident and Fellow Wellness. Along with Kristina Schellie, Assistant Director of Resident and Fellow Wellness, I work to provide you with support and resources to manage stress and overcome the challenges that residency and fellowship training sometimes entail. Maintaining a healthy work-life balance during this time is not only possible, it is critical! And it is why we are here.

GME Wellness Services

We at the GME Wellness Service strive to provide you with direct support, as well as help to connect you with the variety of resources that are at your disposal:

- **Individual & Couples Counseling.** Both Kristi and I are here to work with you during the day or after hours in a confidential manner, whether it’s to talk about a rough experience at work, relationship concerns at home, or if you are just getting the blues in the middle of the year.

- **Learning Specialist.** Having anxiety about or difficulty preparing for your Boards or in-service exam? To assist those who may be struggling with test taking, time management and other academic challenges, our learning specialist is available for consultation.

- **Psychiatric Consultation.** The GME Wellness Service can refer you to our consulting psychiatrist for a FREE, confidential assessment and medication management.

  Appointments with our community-based psychiatrist, who is not part of UW Medicine, are generally available within 48 hours of referral by the GME Wellness Service. All residents, fellows, and your significant others can use these services.

- **Workshops.** At the request of any GME program, the GME Wellness Service provides workshops to assist residents and fellows with issues including:
  - Finding Balance in a Medical Life
  - The Dark Side (exploring the emotions of caring for sick and dying patients)
  - What to Say When You Don't Know What to Say (the art of writing a condolence note)
  - Burnout & Fatigue

- **Support Groups.** Also at the request of any GME program, the Wellness Service offers debriefs and support groups, with a focus on helping you overcome extremely sad and difficult cases and situations at work.

  Standing monthly support groups are already in place for Internal Medicine and OB/GYN.

- **The Wellness Corner (WC).** As you’ve likely noticed, we write a weekly electronic newsletter for the GME community. The WC includes information on fun and free/low cost activities around Puget Sound, as well as GME events and activities. Topics include sports, theater, food, music, nature, festivals, child and family-friendly activities, day trips, and more!
For some trainees, the WC has made such a difference that they have requested to stay on the listserv even after completing their residency or fellowship.

**Accessing GME Wellness Services**

The [GME Wellness Service](#) webpage outlines numerous health and wellness-related resources available to you. And please don’t hesitate to contact me or Kristi directly – this is precisely what we’re here for! Here’s how you can get ahold of us:

**Mindy Stern, MSW, LICSW**  
Director, Resident and Fellow Wellness  
UWMC, AA-111E  
Phone: 206.543.6408  
mindywho@uw.edu

**Kristi Schellie, MSW, LICSW**  
Assistant Director, Resident and Fellow Wellness  
UWMC, AA-111D  
Phone: 206.543.3484  
schellie@uw.edu

**Voicing Concerns**

- **Where to go with Concerns.** The diagram attached to this email details how and where you can report a variety of concerns in a confidential manner.

- **Concerns and Complaints related to your Appointment.** It is important to know that there is also a [Grievance Procedure](#) that you may utilize to address any concern of a violation of any provision in the [Residency/Fellowship Position Appointment](#) agreement.

**GME is here for you**

**Your Program Directors and Administrators.** When listing the support mechanisms and resources available to you, we’d be remiss to not call out your outstanding program directors and program administrators.

Through the [Parker J. Palmer Courage to Teach Award](#), the Accreditation Council on Graduate Medical Education (ACGME) honors 10 individuals each year who excel as program directors, and 5 individuals each year who excel as program administrators. Nominations for these prestigious awards are accepted from more than 8,800 GME programs nationally.

- **8 Courage to Teach Awards** have gone to UW faculty since the Award’s inception in 2002.

- **2 GME Program Coordinator Excellence Awards** have gone to UW administrators since the Award’s inception in 2009.

These are some very special people who are directly invested in your success.

**Moonlighting.** We have seen the results of the UWHA moonlighting survey that circulated last year. In response to your feedback, we are making revisions to the current [Moonlighting Policy](#) to lift some past restrictions around moonlighting internally, and providing a clear process for trainees to moonlight within the UW system, with the permission of your program director and the GME Office.
It’s important to note that moonlighting is still often discouraged by program directors, as the time and effort required for your training is a full-time endeavor and should be your highest priority.

**Debt Management.** The GME Office provides regular training sessions and other resources on debt management, personal financing, buying a home, and other financial topics. We know these issues are important to you and we’re continuously offering more and more educational opportunities and resources for trainees on these topics.

**Your Peers are here for you**

**Graduate Medical Education Committee (GMEC).** GMEC is comprised of GME and hospital administration, program directors, residents and fellows, is responsible for ensuring high quality training and a positive learning environment.

**Institutional Resident/Fellow Advisory Committee (IRFAC).** IRFAC is a subcommittee of GMEC that is comprised of residents, fellows and faculty and is responsible for developing policies relevant to trainee appointment and education, including compensation, working conditions, and grievance and termination procedures.

**UW Housestaff Association (UWHA).** The UWHA is an independent, trainee-run organization that works to promote issues important to residents and fellows at UW. UWHA representatives are also members of GMEC, IRFAC, and several hospital-based committees.

**Taking Care**

I recently received an email from a fellow who previously trained outside of the UW, and which touches on an important point:

“It was so nice to have your presentation at orientation--I am not sure that the people in your roles at other institutions are quite so public. (Also the massage coupons are wonderful)"

The overriding goal behind all that we do (including providing discounted massages) is to normalize the process of nurturing yourself so that you don’t ever get to the point of burnout. Every one of us benefits from taking care of ourselves through trying times — it is why our services exist, and it is why our services so widely utilized.

Wishing you all the very best as you start on a healthy and enriching year.

*Mindy Stern, LICSW*
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mindywho@uw.edu
How to Report a Concern in a Confidential Manner
Confidential Helpline for UW Residents & Fellows: (206) 543-2496

If YOU have a concern

Patient Safety
Program Director, Associate Program Director

Personal Issue
Attending Physician

Program Related
Chief Resident

Another Resident or Fellow

Regulatory Issue
(866) 9-SOM-ASK
(866) 976-6275

Hospital or Service Chief
Hospital Risk Management
Attending Physician
Department Risk Manager/QI Coordinator
Hospital Medical Director

Vice Dean, GME
Larry Robinson, MD
(206) 543-6806

Assoc. Dean, GME
Byron Joyner, MD
(206) 616-8286

UW Dean’s Office Personnel Policy
Barb Van Ess
(206) 616-4477

UW Ombudsman
Susan Neff
(206) 543-6028

Hospital or Service Chief
Department Chair
Faculty Advisor/Mentor
Program Director, Associate Program Director

Chief Resident

Attending Issue

Chief Resident
Program Director, Assoc. Program Director

Faculty Advisor/Mentor

Program Director
Assoc. Program Director

GME Counselors
Mindy Stern (206) 543-6408
Kristi Schellie (206) 543-3484

Washington Physicians Health Program (WPHP)
(206) 583-0127

Asst. Dean, GME
Amity Neumeister
(206) 685-6801

UHC 24/7 Incident Report - PSN