



Shaping the future of physician wellness, together

Physician Wellness: Feeling Distress, Understanding Loss, and Finding Meaning

Webinar Series:
Maintaining and Optimizing Your Practice
During Times of Rapid Change

Welcome:

Dr. Jennifer Williams

Gastroenterologist, AMA Board Member

Presenters:

Fleur Yumol MSc MSW RSW

Registered Clinical Social Worker and Managing Director of the Third-Party Service Provider Physician and Family Support Program Alberta Medical Association

Dr. Terrie Brandon MD CCFP

Clinical and Program Director Physician and Family Support Program Alberta Medical Association

Alicia Polachek MA

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Dr. Jane Lemaire MD FRCPC

Physician Lead, Well Doc Alberta Clinical Professor Department of Medicine Director of Wellness, Office of Professionalism, Equity and Diversity Wellness Lead W21C Research and Innovation Center Cumming School of Medicine University of Calgary

Session Moderator:

Lacey Hoang

AMA - Session Moderator





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Psychological Response to Crisis- Phases



Preparation Phase

 Anticipatory anxiety

Active Phase

- Heroics and surge to solution
- Disillusionment and exhaustion

Recovery Phase

Recovery and long-term psychological impacts

Name Your Feelings



- Annoyance
- Irritation
- Frustration
- Anger
- Rage
- Devastation
- Hopeful
- Inspired
- Energized
- Despair
- Sad
- Anxious
- Exhausted
- Useless

- Incompetent
- Confident
- Valued
- Ineffective
- Lonely
- Isolated
- Confused
- Focused
- Distracted
- Overwhelmed
- Grateful
- Appreciative
- Distrustful
- Engaged

- Proud
- Fearful
- Restless
- Calm
- Contented
- Resentful
- Disengaged
- Indifferent
- Bitter
- Indignant
- Sensitive
- Numb
- Shameful
- Guilty

- Empty
- Courageous
- Powerless
- Relief
- Disillusioned
- Loving and loved
- Curious
- Honored
- Passionate
- Resilient
- Gratified

Actions For Each Stage of Grief



Denial

- Focus on the basics and what is tangible
- Take care of yourself through nutrition, exercise, and sleep
- Create a routine

Anger

- Validate your emotions
- Set boundaries
- meet the needs of specific emotions (i.e., when sad, seek comfort)

Bargaining

- Focus on the next 24-36 hours
- Control what you can
- Let go of what you cannot control

Depression

- Create a vision
- Daydream about possibilities
- Remove perceived obstacles to freedom

Acceptance

- See the gift
- Try new things
- Build capacity and resilience by seeing what you did to overcome loss

Meaning

- Find purpose and motivation
- Let go of the things that no longer serve you
- Embrace activities that give you energy

Calling the Assistance Line 1.877.767.4637



Client Calls the Assistance Line

Call Received By External Service Provider ("unify") Short intake process

occurs

Intake information provided to AP AP calls the client

Call Triaged to Assessment Physician (AP)

Client Receives Call from AP

Services Provided:
Support and advice
Referral to therapist;
family physician
Referral to other
resource (MD
Management, CMPA
etc.)

Client Receives Service

"unify" coordinates the service referral for the client



We are here with you and for you.

Call AMA's Physician and Family Support Program

1.877.767.4637

24 hours a day



Well Doc Alberta

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Evaluation



Thank you and please complete the post-session evaluation

Click the Evaluation Link in the Chat or Use the QR Code Below





