

# Wellness Program



Internal Medicine Residency  
Jacobi Medical Center



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## **Introduction**

Dear Housestaff,

Residency training is a stressful time, with new responsibilities and frequently many other life changes (new country, new system etc.). Here at Jacobi Medical Center we try to make sure you not only learn medicine but also thrive in your new environment. To that end we put together a wellness program. There is something in it for everyone and taking care of yourself is just as important as taking care of your patients. Please feel free to reach out to me if you need further help than what is in this manual.

Sincerely,



Andrew Gutwein, M.D.

Program Director

Internal Medicine Residency

## **Big Brother/Big Sister**

After you match with our program you will receive an email with your assigned Big Brother or Big Sister from future junior and senior residents. These are people that have volunteered to be a resource to you and to guide you in whatever way you need help early on and throughout the next year. Please feel free to reach out to them even before beginning residency to ask questions and get help. If you did not receive the email or have forgotten who you are assigned to, please email Dr. Gutwein and he will look it up and remind you.

## **Education on Sleep, Fatigue and Impairment**

Sleep is incredibly important to your functioning as housestaff. Each year Dr. Dresdner gives a talk on sleep and fatigue based on the SAFER curriculum from the American Academy of Sleep Medicine. These slides and audio are available on the intranet website for review. There is also a resource in the Chiefs office called Learning to Address Impairment and Fatigue to Enhance Patient Safety (LIFE) that you can borrow and review. When housestaff cannot perform their duties they should call the administrative chief (pager #917-205-4076) to get someone from the sick call schedule to cover. Lastly, when housestaff are too tired after a shift to make it home safely we have 10 individual call rooms that can be used to sleep over and extra rooms in building 4 (ask the ADN on duty).



## **Program Leadership**

Our program has a large medical leadership crew. There are 5 Chief Residents (4 Medicine Chiefs and 1 Ambulatory Chief), 5 Associate Program Directors (Drs. Dresdner, Gulani, Outon, Saladini-Aponte, Cartmill), and a Program Director (Dr. Gutwein). We have this many for several reasons, but one key reason is they are there for you as a resource to help, teach and guide you. When you are stressed out or don't know how to handle a situation they are there for you. In addition, during the first few months of the academic year, the Medicine Chiefs will be checking in with you to make sure you are adjusting well to your new responsibilities and environment. We hope you will feel comfortable to speak to them about issues and stresses you are having. Sometimes they can do something to help, sometimes they are at least a good shoulder to cry on. Also, the Program Director runs a monthly Residency QI Meeting during noon conference and this is a good time for suggestions on program and quality of life improvement.

Getting yourself organized is incredibly important for your wellness overall and to avoid burnout. Dr. Gutwein does a yearly, "7 Habits of highly Effective Residents," lecture that can't be missed!

## **Flexible Scheduling**

Our program allows housestaff to send in their vacation requests and the Program Director personally makes the master schedule to try and take into account everyone's personal, religious, family needs in making the master schedule. Many programs do not do this and have preset block schedules and residents must pick between them. The Program Director also takes into account rotation and other requests when making the master schedule. We are almost always able to work around major life events (weddings, key religious holidays etc.). Every year there are 15-45 major block schedule changes approved due to pregnancy, major medical issues, family weddings, desired rotation swaps etc. We know life happens and we are here to work with you to make it all fit in!

## **Advising/Mentoring Program**

After you match into our program you are also assigned an Jacobi faculty advisor. This person is there to support, guide, advise and coach you, especially early on in

your training. Think of them also as a wellness coach! At a minimum the PGY1s are expected to see and talk to their advisors every 3 months (PGY2/3 every 6 months) but you can utilize them as frequently as the pair of you finds beneficial. At meetings you should get to know each other by sharing information about your professional and personal lives, talk about work-life balance, and how to deal with stressors and burnout. You should also talk about evaluations in NewInnovations that had constructive criticism/feedback and how to use it to grow (if there is a remediation plan in place, talk about how that is going and have them lend support). You should review your personally identified short term goals (ex: how to do well on next rotations), long term goals (ex: career path, practice options, fellowship aspirations, back up plan), and elective choices (clinical and research). Meetings are confidential unless a specific remediation plan is in place that requires reporting to the Program Director, or it is ascertained that the resident is impaired or putting patients at risk.

### **Wellness Coach:**

Starting the academic year of 2023-2024, interns within the same +Y group (within the same ambulatory X+Y groups), are assigned to a wellness coach. The wellness coach helps address any questions or concerns you might have. This could be anything from, “How do I do laundry?” to, “Where’s the pizza place?” to, “I had an unpleasant encounter with a colleague, how do you think I should approach this?” Meetings are usually planned at your convenience and they are always available for you to reach out to them with any concern. The goal of this initiative is to help make you feel at home as settle into your new role, in potentially a new country!

## **Mental Health and Substance Abuse Help For Residents**

Physicians are human too and can develop issues with mental health and substance abuse. Please watch this 7 minute video on YT about depression in residency: <https://www.youtube.com/watch?v=rT5xhjZ5MTI> .

Dr. Gutwein and the Chiefs are always available to help and the more they know, the more they can try to accommodate all resident needs in order to continue working and stay on track for academic credit. We are here to help! However, some residents may not feel comfortable admitting they have a problem and worry that it might cause academic issues. Here are the ways a resident can go about getting help confidentially if they so choose:

1. Reach out to Dr. Steven Hahn
2. Helping the Healers Heal
3. H+H Employee Assistance Program (EAP)
4. Anonymous H+H Hotline
5. Virtual Express Care – Behavioral Healthcare Help
6. CIR Benefits
7. Jacobi Psychiatry sees residents in the outpatient department
8. Reach out to Margaret Russell (local private practice social worker/therapist)
9. Reach out to Dr. Lata McGinn (private practice psychologist in White Plains)
10. Other low cost options
11. ED
12. MoodyGym
13. Schwartz Rounds
14. NYC Well
15. Full Circle Health (local psychotherapy group)
16. ACGME resources
17. Online Resource

1. Dr. Hahn can handle issues confidentially and refer the resident directly to key mental health providers.



2. Helping the Healers Heal (HHH) is an H+H initiative to help care for second victims after negative patient outcomes. A second victim is the healthcare professional who has stress, mental anguish etc. after a negative patient outcome. [http://hbcinsider.nychhc.org/sites/helping\\_healers\\_heal/Pages/index.aspx](http://hbcinsider.nychhc.org/sites/helping_healers_heal/Pages/index.aspx)

**Jacobi H3 Program Coordinator:**

Donna Geiss, NP

Telephone: 718.918.6662

Email [Donna.Geiss@nychhc.org](mailto:Donna.Geiss@nychhc.org)

3. The resident can reach out to the EAP directly. NYC EAP will be onsite at Jacobi every Thursday from 7:30AM to 3:30PM. Check the onsite office in Building 4, Room 5S17 for times available. Also, NYC EAP's main office is located at 250 Broadway (between Park Place and Murray Street) on the 28th floor, New York, NY 10007. You can contact them by phone at 212-306-7660 or by email at [eap@olr.nyc.gov](mailto:eap@olr.nyc.gov) to speak to a counselor and schedule an appointment. Hospital employees and their dependents are entitled to free, confidential counseling through the NYC Employee assistance Program. The representative from the Employee Assistance Program is Jennifer Magdits, LSW, [jmagdits@olr.nyc.gov](mailto:jmagdits@olr.nyc.gov). She is here at Jacobi on Thursdays in Building 4 for counseling, finance, legal, and medical issues.

4. Anonymous H+H Hotline:

# SYSTEM-WIDE EMOTIONAL STAFF SUPPORT



## 646-815-4150

Monday - Friday, 9:00am – 5:00pm

\*Hours may be extended upon demand    Note: this is not a general information line

### Anonymous support hotline for all NYC Health + Hospitals employees.

Please reach out and call if you are experiencing:

- + Fatigue / Stress
- + Burnout
- + Anxiety / Fear
- + Depression

Licensed mental health clinicians will be available for  
psychological and emotional support.

Referral opportunities for other services if needed.

## 5. Virtual express care – behavioral health help!

# Introducing Virtual ExpressCare: Connect to 24/7 Urgent Behavioral Care!



### Background:

- + With Virtual ExpressCare you can now talk to a behavioral health provider for common mental, emotional, behavioral health and substance use issues that are not emergencies, from the comfort and safety of your location.
- + You have easy access from your web browser with no apps, downloads, or plug-ins needed.
- + Virtual ExpressCare is accessible in over 200 languages, including American Sign Language.
- + You can access details from your ExpressCare visit when you log in to the MyChart patient portal.

### Get high-quality, affordable urgent behavioral care from anywhere!

- + ExpressCare accepts most insurance plans.
- + No health insurance? We can help you enroll if you qualify.
- + If you don't qualify for or can't afford health insurance, we can help you get NYC Care, NYC Health + Hospitals' health care access program. An ExpressCare agent can provide details for details.

### Services we provide:

- + Brief intervention counseling
  - Enhancing patient insight into their condition and aims to motivate behavior change
- + Crisis intervention
  - Quick, short-term counseling to prevent a crisis
- + Medication assisted treatment including buprenorphin
- + Bridging medication management
- + Diagnosis
- + Referral to ongoing behavioral health and substance use care

### Services we do not provide:

- + Treatment of opioid use disorder with Methadone, Vivitrol, or Sublocade
- + Alcohol or benzodiazepine withdrawal
- + Group therapy

### What we treat:

- + Substance Use Disorders
- + Anxiety
- + Depression
- + Stress
- + Opioid withdrawal
- + Other emotional distress

### What we do not treat:

- + Thoughts of harming yourself or others
- + Violent, erratic, or aggressive behavior
- + Feeling like you have lost touch with reality
- + Acute intoxication or overdose



Visit [Expresscare.nyc/DHS](https://Expresscare.nyc/DHS) or point your smartphone camera at the QR code to talk to a doctor now. Or call 1-212-395-9201.

*For emergencies, please call 911 or go to the nearest emergency room*



6. The CIR benefits include: “MENTAL HEALTH OUTPATIENT (Supplemental) – Self-insured by *HSBP*. Eligible providers include: M.D., PhD., EdD., PsyD., MSW, CSW or Psychiatric Nurse Practitioner. 80% of the reasonable and customary provider charges, not to exceed \$200 per daily office visit. Annual Maximum \$5,000.” A resident can reach out and contact the union for help with this benefit and in finding out which providers are available on their insurance plan.

7. Psych sees residents in the outpatient department in building 4 (will move to building 1). The resident should identify themselves as a resident and needing to make an appointment with Dr. Cabassa. Call the front desk 718-918-3468 or 718-918-3469.

8. Margaret Russell is a social worker/therapist who is located at 2436 Eastchester Road locally in the Bronx. Call 914-643-5078.

9. Dr. Lata McGinn is a psychologist and is the director of a CBT oriented psychotherapy group with offices in Westchester and Manhattan. The Manhattan number 212-595-9559 and the Westchester # is 914-385-1150. With either number, press extension #1 and speak with Michelle Greenberg who will do a screening phone call and match the caller with the best therapist for them.

10. Other low cost options:

- ❖ CBT clinic - Clinical Program, Ferkauf Graduate School of Psychology, Yeshiva University 714-430-2585 x9157 or [cbtprogram@gmail.com](mailto:cbtprogram@gmail.com) (Bronx)
- ❖ Montefiore Medical Center, Department of Psychiatry 718-904-4400 (Bronx)
- ❖ Cornell Cognitive Therapy Clinic 212-821-0771 (Manhattan)

11. In the event that you are in crisis (suicidal etc.) you can always go immediately to the Jacobi ED for help.

12. There is an online resource called MoodGYM which is available for free at: <https://moodgym.anu.edu.au/welcome/faq>. We have received positive reviews of this site for helping decrease depression, stress and negative emotions.

13. Schwartz Rounds are a powerful forum in which all of us as hospital and healthcare workers can express our feelings and provide each other with support. These occur regularly and a flyer is usually attached to the weekly WAAG email that the hospital sends out. [on hold since COVID]

14. To access NYC Well call 1-888-NYC WELL, text "WELL" to 65173, or visit [nyc.gov/nycwell](http://nyc.gov/nycwell).

**Find a Provider.** Find an in-network provider for mental health or substance misuse by contacting your health plan. Use the numbers below or visit [nyc.gov/hbp](http://nyc.gov/hbp). If you're unsure what health plan you're on, check your health insurance card.

**Aetna EPO** (800) 755-2422

**GHI/CBP** (800) 692-2489

**CIGNA HealthCare** (800) 554-6931

**GHI HMO** (888) 447-2526

**Empire EPO** (800) 767-8672

**MetroPlus** Gold (855) 371-9228

15. Full Circle Health 718-518-7600 has a local psychotherapy group, including executive functioning.

16. The ACGME website has these resources as well:

American Foundation for Suicide Prevention – <a href="#">Interactive Screening Program</a> (Screening/Survey Instrument, <b>Proprietary</b> ).
Association of American Medical Colleges – <a href="#">Time to Talk About It: Physician Depression and Suicide</a> (Educational Video, Educational Module, Toolkit )
Depression and Bipolar Support Alliance – <a href="#">Screening for Depression</a> (Screening/Survey Instrument )
Mayo Clinic/American Foundation for Suicide Prevention – <a href="#">Make the Difference: Preventing Medical Trainee Suicide</a> (Educational Video )
<a href="#">PHQ-9: Patient Health Questionnaire-9</a> (Depression Suicidal Ideation Screen, Screening/Survey Instrument )

17. A link for mental health providers: [www.psychologytoday.com](http://www.psychologytoday.com) where you can find providers based on location and you can also get CIR reimbursement for each session.

**You are not alone.**

## **Fatigue and Burnout**

Please watch this 5 minute YT video on resident fatigue: [MCHS Provider Wellness - Fatigue - YouTube](#). Dr. Dresdner also does a talk on fatigue at orientation.

Physicians who are burned out may experience many symptoms, including:

- Absenteeism
- Reduced job satisfaction
- Decreased self-esteem
- Increased medical errors
- Insomnia
- Withdrawal and isolation
- Decreased productivity
- Feelings of anxiety
- Being irritable with patients
- Exhaustion
- Feelings of depression
- Suicidal ideation
- Changing careers or early retirement
- Impaired concentration and attention
- Relationship problems both at home and at work
- Use of alcohol or other drugs, including prescription drugs, to cope
- Feeling detached from peers, patients, family and friends
- Experiencing dread before going to work

The U of Colorado has a great website with many useful links and resources for resident wellness to avoid burnout:

<https://www.bhwellness.org/toolkits/Work-and-Well-Being-Toolkit-for-Physicians.pdf>. Oregon Health and Science University has one as well: <https://www.ohsu.edu/school-of-medicine/graduate-medical-education/wellness-resources>.

## **Medical/Dental**

You should have your own doctor and dentist to see regularly for your care. Use your Jacobi benefits to sign up through your insurance. When you have an appointment, just tell the chiefs at least a day in advance and they will make sure you have time off to go, even during the middle of a work day.

CIR medical benefits:

- Reimbursement for expenses related to: Medical co-pays (\$1000 max)
- Comprehensive dental coverage through Guardian, including orthodontic care; Dental co-pays (\$1000 max)
- Maternity expenses (e.g. breast pumps, \$1000 max)
- Newborn medical expenses (\$1000 max)
- Mental health visits (\$5000 max)
- Prescription expenses (\$500 max)
- Comprehensive vision plan through Davis Vision: Free annual exam in-network; Glasses/ contacts covered in full in-network

Each benefit renews July 1/Employee and eligible dependents are covered

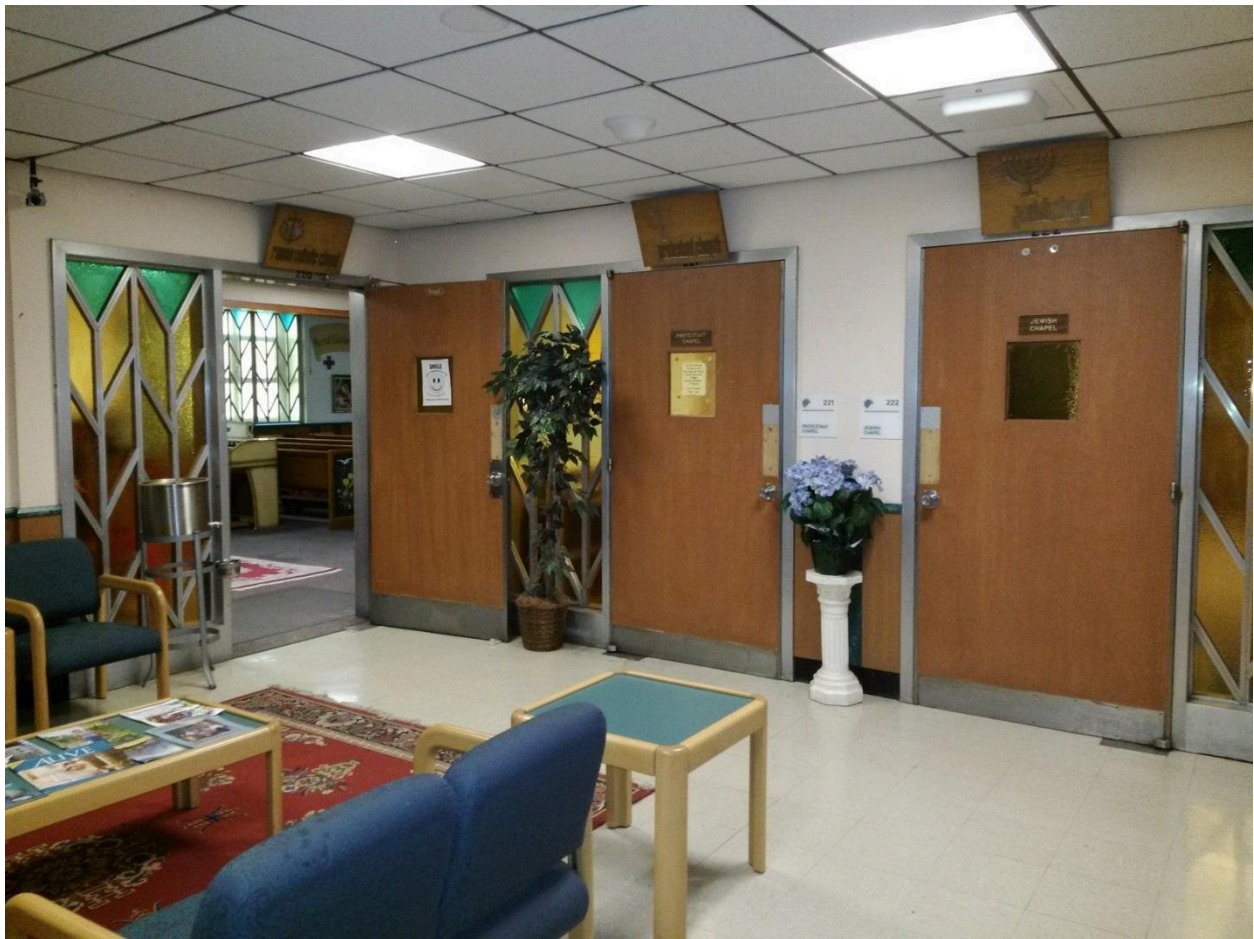
### **Shout Out and Resident of the Month**

Every block (4 weeks) we ask the residents to email ‘shout outs’ to the PD to be read at the end of block housestaff meeting. These are a great way for residents to celebrate each other’s great work. We also ask the faculty to nominate any resident they want for Resident of the Month each block. The chiefs vote for the winner among those nominated. The winner, along with other nominees are receiving prizes from wellness coaches during the monthly Residency meeting.

## Spirituality

For many residents, spirituality or religion are a great source of strength and motivation. To that end we have access in building 1 to both Protestant and Catholic Chapels, a Jewish Chapel and a Muslim Mosque.

The Christian and Jewish chapels are next to each other on the 2<sup>nd</sup> floor not far from the central elevator bank.



The Muslim mosque is on the 3<sup>rd</sup> floor room 3E27.



## Physical Fitness



Staying well throughout training should also include physical fitness. That could involve jogging or biking on the beautiful Pelham Parkway grassy area (shown above) right next to our hospital. But AECOM also has a gym on our shared campus called the Falk Recreation Center. With your JMC ID it is only \$40/month. With its 75-foot, temperature-controlled swimming pool, gymnasium with full-size basketball court, indoor running track, racquetball and squash courts, and free weights, there are a multitude of recreation and fitness options for members to enjoy. Add to that the broad selection of weight-training stations and fitness machines, and you have a full arsenal of exercise equipment for developing an individualized fitness routine that meets your specific needs.

## Fitness

- indoor swimming pool
- poolside whirlpool
- sauna
- steam room
- 2 locker rooms
- treadmills, bikes, ellipticals
- rowing machines
- free weights
- instructional classes

## Sports

- intramural leagues
- basketball
- soccer
- volleyball
- badminton
- racquetball & squash



Also, your union the CIR has partnered with 2 gyms.

One is MySportsClubs (NYSC/BSC/WSC):

- CIR members can receive a reduction from the standard club rates. Rates will be \$69.99 for a Passport Membership which provides full access to all SportsClub locations. The joining fee of \$149 is waived (limited time offer). Compare to: \$99.99 per month plus a \$149 joining fee. Total savings of \$608 for each CIR member.
- A complimentary health assessment is included which is valued at \$99.
- Membership enrollment and administration of the program will be handled by the MySportsClubs Corporate Call Center — [\(877\) 478-7990](tel:8774787990) (Select option 2) only.

- The Passport Membership will allow employees access and use of all 160 facilities (except Wellesley and Waltham in the Boston region), all group exercise classes and club amenities.
- The negotiated rate is available to spouses, life/domestic partners and children ages 14 and up.

The other is:



You can now enroll for \$0 Initiation, (a savings of \$200!), on a month to month membership at any 24 Fitness Location. Special monthly pricing has also been arranged for all levels of access, (a \$5-\$15 monthly savings depending on club level). Now it's easier than ever to join the gym, and enjoy the benefits of an active lifestyle!

- [Complete a CIR membership verification form here](#) (verification will take 1-2 business days, not including federal holidays)
- Enroll Online: go to [www.24hourfitness.com/corporate](http://www.24hourfitness.com/corporate) and enter the discount code you received upon verification.
- Enroll in the Club: present proof of employment, and mention the discount code you received upon verification.
- Sponsor a workout buddy: you can add on a friend or family member, and they get access to your CIR rates!
- Questions? Contact: Sarah Wheeler, 24 Hour Fitness Corporate Account Manager, at [swheeler@24hourfit.com](mailto:swheeler@24hourfit.com) or 925.543.3171

Lastly, there are Yoga, Tai-Chi, Zumba, Asian Mind-Body Exercise (all in the Atrium), and Gym Sessions (in the Fitness room of Building 1 - 9<sup>th</sup> Floor), classes are held throughout the week. Schedules are forwarded to the housestaff on their hospital WAAG email weekly.

## **Fun Events**

Every year we have a wonderful holiday dinner party in December for all of our

housestaff, staff and faculty sponsored by our administration. The venue has a buffet dinner (including kosher food), DJ and an open bar.



Our residents and chief residents plan a yearly Secret Santa event during holiday season for residents to celebrate the holidays together and exchange gifts!



At the end of the academic year there is also a graduation dinner party for all PGY1 prelims and PGY3 categoricals that are being graduated (and their spouses/children). In June there is a housestaff picnic for everyone to enjoy the afternoon.



Our resident-run wellness committee plans monthly events/outings for the residents that are at least partially subsidized by the program and/or CIR (more often than not, fully subsidized), such as our annual cruise with drinks/snacks on the Hudson, paintball, hiking, paddle boarding/kayaking, bowling, beach trip,

Yankee's game and many more! This is a chance for interns and residents to mingle and get to know each other while enjoying their time outside of work.



**Talent Show**



Annual Jacobi Internal Medicine Talent Show is beloved Tradition and perfect opportunity to come together and showcase the various talents of our residents and faculty. It provides much needed time to reconnect and enhances sense of community and camaraderie.



## **Benefits Discounts**

As Jacobi employees you get free access to ‘plum benefits’ which gives you incredible discounts to all sorts of venues such as Broadway shows and amusement parks.

<https://www.plumbenefits.com/account.php?sub=enroll>

**plumbenefits™**  
POWERED BY **TicketsatWork**

ALREADY A MEMBER? LOG IN AND LET THE FUN BEGIN

Email Address  Password  **LOG IN**

Remember Me: [Forgot Your Password?](#)

**WELCOME** Plum Benefits powered by TicketsatWork, the leading Corporate Entertainment Benefits provider, offers exclusive discounts of up to 50% off tickets and up to 60% off hotels, with access to preferred seating and special offers for top shows, attractions, theme parks, sporting events, movie tickets, hotels and much more. Plum Benefits is a unique benefit offered exclusively to companies and their employees.

WINNER 9 TONY AWARDS! INCLUDING BEST MUSICAL

**THE BOOK OF MORMON**

**EMPLOYEES! SIGN UP FOR PLUM BENEFITS AND LET THE FUN BEGIN! SAVE ON TICKETS, HOTELS AND MORE.**

\*For registered, participating companies only.

**BECOME A MEMBER**

**THAT PHYSICS SHOW**

**An American Paris**

**KURIOS**  
CIRQUE DU SOLEIL  
CARNET DE CONSPIRATIONS

**HR REPRESENTATIVES: SIGN UP YOUR COMPANY**

Register your company with Plum Benefits, powered by TicketsatWork and get access to hundreds of special offers on entertainment and travel for your employees. Become an employer of choice and join the over 50,000 corporations who make Plum Benefits their Entertainment Benefits Provider. It's easy to register and free of charge.

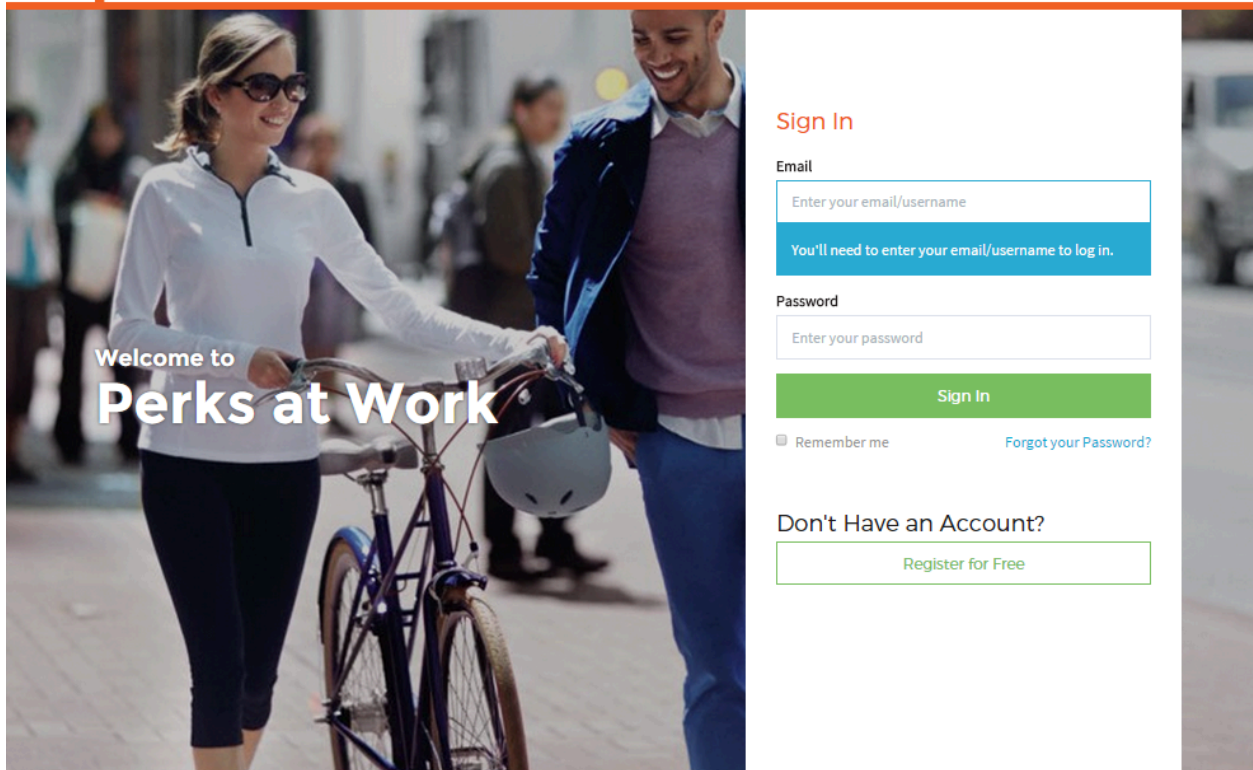
**LEARN MORE AND GET STARTED TODAY >**

**ENTERTAINMENT BRANDS:**

**BECOME A PARTNER >**

Walt Disney World, Disneyland, UNIVERSAL, SeaWorld, Busch Gardens, CIRQUE DU SOLEIL, NORTHERN CALIFORNIA, Six Flags

And now we have another benefit site called 'Perks at Work' for all JMC employees including residents: <https://www.perksatwork.com/login>



**Nutrition/Hydration**

To support housestaff nutritionally, we have lunch every day with our noon conferences. There are also varied choices in the first floor of building 1 restaurant. The glass atrium between buildings 1 and 8 also has a Harvest Home Farmers market seasonally during the year.

To help housestaff stay hydrated we have free water coolers in the department of medicine room 303, Residency kitchenette next to the Residency Conference Room, and in the Residency Lounge.

**Needle-Stick Injury**

A resident who sustains a needle-stick injury or other blood/body fluid exposure between the hours of 8:00 AM and 3:30 P.M. Monday through Friday, is to report

to Occupational Health Service (OHS), 718-519-3118. If it is on weekdays between the hours of 3:30 PM and 7:00 AM and on weekends or holidays, they should call the administrative chief beeper and the chief will refer the employee to the ADN's' office for processing and then to the ED.

### **Smoking Cessation Program**

Contact: Pauline Archer (718) 918-3927/ Nadia Caporale (718) 918-3784  
Appointment: Monday – Friday, 10:00 am – 2:00 pm in Building 4, 5N16 & 5N23

### **Weight Management Program**

This program takes place at NCB. The contact person is Gloria Bent (718) 519-2129. Appointment: Every Tuesday 1:00 pm - Location: 6A

### **Resident Wellness Committee**

Ask to get involved if you are interested in helping plan fun events! Contact the Program Director who will get you in touch with the committee leadership.

### **Recognition/Awards Ceremony**

Although all our residents do amazing work, it is still nice to be able to recognize some of them more publicly. To that end we have a resident of the month initiative. Any faculty can nominate anyone with whom they worked. The nominations go to the chiefs for a final decision. The winner, along with other nominees are receiving the prizes from wellness coaches during the Residency meeting.

At the end of each academic year we also have an Awards Ceremony. Residents are voted on and selected to receive awards in these categories: “Best Overall Housestaff,” “Davidoff Society Teaching Award,” “Best in Ambulatory Care,” “Humanism in Medicine Award,” and, “Quality Improvement/Patient Safety Award.” These awards come with a plaque!

## **Lactation Rooms**

There are lactation rooms in building 8 on the 3<sup>rd</sup> floor room 12 and building 1 7<sup>th</sup> floor room 5 near the NICU. Also 9 of the 10 call rooms have a door and one could go in there to pump.

## **Resident/Fellow Lounge**

There is a lounge in building 1, 4<sup>th</sup> floor. We have sofas, tables/chairs, a refrigerator, and a television. There is a water cooler with free water.

## **Debt Planning**

There is a CIR benefit for resident consultation with a student loan debt specialist (discounted to a \$79 for consultation) to assist with restructuring or planning how to pay back student loans.

## **Life/Disability Insurance Planning**

To understand the life and disability insurance coverage through the CIR call the CIR benefits office at 212-356-8180. There is also a discount for a company that sells portable disability insurance (INSMED).

## Zen Room

Jacobi now has a Zen room!



**NYC HEALTH+ HOSPITALS** | **Jacobi**

**Hope HOPE**  
THE SUMMER OF HOPE

*H<sup>3</sup> HELPING HEALERS HEAL*  
*Free program for all staff*

# The Zen Room

*Relax, Refresh, Rejuvenate*

**Thursdays from 10 a.m. - 4 p.m.**  
**Building 1, Room 2N28**  
**No Reservation Required**

Group reservations are available  
Mondays, Tuesdays, Wednesdays & Fridays  
for special services featuring the Rejuvenation Go! Station.  
The Station provides a stress reducing, rejuvenating experience  
through the technology of a portable plug and play system.

Email [salgadov@nychhc.org](mailto:salgadov@nychhc.org) or [footeb@nychhc.org](mailto:footeb@nychhc.org) to reserve a group spot.

## **Battle Buddy Program**

# SIGN UP FOR THE BATTLE BUDDY SUPPORT PROGRAM

Open to ALL Employees! Battle Buddy (BB) Matching Takes Place Every Month

## HOW IT WORKS

- + Once matched, BBs **connect to check-in** with each other quickly and informally when most convenient
- + BBs **support and validate** without judgement or criticism during check-ins
- + BBs **help each other** to build resilience and collaborate to work through similar challenges
- + BBs **help identify** anxiety, stress responses, and **build connections** for additional support
- + BBs provide **camaraderie** to help with **cop**ing

SIGN UP HERE:  
[battlebuddy.nychhc.org](http://battlebuddy.nychhc.org)



## ABOUT THE BATTLE BUDDY PROGRAM



**Largely developed by the US Armed Forces:** To positively affect personal coping, morale, and workplace engagement



**A peer at work:** Can provide informal emotional and psychological support by acting as an outlet for a staff member to discuss their experiences and stressors



**Ideally matched based on:** Individual preferences such as work setting, discipline, and demographics to help the BBs relate to each other

For questions about the program, email [BattleBuddy@nychhc.org](mailto:BattleBuddy@nychhc.org)

NYC  
HEALTH+  
HOSPITALS

## 7 Habit of Highly Effective Residents

Dr. Gutwein does a yearly noon conference on the 7 Habits of Highly Effective Residents (originally by Stephen Covey). This is a useful lecture that relates intricately to wellness in residency and life overall.

## **Personal/Wellness Days Off**

The new CIR contract now allows for housestaff to take 2 days off per year for personal/wellness related issues (appointments etc.). These can be used as half or full days and must be emailed to the chiefs 30 days prior.

## **ACP**

**Resident Well-being:** Ngozi T. Kanu, MD, FACP, reviews the signs and symptoms of burnout and offers easy-to-implement, evidence-based strategies to prevent or mitigate burnout during residency. [Watch video.](#)

## **Wellness Room**



***Jacobi Building 1, Room 411***

Our new Wellness Room is a safe place for staff to escape the day-to-day stresses of work life, unwind, and recharge. It offers a totally immersive experience in a truly transformational environment that is guaranteed to aid in stress reduction. Our voice-activated multimedia system will transport you to variety of places such as Serenity Beach, Emerald Cove, and the Redwood Forest. You will leave your 30-minute session feeling peaceful, calm, and rejuvenated.

Reservations are required and can be made through your Outlook calendar.

Each 30-minute session can accommodate up to 4 people and group reservations are welcomed.

For more info, please contact: Barbara Foote ([footeb@nychhc.org](mailto:footeb@nychhc.org)) or Donna Geiss ([Donna.Geiss@nychhc.org](mailto:Donna.Geiss@nychhc.org))

### Hoe To Make A Reservation

1. Open **Outlook**
2. Select **New Item** and scroll drop down menu to select **Meeting**
3. On **Location** line (far right) select **Jacobi Wellness Room**
4. Enter a **Date** and **Time**
5. On **Subject** line enter **Your Name**
6. **Send**

## **Website Resources:**

ACP resources:

[I.M. Emotional Support Hub | Physician Well-being and Professional Fulfillment | ACP \(acponline.org\)](#)

H+H resources:

## **House Staff Safety & Wellness Resources**



Dear Colleague,

Residency and fellowship years are a time of tremendous growth and can be very rewarding. But they can also bring some challenges. July in particular is a time of transitions - whether you are just starting your residency or fellowship or transitioning to a new academic year.

If you are experiencing challenges, know that we are here for you. We wanted to take a moment to share some important wellness resources with you. To simplify access to these resources, they are all available on the [House Staff Safety & Wellness resource webpage](#). This webpage is accessible from outside of the NYC Health + Hospitals network and allows you to take advantage of a wide range of services. It is dedicated to all house staff across NYC Health + Hospitals regardless of their academic affiliation or pay line. Services and resources include:



## Self-Referral Services

As a resident or fellow, you can refer yourself to receive mental health or substance use treatment services including evaluation, consultation, short-term psychotherapy, counseling, or medication management. Many residents seek treatment for difficulty adjusting, burnout, depression, anxiety, and other conditions. Click the links below to learn more about specific referral services based on your affiliation.

[NYC Health + Hospitals House Staff Self-Referral Services](#)

[Montefiore House Staff Self-Referral Services](#)

[Mount Sinai House Staff Self-Referral Services](#)

[NYU House Staff Self-Referral Services](#)

[SUNY Downstate House Staff Self-Referral Services](#)



## Hotlines

House staff also have access to hotlines which provide help with a range of concerns and challenges. All hotlines are free and confidential.

[Physician Support Line](#)

[National Suicide Prevention Lifeline](#)

[Substance Abuse and Mental Health Services Administration Helpline](#)

[NYC Well Telephone Support Services](#)

## eLearning Courses + Online Resources

We offer eLearning courses and other information resources to address emotional and psychological distress, depression and suicide, burnout, and promote well-being. [Learn more](#).



## Peer-to-Peer Programs

The Medical Society of the State of New York offers physicians, house staff, and medical students an opportunity to talk with a peer about some of life's stressors. [Learn more.](#)

## Helping Healers Heal

Helping Healers Heal is a comprehensive program that supports NYC Health + Hospitals staff who are involved in an unanticipated adverse event, a medical error, and/or a patient-related injury, and become traumatized by the event. Traumatized staff who do not receive adequate support are at a higher risk of experiencing emotional suffering and burnout. Visit the Helping Healers Heal webpage from any NYC Health and Hospitals' computer to learn more about this wellness resource and to submit a request for a debrief. [Learn more.](#)

## Trauma Recovery Network Residents Information Portal

New York City Trauma Recovery Network provides free therapy to first responders and front-line medical professionals who have experienced critical incidents. They provide up to 10 free confidential sessions to those who would like them, as well as group interventions when needed. [Learn more.](#)

## **Aggressive Patient/Family**

We do not want our residents to feel unsafe. If you do please use the SOS button on your computer or call hospital police central command (open 24/7) 3x5667. If needed the Head Nurse on call can be contacted (ADN). There is also always an AOD (Administrator On Duty) on call that can be reached through the operator. If you do not get a sufficient response please call the executive office x8141 and have them get one of the C-Suite involved. Jordana Bailey the COO always checks her email.