

# Healthcare Workforce Stress and Resiliency: The Role of Technology

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**WORKPLACE  
CHANGE  
COLLABORATIVE**



# Disclaimer

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# Workplace Change Collaborative Goals



1. To support the capacity of 44 workplaces and learning environments to improve mental health, reduce burnout, and address moral injury among health and public safety workers.
2. Advance the thinking on burnout, share successful strategies with the larger community, and inform policy through the development of a National Framework, a learning system that will enable cross-learning and empower grantees to lead organizational change, and dissemination of findings.

# Workplace Change Collaborative Partners



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**Moral Injury**

It's NOT burnout.



# HRSA Grantee Activities

Societal and Cultural

Health Care System

Organizational

Workplace and Learning Environment

<p><b>Advocacy</b></p> <ul style="list-style-type: none"> <li>• Training</li> </ul>	<p><b>Social Justice</b></p> <ul style="list-style-type: none"> <li>• Training</li> </ul>		
<p><b>Meaning &amp; Purpose</b></p> <ul style="list-style-type: none"> <li>• Communicating org values</li> <li>• Training inc. meaning</li> </ul> <p><b>Teamwork/Camaraderie</b></p> <ul style="list-style-type: none"> <li>• Training for team building &amp; communication</li> </ul>	<p><b>Mitigating Work-Life</b></p> <ul style="list-style-type: none"> <li>• Leave policies</li> <li>• EAP, Addressing worker SDoH</li> </ul> <p><b>Career Development</b></p> <ul style="list-style-type: none"> <li>• Mentorship, Resources, Tools</li> <li>• Career Ladders</li> </ul>	<p><b>Practice Supports &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Training for non-escalation &amp; patient communication</li> </ul> <p><b>Diversity, Equity, Inclusion</b></p> <ul style="list-style-type: none"> <li>• Training &amp; Inclusive programs</li> <li>• Address discrimination/bias</li> </ul>	<p><b>Work Environment &amp; Policies</b></p> <ul style="list-style-type: none"> <li>• Workload (Staffing, Teams, Scheduling)</li> <li>• Workflow &amp; Admin Burden</li> <li>• Payment &amp; Incentive Structures</li> </ul>
<p><b>Organizational Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Well-Being Champions</li> <li>• Staffing/Committee/Office/Plan</li> <li>• Leadership Training</li> <li>• Policy &amp; Program Review</li> </ul>	<p><b>Worker Engagement</b></p> <ul style="list-style-type: none"> <li>• Communications Strategy (MH/Well-Being Culture)</li> <li>• Worker Feedback/Focus Groups</li> <li>• Participative Management, Shared Governance</li> </ul>	<p><b>Measurement</b></p> <ul style="list-style-type: none"> <li>• Annual employee surveys</li> <li>• Pulse surveys</li> <li>• Using measures to inform interventions</li> </ul>	<p><b>Unit Level Methods/Strategies</b></p> <ul style="list-style-type: none"> <li>• Well-Being QI</li> <li>• Supervisor/Manager Training</li> </ul>
<p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>• Screening &amp; Services (virtual, in-person, community)</li> <li>• Culture</li> </ul>	<p><b>Stress/Trauma</b></p> <ul style="list-style-type: none"> <li>• Peer training (Psychological/MH First Aid)</li> <li>• Crisis supports (Critical incident response, Schwartz Rounds)</li> </ul>	<p><b>Resilience/Wellbeing</b></p> <ul style="list-style-type: none"> <li>• Training &amp; Resources</li> <li>• Physical (fitness, rooms, gardens, tobacco cessation)</li> <li>• Culture</li> </ul>	



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# Technology Opportunities & Take-Aways



## Quality of Care

Access to Information  
& Evidence  
Project ECHO  
AI  
Social Media -  
Crowdsourcing



## Access & Coordination

E-consults  
Telehealth  
Tele-preceptoring



## Work Environment

Reduce Burdens  
Workflow/Scheduling  
Solutions  
Tele-mentoring



## Addressing MH/Burnout

MH Screening &  
Service  
Well-Being Resources  
Project ECHO for  
Addressing Burnout  
Data & Evaluation



## Implementation

Worker Engagement  
Integration →  
Workload & Workflow  
Apply an Equity Lens  
Research & Evaluation

# Upcoming Webpage: Workplace Change Collaborative

- This webpage, [wpchange.org](https://wpchange.org), is still in a development phase.
- The purpose of this page is to provide a space to access resources related to burnout, health and public safety workforce well-being, and mental health.
- Featured Resources: <https://wpchange.org/page/resources>
- HRSA grantees