

## ***Tackling Mental Health and Wellness: What you need to know***

### **Your Mental Health Matters**

Every one of us experiences challenges from time to time. Having someone to connect with during those times can make all of the difference. Through our Employee Assistance Program (EAP), administered through [Humana Life Solutions benefit](#), you and everyone in your household has free 24/7 access to a licensed, accredited counselor with Better Help.

It's easy. Follow these three simple steps to get started:

1. Call Life Solutions at 800-448-4358 to unlock your benefit
2. Answer a brief questionnaire on the call to get connected with the right therapist for you
3. Communicate with your therapist through text, chat, phone or video

**You'll get six free sessions per calendar year per issue.** Your sessions are completely confidential – Memorial will not know who has spoken to a counselor or details of the conversation. Don't wait. Get the support you need today.

**EVERNORTH.**

Evernorth Behavioral Health is the Memorial Healthcare System behavioral health insurance plan and is separate from your medical insurance. If you have mental health issues that require more than the 6 Humana EAP sessions. As caregivers – by profession and by nature – we spend our days serving others, but we must recognize that we need time to be compassionate with ourselves. We are human and it is normal to feel emotions like anger, frustration, fear, and the need to talk to someone.

When you call Evernorth at (888) 736-7009 for services or information, you should provide the Member ID number that appears on your Memorial insurance ID card. That will help Evernorth representatives find you in the system.

To register on the Evernorth Member Portal:

Access the [Evernorth Member Portal](#) (you will need your Member ID located on your insurance card)

- Click the “Register” button in the upper-right corner of the page
- Enter your first and last name as it appears on your ID card, and click “Next”
- Enter your date of birth, and click “Next”
- Enter your home ZIP Code, and click “Next” (NOTE: If you have recently moved, your previous ZIP Code may be the one on file)
- Select the situation that best describes you (Subscriber, Dependent, etc.), and click “Next”
- When the system prompts you to enter your Social Security number, do not enter it. Instead, enter the Member ID located on your insurance card, and click “Next”
- Select one question from the “Choose Your Security Question” page, and click “Next”
- Create a username and password, and click “Create Account”
  - Your username must have between four and 32 characters, with no symbols or spaces
  - It should include at least one letter
  - Your password must be strong, and contain at least nine characters
  - Enter your email address, and then enter it into the “Retype Email” field
  - Your mobile phone number is optional
  - A pop-up will appear with the Evernorth Terms of Use. Select “I Agree” to continue
  - On the email verification page, enter the code that Evernorth sends to the email address you provided

## Medical Plans

Memorial offers two different medical plans, giving you the freedom to choose a plan that works best for you. Both plans are administered by Community Care Plan. The full provider directories for Memorial Managed Care Plan and Memorial Consumer Health Plan are available on Community Care Plan's website. Visit [ccpcares.org](http://ccpcares.org) and select the Quick Link you need.

- Memorial Managed Care Plan (MMCP)
- Memorial Consumer Health Plan (MCHP)



## Humana Life Solutions

We've contracted with Humana LifeSolutions, a service that provides exactly what it sounds like – solutions for things you encounter in your everyday life. Do you need to find quality child care? Are you looking for an after-school program or camp for your tween, or a babysitter for your toddler? Humana LifeSolutions can help you with that. Do you have a teenager heading off to college? They can provide you with resources on personal money management and staying safe on campus. Do you need a reliable auto-body shop, an energy-saving cooling system for your home, or tips on housebreaking a new puppy? Did you just move to South Florida and want to get acclimated? Humana LifeSolutions can help you there, too. They also offer more traditional services, such as short-term professional counseling for family issues, substance abuse, and maintaining healthy relationships.



# What is Fatigue?

Fatigue refers to mental or physical exhaustion that stops a person from being able to function normally. It is more than just feeling tired. Fatigue is caused by prolonged periods of physical and/or mental exertion without adequate time for rest and recovery



The ACGME, and other accrediting bodies, have implemented requirements mandating programs to educate faculty and residents to recognize signs of fatigue and sleep deprivation

- Repeated yawning and nodding off during conferences
- “Microsleeps” ... the few seconds of sleep you don’t recognize occurred
- Loss of ability to do something quickly
- Increased tolerance for risk
- Passivity
- Inattention to details
- Decreased cognitive functions
- Irritability
- Motor vehicle accidents / near misses
- Increased errors
- Impact on sleep process itself
- Sleep inertia (the confusion and dysfunction that occurs upon awakening from deep sleep)

Tip

## How to manage fatigue

- Develop healthy sleep habits
- Protect sleep times on your days off
- Nap 20-30minutes every 12 hours
- Recognize you will be more prone to accidents
- Avoid or be judicious regarding medications
- Pay particular attention with “hand-offs”
- For sleep inertia: Anticipate it - get out of bed, stand up, and turn on the lights

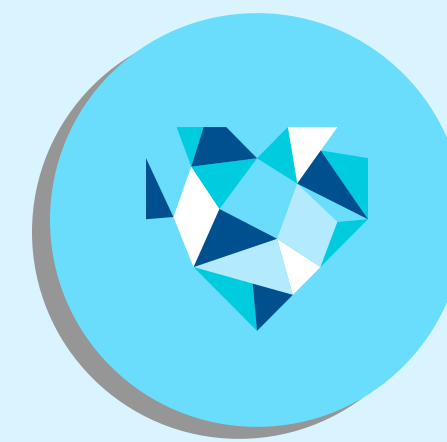


# Healthy Sleep Habits



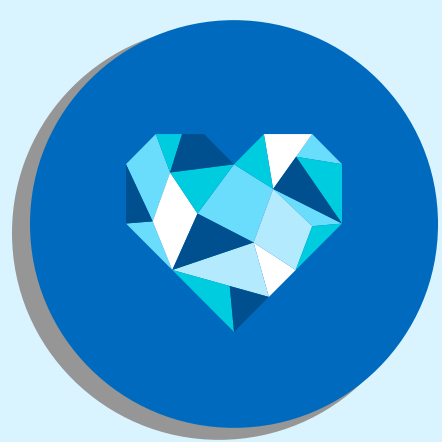
## ***Aim for 7 to 8hrs***

nightly of sleep especially after a busy rotation.



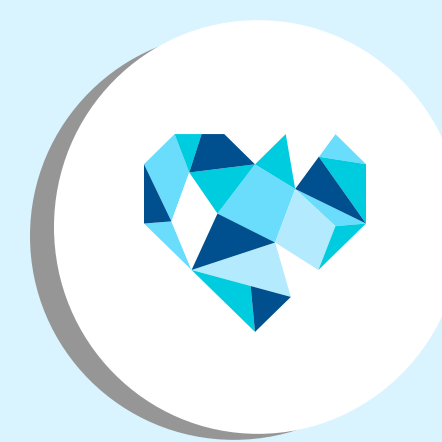
## ***Keep to a routine***

when possible. Going to bed and rising about the same time helps.



## ***Get adequate***

exercise but avoid it directly before sleep.



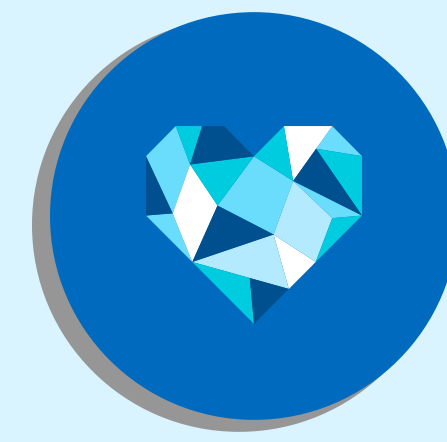
## ***Eat right***

Avoid going to bed hungry; however, eating a large meal within 3 hours of sleep may keep you awake.



## ***Get sufficient sleep***

Catch up on sleep the days following your time "on call" and particularly your 24-hour period per week off. Avoid over doing it to "make up" everything you haven't been able to accomplish. Make rest a priority.



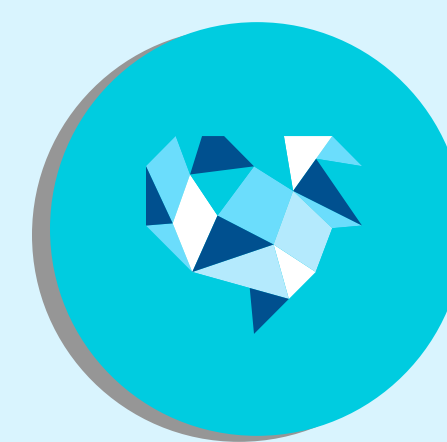
## ***Optimize your sleep***

environment. Make your bedroom comfortable with the appropriate mattress, pillow, cooler temperature, sound, and lighting level.



## ***Eat right***

Avoid going to bed hungry; however, eating a large meal within 3 hours of sleep may keep you awake.



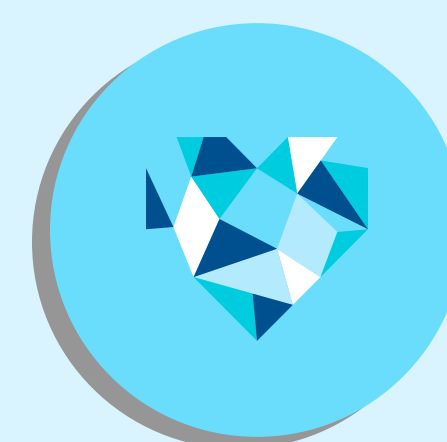
## ***Get help***

If you suspect a sleep disorder, seek appropriate medical attention and get it treated.



## ***Protect sleep time***

Turn off the phone. Ask your family/friends to help you. Try not to incur a slept debt from non-work activities.



## ***Develop relaxation***

rituals before sleep such as reading, meditation, or listening to music. After an intense day, decompress to help you sleep.

## ***We're all doctors here, but that doesn't make us immune to all illness!***

*If you're feeling under the weather, or just want to establish a relationship with our employee health office, the locations below can help you get started. As a GME trainee you are eligible for 20 days of paid leave each program year, starting on the first day of the program year. You will forfeit any unused paid leave hours at the end of the program year.*

### **Employee Health Locations**



**Memorial Miramar Hospital**



**Memorial Regional Hospital/JDCH**



**Memorial Hospital Pembroke**



**Memorial Regional Hospital South**



**Memorial Hospital West**

### **Wellness Resources**

Our Employee Health office holds wellness fairs at all Memorial facilities throughout the year, with free blood pressure and cholesterol checks, vision screenings, BMI evaluations, and flu shots. Our facilities are tobacco-free, we offer nicotine replacement therapy and stop-smoking programs.

## Drive Safely Habits



- Avoid driving if you're tired
- Strategically use caffeine
- Realize you might not perceive just how tired you are
- Take a 20-30 minute nap before driving
- Immediately stop driving and nap if you find yourself dozing behind the wheel
- Consider transportation options like riding with a friend or public transit or taxi

Memorial has teamed up with South Florida Commuter Services to offer you cost-saving solutions and resources for traveling to and from work. **As a Memorial employee, you're eligible for a \$25 discount on 12-trip or monthly Tri Rail passes, and for a \$10 discount on 31-day passes for Broward County Transit, both payable via convenient payroll deduction.** Memorial also provides shuttle service to and from Tri-Rail stations. Contact your HR team for more information.

LYFT or UBER credit - pending

## Physician Burnout Prevention

Burnout is defined as having elements of the following conditions:

- 1) Emotional Exhaustion
- 2) Decreased feeling of personal accomplishment
- 3) Depersonalization: When doctors lose contact with themselves and others, including patients, as valuable human beings. Studies show that it affects 25-75% of residents in the U.S.

If you are feeling burned out, severely burned out, or depressed, the best thing you can do today is tell someone and start reaching out to get help immediately. Studies show that reaching out to a mentor and feeling connected to a community of other physicians reduces burnout and provides needed support. The Graduate Medical Education office is here for you to help you get the help you need.

# GME sponsored wellness activities

We offer wellness activities during our Understanding Healthcare Series. Throughout the academic year.

past events have included:

- End of Summer Bash
- Painting with a Twist
- Yoga
- Bootcamp





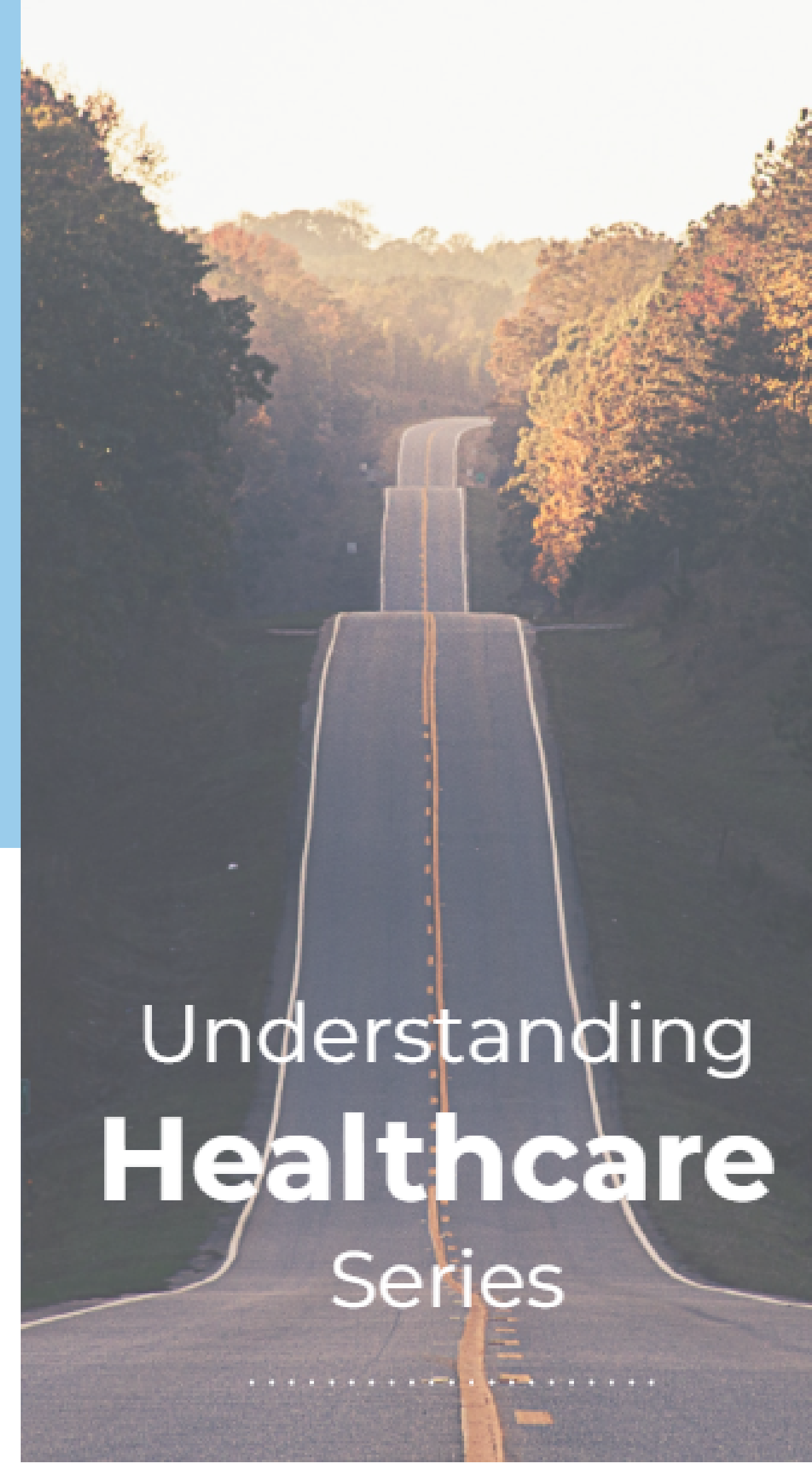
# Understanding Healthcare Series

## What is Understanding Healthcare Series?

To provide trainees with the skills needed to practice 21st century medicine, MHS has created a longitudinal course entitled "Understanding Healthcare". Over the course of 3 years (PGY 1,2, and 3 or F1,2, and 3) each trainee will spend 64 hours engaged in this course. We focus on 3 main domains: 1) Healthcare costs/quality/safety; 2) Physician Leadership; and 3) Physician Wellbeing. These topics are often not taught at the bedside but vital for any practicing physician to master. Our aim is to provide trainees, regardless of specialty, with the knowledge, attitude, and skills needed to deliver care in an increasingly complex healthcare system. We hope our course is one step in that direction.

## Specialties

- Anesthesiology
- Cardiology
- Emergency Medicine
- General Surgery
- Hematology/Oncology
- Infectious Diseases
- Internal Medicine
- Neurology
- OB/GYN
- Pediatrics
- PM&R
- Podiatry
- Psychiatry



## Understanding Healthcare Series

**Memorial Healthcare System**  
Graduate Medical Education



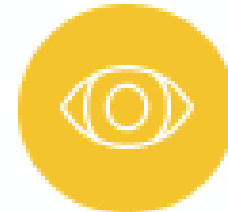
## Contact Us

703 N. Flamingo Road  
Pembroke Pines, FL. 33028  
954.844.1060

**Memorial Healthcare System**  
Graduate Medical Education  
www.mhs.net

## Program Year 1

PGY1 and F1



### 1 Healthcare Costs/Quality/Safety

- High Value Cost Conscious Care - Part 1 the Choosing Wisely Campaign
- Keeping MHS Facilities Safe: Incident Reports are everyone's job
- High Value Cost Conscious Care - Part 2: the Imaging Wisely Campaign

### 2 Physician Leadership

- So now I have to teach? : Stanford Resident as Teacher mini course
- Using Library Resources to help you soar
- Research at MHS: an overview of the OHR

### 3 Physician Wellbeing

- Painting with a Twist
- Games, Puzzles, Olympics, and Scavenger Hunt

## Program Year 2

PGY1 and F2



### 1 Healthcare Costs/Quality/Safety

- How much is my hospital stay going to cost? Reviewing a Hospital Bill from MHS
- Patient Satisfaction: Why it matters

### 2 Physician Leadership

- JCAHO : Residents as Surveyors
- Quality and Patient Safety: A review
- Implicit bias: how to reduce yours
- Racial Justice in Healthcare: Moving the needle

### 3 Physician Wellbeing

- Games, Puzzles, Olympics, and Scavenger Hunt

## Program Year 3

PGY3 and F3



### 1 Healthcare Costs/Quality/Safety

- Utilization Review: Making sense of the craziness
- Do's and Don't of documentation
- Case Mix Index: What is it and why its important

### 2 Physician Leadership

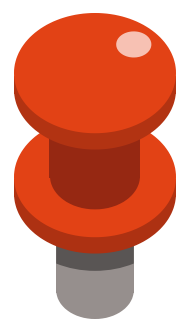
- Physician Contracts: All the Nuts and Bolts

### 3 Physician Wellbeing

- Physician Executive Roles: What do these Docs do?
- Applying for Fellowship; advice from current fellows
- Games, Puzzles, Olympics, and Scavenger Hunt

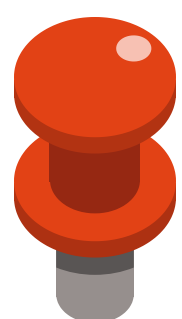


# Applications



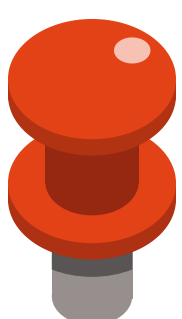
## Mindfulness / Meditation

- Simple Yoga
- HeadspaceTake a Break
- Audio Dharma
- Frantic World
- Stop, Breathe, Think
- Free Mindfulness
- Mindfulness Coach
- Breath
- Calm
- 3-Minute Mindfulness
- Insight Timer
- Mindfulness Coach
- Smiling Mind
- ACT Coach
- Palouse



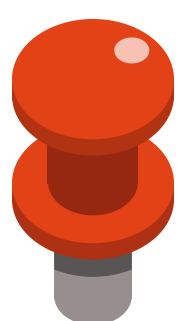
## Online Cognitive Behavioral Therapy (CBT)

- Stress Gym
- Peace of Mind
- Stressful World7 Cups
- CBT Thought Record Diary
- LifeArmor
- MoodTools
- Pacifica:Think Pacifica
- T2 Mood Tracker
- Mind Shift



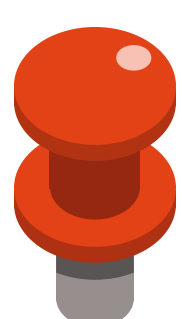
## Breathing

- Breathe2Relax
- Tactical Breather
- Breathe Deep
- MyCalmBeat
- Dr. Weil's
- Breathing Exercises



## Relaxation

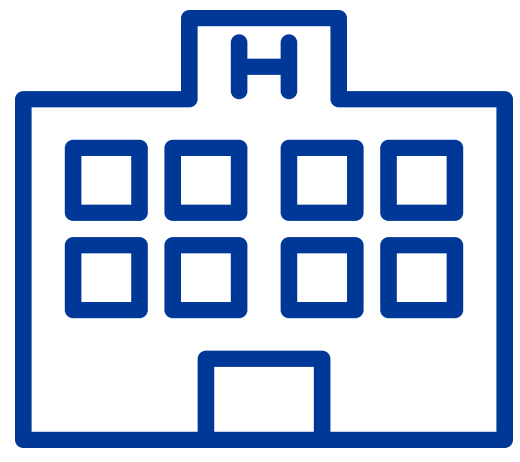
- Dartmouth Relaxation Downloads



## Fitness Trainer /Nutrition

- MyFitnessPal
- FitBit
- Aaptiv
- 7-Minute Workout
- C25K: Couch to 5k
- Zombie Run!





# Memorial Healthcare Hospitals



**Lactation Rooms**

GME Building | 2nd Floor | Locker Rooms



**Restaurant/Cafe**

Au Bon Pain



**Gardens/Memorials**

Remembrance Garden



**Chapel**

1st Floor



**Call Room**

GME Building | 2nd Floor | Locker Rooms  
7 Rooms



## Memorial Hospital West

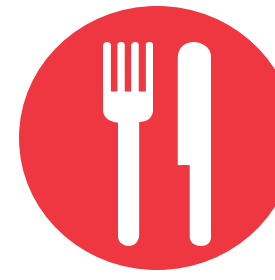


## Memorial Hospital Pembroke



**Lactation Rooms**

3rd Floor | 3 North Corridor



**Restaurant/Cafe**

Java



**Gardens/Memorials**

Butterfly Garden



**Chapel**

1st Floor



**Lactation Rooms**

2nd Floor | PM&R offices



**Gardens/Memorials**

Healing Garden | 1st Floor



**Relaxing Space**

1st Floor | TBD



**Call Room**

PM&R Offices | 2nd Floor | 1 Room



## Memorial Regional South



**Lactation Rooms**  
Outpatient building | 4th floor



**Restaurant/Cafe**  
Starbucks | main entrance  
Purple Orchid | in the cafeteria



**Gardens/Memorials**  
Garden of Remembrance



**Chapel**  
1st Floor



**Library**  
1st Floor



**Call Room**  
1st Floor | Trauma Offices | 2 Rooms



**Memorial Regional Hospital**



**Lactation Rooms**  
4th Floor | near PICU



**Restaurant/Cafe**  
Clippers Cafe | 1st Floor  
Cafe 3501 | 1st Floor | call to order



**Gardens/Memorials**  
Under Construction



**Chapel**  
1st Floor | near HR office



**Call Room**  
4th Floor | 1 Room



**Joe Dimaggio Childrens Hospital**



**Lactation Rooms**  
3rd Floor | near ICU



**Restaurant/Cafe**  
Brick Oven Pizza | Cafeteria



**Gardens/Memorials**  
Remembrance Garden  
Relaxation Room | 3rd Floor



**Chapel**  
Main Building | 1st Floor



**Memorial Miramar Hospital**