



The SafeHaven® Movement

Carolyn McCrea

Assistant Vice President for Programs, Medical Society of Virginia

Agenda

- Provider Well-Being
- The SafeHaven Story
- The SafeHaven Resources
- Growth and Success
- Audience Q&A

Provider Well-Being



Hyperactivity

Working more, extra-roles to improve processes, taking time away from loved ones for work



Burnout & Fatigue

Working longer hours, taking more time away from loved ones, less communication and initiative



Reduced Activity

Less initiative & creative problem solving; less interest in connecting with patients; reduced empathy; turnover intentions



Emotional Distress

Anxiety, depression, negative interpersonal relationships, medical errors, tardiness and absenteeism



Emotional Despair

Physical illness, substance use, suicidal ideation, relationships deteriorate, leaves profession



SafeHaven

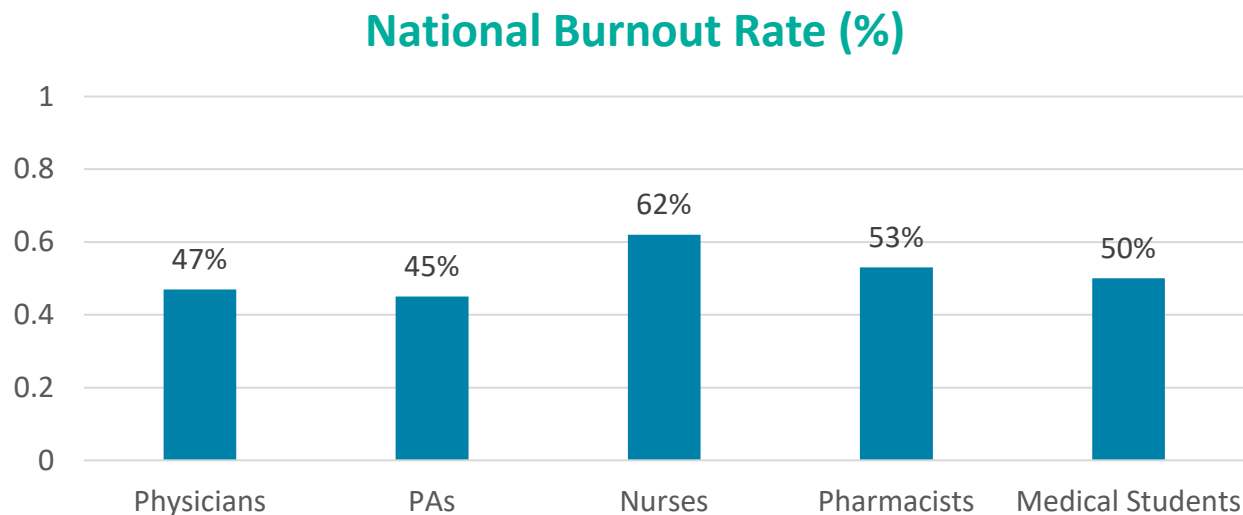
Medical Treatment

*Provider Health
Programs*

Licensing Board

State of Provider Well-Being

- Prior to the COVID-19 pandemic, physician burnout was already a major challenge
- Burnout, is a syndrome comprising emotional exhaustion, depersonalization and reduced personal accomplishment, and is **considered as an “occupational phenomenon”**



- Highest consistent rates in ED, critical care
- Primary care – from 4th lowest to 4th highest in 4 years-PRE-COVID

Causes of Burnout and Decreased Well-Being

60%

Too many **bureaucratic tasks** (e.g. charting, paperwork)

39%

Lack of respect from administrators/employers, colleagues, or staff

34%

Too many **hours** at work

32%

Lack of control/ autonomy

28%

Insufficient compensation/salary

28%

Increasing computerization of practice (EHRs)

22%

Lack of respect from patients

15%

Government regulations

12%

Stress from social distancing/societal issues related to COVID-19

10%

Stress from treating COVID-19 patients

8%

Other

Why It Matters Now

More than
HALF
of U.S. clinicians
experience burnout

Each 1-point increase
equates to a
43% greater
likelihood of clinical
reduction within 24 months



It costs approximately
\$500K
to \$2M and
12-14 mos.
to replace
a clinician



Burnout is shown
to *increase the*
risk of medical
errors by
200%



It is estimated that
80%
of burnout is related
to *organizational*
factors



Psychological Safety & A Culture of Care

- Building a culture of care is the responsibility of the employer and leadership
- Psychological safety **refers to an environment where individuals feel comfortable speaking up, expressing their thoughts, and seeking support without fear of reprisal or judgment**
- Psychological safety within the healthcare workplace is essential for addressing burnout, moral injury and promoting overall well-being
- When healthcare professionals feel secure seeking help and admitting vulnerability, **a more supportive and collaborative work environment is reinforced**

Essential Elements for Psychological Safety

- Employer should use a third-party provider
- Advocacy and management from the state medical societies
- Customized services for clinicians (more than an EAP)
- Encouragement and support from employer

The SafeHaven Story



Thriving

Calm, takes things in stride, physically & socially well, leading others & system changes, strong boundaries



Empowerment

Face their fears, ask for help when they need it, still doing things that excite them, strong work/life balance



Passion

Demonstrate excitement, exhibit genuine interest in patients, often approach tasks with positivity



Optimism

Feels the future is bright, motivated by their goals, experiencing more negative experiences, takes disappointment personally



Contentment

Feels well enough, manages well most of the time, some sleep difficulties, aware of triggers and countering healthy habits



*House of Medicine, Social,
Family, & Healthy Habits*

SafeHaven

Creating Change, Together

After conversations with hundreds of physicians, PAs and clinicians across Virginia, MSV concluded that these providers:

- **Fear** their employer and BOM will alter their employment and/or license status if they discuss their personal burnout
- **Fear** their mental health status will be discovered and held against them in a medical malpractice trial
- **Do not feel protected** when they need to seek help to address personal burnout concerns

Without providing legal protections by changing the law those suffering most would continue to isolate versus seek help

SafeHaven Protections in Virginia

Confidentiality

Legislation allowed for the creation of the SafeHaven program, which provides greater confidentiality for clinicians seeking help to address career fatigue and other mental health issues

Immunity

Clinicians participating in the SafeHaven program will not be reported to the Virginia Board of Medicine unless they are not competent to practice or are a danger to themselves

Privilege

Consultations which take place under the scope of the Medical Society of Virginia SafeHaven program are considered privileged communications

The Evolution of SafeHaven in Virginia

- In 2020, the Virginia General Assembly **passed legislation to create SafeHaven, a first-in-the-nation program that supports healthcare professionals** with a protected, confidential resource to address career fatigue
- In 2021 protections were extended to **include nurses and pharmacists, as well as medical, nursing, PA, and pharmacy students.**
- In 2024, SafeHaven was expanded to **include dentists and dental hygienists.**
- In addition, the 2024 bill also amends the statute **no longer require a mandatory report to the Board of Medicine** if an individual voluntarily admitted themselves for treatment if they are deemed to no longer be in danger to themselves, the public, or patients within 30 days after the initial report. Further, it expands Safe Haven's protections to outpatient healthcare.

The Resources

SafeHaven Program Components

SafeHaven is a confidential resource for healthcare practitioners brought in **partnership with MSV and VITAL WorkLife**. The law protects information, **including proceedings, minutes, records, and reports, and communications, written and oral, originating in SafeHaven as privileged.**

What's Included?

- WorkLife Concierge: a **virtual assistant** to help with everyday and special occasion tasks
- Clinician Peer Coaching: **talk with someone like you** who can help you grow both personally and professionally.
- Professional Counseling: available in face-to-face or virtual sessions
- In-The-Moment Support: available **24/7**
- Vital WorkLife App: mobile access to resources, well-being assessments, insights, videos, and more

What makes SafeHaven different?

- Addresses the issues affecting the stigma of getting help and encourages **early intervention**
- Committed to identifying and providing a transfer of clinicians who find themselves in need of medical care or reportable interventions for substance use disorder and beyond
- Actively encouraging other service providers to expand their programs and outreach
- Information shared in SafeHaven is **NOT** used by the Board of Medicine or other professions to monitor behavior or compliance
- SafeHaven is a **voluntary use ONLY** program

Building A Bigger Umbrella

Trusted Protection

- Psychological safety from state medical society
- Transformative SafeHaven™ legislation and advocacy
- Collaboration with BOM & DHP

Aligned Resources

- Resources selected and vetted by physicians
- 24/7 virtual access
- National network of qualified, trained therapists and coaches

Crafting Culture

- Reducing stigma & moral injury
- Collaboration with healthcare executives
- Addressing violence in the workplace
- Reintroducing self care & social elements in the workplace

Empowering Individuals

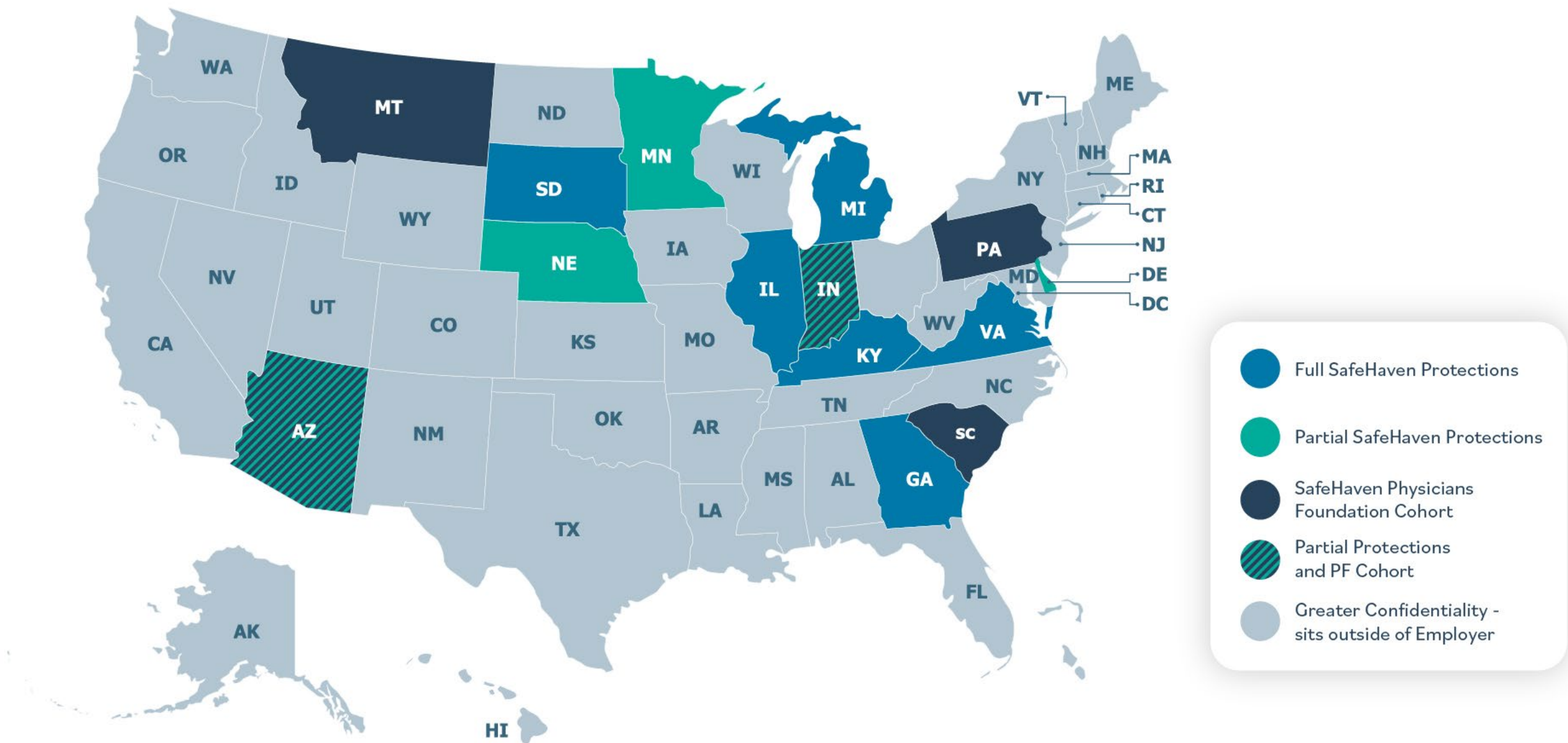
- Reducing administrative burdens: EHR, Prior Auth
- Convenient and creative educational opportunities
- Fostering community discussions
- Creating pathways to give back



The SafeHaven Difference

| | Employer EAP | Insurance Covered Services | Employer Diversionary Program | Physician Health Program | SafeHaven |
|---------------------------|--------------|----------------------------|-------------------------------|--------------------------|-----------|
| Greater Confidentiality | × | × | × | ✓ | ✓ |
| Immunity | × | × | × | × | ✓ |
| Privilege | × | × | × | × | ✓ |
| Physician/PA Focused | × | × | ✓ | ✓ | ✓ |
| Services offered 24/7/365 | ✓ | × | × | × | ✓ |
| Peer Coaching | × | × | × | × | ✓ |
| Counseling | ✓ | ✓ | ~ | × | ✓ |
| Concierge Services | × | × | × | × | ✓ |

SafeHaven Growth & Success



SafeHaven Engagement

6%

*Average **employee assistance program** engagement rate for the **non-physician workforce***

19%

*Average **SafeHaven counseling and peer coaching** engagement rate*

50%

SafeHaven overall engagement rate

Outcomes – Early Results

- Psychological Safety is significantly increasing utilization of professional counseling and coaching services

Pre-SafeHaven <1% With SafeHaven 19%

- Early indicators are that Participants who engaged in SafeHaven experienced a **14.33% increase in overall well-being.**

Connect With Us!



www.safehavenhealth.org



info@safehavenhealth.org