A John F. Anderson Memorial Lecture

WISDOM & WELL-BEING:
NEW WAYS FORWARD FOR HEALTHCARE WORKFORCE WELL-BEING

Richard Westphal PhD RN FAAN, Professor of Nursing and Director, Alliance for Compassionate Care, School of Nursing, UVA

Margaret Plews-Ogan MD MS, Brodie Professor of Medicine, School of Medicine, UVA

Marcia Day Childress PhD, moderator

This is a profoundly challenging time to be a healthcare professional. But times of challenge can be times of positive change, times when wisdom can emerge. In this Medical Center Hour, Drs. Richard Westphal and Peggy Plews-Ogan discuss a new approach to supporting healthcare professionals in their humanitarian work, an approach that can, and should, lead to transformation in health care, toward the humanistic, compassionate endeavor we all want it to be, for the workforce and for those they serve.

Co-presented with the Compassionate Care Initiative, School of Nursing, UVA

Suggested resources:


Richard Westphal PhD RN FAAN is a graduate of the University of Minnesota (BSN), UCSF (MSN), and UVA (NP, PhD). He is a dual board-certified advanced practice mental health nurse and nurse practitioner. His clinical work and research focus on traumatic stress, occupational stress injuries, and mental health promotion. He currently is professor of nursing in the Department of Family, Community, and Mental Health Systems in the UVA School of Nursing. He directs UVA’s Alliance for Compassionate Care and is co-director of the Be Wise: Wisdom and Well-Being initiative within UVAAHealth. Dr. Westphal’s career in the US Navy spanned more than 32 years and included service as a hospital corpsman, a mental health clinician, co-author of the Department of the Navy Maritime Combat and Operational Stress (COSC) Doctrine, author of Navy Medicine’s Care for the Caregiver program and a psychological health programs and policy advisor to the Department of Defense, Veterans’ Administration, and multiple state agencies.

Margaret (Peggy) Plews-Ogan MD MS holds degrees from the College of Wooster (BA), Pace University (MS), and Harvard Medical School (MD). She completed an internal medicine residency at Brigham & Women’s Hospital, Boston. For five years after residency, she worked with migrant farmworkers in eastern Virginia. Now Brodie Professor of Medicine, Dr. Plews-Ogan has practiced and taught inpatient medicine at UVA since 2000. She was division chief of Hospital and Ambulatory Medicine, Geriatrics, and Palliative Medicine for ten years. Her research began in the area of medical error, disclosure of such errors, and coping with medical mistakes; this led her to study how physicians learn from failures and ultimately to the arena of wisdom, including how wisdom is gained in the wake of difficult experiences. Dr. Plews-Ogan currently co-directs the Wisdom and Well-Being program, a system-wide UVAAHealth initiative to address stress and burnout, nurture professionalism, and provide coaching for faculty and staff. Earlier, she was founding director of the Center for Appreciative Practice, dedicated to fostering positive emotion in the workplace. She continues to direct the medical school’s Foundations of Medicine course, where she has piloted a program to foster wisdom in medical trainees and where she initiated a longitudinal patient-student partnership in which all medical students participate. Most recently, she designed a training program in responding to disrespect and bias in health care, a program that’s become a national model. Dr. Plews-Ogan is author of numerous articles and book chapters and three books—Appreciative Practices in Health Care, Choosing Wisdom (with an accompanying public television documentary), and Wisdom Leadership in Academic Health Science Centers: Leading Positive Change.

Drs. Westphal and Plews-Ogan declared no personal/professional relationships with commercial entities producing healthcare goods and/or services related to this presentation. Medical Center Hour planning group members M.D. Childress PhD; R.J. Bonnie LLB; R. Carpenter DNP; J.F. Childress PhD; M.F. Marshall PhD; J. Mutter MD MA; K. Reid PhD RN FNP-C, CNL; L. Shepherd JD have no personal/professional relationships with commercial entities producing healthcare goods and/or services, while R. Dillingham MD MPH reports interests with Gilead and Warm Health Technology Inc. UVA Office of Continuing Medical Education faculty and staff have no personal/professional financial relationships with commercial entities producing healthcare goods and/or services.

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Learning objectives:

1. Explore the current workplace challenges that put healthcare professionals at risk of excess stress, burnout, and mental health difficulties.
2. Consider the rationale and features of a new system-wide initiative to better support healthcare professionals and, in so doing, begin transforming workplace culture in positive ways.