



Health of health professionals – What the Medical Association in Switzerland offers to her Members

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Format & Type

Poster, Practice

Background

Maintaining physician's health is increasingly recognised as a matter to discuss in public and research. Physician health is a critical issue, because poor physician's health can have severe impact on doctor's performance, patient safety, quality of care and may affect standards of care.

Research Question / Aim

To help doctors in crisis the support Network XY was founded in 2007. An experienced team of counsellors takes care of doctors suffering from various crises. The counsellors offer targeted support in difficult situations and are "committed to promoting health, helping physicians to function effectively, and guaranteeing patient safety, in order to guarantee the general population high-quality and safe medical care provided by healthy and contented doctors". In 2015, the program leaders initiated an external evaluation on the mode of operation (effectiveness, efficiency, relevance, adequacy), awareness of the network, numbers of contacts, and statistical data. In addition, the program coach my career was established in 2018. Mentors help students and doctors in advanced training to make their career and benefit from experiences of elderly physicians.

Method / Procedure

Data source is limited to data available from these programs. The counsellors gathered semi-structured reasons for encounter as well as gender, age, professional activity and marital status over the last 9 years. Furthermore, 122 doctors (response rate 35%) that had contact with the helpline answered a questionnaire, and interviews with committee members were conducted. Furthermore, there are results of working group meetings from the coach my career program.

Results

Based on the descriptive and qualitative results various actions were implemented, such as, reedition of basic documents, introducing new standards and structured feedback after each consultation, expanding monitoring and follow-up support, as well as strengthening the support of members of the network. Results may be presented as a poster.

Discussion

Conclusion

In addition to the existing results, the helpline plans an accompanying study to create profiles of doctors getting in contact and evaluate the quality of consultations. The analysis helps to identify what variables might refer to a greater risk of health problems and where preventive implications might be possible. First insights are expected in November 2020 and may be presented in an oral speech.