

# **2017 WellMD Model Domain Definitions**

## **CULTURE OF WELLNESS:**

Organizational work environment, values and behaviors that promote self-care, personal and professional growth, and compassion for ourselves, our colleagues and our patients.

## Key Success Factors:

- Leadership support, commitment, and accountability for wellness
- Infrastructure and resources to support wellness
- Regular measurement of wellness/professional fulfillment
- Recognition and appreciation
- Fairness and inclusiveness
- Transparency and values alignment

## **EFFICIENCY OF PRACTICE:**

Workplace systems, processes, and practices that promote safety, quality, effectiveness, positive patient and colleague interactions, and work-life balance.

## Key Success Factors:

- Identification and redesign of inefficient work
- Involvement of physicians in redesign of clinical processes and flows
- Teamwork models of practice
- Design of workspace for interpersonal proximity for improved communication
- Use of efficient communication methods to minimize e-mail time burden
- Designing roles to practice at top of licensure
- Streamlining EMR and other IT interfaces
- Realistic staffing and scheduling that recognizes predictable absences

## **PERSONAL RESILIENCE:**

Individual skills, behaviors, and attitudes that contribute to physical, emotional, and professional well-being.

## Key Success Factors:

- Self-care assessment and support systems
- Safety net systems for crisis interventions
- Worksite evidence-based health promotion
- Encouragement of peer support
- Financial management counseling
- Life-needs support mechanisms (e.g. Child and Elder Care, After hours meals etc.)

