

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.)*

