

Piloting a Text-Based Program to Support Clinician Well-Being at a Canadian Mental Health Hospital

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Background & Purpose

- The Centre for Addiction and Mental Health (CAMH) in Toronto, Canada, launched a survey on EHR use, documentation requirements, and experiences of burnout among clinicians, including social workers (SWs) and occupational therapists (OTs).
- Findings revealed high rates of burnout amongst **SWs (48.4%)** and **OTs (23.1%)**, signaling a need for strategies to address clinician burnout.
- In response to the survey findings, a two-way text-based program, **BeWell**, was co-designed and piloted at CAMH as one of multiple strategic methods to address increased rates of burnout amongst clinicians.

Methodology

A multi-phased, mixed methods approach was used to design, develop and implement the BeWell program.

Phase 1

Establishing a Clinician Advisory Group



A **clinician advisory group (n=10)** was established, consisting of SWs (n=5) and OTs (n=5) from various clinical settings, to support devising the structure of the BeWell program, developing content, conducting user acceptance testing, and co-designing an implementation plan.

Phase 2

Co-Designing & Implementing BeWell



Participatory design methods were employed to design and tailor the BeWell program for mental health clinicians. An implementation plan was developed in partnership with clinician advisors to maximize awareness and uptake of BeWell

Phase 3

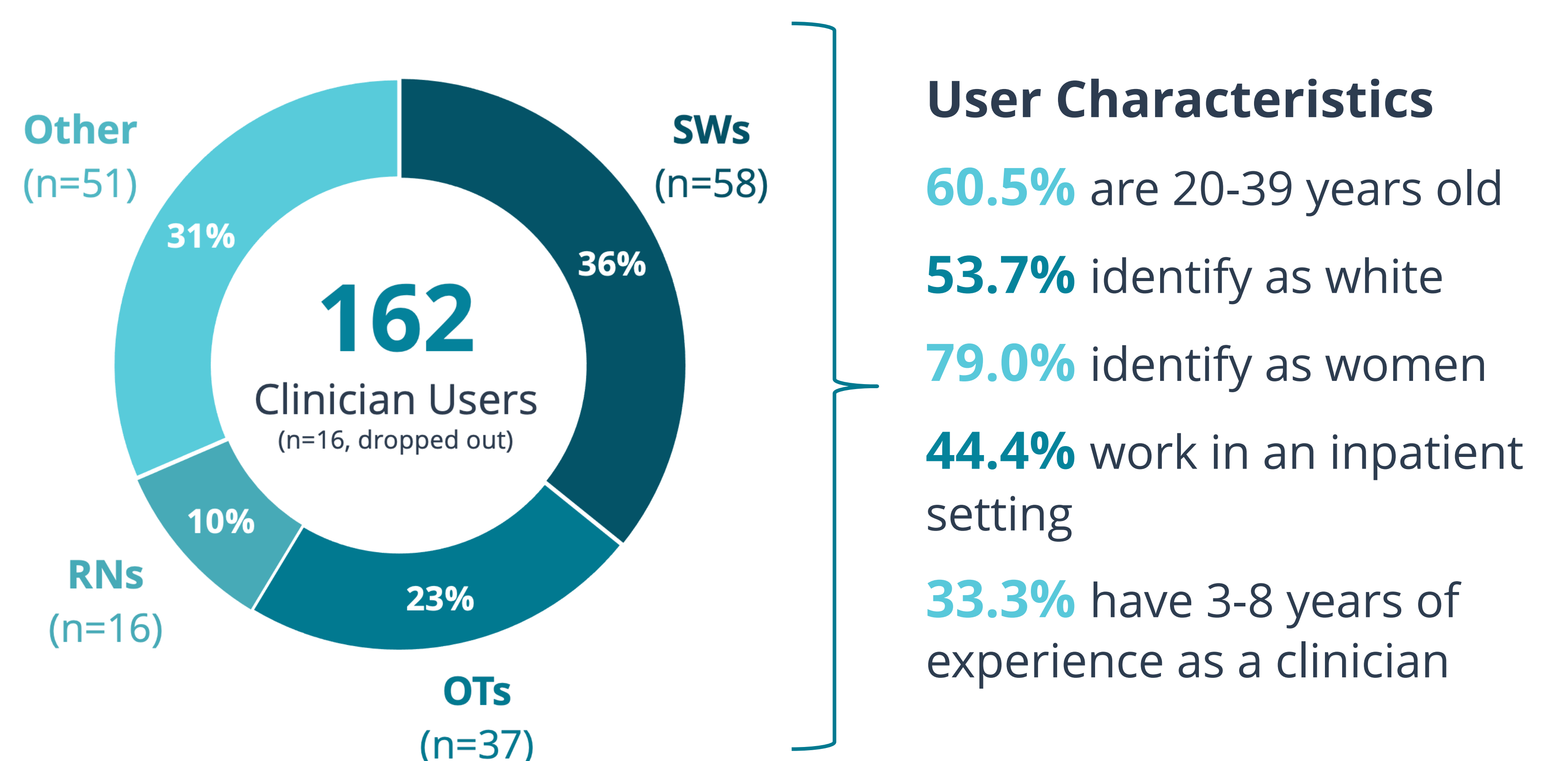
Evaluating the BeWell Program



A mixed methods post implementation evaluation was conducted. Evaluation data were captured through a user experience survey, user engagement and demographic data, and semi-structured interviews with clinician participants.

Results

BeWell launched in May 2023 and concluded in October 2023. Those who enrolled in the program received weekly messages for 12-weeks consisting of wellness tools, professional development opportunities, and supportive messages.

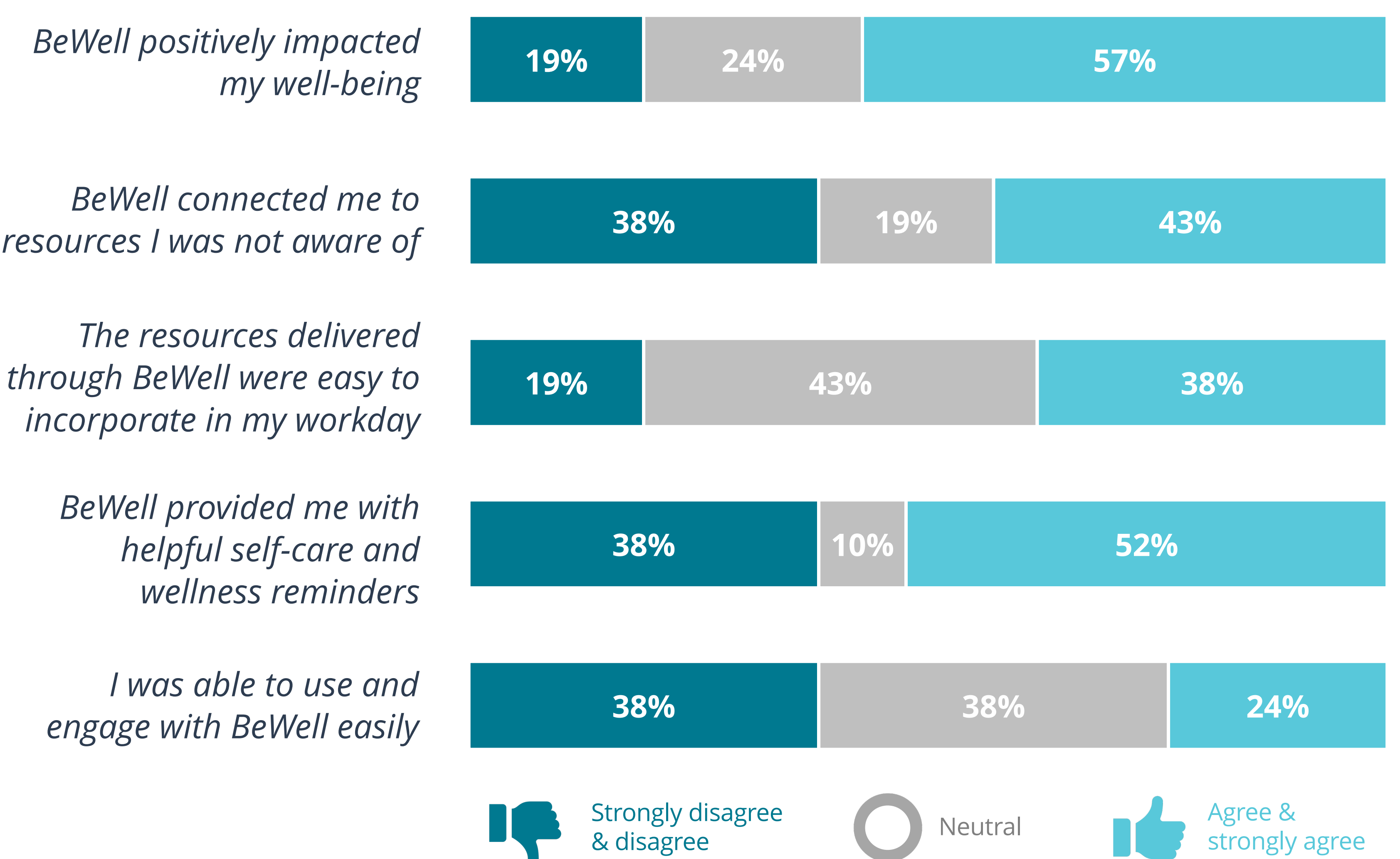


45% of clinicians (n=73) reported experiencing one or more **symptoms of burnout**.

User Experience Survey Preliminary Findings (n=21)



57% of clinicians (n=12) enrolled in BeWell as they were curious about what resources would be shared.



Suggestions to Improve BeWell:

Ensure resources are actionable & better tailored to clinicians

Update the user interface to improve interest & engagement

Next Steps

The evaluation of BeWell is currently underway. The findings from the evaluation will provide insights into the adoption and engagement of BeWell, and the utility of texting as a mechanism to support clinician well-being.