

# Sign up for the Medical Staff Well-being Index



The Well-Being Index is an internationally recognized quality metric for the well-being of an organization developed by the Mayo Clinic. It is a **100% anonymous**, web-based tool used to evaluate multiple dimensions of distress.

- Metrics inform physicians and stakeholders on challenges to the well-being of care providers
- Self-monitor your personal well-being and access resources
- Sign up and complete the questionnaire in two minutes

**Sign up today:**  
[mywbi.org/fraser-health](https://mywbi.org/fraser-health)



For more information, contact  
[medicalstaffhub@fraserhealth.ca](mailto:medicalstaffhub@fraserhealth.ca)

## **Why the Well-Being Index matters**

**Q and A with Laura Kelly and Connie Ruffo**

We had the opportunity to speak with Laura Kelly and Connie Ruffo, Co-chairs for the Fraser Health Medical Staff Wellness Committee, about their experiences with provider well-being and how they believe the Well-Being Index (WBI) can have a positive impact.

### **What is the WBI? How is it different from previous questionnaires that took place?**

This is a validated tool developed by the Mayo clinic, and used by many organizations worldwide, to measure provider well-being and identify system issues that contribute to stress and burn-out. It is a 30-second survey with nine questions that can be accessed through an app on your device or through the website.

### **What's in it for me? Why should I bother?**

Firstly, it is a proactive way for each person to monitor their own well-being. Monthly surveying helps you track how you're doing over time, and provides a comparison to your peers. If we can identify when we are in trouble, we can take steps to help ourselves, or reach out for help. We have provided links to various resources that might be helpful, including links to counselling, coaching, articles, podcasts and contact information for our lead physicians in Fraser Health.

Secondly, the aggregate data is available to all of us and illuminates the sites or departments where burnout issues are a problem. This will allow medical staff associations and divisions of family practice, or program leads and department heads to look deeper into the issues distressing their teams. Your WBI scores for your sites and departments are also important!

Thirdly, burn-out is an occupational disease, not a failure of an individual's resilience. Only when organisations can see data, can they address unhealthy system issues. The data provided by the WBI is a measurable quality metric, much like hospital "expected length of stay" or postoperative wound infection rates. It is the only way to really shift the culture of medicine to embrace the fourth pillar of health care: provider experience.

### **Maybe I don't trust Fraser Health so much...Whose idea was this, and what's happening to my data?**

The Health Authority Medical Advisory Committee has a sub-committee, called the Medical Staff Wellness Committee, led by Drs. Laura Kelly and Connie Ruffo. We were the ones who have been lobbying Fraser Health for over five years to help us gather metrics around physician well-being. This tool isn't cheap to use, but in January Fraser

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# Fraser Health Together

Health agreed to pay for 3,000 physicians who work in Fraser to have access to the WBI. We are working hard to shift the culture of medicine in our region to a “wellness” based view, and offering workshops, peer support training and support for local initiatives around physician health. This is just one more way to turn the focus onto provider wellbeing.

Your answers to the nine question survey are private, for your own feedback alone. No one has access to your individual answers. The WBI needs a minimum of five physicians in a category for it to calculate any data scores. For example, if there are only three female emergency physicians at Site A, no one will be able to access scores of female emergency physicians at site A.

## How valid is WBI in our health system?

The WBI was developed at Mayo clinic, but is now in use across the US, and in New Zealand, Australia and the UK. We'll be interested to see if there are significant differences in physician health between for-profit and socialised medicine systems. Fraser is only the second organisation in Canada to adopt it: we are leading the way! Please join us in advocating for physician well-being.

## Questions?

Please contact Laura Kelly ([laura.kelly@fraserhealth.ca](mailto:laura.kelly@fraserhealth.ca)) or Connie Ruffo ([connie.ruffo@fraserhealth.ca](mailto:connie.ruffo@fraserhealth.ca))

[Assess Your Well-Being Online](#)

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**Download the Well-Being Index Mobile App**

Invitation Code: **FRASER HEALTH**

