



Impact Report 2024

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Vendors, Supporters, and Partners

Thank you to our vendors, partners and supporters who are ensuring clinicians can seek the support they need.



What is The SafeHaven Movement?

The Problem:

Physicians and other healthcare providers are often concerned that the disclosure or discovery of mental health treatment could adversely affect their ability to practice—impacting their livelihood and the security of their families. As a result, clinicians don't get the help they need for burnout and other challenges they face in today's healthcare environment. That's a crisis.

The Solution: SafeHaven

Here at SafeHaven, we believe healthcare providers should benefit from the same privacy protections afforded to their patients. The model SafeHaven legislation in Virginia ensures clinicians can seek support for burnout, career fatigue, and mental health reasons without the fear of undue repercussions to their medical license.

SafeHaven is designed to reduce/mitigate the stigma of getting help and encourage early intervention so that healthcare professionals can continue to care for patients safely.

Mission

To eliminate the stigma and fear surrounding mental health support for healthcare professionals, empowering them to seek help when they need it most.

Vision

All healthcare professionals have access to tailored, confidential, and protected mental health support services.

The History of SafeHaven

2020

The Virginia General Assembly passed legislation to create SafeHaven, a first-in-the-nation program that supports healthcare professionals with a protected, confidential resource to address career fatigue.

2023

With support from the Physicians Foundation, a cohort of six states began legislative efforts to offer protected mental health resources to healthcare practitioners as part of SafeHaven's national expansion.

2024

SafeHaven in Virginia was expanded to include dentists and dental hygienists.

2021

Virginia's SafeHaven protections were extended to include nurses and pharmacists, as well as medical, PA, nursing and pharmacy students.

2024

A Virginia SafeHaven bill amended the statute to no longer require mandatory reporting when an individual voluntarily admits themselves for treatment, so long as they are not a danger to themselves or others when discharged within 30 days of the initial report. Further, it expanded SafeHaven's protections to outpatient healthcare.

How it Works

Ongoing Education:



- Importance of psychological safety
- Additional legal protections eligible through a SafeHaven approved program
- All the well-being resources offered through SafeHaven approved vendor-partners.
- Eligible to either an individual clinician or a Health System and/or Independent Practice

Individual Clinician visits the SafeHaven website to learn more of what wellbeing resources are available and to enroll:



- Can reach out to the SafeHaven team at any time to answer specific questions, help with enrollment or needing additional support with the well-being program vendor-partner

Health System and/or Independent Practices connects with SafeHaven team to learn more and help consult on all the well-being resource vendor-partners available:



- Team works closely with the System or Practice on choosing, implementing and launching the appropriate well-being resource program
- Team continues to work with System or Practice to monitor progress and ongoing engagement, assist any legislative questions and support the renewal efforts

Excerpts from “Addressing Healthcare Provider Burnout, Fostering Psychological Safety, and the Stages of the Burnout Loss Spiral”

By Varun Choudhary, Chief Medical Officer, SafeHaven

Many of us know the leading factors contributing to burnout include administrative burdens, lack of work-life balance, and the emotional toll of caring for patients in their hardest moments. On top of facing extreme burnout, our healthcare professionals are also experiencing moral injury from a healthcare system that puts profits ahead of patients and the healthcare workforce.

The pressure to meet performance metrics and the careful mental vigilance required to avoid making medical errors contribute to an extremely arduous work environment that damages the resilience of these necessary professionals and causes traumatic stress.

Psychological Safety: A Key Pillar of Wellbeing

Creating a culture of psychological safety involves fostering open communication, empathy, and mutual respect among healthcare team members. When healthcare professionals feel secure seeking help and admitting vulnerability, a more supportive and collaborative work environment is reinforced.

Many healthcare professionals do not feel psychologically safe and consciously avoid seeking mental health support when they need it, leading to the Burnout Loss Spiral.

Thriving

Many healthcare professionals enter with positivity, passion, and an enthusiasm for their profession. The initial years are marked by fervor, long hours, and an unwavering dedication to patients.

When a provider is thriving, they can take things in stride: they are physically well, socially active, and are driving positive change in the healthcare system. Although they are dealing with stress, they use healthy coping mechanisms, set effective boundaries, and manage their time well for the most part.

Reduced Activity

The weight of responsibility may take its toll. Despite best efforts, many healthcare providers find themselves spending more time at work, sacrificing personal and family time to meet the demands of the healthcare profession.

As healthcare professionals move into the reduced activity stage, they work more than they are home, they experience noticeable effects on their interpersonal relationships, they take less initiative in their day to day, they may experience less interest in connecting with patients, and other early signs of burnout.

Distress

The emotional toll of dealing with patients' suffering, tough decisions, and the constant vigilance given to avoid making mistakes in the face of increasing patient loads and increased administrative requirements becomes overwhelming. Resilience begins to wane, affecting the ability to provide compassionate care at the same level as when they were thriving.

When in the distress stage, family, friends, and colleagues may notice the provider has increased anxiety, negative interpersonal relationships, lack of initiative to solve problems, loss of productivity, and absenteeism or tardiness.

Despair

At this point in the spiral, it is likely that a healthcare provider has hit their breaking point. They may decide to leave the profession altogether. This stage can manifest itself with mental and physical illness, substance use, suicidal ideation, or even death by suicide.

Employer-based intervention programs and professional monitoring programs, typically managed under the auspices of licensing boards, exist and may be required at this stage. Providers that successfully recover in these programs are usually subject to years of monitoring, reporting and oversight by an employer or a licensing board, such as the boards of nursing, pharmacy, dentistry, or medicine. This process has lasting effects on the rest of their career.

Our communities and organizations must prioritize investments in the humanness of the healthcare workforce over institutional profit and liability protections. Through this, we will see an improvement in quality, safety, and turnover.





THRIVING

Calm, takes things in stride, physically and socially well, leading others and system changes, strong boundaries.



EMPOWERMENT

Faces their fears, asks for help when needed, still does exciting things, strong work/life balance



PASSION

Demonstrates excitement, exhibits genuine interest in patients, often approaches tasks with positivity



OPTIMISM

Feels the future is bright, motivated by their goals, experiences more negative events, takes disappointment personally



CONTENTMENT

Feels well enough, manages well most of the time, some sleep difficulties, aware of triggers and counters unhealthy habits



HYPERACTIVITY

Works more, takes on extra roles to improve processes, takes time away from loved ones for work



BURNOUT & FATIGUE

Works longer hours, takes more time away from loved ones, less communication and initiative



REDUCED ACTIVITY

Less initiative and creative problem solving, less interest in connecting with patients, reduced empathy, turnover intentions



EMOTIONAL DISTRESS

Anxiety, depression, negative interpersonal relationships, medical errors, tardiness and absenteeism



EMOTIONAL DESPAIR

Physical illness, substance use, suicidal ideation, relationship deterioration, leaves profession



- SafeHaven
- House of Medicine
- Social
- Family
- Healthy Habits

- Medical Treatment

- Employer
Diversitary
Programs

- Provider Health
Programs

- Licensing Board

Steps Toward Change

To address healthcare provider burnout and promote psychological safety, a multi-faceted approach is needed:



- 1. Policy Changes:** Healthcare institutions must implement policies that prioritize work-life balance, limit excessive administrative burdens, and provide adequate staffing to prevent overwork.
- 2. Legislative Changes:** Healthcare provider advocates and legislators need to enact the Safehaven legislation across the country to ensure that healthcare providers can seek confidential mental health services. This is a cornerstone to building psychological safety for providers.
- 3. Mental Health & Well-being Resources:** Employers and organizations need to invest in and partner with a trusted third party, such as a state medical society, to offer protected and confidential mental health programs like SafeHaven for their healthcare providers.
- 4. Training and Education:** Healthcare providers need to be given time and opportunities to participate in training and education that encourage innovation and growth. Teams and individuals also need time for personal breaks and social interaction at work.
- 5. Leadership Involvement:** Leaders within healthcare organizations must actively champion a culture of psychological safety, modeling open communication, and prioritizing the well-being of their teams.

“ For so long mental health has had a stigma for patients, for doctors, for everyone and so it's so important that as we focus on mental health, that we recognize that it's okay not to feel great, but it is not okay to stay that way. ”

*Sandy Chung, MD, FAAFP
American Academy of Pediatrics
President*

The National Movement and Expansion

For far too long, the medical profession has endured stigma and fear for simply admitting there are times—just like their patients—when they need assistance or care. SafeHaven is working to change fear and stigma.

The SafeHaven movement not only equips clinicians with resources for issues like burnout and mental health, but also encourages them that it's OK to seek the help they need. As the work of SafeHaven continues, we have learned that the movement needed to grow beyond Virginia.

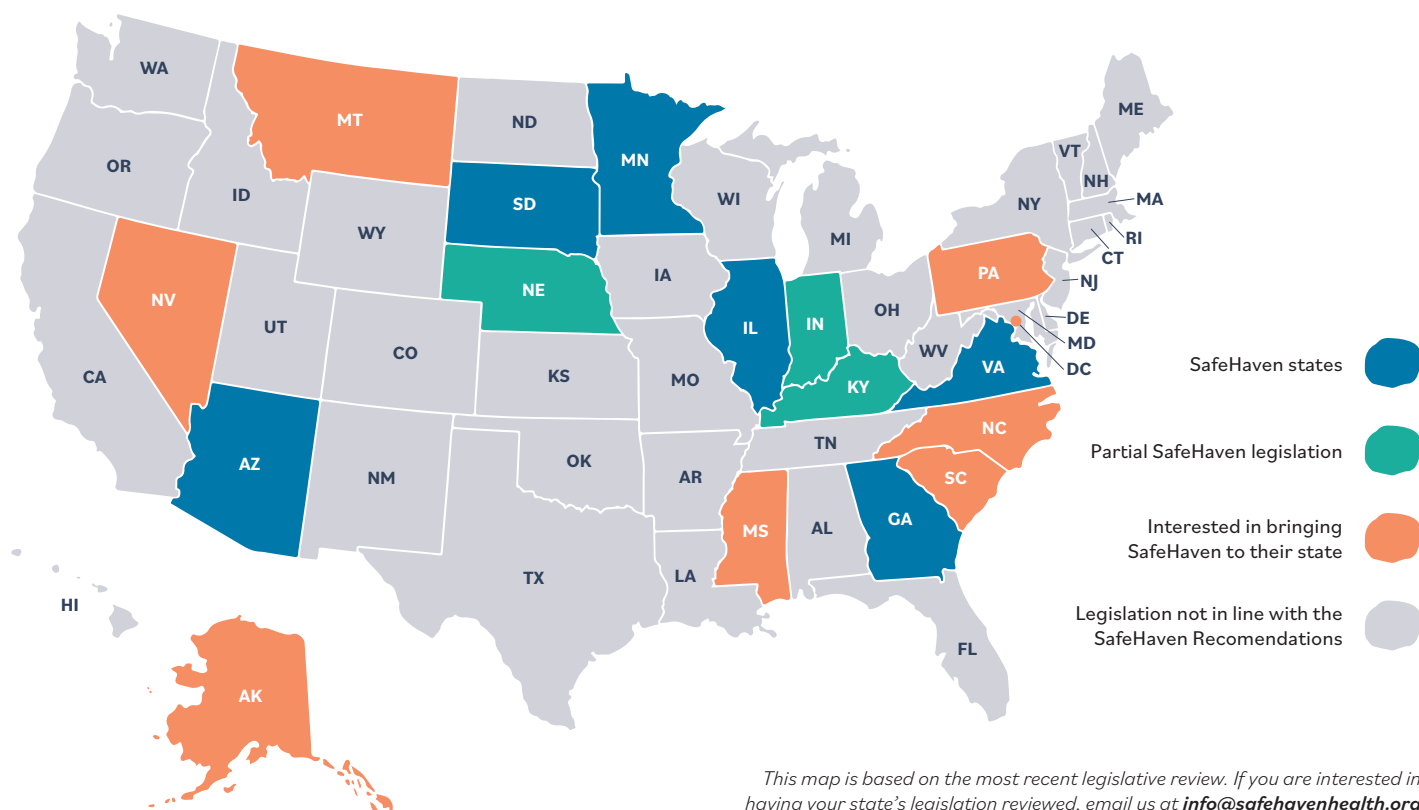
Partnership with the American Medical Association

The American Medical Association (AMA) works to tackle the biggest challenges in healthcare, including burnout and provider well-being. The organization has recognized the SafeHaven legislation as a model for clinician well-being.

The AMA released an issue brief which provides model legislative language and other recommended policy actions for states and new resources for physicians and state medical associations based on Virginia's SafeHaven law.

Partnership with State Medical Societies and National Expansion

In 2022, the Medical Society of Virginia received a grant from the Physicians Foundation to work with a cohort of states on legislative efforts to begin offering burnout and mental health resources to health practitioners as part of SafeHaven's national expansion.



SafeHaven Engagement and Outcomes

Engagement and Utilization | Data Reports

2021



47%

Overall
engagement



17%

Coaching/Counseling
engagement

Top 3 reasons for Coaching/Counseling

- Stress/Burnout
- Job/Career
- Workplace Conflict/Issue

2022



74%

Overall
engagement



10%

Coaching/Counseling
engagement

Top 3 reasons for Coaching/Counseling

- Stress/Burnout
- Stress Reaction
- Leadership/Management Skills

2023



51%

Overall
engagement



11%

Coaching/Counseling
engagement

Top 3 reasons for Coaching/Counseling

- Stress Reaction
- Anxiety
- Leadership/Management Skills

“

You can't have an efficient healthcare system if you don't have a workforce that feels good about themselves, is competent, and has physical health and mental health.

”

*John Whyte, MD, MPH
WebMD
Chief Medical Officer*

SafeHaven Engagement and Outcomes

Engagement and Utilization | Data Reports

Psychological Safety is significantly increasing utilization of professional counseling and coaching services.

<1% | Pre-SafeHaven 19% | With SafeHaven

Early indicators are that Participants who engaged in SafeHaven experienced a **14.33% increase in overall well-being.**

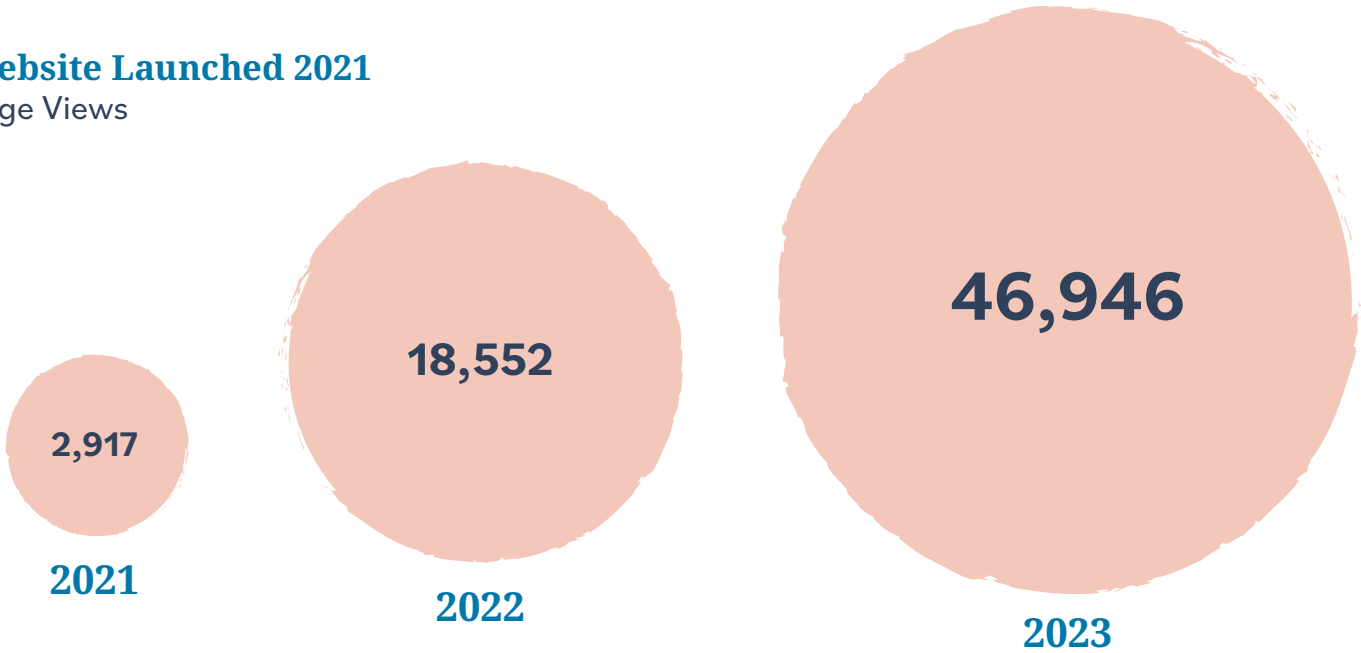


SafeHaven Enrollment Numbers by Year



Website Launched 2021

Page Views



“ Our students and the next generation are using programs like SafeHaven because they are acknowledging that they are stressed and that the pandemic has put a lot more pressure on them mentally. ”

Cynthia Romero, MD, FAAFP
M. Foscue Brock Institute for Community and Global Health, EVMS Director

Media Mentions



Acknowledgements

The SafeHaven program and the Medical Society of Virginia would like to acknowledge and thank all the staff, vendors, and partners for their ongoing support of clinicians and the SafeHaven program.

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