

Poster Title * **Impact of APPE Well-being Promotion (WelPro) Training on UCSF Experiential Education Regional Directors**

Introduction / Background * Clinician well-being and resilience have gained national attention due to their relationship with clinician burnout and high-quality patient care. In addition, concerns surrounding student pharmacist wellness and mental health issues have been increasing in the academic pharmacy community. We developed a Well-being Promotion (WelPro) program for Advanced Pharmacy Practice Experience (APPE) students, where one of the key components of the program was focused on training the Experiential Education (EE) Regional Directors (RDs), who are clinicians and faculty. The goal of the training was to equip EE RDs with the knowledge and tools to assist students in distress and promote student wellness through the application of self-management strategies. This study assessed the University of California, San Francisco (UCSF) EE RDs' knowledge, attitudes, and self-efficacy about burnout using survey methods. It was hypothesized that successful implementation of the WelPro training program would result in the EE RDs' improved knowledge, attitudes, and self-efficacy about burnout, thereby, helping them to promote a more positive culture for student wellness and identify and assist students in distress.

Study Objective(s) * To evaluate the EE RDs' knowledge, attitudes, and self-efficacy about burnout after completion of the WelPro training program.

Primary Outcome(s) * EE RDs' knowledge, attitudes, and self-efficacy about burnout

Secondary Outcome(s) * Impact of the WelPro training program on EE RDs' confidence level to assist students in distress and promote student well-being

Methodology *

A 23-question survey was administered to the EE RDs via Qualtrics to assess three domain areas: knowledge, attitudes, and self-efficacy about burnout after completion of the WelPro training. The survey was electronically distributed to 10 UCSF EE RDs. One EE RD was excluded because they are the primary investigator for this study. The survey was opened from March 2020 to April 2020. Descriptive statistics were used to characterize the EE RDs' knowledge, attitudes, and self-efficacy about burnout based on their training. Statistical analysis was performed using the Wilcoxon signed-rank test on R software.

Results / Analysis * Surveys were administered to 10 UCSF EE RDs with 100% completion rate.

Within the knowledge domain, all respondents identified increased emotional exhaustion as an essential component of burnout. On average, EE RDs consistently reported that burnout can have a negative impact on patient related factors, including patient safety, quality of work, and work efficiency. Furthermore, based on the Likert scale, all EE RDs reported that work burden, equality in the workplace, and responsiveness of leaders to feedback were factors that would “likely” or “extremely likely” influence the development of employee burnout. Within the attitude domain, 90% of EE RDs reported experiencing burnout in their careers. Among those who experienced burnout in their careers, 60% of the EE RDs reached out for help. In addition, the most common types of coping mechanisms utilized by EE RDs were venting/consulting with others and exercise, used by 80% and 90% of respondents respectively. EE RDs also indicated that they were more comfortable expressing feelings of burnout to their colleagues than to their supervisors. Forty percent of EE RDs who did not seek help attributed it to their busy workloads. When evaluating the EE RDs' confidence levels after the WelPro training program, significant improvements were observed in the following areas: identification of resources for students ($p < 0.02$), identification of students in distress ($p < 0.01$), recognition of when to refer students ($p = 0.01$), and recognition of how to refer students in distress ($p < 0.01$).

**Future directions /
discussion**

Similar to previously published studies, emotional exhaustion has been identified as an important factor in the development of burnout. Targeting factors that lead to emotional exhaustion can mitigate the negative effects of clinician burnout and their quality of life. The most commonly used coping mechanisms used by EE RDs, such as consulting with others and exercise, can be promoted as helpful strategies to prevent and combat student burnout.

EE RDs' increased confidence levels to identify and assist students in distress could be translated into their improved ability to guide and mentor students in their rotation performance and well-being during APPEs. While the number of participants in the study are small, survey results are suggestive that the training program is helpful in providing EE RDs the necessary tools to assist students in distress and prevent them from developing burnout. In addition, this study can help provide support for similar training programs that other Schools of Pharmacy can adopt to prevent burnout and promote student wellness.

Preliminary results of this study are hypothesis generating and the WelPro training program serves as a model for the development of a train-the-trainer program that aims to improve student well-being. The WelPro program will allow broad and efficient dissemination of much needed training for our directors and preceptors in experiential education.