ReMed

Health of health professionals – ReMed: the support-network for physicians
Accompanying research in Switzerland

Peter Christen, Linda Hadorn, Esther Kraft
Linda Hadorn

Scientific Collaborator at FMH
MAS-Studies in Public Health (in training)
Accompanying Research for ReMed
ReMed

• About ReMed
• Organisation
• Framework conditions
• Support services
• Accompanying measures
What we know about Physician‘s Health...

Physicians...

• ...give their best for the care of their patients
• ...are at risk of not caring for their own health
• ...are not used to seek help from others
• ...tend to self-diagnosis and self-treatment
About ReMed (1)

The support network for physicians working in Switzerland with 10 years of experience

✓ Promoting know-how and experience in physicians’ care
✓ Increasing physicians’ awareness of their own health
✓ Providing a range of services in counselling, coaching and prevention
About ReMed (2)

Goals
• Maintaining physicians’ health and professional functionality
• Assuring patient safety
• Supporting a high quality of medical service

Context
• Financed by the Swiss Doctors Association FMH
• Independent
• Operating according to legal and professional regulations
Peer-to-Peer Counselling

✓ Round-the-clock availability
✓ Support and advice within 72 hours
✓ 8 physician-counsellors (German, French, Italian speaking)
✓ Obligation to observe professional confidentiality
✓ Peer-to-peer discussions between doctors
✓ Central focus on the individual seeking advice
✓ Joint formulation of suitable courses of action
✓ Contact with an existing support network
✓ Referral to a specialist (as outpatient or inpatient)
✓ Mentoring or coaching
✓ Support even before the situation reaches crisis level
Initial advice and networking II

Flow chart of contact procedure

- Queries/notifications
  - ReMed Hotline 0800 – 0 ReMed
    - Telephone triage
      - Emergency
        - Head of Emergency
      - E-Mail
  - Internet
    - www.swiss-remed.ch
    - remed@hin.ch
    - Response by doctor (initial advisor) within 72 h of contact
Evaluation 2015 -2016

In 2015, the program leaders launched an ongoing external evaluation on the mode of operation, awareness of the network, numbers of contacts, and statistical data
Methods

• Guideline-supported interviews with the project management, the management committee and selected ReMed network members

• Online survey of physicians who have used ReMed as well as a representative random selection of FMH members

• Analysis of relevant existing documents and statistics
## Successful outcomes of support

<table>
<thead>
<tr>
<th>Year</th>
<th>Cases</th>
<th>Language</th>
<th>Ø Age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>D</td>
<td>F</td>
</tr>
<tr>
<td>2009</td>
<td>24</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>2010</td>
<td>40</td>
<td>37</td>
<td>3</td>
</tr>
<tr>
<td>2011</td>
<td>88</td>
<td>68</td>
<td>19</td>
</tr>
<tr>
<td>2012</td>
<td>93</td>
<td>73</td>
<td>19</td>
</tr>
<tr>
<td>2013</td>
<td>91</td>
<td>78</td>
<td>11</td>
</tr>
<tr>
<td>2014</td>
<td>79</td>
<td>72</td>
<td>5</td>
</tr>
<tr>
<td>2015</td>
<td>98</td>
<td>86</td>
<td>12</td>
</tr>
<tr>
<td>2016</td>
<td>108</td>
<td>97</td>
<td>11</td>
</tr>
<tr>
<td>2017</td>
<td>141</td>
<td>108</td>
<td>33</td>
</tr>
<tr>
<td>2018</td>
<td>143</td>
<td>114</td>
<td>28</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>905</strong></td>
<td><strong>757</strong></td>
<td><strong>141</strong></td>
</tr>
</tbody>
</table>
Reasons for contacting ReMed

- Stress in the workplace: 19.30%
- Burn-out: 11.40%
- Psychological distress: 9.30%
- Depression: 9.30%
- Structural problems: 6.80%
- Relationship problems: 4.60%
- Other crisis situations: 7.10%
Results

✓ 90% of FMH members and ReMed users stated that the services offered by ReMed meet the needs of the medical community

✓ Close to 90% of ReMed users confirmed that the services helped them

✓ The availability of the doctor hotline and crisis intervention is rated as good

❗ Only 66% considered the accessibility of network members and experts for referrals as sufficient
Accompanying research (in planning)

✓ Source: Data collected by executive committee of ReMed

✓ Collected Data over the past 9 years: semi-structured reasons for encounter, gender, age, professional activity and marital status

✓ In 2018, the data collected was revised and supplemented: new aspects concerning reasons for encounter, nationality, degree, workload and an evaluation form

The newer part of the ongoing evaluation (started 2018) takes into consideration the additional information — Evaluations still pending.
Objectives of the study

✓ Create profiles of doctors getting engaged with ReMed in relation to variables collected
✓ Compare the findings to identify similarities, patterns and other regularities or irregularities
✓ Discuss the preventive implications of the findings
Conclusion

The past and future analysis helps to identify what variables might refer to a greater risk of health problems and where preventive implications might be possible.
Different variables lead to new answers...
Thank you for your attention!

Questions?

Contact:
Dr. med. Peter Christen  info@swiss-remed.ch
Esther Kraft, Linda Hadorn  www.swiss-remed.ch