



EAPH CONFERENCE
Paris 2017 April 24th & 25th

Dr Michel EVREUX,

President du Réseau ASRA

AIDE AUX SOIGNANTS DE RHONE-ALPES



Worried by the depth of the professional exhaustion of our colleagues, reflexion of the 8 departments of the Rhone-Alpes region in 2010 and 2011.

ASRA Network launched in 2012 to help doctors in all their difficulties with the support of status, ethical charter, partner conventions with structures like the Ordre des Médecins.



**The network concerns
27 500 doctors**



44 support colleagues

**Voluntaries and volunteers assure a phone call duty
24/7 thanks to a vocal server (free phone call)**

They can contact :

55 resource colleagues

**Psychiatrists, psychologists, addictologists, legal and tax advisors, lawyers,
labour doctors, commission of mutual assistance between Ordres, mutual
funds, CARMF, AFEM...**

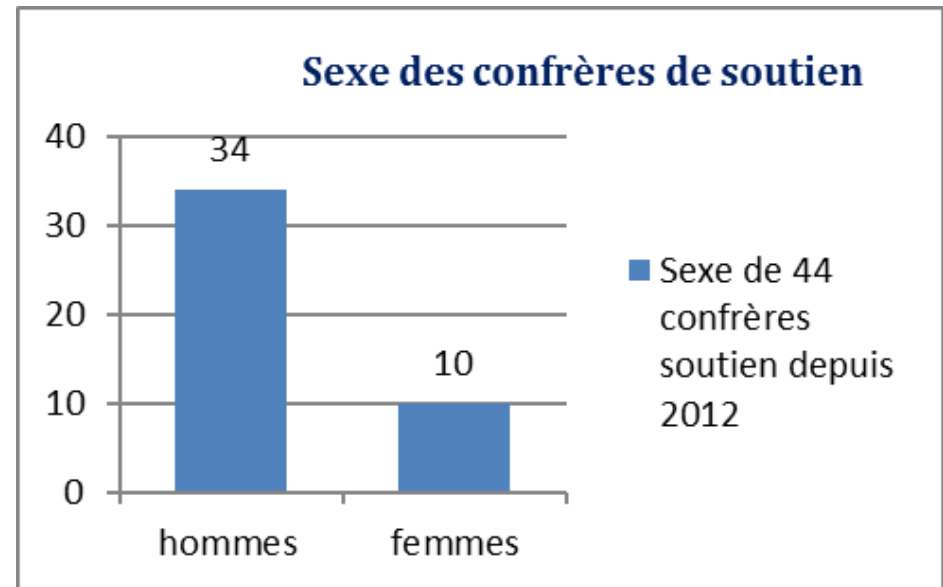
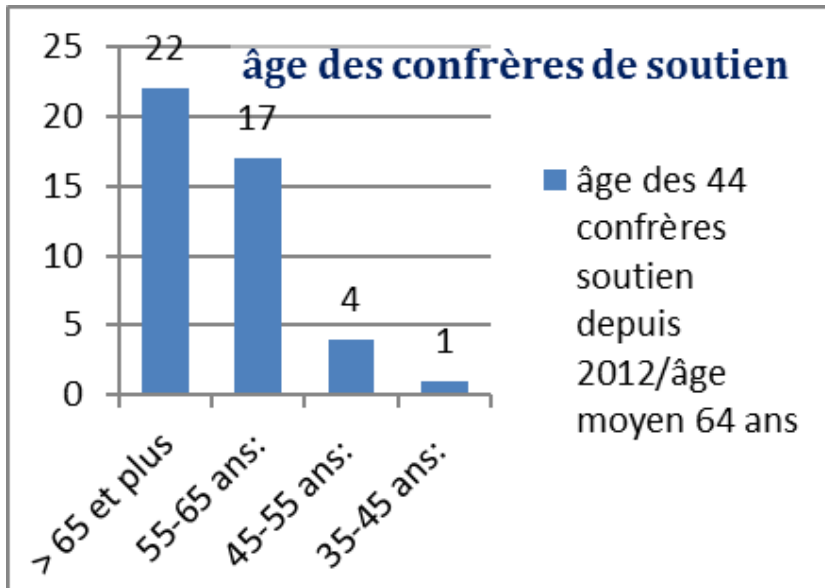
Dedicated hospital facilities

CONFIDENTIALITY IS TOTAL

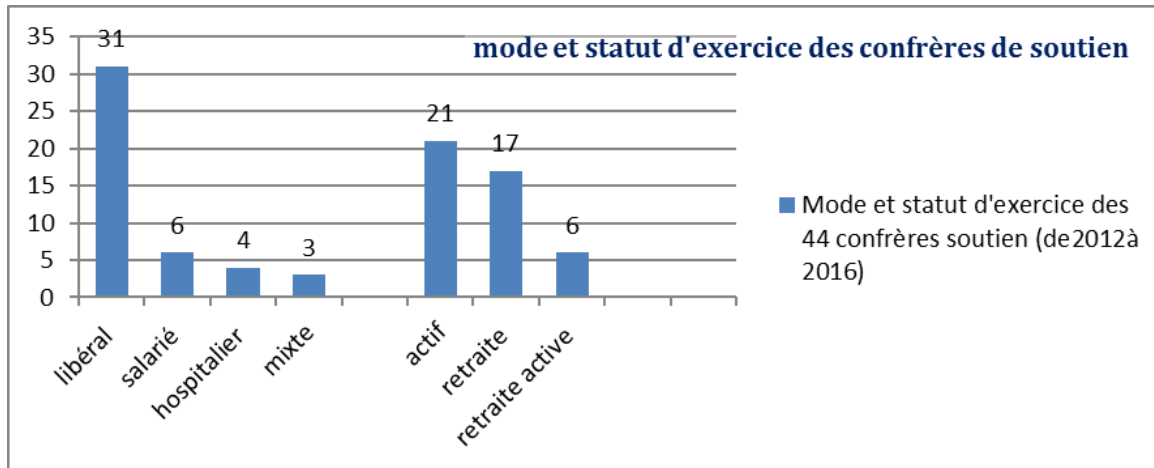
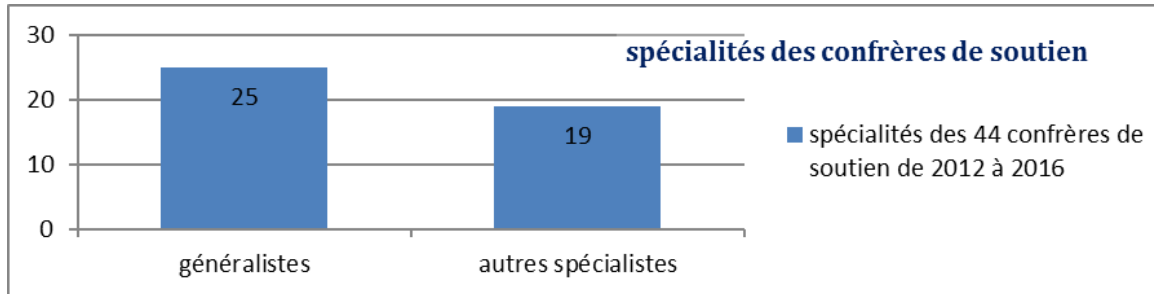
3 to 7 calls per month



Who are our support colleagues ?



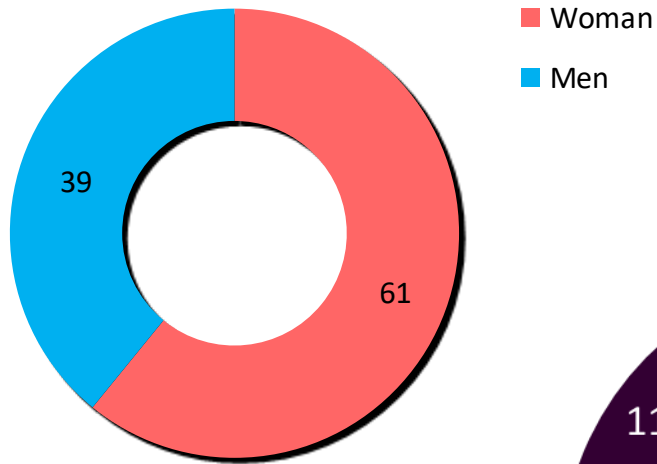
« young male senior but not only



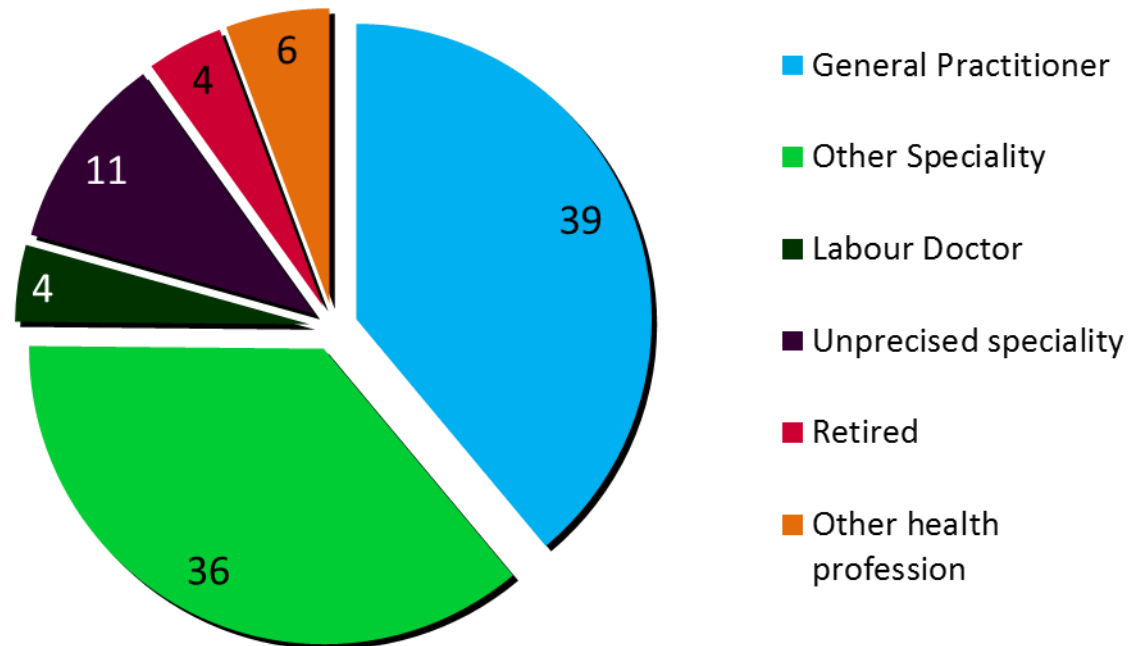
***...often a liberal and active généralist, sometimes in retreat,
but always available on the deck ! »***



Calls split per gender (in %)



Callers speciality (in %)



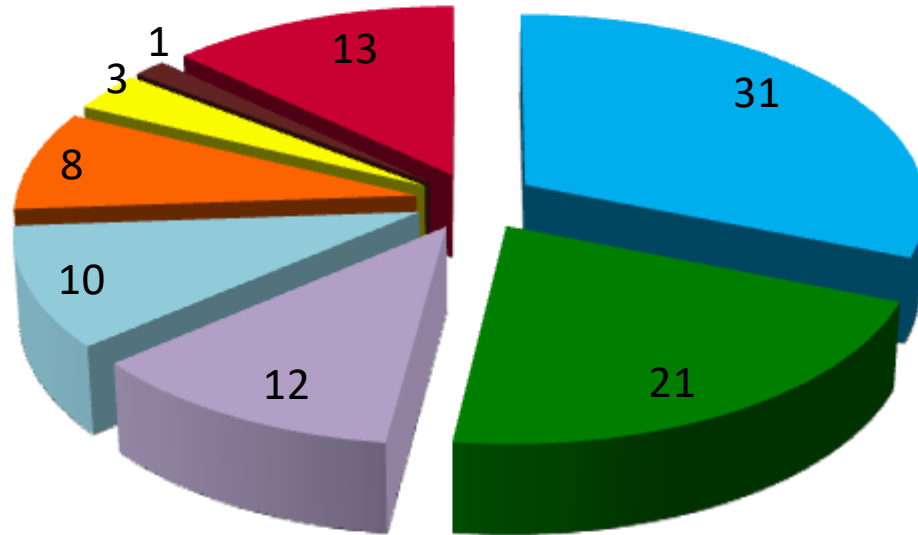
10 % of spouses

Average age : 53 years old

30 % of hospital origin



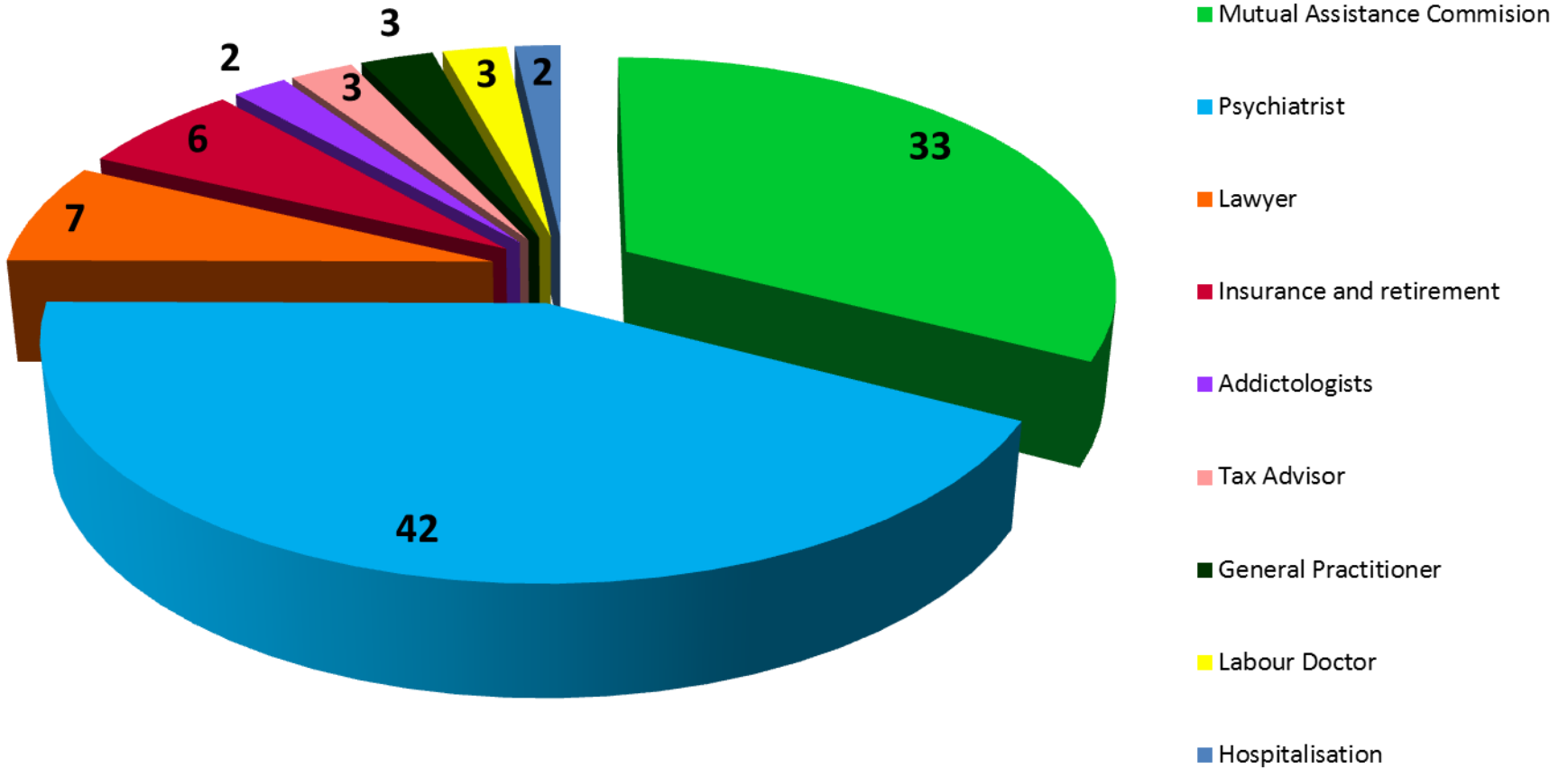
Call or mail motive (in %)



- Professional Exhaustion
- Conflictual Situation
- Psychiatric Problems
- Financial Difficulties
- Need for Communication
- Addiction
- High Dependence
- Other



Provided Help (in %)





ASRA Strengths



- ❑ **Fellowship** : « The ASRA spirit », **Phone call convenience**
- ❑ **Quality of the public service offered** :
 - ❑ Support colleagues' listening polyvalence : « from advice to caring »
 - ❑ Guidance towards an eclectic network of resources : « support to professional reinsertion »
 - ❑ Assistance with the **interns** and the **students** in suffering
- ❑ **Confidentiality** and respect of the **professional secret**
- ❑ **Resource reliability** : support colleagues, resources
- ❑ **Yearly continuous** training of support colleagues
- ❑ **Institutional independance**
- ❑ **Economical management**



ASRA Forecasting



- **Support colleagues practice harmonisation :**
 - Listener's guide
 - Return on experience between colleagues
 - Targeted training
 - University Tutorial by the DIU « Soins aux soignants »
 - Auto-evaluation approach, search for supervision
- **Follow-up of doctors who have called, evaluation of resources**
- **Politic of communication**
- **Plan summary :**
 - Quality of the public service offered
 - Cumulatif interest in the mutual aid ecosystem established by the Ordre des Médecins





The ASRA Network



Dr Michel EVREUX, *President*

Dr Charles-Henry GUEZ, *Vice-president*

Dr Georges GRANET, *Secretary*

Dr Jean-Michel NAVETTE, *Treasurer*

Réseau ASRA *Aide aux soignants de Rhône-Alpes*

Epuisement professionnel, addiction, besoin d'aide...

Nous sommes tous concernés

0805 62 01 33

Un confrère vous écoute
24 heures sur 24



Nous contacter par e-mail :

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