

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

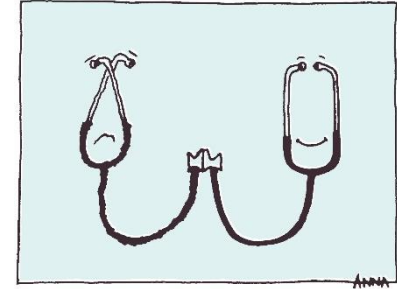
What we know about Physician's Health...

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



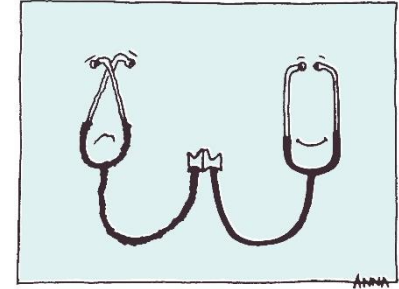
About ReMed (1)



**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

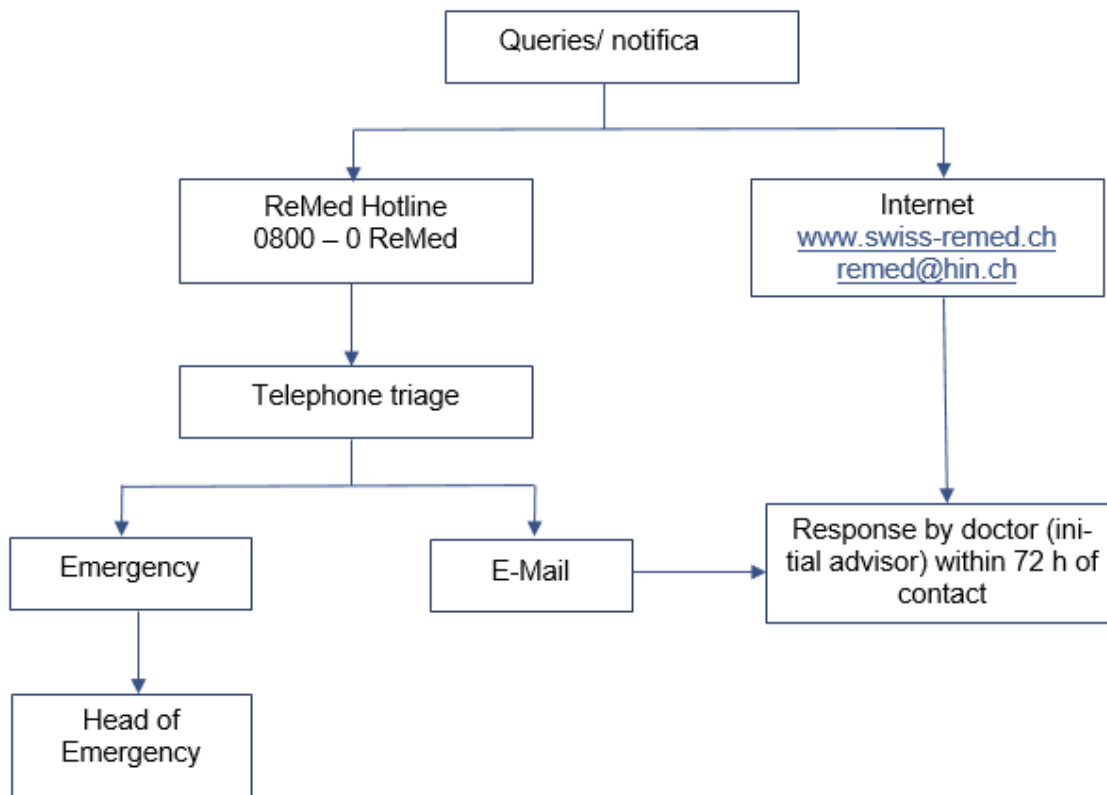
- Financed by the Swiss Doctors Association FMH
- Independent
- Operating according to legal and professional regulations

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



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



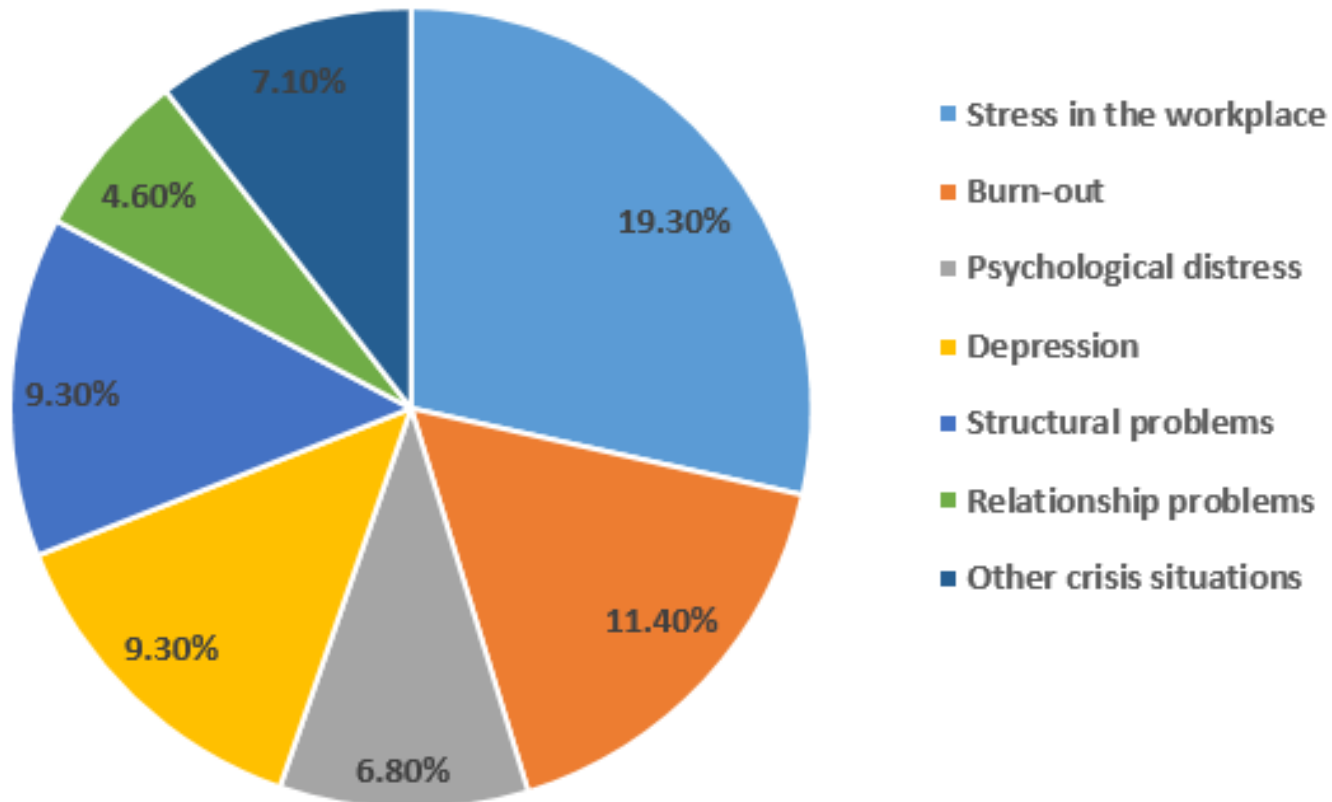
Methods

- 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

Year	Cases	Language		Ø Age
		D	F	
2009	24	24	0	48.5
2010	40	37	3	44.4
2011	88	68	19	47.6
2012	93	73	19	40.7
2013	91	78	11	43.7
2014	79	72	5	45.3
2015	98	86	12	44.1
2016	108	97	11	42.2
2017	141	108	33	42.6
2018	143	114	28	42.0
TOTAL	905	757	141	

Reasons for contacting ReMed



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

Esther Kraft, Linda Hadorn

info@swiss-remed.ch

www.swiss-remed.ch