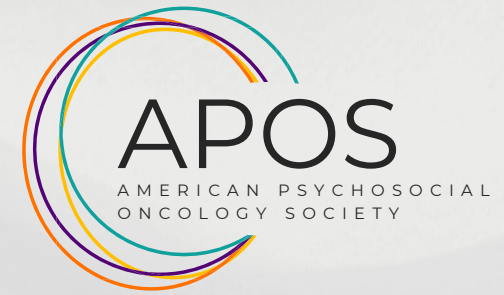


# Sustainable Care Model (Benchmarking) for Psychologists Providing Psychosocial Oncology Services in Academic Medical Settings



Intervention Target	National (APOS, AOSW, ONS, CLP)	Organizational (Healthcare System)	Individual
<b>Clinical Demands</b>	<ul style="list-style-type: none"> <li>• Set national benchmarks for clinical productivity</li> <li>• Establish best practices for psychosocial oncology services</li> </ul>	<ul style="list-style-type: none"> <li>• 22 direct patient care hours</li> <li>• 22 patients per week</li> <li>• Support staff</li> </ul>	<ul style="list-style-type: none"> <li>• Establish boundaries</li> <li>• Practice time management</li> <li>• Engage in wellness and self-care strategies</li> <li>• Advocate for schedule flexibility to permit work-life integration</li> </ul>
<b>Academic Productivity</b>	<ul style="list-style-type: none"> <li>• Advocate with insurers/CMS for increased reimbursement of psychosocial oncology services</li> <li>• Partner with organizations such as APA, NASW toward increased recognition of services</li> </ul>	<ul style="list-style-type: none"> <li>• Credit non-clinical activities, including trainee supervision hours, with academic RVUs</li> <li>• Assist faculty to find relevant mentorship</li> </ul>	<ul style="list-style-type: none"> <li>• Learn negotiation strategies to effectively advocate for protected time</li> </ul>

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<b>Administration /Leadership</b>	<ul style="list-style-type: none"> <li>• Provide leadership development training through APOS</li> <li>• Create repository of tools to facilitate administrative tasks (e.g. documentation templates, assessment and practice tools)</li> </ul>	<ul style="list-style-type: none"> <li>• Establish 20% administrative time as standard for psychosocial oncology practice</li> <li>• Provide administrative support to faculty (i.e., scribes, voice to text documentation, administrative assistants)</li> <li>• Provide leadership opportunities representative of today's workforce</li> <li>• Encourage 360 evaluations</li> </ul>	<ul style="list-style-type: none"> <li>• Create efficient documentation templates</li> <li>• Establish model of care that maximizes scope of practice for team members</li> <li>• Give and ask for feedback</li> </ul>
<b>Incentives/Salary /Benefits</b>	<ul style="list-style-type: none"> <li>• Conduct yearly salary/workforce surveys and make data publicly available</li> </ul>	<ul style="list-style-type: none"> <li>• Institute policies around salary equality</li> <li>• Standardize starting salaries by region/cost of living</li> <li>• Utilize datasets for benchmarking that reflect the specialized training of psychosocial oncologists</li> </ul>	<ul style="list-style-type: none"> <li>• Establish mentoring relationships</li> <li>• Learn negotiation skills</li> <li>• Monetize non-clinical work (e.g., teaching, research)</li> </ul>

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<b>Job Satisfaction</b>	<ul style="list-style-type: none"> <li>• Conduct yearly surveys of job satisfaction and burnout and make data publicly available</li> </ul>	<ul style="list-style-type: none"> <li>• Allow schedule flexibility when possible</li> <li>• Regularly assess employee satisfaction and drivers of burnout</li> <li>• Implement targeted systemic interventions to decrease burnout</li> <li>• Facilitate team building</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on meaning and purpose in academic endeavors</li> <li>• Diversify roles</li> <li>• Share accomplishments with key leaders</li> <li>• Participate in institutional focus groups and surveys</li> </ul>
<b>Institutional Culture</b>	<ul style="list-style-type: none"> <li>• Promote specialty certification in psychosocial oncology</li> <li>• Identify tools/strategies to reduce mental health stigma</li> <li>• Advocate for sustainable patient/provider ratios in academic health centers</li> </ul>	<ul style="list-style-type: none"> <li>• Strengthen systems that support BIPOC and women psychologists</li> <li>• Institute systems that effectively address discrimination, prejudice, microaggressions</li> <li>• Prioritize employee wellness</li> </ul>	<ul style="list-style-type: none"> <li>• See something, say something</li> <li>• Seek Ally/Bystander training</li> <li>• Role model effective boundary setting around wellness and work-life integration</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Develop basic, intermediate, and advanced certifications in psycho-oncology</li> <li>• Develop a certification for excellence in EDI for oncology programs that includes metrics for patients and staffing</li> </ul>	<ul style="list-style-type: none"> <li>• Support and recognize time spent in interprofessional and intraprofessional education</li> <li>• Support psychology trainee supervision (4 hours/24 aRVU)</li> <li>• Support teaching activities per time required via aRVU</li> </ul>	<ul style="list-style-type: none"> <li>• Engage in educating other oncology professionals on evidence-based psychosocial oncology care</li> <li>• Provide training and mentorship for next generation of psychosocial oncology professionals</li> </ul>

Intervention Target	National (APOS, AOSW, ONS, CLP)	Organizational (Healthcare System)	Individual
<b>Research</b>	<ul style="list-style-type: none"> <li>• Provide research opportunities/grants for psychosocial oncology projects</li> <li>• Promote psycho-oncology journals</li> </ul>	<ul style="list-style-type: none"> <li>• Support research and academic activities via aRVU. For example:</li> <li>• Support peer review of a manuscript (3 hrs/12 aRVU)</li> <li>• Support publication of peer-reviewed journal article (40 hours/160 aRVU)</li> <li>• Support national conference presentation (16 hrs/64 aRVU)</li> </ul>	<ul style="list-style-type: none"> <li>• Expand research that demonstrates cost-effectiveness and outcomes of psychosocial oncology services</li> </ul>
<b>Professional Service</b>	<ul style="list-style-type: none"> <li>• Recognize members in professional service and share activities with institutions</li> <li>• Advocate with institutions for protected time for professional service on boards and committees</li> </ul>	<ul style="list-style-type: none"> <li>• Protect time/effort spent in professional services such as committee service and professional society involvement</li> <li>• Support committee service (2 hrs/month; 8 aRVU/month)</li> <li>• Support professional organization board service (3 hours/week; 12 aRVU)</li> </ul>	<ul style="list-style-type: none"> <li>• Engage in institutional committee service</li> <li>• Engage in professional society membership and leadership</li> </ul>