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

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<tr>
<th>Intervention Target</th>
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<th>Organizational (Healthcare System)</th>
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</table>
| **Clinical Demands**| • Set national benchmarks for clinical productivity  
                        • Establish best practices for psychosocial oncology services | • 22 direct patient care hours  
                        • 22 patients per week  
                        • Support staff | • Establish boundaries  
                        • Practice time management  
                        • Engage in wellness and self-care strategies  
                        • Advocate for schedule flexibility to permit work-life integration |
| **Academic Productivity** | • Advocate with insurers/CMS for increased reimbursement of psychosocial oncology services  
                              • Partner with organizations such as APA, NASW toward increased recognition of services | • Credit non-clinical activities, including trainee supervision hours, with academic RVUs  
                              • Assist faculty to find relevant mentorship | • Learn negotiation strategies to effectively advocate for protected time |
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<td>Administration /Leadership</td>
<td>• Provide leadership development training through APOS</td>
<td>• Establish 20% administrative time as standard for psychosocial oncology practice</td>
<td>• Create efficient documentation templates</td>
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<td>• Create repository of tools to facilitate administrative tasks (e.g. documentation templates, assessment and practice tools)</td>
<td>• Provide administrative support to faculty (i.e., scribes, voice to text documentation, administrative assistants)</td>
<td>• Establish model of care that maximizes scope of practice for team members</td>
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<td>• Provide leadership opportunities representative of today’s workforce</td>
<td>• Give and ask for feedback</td>
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<td>• Encourage 360 evaluations</td>
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<td>Incentives/Salary/Benefits</td>
<td>• Conduct yearly salary/workforce surveys and make data publicly available</td>
<td>• Institute policies around salary equality</td>
<td>• Establish mentoring relationships</td>
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<td>• Standardize starting salaries by region/cost of living</td>
<td>• Learn negotiation skills</td>
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<td>• Utilize datasets for benchmarking that reflect the specialized training of psychosocial oncologists</td>
<td>• Monetize non-clinical work (e.g., teaching, research)</td>
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| **Job Satisfaction** | • Conduct yearly surveys of job satisfaction and burnout and make data publicly available | • Allow schedule flexibility when possible  
• Regularly assess employee satisfaction and drivers of burnout  
• Implement targeted systemic interventions to decrease burnout  
• Facilitate team building | • Focus on meaning and purpose in academic endeavors  
• Diversify roles  
• Share accomplishments with key leaders  
• Participate in institutional focus groups and surveys |
| **Institutional Culture** | • Promote specialty certification in psychosocial oncology  
• Identify tools/strategies to reduce mental health stigma  
• Advocate for sustainable patient/provider ratios in academic health centers | • Strengthen systems that support BIPOC and women psychologists  
• Institute systems that effectively address discrimination, prejudice, microaggressions  
• Prioritize employee wellness | • See something, say something  
• Seek Ally/Bystander training  
• Role model effective boundary setting around wellness and work-life integration |
| **Education** | • Develop basic, intermediate, and advanced certifications in psycho-oncology  
• Develop a certification for excellence in EDI for oncology programs that includes metrics for patients and staffing | • Support and recognize time spent in interprofessional and intraprofessional education  
• Support psychology trainee supervision (4 hours/24 aRVU)  
• Support teaching activities per time required via aRVU | • Engage in educating other oncology professionals on evidence-based psychosocial oncology care  
• Provide training and mentorship for next generation of psychosocial oncology professionals |
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| **Research**        | • Provide research opportunities/grants for psychosocial oncology projects  
                      • Promote psycho-oncology journals | • Support research and academic activities via aRVU. For example:  
                      • Support peer review of a manuscript (3 hrs/12 aRVU)  
                      • Support publication of peer-reviewed journal article (40 hours/160 aRVU)  
                      • Support national conference presentation (16 hrs/64 aRVU) | • Expand research that demonstrates cost-effectiveness and outcomes of psychosocial oncology services |
| **Professional Service** | • Recognize members in professional service and share activities with institutions  
                      • Advocate with institutions for protected time for professional service on boards and committees | • Protect time/effort spent in professional services such as committee service and professional society involvement  
                      • Support committee service (2 hrs/month; 8 aRVU/month)  
                      • Support professional organization board service (3 hours/week; 12 aRVU) | • Engage in institutional committee service  
                      • Engage in professional society membership and leadership |