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## SPCC Mission

The Student Personal Counseling Center (SPCC) is committed to enhancing the educational experience of Thomas Jefferson University students and Thomas Jefferson University Hospital residents by addressing the social, emotional, developmental, interpersonal and cultural needs of students and trainees. Continued goals of the SPCC are to assist students and House Staff in identifying problems early, promote efforts towards wellness and balance, and help students and residents to learn skills which will help them to effectively meet their career and life goals. The SPCC counselors strive to uphold strict confidentiality and hold themselves to the highest level of clinical and ethical standards. The SPCC respects, supports and embraces diversity and diverse populations.

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## Aiding House Staff in Distress: A Guide for Residency Program Directors and Faculty

Emotional Health and Wellness  
Program for House Staff



THOMAS JEFFERSON UNIVERSITY HOSPITALS

## Introduction

The years of medical training can be among the most exciting and gratifying of a physician's life. However, being a resident can also cause significant amounts of stress, fatigue, confusion, and uncertainty. As a program director or faculty member, you may encounter some of these distressed House Staff. Your role can be a positive and important one in identifying residents who are having personal or career difficulties and helping them to utilize the resources available to assist them. The purpose of this brochure is to provide a brief overview of the Emotional Health and Wellness Program for House Staff and to provide some suggestions for assisting distressed House Staff and making referrals.

## Emotional Health and Wellness Program for House Staff

The Emotional Health and Wellness Program for House Staff is designed to meet the needs of residents with compassion, honesty, and confidentiality. The program offers crisis consultation, individual counseling, couples counseling, psychiatric consultation, as well as assistance for those House Staff seeking off-campus referrals. To make an appointment, residents should call **215-503-2817**. All information about a resident's counseling is confidential, except in situations where there is a threat or danger to life.

## When to Refer

Program directors and many faculty and staff members have contact with House Staff on a regular basis and consequently have many opportunities to observe some of the signs and symptoms that could be indicative of the need to refer for professional assistance. Below are common reasons to suggest a resident get help:

- Overwhelming stress or anxiety
- Depressed mood
- Verbal/written references to suicide or homicide
- Grief, loss, or traumatic event
- Career concerns
- Marital or relationship problems
- Alcohol or drug problems
- Eating concerns
- Erratic attendance or performance on the floors
- Marked change in appearance and hygiene
- Behavior that is disruptive or threatening
- Marked disorientation, paranoia, and/or bizarre behavior
- Difficulty dealing with physical illness or disability

## Appointments

All House Staff are eligible for three visits without charge.

- During the initial meeting, residents will develop a course of action with their counselor, which may include continuing therapy on campus or receiving a referral to an off-campus provider.
- Occasionally, one session proves sufficient. Sometimes, the resident decides to see a counselor on an ongoing basis.
- For residents who desire or need ongoing treatment, counselors are in network with a limited number of insurance providers. Residents may call **215-503-2817** to receive further information.

## How to Refer

House Staff can schedule an appointment by calling Dr. Deanna Nobleza, Director of the Emotional Health and Wellness Program for House Staff, directly at **215-503-2817**. Residents should leave their name and contact information on the confidential voicemail.

## Location and Hours:

We are located at 833 Chestnut Street, Suite 210. Hours are Monday – Friday, 9 a.m. to 5 p.m. *Early morning and evening appointments are sometimes available.*

## Urgent Situations:

Counselors and psychiatrists are available for in-person crisis evaluations 9:00 a.m. to 5:00 p.m. After hours, all House Staff experiencing an emergency should call 911 or go to the nearest emergency room. Dr. Nobleza is also available after hours for urgent phone consultations for House Staff and concerned faculty by calling **215-503-2817** and then dialing “1” and then “0.”