


Chapter 2

5S Approach for Efficacy of Organizational Wellness Management on the Well-Being of Healthcare Providers: 5S – Self, Society, State, Systems, and Spirituality

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ABSTRACT

Healthcare providers are at the risk of mental health challenges due to long working hours, workloads, insufficient social support, lack of autonomy (Piras et al., 2020; Yalim et al., 2024); rigid policies, toxic work culture, and lack of reinforcement (Tawfik et al., 2019). Implementing wellness initiatives should be adaptable and responsive to feedback from healthcare providers (Wilkie et al., 2021). This chapter

DOI: 10.4018/979-8-2600-0582-8.ch002

aims to propose effective and evidence-based programs to ensure the mental well-being of healthcare providers and increases the credibility of the organization itself. Developing wellness programs, such as managing stress and burnout, dealing with difficult people, anger management, navigating social interaction, mindfulness and meditation programs, counselling and peer support, cognitive behavior therapy. Crisis management etc. these programs are effective in improving practice efficiency and help balance job demands and reduce work-life conflict.

INTRODUCTION

As humans we all require proper care and attention for our health needs, failing which can result in short-term or long-term negative health consequences. We can end up getting sick or being vulnerable to some deadly illnesses. Sometimes the issues are much beyond simple caring and so we end up needing the help of a trained professional, a health care professional, to provide us with the necessary guidelines on how to resolve our situations.

A health care provider can range from primary care physicians to specialists. With the advancements of research and technology, the horizon of health care has broadened, including experts of complex and advanced health care issues. The lists include, but are not limited to, doctors, nurses, paramedics, counselors, therapists, diagnosticians, lab technicians, etc. The service they provide also ranges from simple advice about drinking water to giving radiotherapy or conducting MRI scans. They guide the patients regarding how to make healthy decisions for themselves (Smith, 2025) and to follow through with the compliance on medical advice.

Working in various health care facilities and hospitals, these professionals, while caring for us, go through their own silent crises as well. This is because health care or medical practice is by itself a very demanding profession. Along with the usual health-related issues that they experience (being humans). Working hours, organizational policies, work pressures, stress, and other work-related factors affect their well-being. Then there is work-family balance, as they all have to meet the family needs. (Masood et al., 2022). The irony in this situation is that while the purpose of health care is to promote well-being and reduce illnesses, the ones providing this care often end up suffering themselves. This does not just directly affect the individual involved, but it indirectly affects the quality of care they provide, resulting in poor patient outcomes.

Health care providers are the basic backbone of health care systems, their role being very crucial (Smith, 2025). Through these agents, the required health care reaches people in need. While reaching others, they themselves are working under immense stress from high patient influx, difficult and complicated cases, and inter-

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