

**Webinar Series: Administrative Strategies to Reducing Burnout**  
**STAR<sup>2</sup> Center, Association of Clinicians for the Underserved**  
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Register for this series: <https://attendee.gotowebinar.com/register/8270316848014610690>

**5/31/18 - Defining and Identifying Burn-out in your organization**

This episode will look at the current research and data showing the prevalence and causes of burn-out in primary care. We will present the impacts to organizations, patients and providers. Several assessment tools are being used to gauge provider burn-out. We will explore the best practices of measuring burn-out in your organization.

**6/7/18 - Discussing Study: In Search of Joy in Practice:**

The recognition of burnout and the high costs of recruiting and replacing physicians has driven organizations to make changes in the delivery care system. In 2012, Christine Sinsky, MD and a team of doctors analyzed 23 high performing primary care practices to highlight innovations that have improved provider satisfaction. Entitled, *In Search of Joy in Practice: A Report of 23 High-Functioning Primary Care Practices*, the report focuses on these innovative approaches. In episodes 2 and 3 we will highlight these innovations.

- Reducing Work Through Pre-visit Planning and Pre-appointment Laboratory Tests
- Adding Capacity by Sharing the Care Among the Team

**6/14/18 - In Search of Joy in Practice (cont.)**

Physicians across this study sites reported spending about 2 hours per day on visit note documentation, and some physicians reported spending up to an additional hour per day on computerized order entry. This episode looks at innovations to reduce Physician time charting and ordering. This episode also focuses on best practices of Team Collaboration and workflows.

- Eliminating Time-Consuming Documentation Through In-Visit Scribing and Assistant Order Entry
- Saving Time by Reengineering Prescription Renewal Work Out of the Practice
- Reducing Unnecessary Physician Work Through In-box Management
- Improving Team Communication Through Co-location, Huddles, and Team Meetings
- Improving Team Functioning Through Systems Planning and Work Flow Mapping

## **6/21/18 - Workplace Wellness: Creating a Culture of Engagement**

This episode will focus on creating a culture of wellness as a means to address both retention and recruitment. Topics covered will include the multi-generational landscape of the workplace, current trends on the talent pool and what CHCs need to consider to be an employer-of-choice. The session will also look at best practices around Wellness plans, what works and what doesn't, what style of leadership is most effective for employee engagement and understand how to create a culture of wellness that is authentic and effective.

## **6/28/18 - Self-care**

While organizations are addressing innovative means to address Provider burnout, it has always been and is even more important, for providers to have training and methods to promote self-care. In this final episode, we will focus on Self-care both from an individual perspective and organizationally. This episode will emphasize various burn-out assessment tools, how to administer them and strategies to work with the data collected. We will explore the research on Mindfulness as a means of addressing burnout, and highlight best practices on how to implement a program in your health center. We will introduce the use of creativity as a method of self-care and highlight the use of time-management strategies. We will also explore redirecting negative and self-critical thought patterns that often accompany the critical thinking skills needed and cultivated in medical school training. The emphasis with all of these strategies will be on incorporating them into your organization.