



STAR² CENTER

ADMINISTRATIVE STRATEGIES TO REDUCE BURNOUT:

IN SEARCH OF JOY IN PRACTICE

JUNE 7, 2018

3:00PM ET

ACU

ACU is a nonprofit, transdisciplinary organization of clinicians, advocates and health care organizations united in a common mission to improve the health of America's underserved populations and to enhance the development and support of the health care clinicians serving these populations.

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WEBINAR HOUSEKEEPING

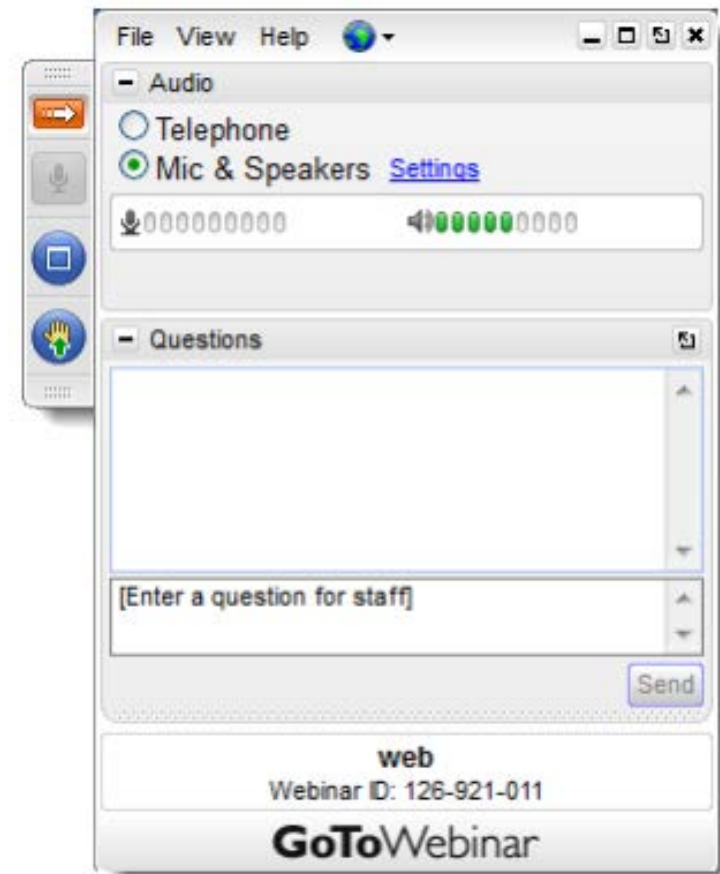
We are
Recording

Ask
Questions

Have Fun

QUESTIONS?

- Questions?
 - Raise your hand
 - Use the chat & questions boxes
 - Email mblake@clinicians.org





Lisa Hardmeyer Gray, M.A., LMHC
Founder, Intrinsic, LLC



LEARNING OBJECTIVES

- Understand various studies and initiatives to shift from addressing Burnout to finding Joy in Practice
- Knowledge of organizational strategies to enhance Provider wellness
- Key Steps to Initiate:
 - Pre-visit Planning and Pre-appointment Laboratory Tests
 - Sharing the Care Among the Team
 - In-Visit Scribing and Assistant Order Entry

THE SHIFT IN CONVERSATION



There can be no joy in living
without joy in work.

~ Thomas Aquinas

AZ QUOTES

- A focus on joy is a step toward creating safe, humane places for people to find meaning and purpose in their work.
- Good business sense
- There is no single validated measure for joy but outcomes are drawn from work environment, engagement, satisfaction, patient experience, burnout and turnover rates.

POLL QUESTION

- How would rate these areas in your organization?
 - Time spent by physicians documenting visits.
- Not problematic at all
- Somewhat
- Very Problematic

POLL QUESTION

- How would rate these areas in your organization?
 - Organization and predictability of office visits.
- Not problematic at all
- Somewhat
- Very Problematic

POLL QUESTION

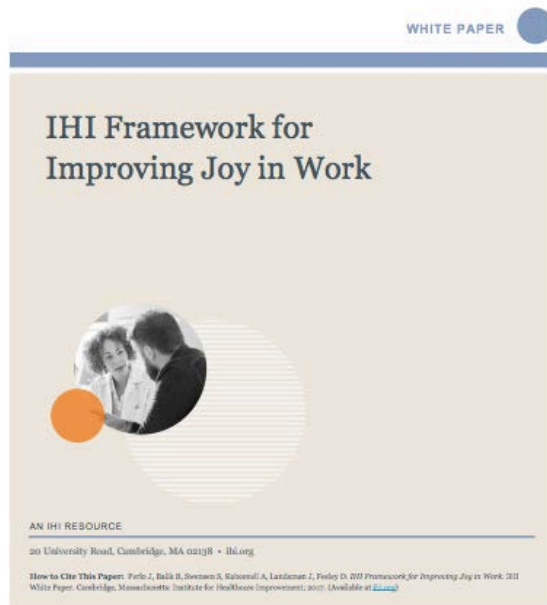
- How would rate these areas in your organization?
 - Ability for patients to see PCP same day as need arises.
- Not problematic at all
- Somewhat
- Very Problematic



Figure 3: The Reciprocal Domains of Physician Well-Being
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PROVIDER WELL-BEING

EFFICIENCY OF PRACTICE



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In Search of Joy in Practice: A Report of 23 High-Functioning Primary Care Practices

Christine A. Sinsky, MD¹, Rachel Willard-Grace, MPH², Andrew M. Schutzbank, MD^{3,4}, Thomas A. Sinsky, MD¹, David Margolius, MD² and Thomas Bodenheimer, MD²

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vol. 11 no. 3 272-278

Abstract
» Full Text
Full Text (PDF)
Supplemental data: Appendixes 1-3
In Brief

Classifications
Special Reports

Services

Current Issue
May/June 2018, 16 (3)

Past Issues

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THE STUDY

- 23 high functioning Primary Care Practices
- Different geographic regions
- FQHCs
- Small private practices
- Large integrated delivery systems
- Academic medical centers
- VA
- Study included:
 - Site visits
 - Questionnaire

The screenshot displays the journal's homepage for the article "In Search of Joy in Practice: A Report of 23 High-Functioning Primary Care Practices" by Christine A. Sinsky, MD¹, Rachel Willard-Grace, MPH², Andrew M. Schutzbank, MD^{3,4}, Thomas A. Sinsky, MD¹, David Margolius, MD², and Thomas Bodenheimer, MD². The page includes a search bar, navigation links (Home, About the Annals, For Readers, For Authors, For Reviewers, For the Media, Careers, Contact Us, Help), and a sidebar with options like "This Article", "Table of Contents", "Current Issue", "Past Issues", "Supplements", and "Article Collections".

PHYSICIANS WANT LONG-TERM HEALING RELATIONSHIPS TO HELP PEOPLE IN NEED.

Factors that increase satisfaction:

- Mastery within their field.
- Realistic expectations
- Relationships with patients and staff
- Efficiency in office design
- Control over work environment



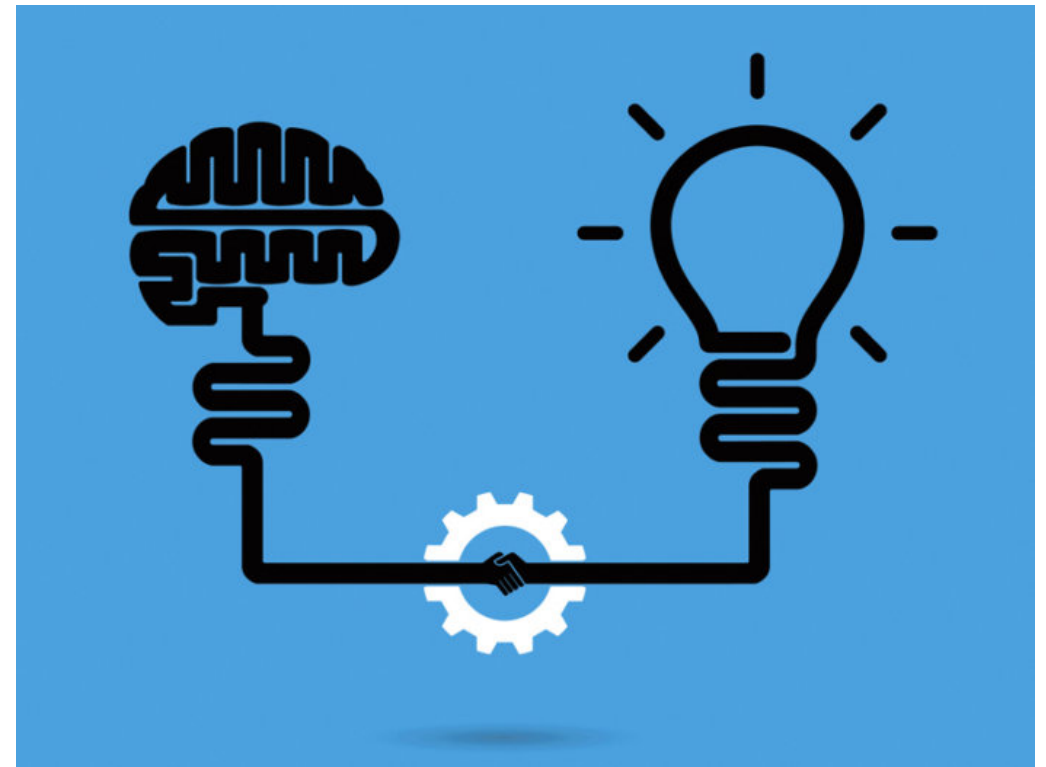
5 KEY CHALLENGES

- Chaotic visits
- EHR pushing more work to Physicians
- Inadequate support
- Time documentation
- Teams that function poorly



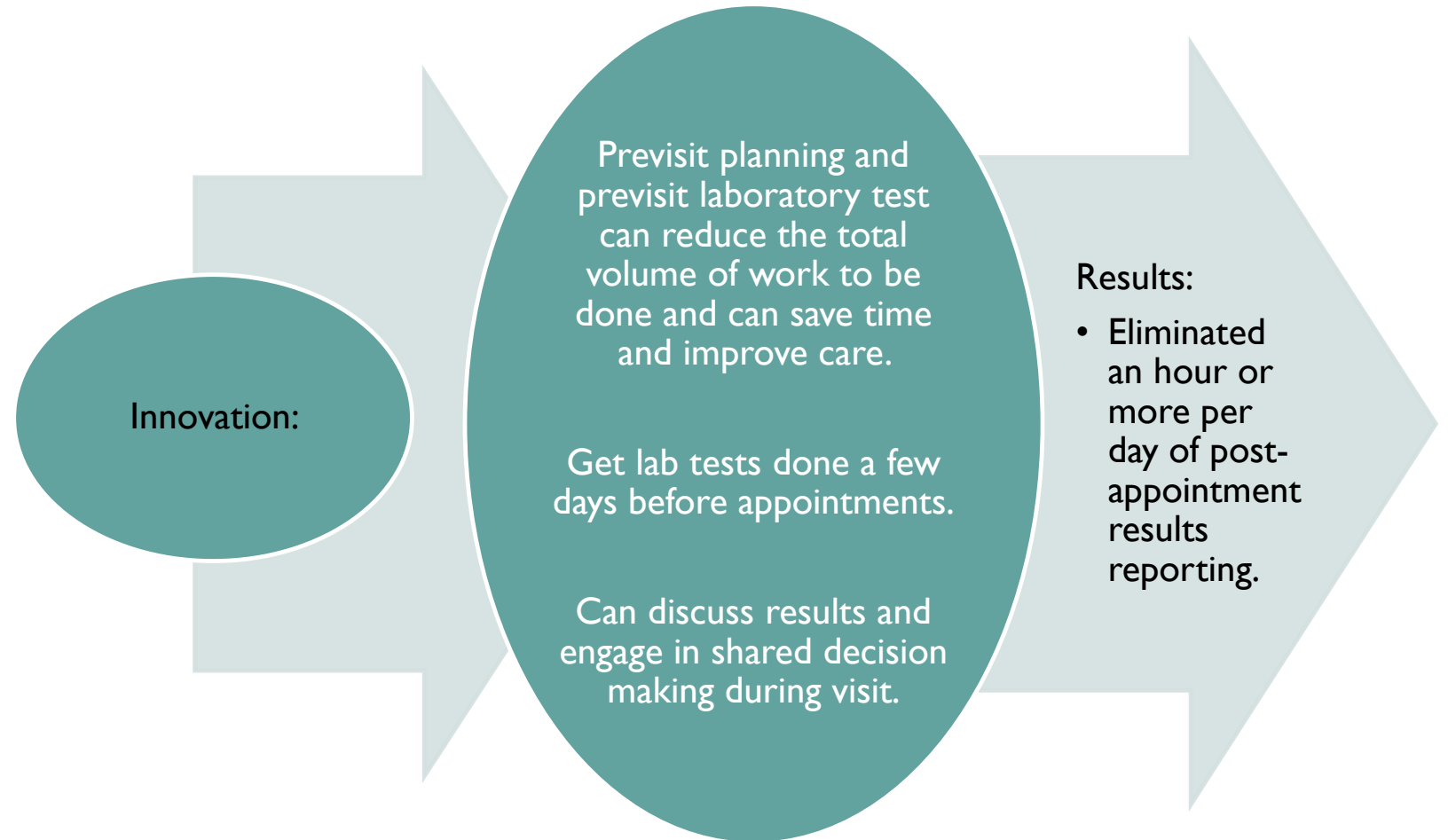
INNOVATIONS

- Pre-visit Planning and Pre-appointment Laboratory Tests
- Sharing the Care Among the Team
- In-Visit Scribing and Assistant Order Entry
- Reengineering Prescription Renewal Work Out of the Practice
- In-box Management
- Improving Team Communication
- Work Flow Mapping



CHALLENGE

- Primary Care visits are often disorganized and rushed.



POLL QUESTION

- Do you think the support staff in your organization can take more responsibility for license appropriate aspects of care?
 - Yes or No

PRE-VISIT PLANNING

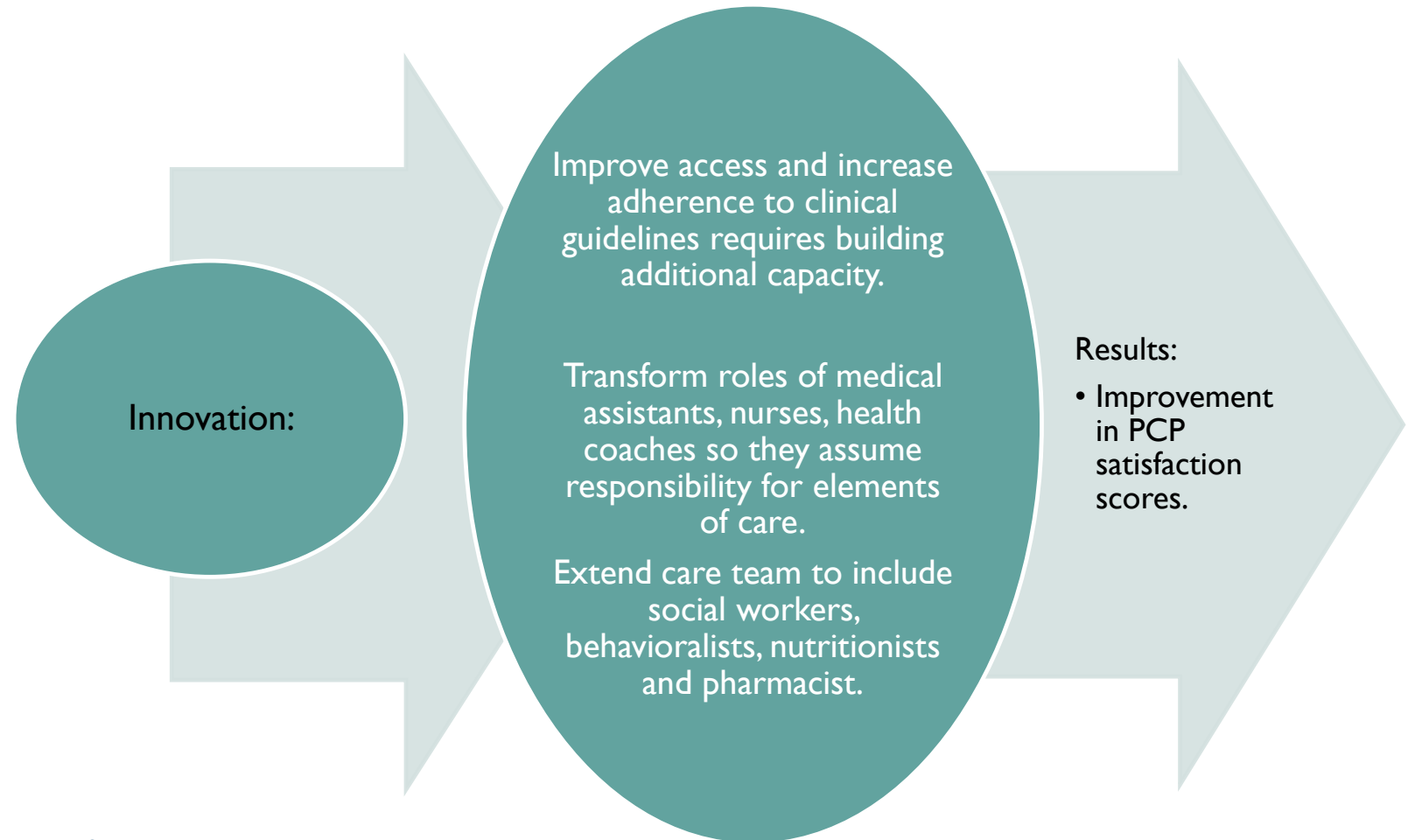


PRE-VISIT LABS



CHALLENGE

- Patients can't see PCP same day as need arises.



POLL QUESTION

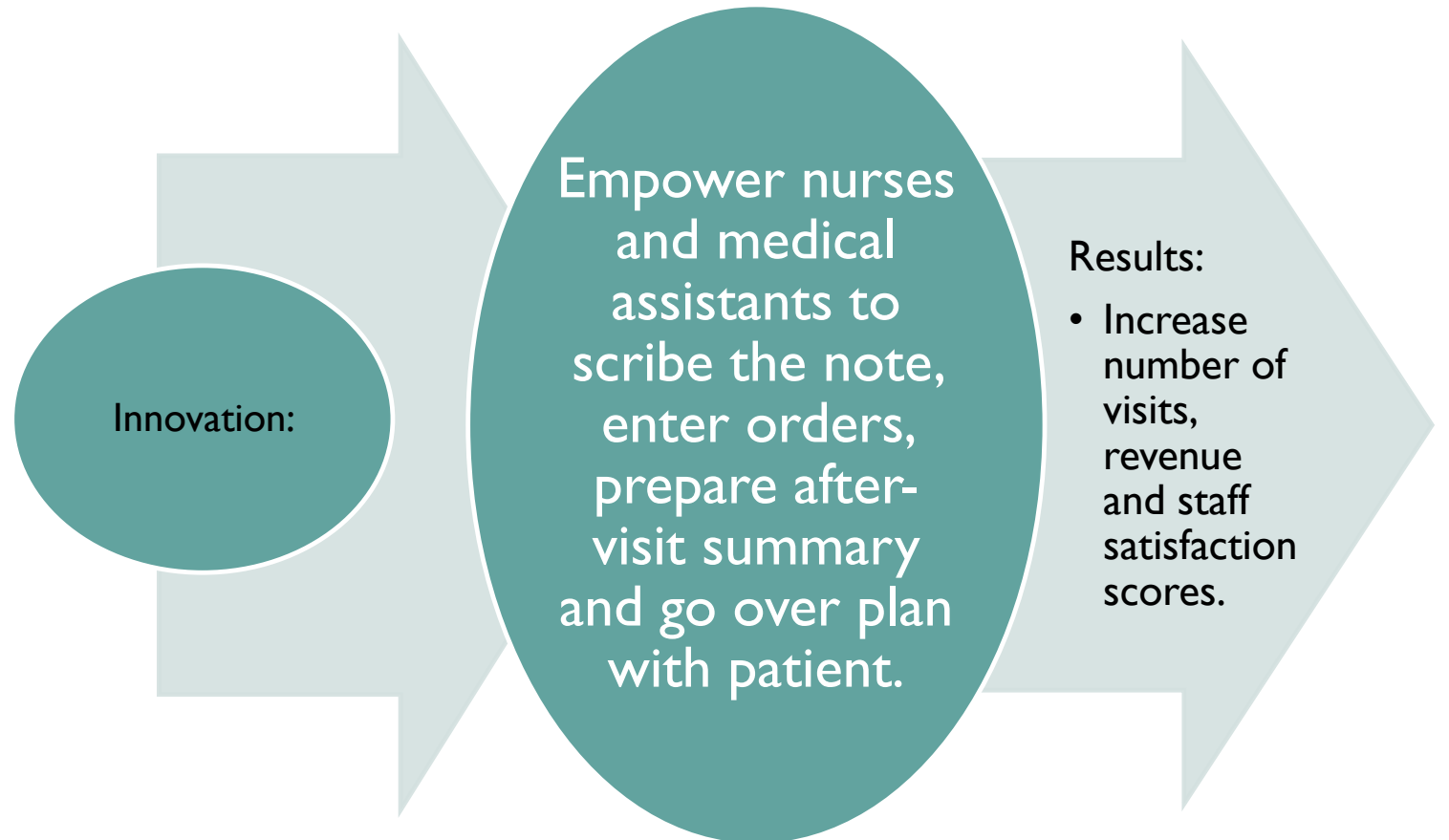
- Do you hear from your Providers that they are frustrated with amount of time spent documenting?
 - Yes or No



TRANSFORMING ROLES TO ADD RESPONSIBILITY NOT JUST TASKS

CHALLENGE

- Physicians spend up to 2 hours per day on visit notes and order entry.





IN-VISIT SCRIBING





THANK YOU

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intrinsic



THANK YOU!