

Establishing Clinician Well-Being as a National Priority

Public Meeting #6

December 4, 2019
National Academy of Sciences Building
2101 Constitution Avenue, NW | Washington, DC

The objectives of this public meeting are to:

- Present the findings, conclusions, and recommendations from the consensus report, *Taking Action Against Clinician Burnout: A Systems Approach to Professional Well-Being*
- Discuss the conceptual framework and foundational principles underlying the report goals, findings and recommendations
- Gain an understanding of how the report goals and recommendations apply to participating organizations and stakeholder groups, and learn about specific actions across the system to reduce burnout and foster professional well-being.
- Identify the actions that health care organizations, educational institutions, policymakers, health IT vendors, researchers, patients, and the Clinician Well-Being Collaborative can take to advance the consensus report recommendations
- Make commitments to carry forward the consensus report recommendations

Wednesday, December 4

Public Session

7:30 am **Registration and Breakfast** (*East Court*)

8:00 am **Welcome Remarks**

Victor J. Dzau, President, National Academy of Medicine; and Chair, Action Collaborative on Clinician Well-Being and Resilience

Charlee Alexander, Director, Action Collaborative on Clinician Well-Being and Resilience

8:30 am **Keynote Address**

Objective: Highlight the importance of clinician well-being in achieving high-quality patient care; and make the business case for leadership investment in combating burnout.

Speaker: George Thibault, President Emeritus, Josiah Macy Jr. Foundation, and Daniel D. Federman Professor of Medicine and Medical Education Emeritus, Harvard Medical School

9:00 am Taking Action Against Clinician Burnout - Report Overview

Objective: The consensus study committee presents the findings, conclusions, and recommendations from the NAM consensus study report, Taking Action Against Clinician Burnout: A Systems Approach to Professional Well-Being.

Moderators:

- **Pascale Carayon**, Leon and Elizabeth Janssen Professor, Director of the Wisconsin Institute for Healthcare Systems Engineering, University of Wisconsin – Madison
- **Christine K. Cassel**, Senior Advisor on Strategy and Policy, and Professor of Medicine, University of California, San Francisco

Panelists:

- **Tait Shanafelt**, Associate Dean and Chief Wellness Officer. Jeanie and Stew Ritchie Professor of Medicine, Stanford Medicine
- **George Thibault**, President Emeritus, Josiah Macy Jr. Foundation, and Daniel D. Federman Professor of Medicine and Medical Education Emeritus, Harvard Medical School
- **Neil Busis**, Director of Community Neurology and General Teleneurology Program, UPMC Department of Neurology; Clinical Professor of Neurology, University of Pittsburgh School of Medicine; Chief of Neurology and Director of Neurodiagnostics Laboratory, UPMC Shadyside
- **Matthew Weinger**, Director, Center for Research and Innovation in Systems Safety, Professor, Vanderbilt University Schools of Medicine and Engineering, Staff Physician, VA Tennessee Valley Healthcare System
- **Sharon Pappas**, Chief Nurse Executive, Emory Healthcare
- **Lotte Dyrbye**, Professor of Medicine & Medical Education, Co-Director, Program on Physician Well-Being, Mayo Clinic

10:00 am Networking Break

10:30 am Taking Action Against Clinician Burnout - Discussion

Objective: The consensus study committee engages in a moderated discussion with public participants.

Moderators:

- **Pascale Carayon**, Leon and Elizabeth Janssen Professor, Director of the Wisconsin Institute for Healthcare Systems Engineering, University of Wisconsin – Madison
- **Christine K. Cassel**, Senior Advisor on Strategy and Policy, and Professor of Medicine, University of California, San Francisco

Panelists:

- **Neil Busis**, Director of Community Neurology and General Teleneurology Program, UPMC Department of Neurology; Clinical Professor of Neurology, University of Pittsburgh School of Medicine; Chief of Neurology and Director of Neurodiagnostics Laboratory, UPMC Shadyside



- **Lotte Dyrbye**, Professor of Medicine & Medical Education, Co-Director, Program on Physician Well-Being, Mayo Clinic
- **Pooja Kinkhabwala**, Endocrinology Fellow, Larkin Community Hospital
- **Wanda Lipscomb**, Senior Associate Dean for Diversity and Inclusion, Associate Dean for Student Affairs, College of Human Medicine, Michigan State University
- **M.A.J. Lex MacNeil**, Professor and Founding Dean, College of Dental Medicine–Illinois (CDMI) at Midwestern University
- **Sharon Pappas**, Chief Nurse Executive, Emory Healthcare
- **Tait Shanafelt**, Associate Dean and Chief Wellness Officer. Jeanie and Stew Ritchie Professor of Medicine, Stanford Medicine
- **George Thibault**, President Emeritus, Josiah Macy Jr. Foundation, and Daniel D. Federman Professor of Medicine and Medical Education Emeritus, Harvard Medical School
- **Matthew Weinger**, Director, Center for Research and Innovation in Systems Safety, Professor, Vanderbilt University Schools of Medicine and Engineering, Staff Physician, VA Tennessee Valley Healthcare System

11:15 am Taking Action Against Clinician Burnout - Sponsor Reflections

Objective: Select consensus study sponsors provide perspectives on the findings, conclusions, and recommendations from the report and how they will advance the report recommendations to improve clinician well-being.

Speakers:

- **Jay Bhatt**, Senior Vice President and Chief Medical Officer, American Hospital Association, President, Health Research and Education Trust
- **Bernadette Mazurek Melnyk**, Vice President for Health Promotion, University Chief Wellness Officer, Dean & Professor of the College of Nursing, The Ohio State University

11:45 am Patient Engagement and Clinician Well-Being

Objective: Provide a patient-centered perspective on the topic of clinician well-being, and how to strengthen the patient-clinician relationship to ensure clinician well-being and quality care.

Lisa Stewart, Senior Engagement Officer, Patient-Centered Outcomes Research Institute

12:00 pm Networking Lunch

1:00 pm Transition to Breakout Discussions



1:15 pm

Breakout Discussions

Objective: Meeting participants self-select into breakout groups to gain an understanding of how the report goals and recommendations apply to their organizations and stakeholder groups, and identify specific actions across the system to reduce burnout and foster professional well-being.

1. Creating positive work environments

Co-Facilitators:

- **Sharon Pappas**, Chief Nurse Executive, Emory Healthcare
- **Tait Shanafelt**, Associate Dean and Chief Wellness Officer, Jeanie and Stew Ritchie Professor of Medicine, Stanford Medicine
- **Christine Sinsky**, Vice President, Professional Satisfaction, American Medical Association

2. Creating positive learning environments

Co-Facilitators:

- **Wanda Lipscomb**, Senior Associate Dean for Diversity and Inclusion, Associate Dean for Student Affairs, College of Human Medicine, Michigan State University
- **Lois Margaret Nora**, Professor of Neurology, President Emeritus, and Dean of Medicine Emeritus, Northeast Ohio Medical University
- **George Thibault**, Former President, Josiah Macy Jr. Foundation, and Daniel D. Federman Professor of Medicine and Medical Education Emeritus, Harvard Medical School

3. Reducing administrative burden resulting from laws, regulations, policies, and standards

Co-Facilitators:

- **Neil Busis**, Director of Community Neurology and General Teleneurology Program, UPMC Department of Neurology; Clinical Professor of Neurology, University of Pittsburgh School of Medicine; Chief of Neurology and Director of Neurodiagnostics Laboratory, UPMC Shadyside
- **M.A.J. Lex MacNeil**, Professor and Founding Dean, College of Dental Medicine–Illinois (CDMI) at Midwestern University

4. Enabling technology solutions

Co-Facilitators:

- **Alexander Ommaya**, Senior Director, Association of American Medical Colleges
- **Matthew Weinger**, Director, Center for Research and Innovation in Systems Safety, Professor, Vanderbilt University Schools of Medicine and Engineering, Staff Physician, VA Tennessee Valley Healthcare System

5. Reducing stigma and eliminating barriers for obtaining support to alleviate burnout

Co-Facilitators:

- **Arthur Hengerer**, Past Chair, Federation of State Medical Boards
- **Pooja Kinkhabwala**, Endocrinology Fellow, Larkin Community Hospital



6. Investing in Research

Co-Facilitators:

- **Lotte Dyrbye**, Professor of Medicine & Medical Education, Co-Director, Program on Physician Well-Being, Mayo Clinic
- **David Meyers**, Chief Medical Officer, Agency for Healthcare Research & Quality

2:30 pm Networking Break

3:10 pm Report Out and Full Group Discussion

Objective: Facilitate a full group discussion on how to begin implementing the recommendations from the consensus study report through cross-sector and interprofessional collaboration.

Moderator: Tina Shah, Medical Director, Practice Improvement, WellStar Health System

Panelists:

- **Christine Sinsky**, Vice President, Professional Satisfaction, American Medical Association
- **Lois Margaret Nora**, Professor of Neurology, President Emeritus, and Dean of Medicine Emeritus, Northeast Ohio Medical University
- **Neil Busis**, Director of Community Neurology and General Teleneurology Program, UPMC Department of Neurology; Clinical Professor of Neurology, University of Pittsburgh School of Medicine; Chief of Neurology and Director of Neurodiagnostics Laboratory, UPMC Shadyside
- **Alexander Ommaya**, Senior Director, Association of American Medical Colleges
- **Arthur Hengerer**, Past Chair, Federation of State Medical Boards
- **David Meyers**, Chief Medical Officer, Agency for Healthcare Research & Quality

4:45 pm Reflections and Commitments

Objective: Participants reflect on key themes from the meeting and make commitments to advancing the consensus study report recommendations.

Facilitator: Jessica Perlo, Director, Institute for Healthcare Improvement

5:15 pm Closing Remarks

Congressman **Ami Bera** (D-CA)

5:30 pm Adjourn

