



## National Academy of Medicine

Action Collaborative on  
Clinician Well-Being and Resilience

### Reducing Documentation and Administrative Burden

Monday, January 31, 2022

10:00 AM – 1:00 PM ET

The Centers for Medicare and Medicaid Services (CMS) and American Medical Association (AMA) collaborated on [revisions to the Evaluation and Management \(E/M\) office visit Current Procedural Technology \(CPT\) codes](#) that became effective in January 2021. These changes were intended to address documentation standards that cause administrative burden among health care workers in nearly every specialty.

#### Meeting Objectives:

The overarching objective of this meeting is to take the principles of implementing the E/M CPT code changes and documentation related administrative burden, and apply them to the broader concept of putting policy change into action. The NAM Clinician Well-Being Action Collaborative intends to assemble policy, health care, and clinician stakeholders to:

1. Discuss successes and challenges in operationalizing documentation policy change
2. Examine the impact of these specific coding revisions on administrative burden
3. Identify opportunities to inform the process of policy change on a broader scale

Meeting participants will generate lessons learned from the E/M CPT code changes to guide the formulation, implementation, and assessment of future administrative relief policies that will have positive, interprofessional effects on clinician well-being.

#### 10:00 AM ET Welcome Remarks

**Victor Dzau**, President, The National Academy of Medicine (*Collaborative Co-Chair*)

**Vivek Murthy**, 21st Surgeon General, U.S. Department of Health & Human Services (*Collaborative Co-Chair*)

**Tait Shanafelt**, Chief Wellness Officer and Associate Dean, Stanford Medicine (*Working Group Co-Lead*)

#### 10:10 AM Introductory Remarks

*Objective: Provide an overview of the E/M revisions*

**Christine Sinsky**, Vice President, Professional Satisfaction, American Medical Association

#### 10:20 AM SESSION 1: Putting Policy into Practice

*Objective: Discuss successes and challenges in operationalizing policy change*

**Nancy Agee**, President and CEO, Carilion Clinic – Roanoke, VA

**Jennifer Martin**, Senior Director, Clinical Informatics, Carilion Clinic – Roanoke, VA

**Stephen Morgan**, Senior Vice President and Chief Medical Information Officer, Carilion Clinic – Roanoke, VA

**10:50 AM      SESSION 2: Linking Policy Change to Engagement and Well-being**

*Objective: Examine the impact of these specific coding revisions on administrative burden*

**Nate Apathy**, Postdoctoral Fellow, University of Pennsylvania

**Megan Adamson**, Clinic Medical Director, Clinica Family Health and Past Chair, Commission on Quality in Practice, American Academy of Family Physicians

**11:10 AM      Breakout Discussion**

*Objective: What are lessons learned from the implementation of these E/M revisions that could reduce health care worker burnout?*

*Facilitated by Mobilizing National Stakeholder Working Group Co-Leads:*

**Christine Cassel**, Professor of Medicine, UCSF

**Jeffrey Gold**, Chancellor, University of Nebraska Medical Center

**Tait Shanafelt**, Chief Wellness Officer and Associate Dean, Stanford Medicine

*11:40 AM      10-minute Break*

**11:50 AM      SESSION 3: Lessons for Reducing Administrative Burden in Other Areas**

*Objective: Identify opportunities to inform the process of policy change on a broader scale*

**Barry Marx**, Director, Office of Clinician Engagement, Centers for Medicare and Medicaid Services

**Joseph Kerschner**, Provost and Executive Vice President, Medical College of Wisconsin

**12:10 PM      Breakout Discussion**

*Objective: What other policy changes related to documentation could address burnout linked to administrative burden for health care workers?*

*Facilitated by Mobilizing National Stakeholder Working Group Co-Leads:*

**Christine Cassel**, Professor of Medicine, UCSF

**Jeffrey Gold**, Chancellor, University of Nebraska Medical Center

**Tait Shanafelt**, Chief Wellness Officer and Associate Dean, Stanford Medicine

**12:50 PM      Closing Remarks**

**Christine Cassel**, Professor of Medicine, UCSF

**Jeffrey Gold**, Chancellor, University of Nebraska Medical Center

**Tait Shanafelt**, Chief Wellness Officer and Associate Dean, Stanford Medicine

**1:00 PM      Adjourn**