Health Technology for Reducing Burnout: Bridging Islands of Innovation for the Future

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Virtual Meeting
Health Technology for Reducing Burnout: Bridging Islands of Innovation for the Future

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Professor of Medicine, UCSF

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Chancellor, University of Nebraska Medical Center

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Chief Wellness Officer and Associate Dean, Stanford Medicine
Goals of the NAM Action Collaborative on Clinician Well-Being and Resilience

• Raise visibility of clinician burnout, depression, moral injury, and suicide

• Improve understanding of challenges to clinician well-being

• Advance evidence-based, multidisciplinary solutions that will improve patient care by caring for the caregiver
The Clinician Well-Being Collaborative (2017-2022): From Building a Community around Clinician Well-Being to Creating a National Plan

Raising Visibility of Clinician Burnout, Depression, Moral Injury, and Suicide

- Over 210 Network Organizations and 150+ Commitment statements
- Numerous publications in journals, press, magazines
- Breaking the “culture of silence” via stakeholder meetings, art show, public discourse

Improving Baseline Understanding of Challenges to Clinician Well-Being

- **Conceptual model** to better understand the factors affecting clinician well-being and resilience
- Discussion papers on drivers of burnout, interventions to address burnout and improve well-being, and research gaps
- The Clinician Well-Being Knowledge Hub

Advancing Evidence-Based, Multidisciplinary Solutions to Improve Patient Care by Caring for the Caregiver

- Engaging CMS to better align Evaluation and Management coding and documentation guidelines
- **Federation of State Medical Boards** revamped guidelines for disclosure of physical and mental health conditions
- Engaging EHR vendors to make modifications to reduce burden

Laying the Foundation for Long-Term Culture Change

- Case studies providing actionable guidance for organizations to implement well-being initiatives
- Influenced national trends:
  - Chief Wellness Officers
  - Clinician well-being integration into the culture of health professions education
  - Many more organizations are measuring well-being and burnout and plan
The Clinician Well-Being Collaborative’s Work in 2022

• Developing a National Plan to support clinician well-being
  • Build upon the 2019 NAM consensus report, *Taking Action Against Clinician Burnout: A Systems Approach*
  • Goal is to develop and promote implementation of applicable, practical and actionable steps for national stakeholders

• Three working groups:
  1) Mobilizing National Stakeholders
  2) Implementing Tools to Improve Clinician Well-Being
  3) Navigating the Impacts of COVID-19 on Clinician Well-Being
Goals for Today

1. Highlight innovations with promise for rapid implementation and broad scale that are available now, note the persistent barriers to penetrating real-world small and large practice settings to be resolved, and identify forward-looking technologies to reduce provider burden.

2. Examine data that illustrate technology related pain points for frontline care providers and that serve as opportunities for innovation.

3. Learn from implementers who have successfully deployed technologies at their institutions to reduce provider burden and can spotlight technologies in development in a variety of practice settings.

4. Discuss the role of federal barriers and incentives in catalyzing implementation of technology innovations to reduce provider burden on a national scale.
Opening Keynote

David Rhew, MD
Global Chief Medical Officer and Vice President of Healthcare
Microsoft
Session 1:
Technology-Related Pain Points for Frontline Care Providers

Lisa Rotenstein, MD, MBA
Associate Medical Director of Population Health
Assistant Professor of Medicine
Brigham and Women’s Hospital

Vicky Tiase, PhD, RN-BC, FAMIA, FNAP, FAAN
Director of Research Science
New York Presbyterian Hospital
Assistant Professor
Weill Cornell Medicine

Lisa Suennnen, MA
Managing Partner
Venture Valkyrie Consulting

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Session 2:
Learning from Implementers

Steve O’Mahony, MD, FACP
Senior Vice President
Chief Health Information Officer
RWJBarnabas Health

Michael Ash, MD, FACP
Executive Vice President and Chief Transformation Officer, Nebraska Medicine;
Vice Chancellor of Information and Technology, UNMC

Jessica C. Dudley, MD
Chief Clinical Officer
Press Ganey
PROGRAM BREAK... we will return shortly!

In case you missed it...
Recordings are now available on nam.edu for our meetings on “reducing documentation burden” and “clinician retention in the era of COVID”
Session 3:
Fireside Chat on Federal Incentives & Barriers to Innovation

Christine Cassel, MD
Professor of Medicine
UCSF

Micky Tripathi, PhD, MPP
National Coordinator for Health Information Technology,
US Department of Health and Human Services
Session 3: Reaction Panel

Jackie Gerhart, MD
Vice President of Clinical Informatics
Epic

Michael Howell, MD, MPH
Chief Clinical Officer
Google

Pippa Shulman, DO, MPH
Chief Medical Officer
Medically Home
BREAKOUT DISCUSSIONS
1. Which of the presented promising innovations and strategies should be prioritized to bring to scale?

2. What barriers need to be addressed for technologies to reduce burnout and enhance patient care across practice settings?

3. What levers need to be prioritized at the health system, regulatory, or federal levels to advance health technologies to reduce burnout?
Thank you for joining us!

COMING SOON IN JUNE

Dissecting Documentation Burden
A convening from the Mobilizing National Stakeholders Working Group

Join our Listserv to get the announcement!

bit.ly/NAMlistserv

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