



**National Academy of Medicine**  
Action Collaborative on  
Clinician Well-Being and Resilience

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

**April 8, 2022**  
**Virtual Meeting**



[@theNAMedicine](https://twitter.com/theNAMedicine)

[#clinicianwellbeing](https://twitter.com/hashtag/clinicianwellbeing)



NATIONAL  
ACADEMY  
of MEDICINE

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



**Christine Cassel, MD**

Professor of Medicine, UCSF



**Jeffrey Gold, MD**

Chancellor, University of Nebraska  
Medical Center



**Tait Shanafelt, MD**

Chief Wellness Officer and  
Associate Dean, Stanford Medicine



[@theNAMedicine](https://twitter.com/theNAMedicine)

#clinicianwellbeing





# 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



[@theNAMedicine](https://twitter.com/theNAMedicine)

[#clinicianwellbeing](https://twitter.com/hashtag/clinicianwellbeing)



# **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



@theNAMedicine

#clinicianwellbeing



# 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.



[@theNAMedicine](https://twitter.com/theNAMedicine)

#clinicianwellbeing



# Opening Keynote



**David Rhew, MD**  
Global Chief Medical Officer and  
Vice President of Healthcare  
**Microsoft**



[@theNAMedicine](https://twitter.com/theNAMedicine)

#clinicianwellbeing





# 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 Suennen, MA**  
Managing Partner  
Venture Valkyrie Consulting



@theNAMedicine

#clinicianwellbeing





# 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



@theNAMedicine

#clinicianwellbeing





**National Academy of Medicine**  
Action Collaborative on  
Clinician Well-Being and Resilience

**PROGRAM BREAK...**  
we will return shortly!

**In case you missed it...**

Recordings are now available on [nam.edu](http://nam.edu) for our meetings on “reducing documentation burden” and “clinician retention in the era of COVID”



[@theNAMedicine](https://twitter.com/theNAMedicine)

[#clinicianwellbeing](https://twitter.com/hashtag/clinicianwellbeing)



NATIONAL  
ACADEMY  
of MEDICINE

# 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



@theNAMedicine

#clinicianwellbeing



# 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



[@theNAMedicine](https://twitter.com/theNAMedicine)

[#clinicianwellbeing](https://twitter.com/hashtag/clinicianwellbeing)





**National Academy of Medicine**  
Action Collaborative on  
Clinician Well-Being and Resilience

# BREAKOUT DISCUSSIONS



[@theNAMedicine](https://twitter.com/theNAMedicine)

[#clinicianwellbeing](https://twitter.com/hashtag/clinicianwellbeing)



NATIONAL  
ACADEMY  
of MEDICINE



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](https://bit.ly/NAMlistserv)



@theNAMedicine

#clinicianwellbeing



NATIONAL  
ACADEMY  
of MEDICINE