Health	Systems	and	Wellness:	How	and
Whv					

Goutham Rao, MD Chief Clinician Experience Officer University Hospitals of Cleveland Jack H. Medalle Professor and Chairman Department of Family Medicine and Community Health University Hospitals & Case Western Reserve University July 15, 2019

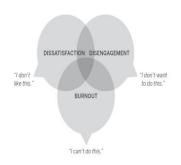


Health Affairs **Blog**

Physician Burnout Is A Public Health Crisis: A

Message To Our Fellow Health Care CEOs John Noseworthy, James Madara, Delos Cosgrove, Mitchell Edgeworth, Ed Ellison, Sarah Krevans, Paul Rothman, Kevin Sowers, Steven Strongwater, David Torchiana, and Dean Harrison





Three Components



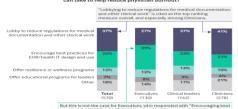
University Hospital

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National/Professional Organizations Should Lobby to Reduce Physician Burnout

What is the most important measure that national or professional organizations



lase = 570 IEJM Catalyst (catalyst.nejm.org) © Massachusetts Medical Society

What is clinician experience?		
 Clinician experience refers to how an individual clinician the quality of his or her work life, as reflected by activity in care, teaching, and scholarship. 		
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Why clinician experience?		
• "Wellness"		
Connotations"Burnout"		
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3	CHARLESTON	-
Mayo Blueprint - Organizational Strategies		
Acknowledge and assess the problem.		
Harness the power of leadership.Develop and implement targeted interventions.		
Cultivate community at work.Use rewards and incentives wisely.		
Align values and strengthen culture. Promote flexibility and work-life integration.		
 Provide resources to promote resilience and self-care. 		
Facilitate and fund organizational science.		
Triversity Hospitals	Clemberd Onio	

	Harnessing the Power of Leadership	
	Clinician Experience and Well-Being Officer Mission is to lead system-based initiatives to improve clinician experience	
	 Directing all activities of the Office of Clinician Experience Events to promote a greater sense of community 	
	 Regular monitoring of clinician experience Development of a mechanism to recognize academic achievement 	
	 Working closely with other key clinician experience leaders: William Annable, MD, UH Clinician Engagement Officer 	
	Roy Buchinsky, MD, ABMM, UH Director of Welness, and Robert and Susan-Humitz Master Clinician in Welness Maryloris Greenfield, MD, UH Cares to Pessignent and Advancement Office Robert Sabsta, MD, Care to Pessignent and Advancement Office Robert Sabsta, MD, Care to Pessignent of Monte, SERRIS Care of Excelerce in Medicine and Chair of the UH Francoise Ada, MD, ABMM, Medical Director, UH Cornor Integration Health Network, and Christopher M. & Sara H. Cornor Chair in Integration Health	
	Francoise Adan, MD, ABHM, Medical Director, UH Cornor Integrative Health Network, and Christopher M. & Sara H. Connor Chair in Integrative Health	
	University Heightals (desired Dire	
	Targeted Interventions: What are the problem areas?	
	1.Our electronic health record systems	
	- Usability	
	Efficiency, "naturalness," simplicityFocus upon usability in 2019	
	2. Flexibility, autonomy, and respect	
	Physician recognition program 3. Communication	
	Examples	
	4. Facilities and staffing	
	University Hospitals classified City	
	A TOP OF THE PARTY	
Author 1 Days miles 1 1 Appendix 10 Appendix		

Targeted Interventions: Salernitana		
 Recognition of a broad range of academic achievements: Research, teaching, and other awards. Longstanding clinical service Master clinicians 		
 Invited professorships and lectures Major research grants and contracts Noteworthy publications Promotions and tenure 		
 Outstanding humanitarian service National committee memberships and leadership 		-
independent Hooplank	Clareland little	
Cultivating Community at Work		
"Rejuvenation Tuesdays"		
agg university Hospitals	clevillad (Ono 14	
Provide Resources for Self-Care		-
Office of Clinician ExperienceEstablished January 2018		
- 216-844-6161		
and the state of t	Geneland Johns 15	

Organizational Science: UH Wellness Meter –	
Smartphone Application	
Why is UH doing this?	
University Hospitals takes the well-being of its providers extremely seriously. A	
number of initiatives are already underway to improve well-being. Widely used methods to measure the well-being of providers and the impact of programs to	
improve well-being include nationally administered surveys which can provide	
results, usually no more often than once every two years. While such survey	
tools are useful to provide an overall picture, they cannot nimbly capture the	
impact of new wellness initiatives or allow us to respond to significant changes	
in overall provider well-being. We need up-to-date information from our	
providers to respond to concerns in the best possible way.	
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UH Wellness Meter	
UH Wellness Meter • How was the Wellness Monitor developed?	
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UH Wellness Meter - Rollout July 2018

University Hospitals
Cleveland | Ohio

UH Wellness Meter Results	
245 surveys completed	
 Average rating in response to "On a scale of 1 to 10, how rewarding or challenging has your day 6.02 Most positive aspect of day 	tay been?" =
Interactions with fellow clinicians, trainees, staff or leaders: 117 responses One or more challenging cases, patients or procedures: 85 responses	
 Volume of patient care, cases, or procedures: 23 responses Time for clinical documentation in the electronic health record: 11 responses 	
Stability, responsiveness, or speed of the electronic health record: 5 responses	
 Most negative aspect of day:- Stability, responsiveness, or speed of the electronic health record: 74 responses Time for clinical documentation in the electronic health record: 72 responses 	
Volume of patient care, cases, or procedures: 26 responses Interactions with fellow clinicians, trainees, staff or leaders: 18 responses	
University Hospitals	Geden/Dro
Survey Results Summary	
Last Week Yotal 12 ng Any Being 6	
Top 3 Pesitive Planton Count Interactions with fellow clinicians, trainess, staff or leaders.	
Volume of patient care, cases, or procedures. 4. One or more challenging patients, cases, or procedures. 5.	
Time for clinical documentation in the alectronic health record. Stability responsiveness, or speed of the sections health record. 2	
One or more challenging patients, cases, or procedures.	
All Time Yolds 391 Avy Beiling 6	
Top 2 Positive Response Count Interections - His Fellow clinicisms, retrieves, staff or leaders. 162	
One or more chalkenging patients, cases, or procedures. 119 Volume of patient care, cases, or procedures. 38	
Top 3 Registrie Registrie Registrie Registrie Registrie 11 - 12 - 12 - 12 - 12 - 12 - 12 - 12	
Volume of patient care, cases, or procedures. 38	
Organizational Science: What is MinuteNote?	
MinuteNote is a simple, smartphone-based tool that records	
long audio notes in your own voice and automatically upload	ads them
in a secure fashion to a patient's electronic health record.	
University Mospitals	Glesland (Diso

What problem is MinuteNote trying to solve?	
Physician burnout has reached crisis levels across the United States.	
A leading underlying cause is the burden of clinical documentation in	
electronic health record (EHR) systems. In many busy clinical settings, real time documentation is not possible, either due to the volume of	
patients or to the responsiveness and speed of the EHR system. The	
consequence is that many physicians spend hours after clinical	
services are delivered documenting progress and consult notes. This is a recipe for inaccuracy, frustration, and burnout.	
University Hospitals Chednel One	
University Hospitals (Hesterd One	
Our partner	
American Health Information Management Association (AHIMA)	
- Founded in 1928.	
 AHIMA has served to improve health record quality by taking a 	
leadership role in the effective management of health data and medical records and delivering quality healthcare to the public.	
While MinuteNote is being developed, we are also working with	
AHIMA to establish best practice guidelines for voice-based	
medical records.	
Glesland Ono	
Now let's listen to an example	
35-year-old man with new onset	
abdominal pain.	
University Hospitals Classical Circuit	

Much work to do		
Improved staffing		
Flexibility		
• Autonomy		
University Hospitals	Clevished Onio 25	