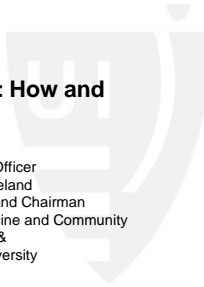


Health Systems and Wellness: How and Why

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July 15, 2019

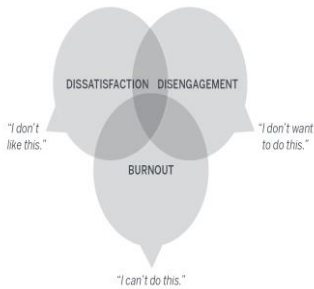


HealthAffairsBlog

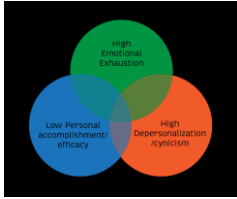
Physician Burnout Is A Public Health Crisis: A Message To Our Fellow Health Care CEOs

John Noseworthy, James Madara, Delos Cosgrove, Mitchell Edgeworth, Ed Ellison, Sarah Krevans, Paul Rothman, Kevin Sowers, Steven Strongwater, David Torchiana, and Dean Harrison
March 28, 2017





Three Components



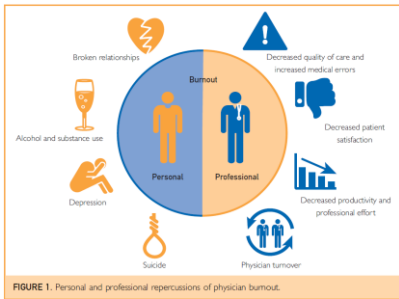


FIGURE 1. Personal and professional repercussions of physician burnout.

National/Professional Organizations Should Lobby to Reduce Physician Burnout

What is the most important measure that national or professional organizations can take to help reduce physician burnout?



But this is not the case for Executives, who responded with "encouraging best practices for EHR/health IT design and use" as the most important measure.

Base = 5,709
NEJM Catalyst Catalyst.najm.org © Massachusetts Medical Society

What is clinician experience?

- Clinician experience refers to how an individual clinician perceives the quality of his or her work life, as reflected by activity in clinical care, teaching, and scholarship.

Why clinician experience?

- "Wellness"
 - Connotations
- "Burnout"

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.

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

Cultivating Community at Work

- "Rejuvenation Tuesdays"

Provide Resources for Self-Care

- Office of Clinician Experience
- Established January 2018
 - 216-844-6161

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.

UH Wellness Meter

- **How was the Wellness Monitor developed?**
- The Wellness Monitor was developed by Goutham Rao, MD, Chair of UH's Provider Wellness Committee, in collaboration with the UH Innovations Team and Cindy Zelis, VP of Ambulatory Operations. The content, design, and format of the Wellness Monitor underwent multiple revisions based on feedback from UH physicians and advanced practice providers from multiple disciplines over the course of several months.

UH Wellness Meter – Rollout July 2018



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 been?" = 6.92
- Most positive aspect of day --
 - 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



QuickView

Survey Results Summary

Last Week

Total: 19
Avg Rating: 6

Top 3 Positive	Response Count
Interactions with fellow clinicians, trainees, staff or leaders	8
Volume of patient care, cases, or procedures	4
One or more challenging patients, cases, or procedures	3
Top 3 Negative	Response Count
Time for clinical documentation in the electronic health record	6
Stability, responsiveness, or speed of the electronic health record	3
One or more challenging patients, cases, or procedures	1

All Time

Total: 241
Avg Rating: 6

Top 3 Positive	Response Count
Interactions with fellow clinicians, trainees, staff or leaders	162
One or more challenging patients, cases, or procedures	119
Volume of patient care, cases, or procedures	93
Top 3 Negative	Response Count
Time for clinical documentation in the electronic health record	116
Stability, responsiveness, or speed of the electronic health record	112
Volume of patient care, cases, or procedures	88

Organizational Science: What is MinuteNote?

- MinuteNote is a simple, smartphone-based tool that records minute long audio notes in your own voice and automatically uploads them in a secure fashion to a patient's electronic health record.



QuickView

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.



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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.



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Now let's listen to an example...

35-year-old man with new onset abdominal pain.





© 2019

Much work to do

- Improved staffing
- Flexibility
- Autonomy
