

  
Charlotte,  
N. C.



## AMERICAN CONFERENCE ON PHYSICIAN HEALTH™

Sept. 19-21 | Sheraton Charlotte Hotel/Le Meridien Hotel | 555 South McDowell St.

# PROGRAM BOOK



Dear Colleagues,

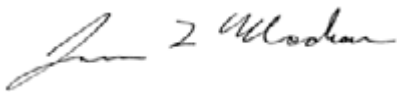
On behalf of the American Medical Association, the Mayo Clinic and Stanford Medicine, welcome to the **2019 American Conference on Physician Health** in Charlotte, North Carolina's largest city and one of the fastest-growing metro areas in the nation. When you're not taking part in the dynamic sessions that comprise our agenda this year, we hope you can enjoy some of the rich cultural attractions and diverse dining offered in the Queen City.

As co-sponsors of this annual event, each of our organizations is wholly committed to physician well-being as a tenet of effective health care. In keeping with prior American Conference on Physician Health events, we intend to create an interactive learning experience in which the best practices in burnout reduction and overall physician wellness will return home with you. Once there, you can plant the seeds for positive change throughout your organizations, and advance the goal of greater professional fulfillment across the house of medicine.

Research has shown that burnout is best addressed at the organizational level. The theme of this year's conference, "**Activating Health System Change to Promote Physician Well-Being**," reflects our focus on comprehensive, elemental and structural transformations that foster resiliency, embed wellness within the halls of every workplace, and return joy to organized medicine.

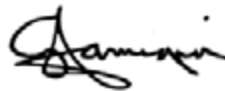
You will learn the best methods to identify and assess burnout, as well as specific strategies and interventions to address it. From workflow redesign and physician empowerment to well-being needs assessment and the restoration of work-life balance, the 2019 American Conference on Physician Health will help guide your journey toward greater physician wellness.

We're thrilled to have you, and we look forward to a collaborative learning experience over the next three days that will benefit physicians, patients and the profession.



**James L. Madara, MD**

CEO and executive vice president  
American Medical Association



**Gianrico Farrugia, MD**

President and CEO  
Mayo Clinic



**Lloyd B. Minor, MD**

Carl and Elizabeth Naumann Dean  
Stanford University School  
of Medicine



**The American Conference on Physician Health is sponsored jointly by the American Medical Association, the Mayo Clinic and the Stanford University School of Medicine.**

#### American Medical Association

### **The American Medical Association is the physician's powerful ally in patient care.**

As the only medical association that convenes 190+ state and specialty medical societies and other critical stakeholders, the AMA represents physicians with a unified voice to all key players in health care.

The AMA leverages its strength by removing obstacles that interfere with patient care, by leading the charge to confront public health crises and prevent chronic disease, and by driving the future of medicine to tackle the biggest challenges in health care. Helping health systems and clinical practices succeed in their transformation journey is critical to the AMA. That is what drives our development of evidence-based, field-tested solutions to guide physicians and care teams each step of the way. Increasing efficiencies, improving patient care and enhancing professional satisfaction—these are what increase Joy in Medicine™ and make the journey worthwhile. **Learn more at [ama-assn.org](http://ama-assn.org).**

#### The Mayo Clinic Program on Physician Well-Being

### **The mission of the Mayo Clinic Program on Physician Well-Being is to promote physician well-being through research, education, and development of individual and organizational well-being initiatives that optimize physician satisfaction and performance.**

Lotte Dyrbye, MD, MPHE, and Colin West, MD, PhD, co-directors of the Program on Physician Well-Being (PPWB), aim to advance discovery and transform practice to improve the work lives of physicians and, in turn, the care they provide to patients worldwide.

The PPWB evaluates the entire spectrum of personal, professional and organizational factors that influence physician well-being, satisfaction and productivity.

Hypotheses regarding specific organizational and personal characteristics/interventions are tested, and effective interventions are implemented by leadership in accord with strategic priorities. The program's central aim is to provide the evidence base for leaders to make strategic decisions and efficiently allocate resources to optimize physician well-being and performance. The body of knowledge generated is translated into meaningful and substantive changes within the organization and for our profession.

**Learn more at [mayoclinic.org](http://mayoclinic.org).**

#### Stanford Medicine WellMD Center

### **Stanford WellMD Center's mission is to advance the well-being of physicians and those they serve.**

Led by Tait Shanafelt, MD, the WellMD Center focuses primarily on improving physician well-being across Stanford Medicine. The Center also plays a leadership role nationally through developing and evaluating interventions, sharing new knowledge and proven interventions, developing transformative collaborations and cultivating a learning community.

### **The Center's work is informed by the Stanford WellMD Professional Fulfillment Model, which identifies three key domains contributing to physician professional fulfillment:**

- Culture of wellness
- Efficiency of practice
- Personal resilience

In addition to co-sponsoring the American Conference on Physician Health, the WellMD Center founded and leads the Physician Wellness Academic Consortium and provides training for physician well-being leaders, such as its Chief Wellness Officers Training Program.

**Learn more at [wellmd.stanford.edu](http://wellmd.stanford.edu).**

## THINGS TO DO IN CHARLOTTE

Explore Charlotte, N.C., from the convenience of our downtown location. Just minutes away from the lobby you'll find iconic things to do in Charlotte, such as visit the Bank of America Stadium, Spectrum Center, NASCAR Hall of Fame, Charlotte Convention Center and more!

### GENERAL INFORMATION

#### Wireless internet

Wireless internet access will be available in conference areas at the Sheraton Charlotte/Le Meridien Hotel.

**Network:** Starwood-meetings

**Password:** excellence

In addition, guest room wireless internet will be included for those booked within the conference room block (you will receive a password when you check into your hotel room).

#### Networking

Take advantage of multiple networking opportunities to meet or catch up with your peers, expand your network of contacts and have a lively exchange of views, experience, knowledge and ideas.

Plan to attend the **welcome reception, Thursday, Sept. 19**, sponsored by the Physicians Foundation and the **dessert mixer (beer and wine served), Friday, Sept. 20**, sponsored by Atrium Health.

#### Install the app

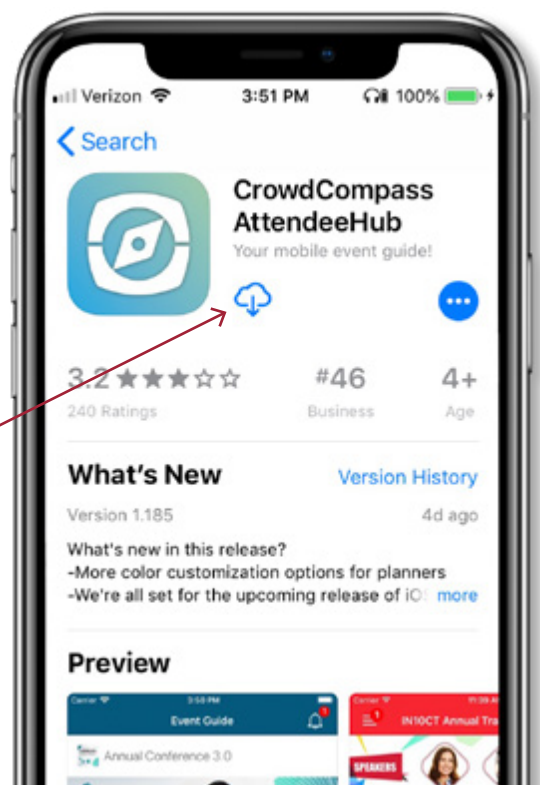
1. **Search for CrowdCompass AttendeeHub** in the App Store or Google Play and tap either download or install.
2. **Find your event.** Enter "**American Conference on Physician Health 2019**" in the search bar.
3. Click **download** and create a profile.

#### CME information

The Accreditation Council for Continuing Medical Education requires that CME providers have a mechanism in place to verify physician participation in CME activities. For this conference please be certain to sign in each morning at the registration desk in order to claim your credit.

#### Social media

Follow the hashtag **#ACPH19** to join the conference conversation and get highlights about sessions, speakers and other conference happenings.



## THIS YEAR'S SPEAKERS

## KEYNOTE SPEAKERS

**Bob Chapman, MBA**CEO and chairman  
**Barry-Wehmiller Companies Inc.**

Bob Chapman, MBA, is chairman and CEO of Barry-Wehmiller, a capital equipment and engineering consulting firm with nearly 8,000 team members worldwide. After seeing the positive impact of Barry-Wehmiller's people-centric culture on the lives of his employees, Chapman felt compelled to raise awareness about business enterprise's opportunity to become the most powerful positive influence on our society.

**Lucy Kalanithi, MD**Clinical assistant professor of medicine  
**Stanford School of Medicine**

Lucy Kalanithi, MD, is the widow of the late Paul Kalanithi, MD, author of the No. 1 *New York Times* bestselling memoir, *When Breath Becomes Air*, for which she wrote the epilogue. An internal medicine physician and faculty member at the Stanford School of Medicine in Palo Alto, Calif., she completed her medical degree at Yale, where she was inducted into the Alpha Omega Alpha national medical honor society, and her residency at the University of California–San Francisco.

## PLENARY SPEAKERS

**Liselotte (Lotte) Dyrbye, MD, MHPE**Professor of medicine and medical education  
**Mayo Clinic**

Lotte Dyrbye, MD, MHPE, is professor of medicine and medical education, and a consultant in the Division of Community Internal Medicine at Mayo Clinic. She is associate chair for faculty development, staff satisfaction and diversity for the Department of Medicine, and co-director of the Program on Physician Well-Being. Within the Mayo Clinic School of Graduate Medical Education, she is the assistant dean of faculty development. Dr. Dyrbye also developed and now oversees the Mayo Clinic Academy of Educational Excellence.

Dr. Dyrbye, who has authored over 100 publications, has received several grants to support her research on health care professional well-being. This research has been translated into meaningful organizational strategies to foster joy within both the learning and work environments.

**Mickey Trockel, MD, PhD**Director of scholarship and health promotion  
**Stanford Medicine WellMD Center**

Mickey Trockel, MD, PhD, is the director of scholarship and health promotion for the Stanford Medicine WellMD Center. His development of novel measurement tools has led to a growing focus on professional fulfillment as a foundational aim of efforts to promote physician well-being. His scholarship also identifies interpersonal interactions at work as a modifiable core determinate of an organizational culture that cultivates wellness.

Dr. Trockel serves as the chair of the Physician Wellness Academic Consortium Scientific Board, which is a group of academic medical centers working together to improve physician well-being. He is particularly interested in research endeavors to demonstrate the relationship between physician wellness and patient care outcomes.

**Gale Adcock, RN**Chief health officer  
**SAS Institute**

Gale Adcock, RN, is chief health officer for global software company SAS Institute. Among her duties is operation of the company's 35-year-old onsite health care center where she leads a staff of 58 people who provide free primary care to 14,000 SAS employees and family members of all ages. Adcock's multidisciplinary team consistently keeps SAS in *Fortune's* "100 Best Places to Work" and saves the company \$8 million annually in avoided health insurance costs.

**Colin West, MD, PhD**Professor of medicine, medical education  
and biostatistics  
**Mayo Clinic**

Colin West, MD, PhD, is professor of medicine, medical education and biostatistics at Mayo Clinic. Dr. West joined the faculty in general internal medicine at Mayo in 2004. In addition to teaching, he directs the evidence-based medicine curriculum for the Mayo Clinic Alix School of Medicine and is an associate program director within the internal medicine residency program. He is also the research chair of general internal medicine.

Dr. West's research has focused on medical education and physician well-being, and he is co-director of the Mayo Clinic Program on Physician Well-Being. His work has been widely published in prominent journals, including *Lancet*, *JAMA*, *Annals of Internal Medicine* and *JAMA Internal Medicine*.

## AGENDA

# ACTIVATING HEALTH SYSTEM CHANGE TO PROMOTE PHYSICIAN WELL-BEING

is this year's conference theme, which focuses on how to structure organizations (i.e., hospitals, health systems, practices, clinics) to contribute to, rather than detract from, physician well-being. The conference will showcase research and initiatives on the infrastructure of health care systems and what organizations can do to help combat burnout and promote well-being. It will provide a forum for practitioners and researchers to present recent findings, innovative methods and support systems, as well as educational programs in the following areas of physician health:

<p><b>CONSEQUENCE</b> Research exploring consequences of physician distress</p>	<p><b>DRIVER</b> Research exploring factors influencing physician well-being</p>	<p><b>INNOVATION/INITIATIVE</b> Research testing interventions aimed at improving physician well-being</p>	<p><b>NEXT GENERATION</b> Research involving fellows, residents or medical students</p>	<p><b>WOMEN IN MEDICINE</b> Research with a focus on women physicians</p>
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## DAY 1 THURSDAY, SEPT. 19

<b>7-8 a.m.</b>	<b>Registration and continental breakfast</b>			Symphony Convention Foyer/Carolina Ballroom/Mecklenburg 1 and 2
<b>8-8:15 a.m.</b>	<b>Welcome</b>			Symphony 1-4
<b>8:15-9:15 a.m.</b>	<b>Opening keynote - The privilege of leadership: The courage to care</b> Bob Chapman, MBA			Symphony 1-4
<b>9:15-9:30 a.m.</b>	<b>Refreshments and exhibitor visits</b>			Carolina Convention Foyer
<b>9:30-10:30 a.m.</b>	<b>INNOVATION/INITIATIVE</b> Symphony 1-4	<b>INNOVATION/INITIATIVE</b> Symphony 5-6	<b>DRIVER</b> Mecklenburg 3	<b>WORKSHOP</b> Symphony 7
	Effect of a professional coaching intervention on physician well-being and distress: A randomized clinical trial <i>L. Dyrbye</i>  Coaching for primary care physicians: Results of a positive psychology approach for improving well-being and reducing burnout <i>L. Schwab</i>	Putting pajama time to bed even when the mail never stops: Electronic message management improvements in a large physician medical group <i>M. Patel</i>  How the creation of an "inboxologist" returned joy to the practice of medicine <i>E. Solarazono</i>	Physician task load and the risk of burnout among U.S. physicians in a national survey <i>E. Harry</i>  Application of contextual inquiry to identify contributing factors to hospitalists' burden <i>S. Stokes</i>	Hot-spotting: Making it safer to share and to receive difficult feedback <i>G. Ehrhart</i>
<b>10:40-11:40 a.m.</b>	<b>Training well-being</b> <b>Plenary speaker:</b> Lotte Dyrbye, MD, MHPE			Symphony 1-4
<b>11:45 a.m.-12:45 p.m.</b>	<b>Lunch</b> (sponsor: UNC Health Care)			Carolina Ballroom/Mecklenburg 1 and 2
<b>12:45-1:45 p.m.</b>	<b>INNOVATION/INITIATIVE</b> Symphony 1-4	<b>DRIVER</b> Symphony 5-6	<b>CONSEQUENCE</b> Mecklenburg 3	<b>WORKSHOP</b> Symphony 7
	Burnout and work-life balance in health care: System level initiative of heartfulness meditation conference <i>J. Thimmapuram</i>  Teachable resiliency factors to reduce burnout and improve professional fulfillment <i>K. Olson</i>	Using the results of a cross-sectional physician wellness survey to model multiple outcomes to inform interventions to support physician well-being <i>S. Van Horne</i>  The impact of sleep-related impairment on burnout in urologists: Results from a national consortium study <i>D. Marchalik</i>	Canary in the coal mine: Quality care and perceived needs correlate with burnout rates <i>E. Morrow</i>  Is poor physician health linked to more patient complaints? Multivariate analysis of predictors of being in the physician health monitoring program (PHMP), College of Physicians & Surgeons of Alberta (CPSA) <i>D. Wiebe</i>	Resident physician well-being: Seminal events and multi-level strategies to embed wellness and health into clinical learning environments <i>M. Mason</i>
<b>1:45-2:30 p.m.</b>	<b>Refreshments and exhibitor visits</b>			Carolina Convention Foyer



<b>2:30–3:30 p.m.</b>	<b>Poster session/viewing (Research)</b>			Symphony Convention Foyer
<b>3:30–4:30 p.m.</b>	<b>INNOVATION/INITIATIVE</b> Symphony 1–4  “I will never consult that doctor again ... they always yell at me”: The efficacy of system-wide collegiality programs on physician well-being <i>S. Mistry</i>  Shared success mentoring: A social approach to setting new physicians up for success <i>J. Holland</i>	<b>DRIVER</b> Symphony 5–6  The views we hold and the words we use: Assessing perceptions and preferred lexicon as the first step in wellness program development <i>K. Horneffer-Ginter</i>  Measuring electronic health record usability and its association with physician burnout in the United States <i>E. Melnick</i>	<b>NEXT GENERATION</b> Mecklenburg 3  Depression and suicidal ideation in urology trainees <i>D. Marchalik</i>  Physician burnout: Perspectives from the spouses of resident physicians <i>C. O'Donovan</i>	<b>WORKSHOP</b> Symphony 7  From the C-suite to the dean's office: Strategic partnerships for organizational well-being <i>L. Thomas</i>
<b>5–7 p.m.</b>	<b>Networking reception</b> – cocktails/hors d'oeuvres (sponsor: Physicians Foundation)			Carolina Ballroom

## DAY 2 FRIDAY, SEPT. 20

<b>7:30–8:30 a.m.</b>	<b>Registration and continental breakfast</b>			Symphony Convention Foyer/ Mecklenburg 1 and 2/Carolina Ballroom
<b>8:30–9:30 a.m.</b>	<b>Attending to the most important therapeutic instrument in medicine</b> Plenary speaker: Mickey Trockel, MD, PhD			Symphony 1–4
<b>9:30–10 a.m.</b>	<b>Refreshments and exhibitor visits</b>			Carolina Convention Foyer
<b>10–11 a.m.</b>	<b>INNOVATION/INITIATIVE</b> Symphony 1–4  Peer-to-peer recognition: A simple strategy to promote wellness among physicians <i>H. Kim</i>  Leading from the heart: Creating a culture of leadership wellness <i>K. Miyamoto</i>	<b>DRIVER</b> Symphony 5–6  Physician's professional fulfillment, values and expectations of professional life <i>K. Olson</i>  Exploring internal medicine physicians' physical activity knowledge and personal behavior <i>M. Sattari</i>	<b>NEXT GENERATION</b> Mecklenburg 3  Asynchronous learning credit for well-being: A tool for implementing and promoting a culture of wellness during residency training <i>A. Alvarez</i>  The impact of institutional factors on physician burnout: A national study of urology trainees <i>D. Marchalik</i>	<b>WORKSHOP</b> Symphony 7  Do gendered experiences of physician burnout require tailored interventions for female physicians and/or system change? <i>Y. Jabbarpour</i>
<b>11:10 a.m.–12:10 p.m.</b>	<b>INNOVATION/INITIATIVE</b> Symphony 1–4  The University of Cincinnati Department of Neurology and Rehabilitation Medicine All-Associates Retreat: A strengths-based approach to departmental culture and wellness <i>J. Molano</i>  #whyidoit: A multidisciplinary wellness initiative in an academic emergency department <i>A. Pilarski</i>	<b>INNOVATION/INITIATIVE</b> Symphony 5–6  Many paths to the same destination: Utility of a brief engagement survey to assess workplace well-being <i>M. Call</i>  Virtual reality role play simulation to assess stress and investigate strategies to decrease risk of physician burnout <i>B. Tanner</i>	<b>NEXT GENERATION</b> Mecklenburg 3  Evaluating longitudinal empathy changes from a supplemental mindfulness curriculum in a four-year medical education program <i>H. Arikala</i>  Depression and burnout among medical students: Six-year longitudinal study <i>P. Ranasinghe</i>	<b>WORKSHOP</b> Symphony 7  Empowering physicians to create change within the health care system <i>S. Smith</i>
<b>12:10–1:10 p.m.</b>	<b>Lunch</b>			Carolina Ballroom/Mecklenburg 1 and 2
<b>1:10–2:10 p.m.</b>	<b>INNOVATION/INITIATIVE</b> Symphony 1–4  The American Academy of Neurology “Live Well, Lead Well” leadership program: A specialty organization approach to workplace wellness <i>J. Molano</i>  Promoting emerging champions: The Canadian Medical Association “wellness ambassador” initiative <i>C. Simon</i>	<b>WOMEN IN MEDICINE</b> Symphony 5–6  Characterizing burnout among female faculty in an academic medical center <i>L. Rotenstein</i>  Exploring perceptions of work-place technology, work-life conflict and academic pediatrician well-being <i>S. Webber</i>	<b>NEXT GENERATION</b> Mecklenburg 3  Starting them on a healthy path: A multidisciplinary and interprofessional resource group for learner well-being in medical education <i>D. Waxman</i>  A voice for all: A collaborative approach to physician well-being in a medical school <i>C. Brazeau</i>	<b>WORKSHOP</b> Symphony 7  Activating a health care system: Five key steps to successful organizational change and improved physician well-being <i>S. Meltzer-Brody</i>

Agenda continued on next page



## AGENDA

<b>2:10–3:10 p.m.</b>	<b>Poster session/viewing (Innovation)</b>				Symphony Convention Foyer
<b>3:10–4:10 p.m.</b>	<b>Global perspective around culture and prioritization of employee well-being</b> <b>Plenary speaker:</b> Gale Adcock, RN				Symphony 1–4
<b>4:10–4:25 p.m.</b>	<b>Refreshments and exhibitor visits</b>				Carolina Convention Foyer
<b>4:30–5:30 p.m.</b>	<b>INNOVATION/INITIATIVE</b> Symphony 1–4	<b>WORKSHOP</b> Symphony 5	<b>WORKSHOP</b> Symphony 6	<b>INNOVATION/INITIATIVE</b> Mecklenburg 3	<b>WORKSHOP</b> Symphony 7
	The pebbles project: Creating solutions for organizational “pebbles in the shoe” <i>A. Hilliard</i>  Using a system-based approach to support well-being at the local level <i>A. Locke</i>	<b>Measurement as a key driver of transformative and sustainable health system change</b> <i>M. Rosenberg</i>	Championing practice innovation through physician empowerment <i>S. Rehm</i>	<b>Ways health systems may improve clinical teamwork to promote physician well-being</b> <i>K. Olson</i>  <b>Making SPACE* for what matters most: Analyzing the effects of an intervention to enhance professional fulfillment and leadership skills, and to prevent and mitigate burnout</b> <i>E. Weinlander</i>	<b>Meeting physicians half way: Launching a tele-counseling service for providers</b> <i>E. Rajcevic</i>
<b>5:30–6:30 p.m.</b>	<b>Dessert mixer</b> – beer and wine served (sponsor: Atrium Health)				Mecklenburg Ballroom

## DAY 3 SATURDAY, SEPT. 21

<b>7–8 a.m.</b>	<b>Continental breakfast</b>				Carolina Ballroom/ Mecklenburg 1 and 2
<b>8–9 a.m.</b>	<b>Closing keynote – When Breath Becomes Air: A Physician and Caregiver’s Insights on Well-Being</b>  <b>Speaker:</b> Lucy Kalanithi, MD <b>Moderator:</b> Bryan Bohman, MD				Symphony 1–4
<b>9–9:30 a.m.</b>	<b>Refreshments and exhibitor visits</b>				Carolina Convention Foyer
<b>9:30–10:30 a.m.</b>	<b>INNOVATION/INITIATIVE</b> Symphony 1–4	<b>WORKSHOP</b> Symphony 5	<b>WORKSHOP</b> Symphony 6	<b>WOMEN IN MEDICINE</b> Mecklenburg 3	<b>WORKSHOP</b> Symphony 7
	Creating health system processes to improve physician well-being and patient outcomes: A case study of colorectal cancer screening <i>T. Imley</i>  Pilot project to increase patient appointment times in an outpatient primary care internal medicine practice <i>C. Horwicz</i>	<b>Promoting physician resilience through centers for physician well-being: Organizational challenges and solutions</b> <i>W. Sotile</i>	Creating a scalable wellness foundation in your organization <i>E. Rajcevic</i>	<b>Behavioral and occupational predictors of burnout in Canadian women physicians and residents</b> <i>T. McFadden</i>  “The doctor is not in”: Identifying system-level factors that contribute to attrition of VA women’s health providers <i>R. Schwartz</i>	<b>The starting line: Using the appreciative inquiry to conduct a needs assessment for well-being initiatives</b> <i>C. McDermott</i>
<b>10:30–11:30 a.m.</b>	<b>Shifting focus to optimizing performance: From the ballpark to the clinic</b> <b>Plenary speaker:</b> Colin West, MD, PhD				Symphony 1–4
<b>11:30–11:45 a.m.</b>	<b>Refreshments and exhibitor visits</b>				Carolina Foyer
<b>11:45 a.m.–12:45 p.m.</b>	<b>Joy in Medicine™ Recognition Program and presentation</b>				Symphony 1–4
<b>12:45–1 p.m.</b>	<b>Closing remarks</b>				Symphony 1–4
	<b>Conference adjourned</b> (Grab-and-go box lunches available.)				

## RESEARCH POSTER PRESENTATIONS

### **A consultative approach to enhancing the wellness of department-based teams**

*A. Sethi, Z. Zhong, L. Seivold, D. Sopko, S. Hughes, R. Parikh*

### **A longitudinal assessment of moral distress and burnout during pediatric residency**

*K. Lee, D. Louie, E. Cheung, D. King, D. Chong, P. Dodek*

### **Addiction and personality among physicians: The impact of an integrated treatment program on the NEO**

*J. Werby, P. Lui, J. Caldeleugh, D. Angres*

### **An apple a day keeps the doctor well: Association between physician burnout and self-reported diet and exercise**

*A. Klein, J. Berliner, R. Smith, J. Liebschutz*

### **An inclusive, multifaceted approach for a better work environment**

*A. Grover, N. Appelbaum, N. Lee, N. Wickramaratne, D. Farquhar, S. Santen*

### **Anonymous versus confidential burnout surveys**

*T. Riley, W. Curry, M. Beck, A. Berg, J. Parascando, M. Ruffin*

### **Bringing joy back into primary care**

*K. Ouchi, D. Bell, L. Chiu, B. Chun, P. Cole, J. Fouts, L. Gregg, P. Latare, B. Moritz, S. Nishikawa, R. Thornburg*

### **Burnout and engagement at an academic children's hospital: Drivers and differences**

*S. Hathaway, D. Bratcher, M. Dowd, J. Hill, M. Queen, J. Bickel*

### **Culture of wellness**

*L. Gregg, D. Bell, L. Chiu, B. Chun, P. Cole, J. Fouts, P. Latare, B. Moritz, S. Nishikawa, K. Ouchi, R. Thornburg*

### **Encountering negative experiences due to gender: A component of burnout in female providers**

*C. Audi, S. Poplauer, R. Freese, W. Heegaard, M. Linzer, E. Goelz*

### **Engaging departments in a large academic medical center to enhance physician well-being**

*E. Harry, J. Dudley*

### **EPIC optimization: An at-elbow intervention to improve physician satisfaction and efficiency with EMR use**

*M. Shanbour*

### **Good Grief Rounds: An intervention that increases sense of community, meaning and mindfulness in health care providers**

*K. Morrison, W. Jensen, N. Rondinelli, E. Nielsen*

### **Health care organizations can support rejuvenating behaviors to reduce burnout**

*K. Olson*

### **How do general practitioners act when they are ill? A qualitative study on their health care utilization**

*S. Schulz, F. Hecker, U. Sauerbrey*

### **Implementation of a resident-led mindfulness course during the surgical clerkship**

*R. Williams, E. Lawrence, M-L. Wang*

### **Implementation of an institutional peer support program for second victims**

*A. Pilarski, T. Klatt, J. Sachs*

### **NASA-TLX assessment of surgeon workload variation across specialties**

*K. Law*

### **Promoting physician and physician assistant well-being through the Healthy Healer Program**

*M. Schwarz, K. Bechdolt*

### **Results of a physician efficiency learning lab at Mayo Clinic**

*L. Hardesty, K. Oken, S. Caubet*

### **Roundtable discussions as a means for organizations to evaluate and develop strategies to address burnout among hematology and oncology fellows**

*S. Rogers, J. Maakaron, J. Burkart, R. Memmott, J. Dettorre, B. Towner-Larsen*

### **SELF CARE model**

*B. Chun, D. Bell, L. Chiu, P. Cole, J. Fouts, L. Gregg, P. Latare, B. Moritz, S. Nishikawa, K. Ouchi, R. Thornburg*

### **Surgeon evaluation of an intraoperative stretch intervention: A pilot study**

*S. Hallbeck, B. Lowndes, J. Bingener*

### **System-level interventions to improve physician well-being: Results from a health system-wide faculty well-being survey**

*J. Ripp, L. Peccoraro*

### **The impact of a physician wellness committee at a children's hospital**

*G. Kumar, V. Peoples, A. Mezzoff*

### **Professional dissonance in primary care: Practitioners' perceptions of contributors and solutions to burnout and low professional fulfillment**

*K. Sherritt, S. Agarwal, E. Pabo, R. Rozenblum*

### **Using a request for proposals (RFP) process to drive the development of outcomes-driven physician well-being improvement projects**

*M. Stewart, P. Thottathil, N. Brown*

### **Where we are and how we feel: Developing a tool to measure medical students' perceptions of learning environment and their sense of well-being**

*E. Wauneo*

### **Who should be recognized and how? An assessment of recognition deficits in a large academic department**

*T. Riley, J. Radico, J. Parascando, T. Oser*

### **Decreasing vitamin D levels with changes in habits of entering medical students**

*S. Jackson, W. McAllister, K. Brewer*

## INNOVATION POSTER PRESENTATIONS

**An innovative and longitudinal resilience curriculum for internal medicine residents**

*T. James, R. Dix*

**Chief resident of wellness: Formalizing a position in an already established robust wellness program**

*D. Orlovich, N. Hasan*

**Improving physician well-being department-wide through chief leadership coaching**

*K. Awad, D. Dill, L. Schwab*

**Developing institutional infrastructure for physician wellness: Qualitative insights from VA physicians**

*R. Schwartz, T. Shanafelt, C. Gimmler, L. Osterberg*

**Does family inclusion in employee wellness events improve wellness? A pilot study**

*M. Goss, M. Carney, T. Bruinsma, R. Rothstein, A. Burns*

**Efficacy of well-being self-awareness and departmental interventions within a single radiology residency program**

*S. Reimer*

**Evaluation of a formal transformation curriculum to improve quality of care in the practice setting: A pilot study**

*M. Kwiatkowski, A. Cummings*

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*E. Rajceвич, M. Mariani*

**Fostering a culture of health and wellness through professional development meetings**

*P. Cole, D. Bell, L. Chiu, B. Chun, J. Fouts, L. Gregg, P. Latare, B. Moritz, S. Nishikawa, K. Ouchi, R. Thornburg*

**From 0 to 60: A CWO's story of a physician well-being program startup**

*S. Kaithahn*

**Give thanks! Having more gratitude is associated with lower burnout, depression and feeling overwhelmed in medical students**

*K. Morrison, O. Bawmann*

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*J. Shaw*

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*T. Strickland, A. Ukani, E. Waiono*

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*S. Van Horne, J. MacRae*

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*B. Arnetz, C. Goetz, S. Sudan, J. VanSchagen, F. Revelts, J. Arnetz*

**Literature and medicine: A narrative approach to improve wellness**

*M. Wierusz*

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*S. Hijawi*

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*C. McLoughlin, N. Nankivil, B. Lim*

**Lovelace Medical Group's processes in addressing provider burnout**

*K. Giese*

**Promoting a healthy workforce: Development and implementation of a statewide program for medical student well-being**

*A. Polles, L. Merlo*

**Promotion of SELF CARE practices through a group-wide day of volunteerism**

*R. Thornburg, D. Bell, L. Chiu, B. Chun, P. Cole, J. Fouts, L. Gregg, P. Latare, B. Moritz, S. Nishikawa, K. Ouchi*

**Restoring a health system culture that supports physician engagement and professional fulfillment in the era of emphasis on patient experience measures**

*J. Chun*

**Should regulators screen for burnout among members? Inclusion of a physician burnout screen in annual licensure renewal**

*D. Wiebe, N. Kain, N. Ashworth, J. Beach, E. Jess, K. Mazurek*

**The impact of physician/colleague testimonials on a culture of wellness**

*P. Latare, D. Bell, L. Chiu, B. Chun, P. Cole, J. Fouts, L. Gregg, B. Moritz, S. Nishikawa, K. Ouchi, R. Thornburg*

**Using the Institute for Healthcare Improvement (IHI) joy in work framework in a large multispecialty group practice (Washington Permanente Medical Group)**

*S. Warwick, K. Barton*

**Well-being among surgery residents: Findings inform evolution of mindful self-compassion course**

*J. Barnhill, T. Fareel, S. Meltzer-Brody, M. Meyers, K. Putnam, K. Bluth*

## WE WOULD LIKE TO THANK THE FOLLOWING INDIVIDUALS FOR THEIR CONTRIBUTIONS TO THE PLANNING OF THIS CONFERENCE:

### PROGRAM PLANNING COMMITTEE

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 Ashley Cummings, MBA (AMA) Colin West, MD, PhD (Mayo)  
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 Samantha Meltzer-Brody, MD, MPH Nick Yaghmour, MPP  
 Kristine Olson, MD, MSc

## CONTINUING MEDICAL EDUCATION INFORMATION

The **American Conference on Physician Health** seeks to promote a healthier culture of wellness for physicians and to reduce the stigma associated with ill health in physicians. In addition to providing a forum for practitioners and researchers to present recent findings and innovative treatments, the conference offers opportunities certified for *AMA PRA Category 1 Credit™*. *AMA PRA Category 1 Credit* recognizes physicians' participation in continuing medical education, and is accepted by hospital credentialing bodies, state medical licensure boards and medical specialty certifying boards, as well as other organizations.

#### Objectives

- Explore creative ways to improve the organization's work environment and promote a positive culture to enable self-care, personal growth and compassion (for yourself, colleagues and patients).
- Evaluate your organization's efficiency of practice and identify organizational systems that could improve health care quality and patient safety.
- Assess your level of personal resilience and outline an action plan for increasing one's physical, emotional and professional wellness.
- Develop and implement effective strategies to measure physician wellness and/or advance leadership support for wellness as a strategic priority within your organization.
- Leverage a network of internal and external peers to exchange best practices and share lessons learned as it relates to fostering physician health.

#### Target audience

This national conference is intended for physicians in all specialties and for those who are in academics, students, physician health researchers, administrators, educators and consultants who wish to improve their knowledge, competence and performance in physician health.

#### Statement of need

Physicians' professional wellness is increasingly recognized as being critically important to the delivery of high-quality health care, and yet, survey data indicates physician burnout nationally has reached crisis proportion. Physicians strive to achieve an optimal patient experience and provide the highest quality care while simultaneously facing increasing productivity and documentation demands that often lead to anxiety, fatigue, burnout and depression.

This leading-edge forum is designed to inspire organizations throughout the country to seek ways to bring back the joy in medicine and achieve professional fulfillment for all our physicians.

Through provocative keynote presentations, practical panel discussions, concurrent oral abstracts, and poster presentations of more than 70 different national wellness projects and programs, this two-day conference will offer an exciting format featuring progressive practitioners and noted researchers. We will provide an engaging forum to share innovative methods and discuss tangible strategies and tools that structuring organizations (i.e., hospitals, health systems, practices and clinics) can use to contribute to, rather than detract from, physician wellness. The conference will also showcase research on the infrastructure of health care systems and highlight what organizations can do to help combat burnout and promote wellness.

#### Desirable physician attributes (also known as competencies)

CME activities must be developed within the context of desirable physician attributes or competencies. The American Conference on Physician Health has identified that this activity addresses the following competencies: patient care, professionalism and system-based practice.

#### Disclosure information

The content of this activity does not relate to any product or service of a commercial interest as defined by the Accreditation Council for Continuing Medical Education; therefore, there are no relevant financial relationships to disclose.

#### Full abstracts and author information

All full abstracts, including author credentials, affiliations and contact information are listed in the American Conference on Physician Health 2019 Abstract Book and can be found on the conference webpage ([physician-wellbeing-conference.org](http://physician-wellbeing-conference.org)) for free download (.pdf) during and after the conference.

The American Medical Association is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The American Medical Association designates this live activity for a maximum of 17.5 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

#### ABIM MOC Statement

Successful completion of this CME activity, which includes participation in the evaluation component, enables the participant to earn up to 17.5 Medical Knowledge (MOC) points in the American Board of Internal Medicine's (ABIM) Maintenance of Certification (MOC) program. Participants will earn MOC points equivalent to the amount of CME credits claimed for the activity. It is the CME activity provider's responsibility to submit participant completion information to the ACCME for the purpose of granting ABIM MOC credit.

#### ABP MOC Statement

Successful completion of this CME activity, which includes participation in the activity and individual assessment of and feedback to the learner, enables the learner to earn up to 17.5 MOC points in the American Board of Pediatrics' (ABP) Maintenance of Certification (MOC) program. It is the CME activity provider's responsibility to submit learner completion information to the ACCME for the purpose of granting ABP MOC credit.

#### ABOHNS MOC Statement

Successful completion of this CME activity, which includes participation in the evaluation component, enables the participant to meet the expectations of the American Board of Otolaryngology's Maintenance of Certification (MOC) program. It is the CME activity provider's responsibility to submit participant completion information to the ACCME for the purpose of recognizing participation.



## THANK YOU TO OUR PREMIER SUPPORTER

The Physicians Foundation is a nonprofit 501(c)(3) organization, committed to empowering physician leadership in the delivery of high-quality, cost-efficient health care. This mission is pursued through a variety of activities, including grant making, research, national surveys and policy studies. A key area on the foundation's radar is burnout, which affects more than half of American physicians. Burnout has serious implications for the entire health care system: younger

talent is dissuaded from entering the industry, practicing doctors experience difficulties balancing professional and personal life, and patients face decreased access to care at a higher cost. In addition to raising awareness about this critical issue that is predicted to cause a shortage of an estimated 90,000 surgeons by 2025, the foundation sponsors research aimed at gaining a comprehensive understanding of the sources and possible remedies of physician burnout.

[physiciansfoundation.org](http://physiciansfoundation.org)

## THANK YOU TO OUR GOLD SPONSOR



The UNC system-wide Well-Being Program spans across the UNC School of Medicine and health care system. Our program formally began in 2012 and has grown over time to now encompass the entire UNC health care system consisting of 33,000 physicians, other providers and employees. The Well-Being Program has significant support and funding from senior leadership to identify and meet the fourth arm of the Quadruple Aim: preventing burnout and improving work life. Our approach is multifaceted and data driven. We are working to integrate data across the entire organization and use state-of-the-art methods to improve the delivery of care systems, identify best practices, and champion initiatives that improve well-being and engagement. Ultimately, our goal is to serve the organization by developing a culture of well-being for all who will allow UNC Health Care and the UNC School of Medicine to meet all missions and be a top performing organization.

[unhealthcare.org/wellbeing](http://unhealthcare.org/wellbeing)

## THANK YOU TO OUR SPONSOR



Atrium Health, formerly Carolinas HealthCare System, one of the nation's leading and most innovative health care organizations, provides a full spectrum of health care and wellness programs throughout the Southeast region. Its diverse network of care locations includes academic medical centers, hospitals, freestanding emergency departments, physician practices, surgical and rehabilitation centers, home health agencies, nursing homes and behavioral health centers, as well as hospice and palliative care services. Atrium Health works to enhance the overall health and well-being of its communities through high-quality patient care, education and research programs, and participates in numerous collaborative partnerships and initiatives.

[atriumhealth.org](http://atriumhealth.org)

## THANK YOU TO OUR EXHIBITORS

### BAYLEY COACHING SOLUTIONS

Bayley Coaching Solutions

Our passion is helping physicians create greater vitality through intentional career design, resilience building and leadership development. In addition to evidence-based coaching for individuals and groups, we provide keynotes, workshops and consultation services to help organizations create environments where physicians thrive and bring their best selves to their work.

[solvingcareers.com](http://solvingcareers.com)



Coalition for Physician Well-being

We believe that physician well-being and engagement are vital to the mission of all health care organizations and, in particular, to that of faith-based institutions. The Coalition for Physician Well-being is committed to creating a physician-hospital paradigm that promotes personal and professional fulfillment, sustains physician families, builds collegial relationships and enhances a healing culture, thereby benefiting patient care and contributing to overall hospital performance.

[forphysicianwellbeing.org](http://forphysicianwellbeing.org)



Curi

Curi is the premier provider of products, services and experiences for physicians. From medical malpractice insurance to well-being programs, the company has been passionately curious about identifying new ways to meet the ever-evolving needs of doctors since it was founded as the Medical Mutual Insurance Company of North Carolina in 1975.

[curi.com](http://curi.com)



Lightning Bolt

Lightning Bolt is the leading provider of automated physician scheduling for hospitals and health systems around the world. We manage over 3 million physician hours each month, helping to create schedules that promote work-life balance, productivity and patient safety.

[lightning-bolt.com](http://lightning-bolt.com)



Oak Street Health

Oak Street Health is rebuilding health care as it should be. Oak Street Health is a network of primary care practices for adults on Medicare. Our approach is well care, not sick care. By keeping thousands of patients happy, healthy and out of the hospital, Oak Street Health has built a health care model that works.

[oakstreethealth.com](http://oakstreethealth.com)



VITAL WorkLife Inc. is a national behavioral health consulting practice supporting all dimensions of well-being. Our solutions are designed to meet the unique needs of physicians and health care organizations surrounding physician performance, satisfaction and retention. Our unique offerings include confidential support for physicians and providers, behavioral intervention programs, peer coaching, consulting, critical incident resources and a robust employee assistance program.

[vitalworklife.com](http://vitalworklife.com)



The Well-Being Index

The Well-Being Index was invented by the Mayo Clinic and is a 100% anonymous, web-based tool for evaluating multiple dimensions of distress in just nine questions. These questions are designed to measure burnout, provide valuable resources and track progress over time to promote self-awareness. In jobs where high stress is a factor, statistics show that nearly 50% of workers experience professional burnout. Including the Well-Being Index as part of your wellness program promotes self-awareness, improving well-being across multiple dimensions.

[mededwebs.com](http://mededwebs.com)





## USE THIS SPACE TO RECORD BEST PRACTICES AND TAKEAWAYS

<b>Session</b>	<b>Date</b>
<b>Attending to the most important therapeutic instrument in medicine</b>	Friday, Sept. 20
<b>Speaker</b>	
Mickey Trockel, MD, PhD	
<b>Notes</b>	
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<b>Session</b>	<b>Date</b>
<b>Global perspective around culture and prioritization of employee well-being</b>	Friday, Sept. 20
<b>Speaker</b>	
Gale Adcock, RN	
<b>Notes</b>	
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## **CONFERENCE EVALUATION: YOUR FEEDBACK IS IMPORTANT TO US!**

**Immediately following the conference you will receive a link from the American Medical Association via email for an online evaluation.**

Please take a few minutes to provide us with your thoughts regarding the conference. Your comments will help us evaluate the content and aid us in our future educational planning.

## **MARK YOUR CALENDARS!**

**Plan to join us at the next American Conference on Physician Health in 2021!**

Details will be published on our conference website ([physician-wellbeing-conference.org](https://physician-wellbeing-conference.org)) as they become available.

Email [physicianhealth@ama-assn.org](mailto:physicianhealth@ama-assn.org) to be placed on the conference mailing list in order to receive timely conference updates, including when the call for abstracts opens.



**Download the event app for complete conference details**  
or visit [event.crowdcompass.com/acph2019](https://event.crowdcompass.com/acph2019).