

2022

UPMC Physician Well-Being Symposium

PHYSICIAN THRIVE

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2022 Physician Well-Being Symposium

EXECUTIVE CHAMPION



DONALD YEALY, MD, FACEP
SENIOR VICE PRESIDENT
AND CHIEF MEDICAL
OFFICER, UPMC

KEYNOTE SPEAKER



WILL 2022 BE THE TURNING POINT IN THE PARALLEL PANDEMIC OF CLINICIAN BURNOUT?

DARRELL KIRSCH, MD
President Emeritus, Association of American Medical Colleges and Adjunct Professor of Psychiatry and Behavioral Sciences, Stanford University School of Medicine

SYMPOSIUM ORGANIZER



JENNIFER BERLINER, MD
CO-CHAIR OF UPMC PHYSICIAN
THRIVE
MEDICAL DIRECTOR, UPMC
PHYSICIAN WELL-BEING

FEATURED SPEAKERS



A PERSONAL SUCCESS STORY WITH PROFESSIONAL SATISFACTION

MADELEINE COURTNEY-BROOKS, MD, MPH
Assistant Professor, Department of Obstetrics, Gynecology and Reproductive Sciences, and Division Director, Gynecologic Oncology

MEDIA ADVISOR



PAUL PHRAMPUS, MD, FACEP
VICE CHAIR OF QUALITY AND
PATIENT SAFETY, DEPARTMENT
OF EMERGENCY MEDICINE
DIRECTOR, WINTER INSTITUTE
OF SIMULATION, EDUCATION
AND RESEARCH (WISER)



20 YEARS OF ELECTRONIC RECORDS AND IMPACT ON PROVIDERS WELL-BEING

ANTHONY FIORILLO, MD
Retired Clinical Associate Professor of Medicine and Bioinformatics

SYMPOSIUM COORDINATOR



HEATHER READING, MBA
DIRECTOR, HUMAN RESOURCES
AND PHYSICIAN RELATIONS



DIGGING INTO THE 2020 UPMC PHYSICIAN SURVEY RESULTS: LESSONS FOR FUTURE DIRECTIONS

JANE LIEBSCHUTZ, MD
Chief, Division of General Internal Medicine, Professor of Medicine (with Tenure), UPMC Endowed Chair of Translational Medicine and Research, University of Pittsburgh School of Medicine, UPMC Health System Teaching Faculty UPMC Mercy Hospital Dept of Internal Medicine

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PANELS

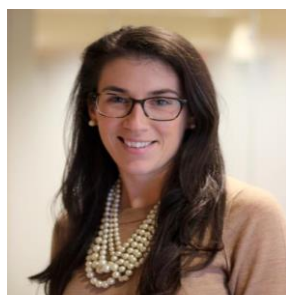
[EXECUTIVE LEADERSHIP Q&A](#)

MODERATED BY:



SANSEA JACOBSON, MD

*Associate Professor of Psychiatry
Program Director, Child Psychiatry & Triple Board
Co-Chair, GME WELL Subcommittee
University of Pittsburgh School of Medicine*



CRISTIN MCDERMOTT, MD

*Associate Training Director, Triple Board Program
Assistant Professor, Depts Pediatrics & Psychiatry
University of Pittsburgh School of Medicine*

FEATURED PANELISTS:



JOON LEE, MD

*Senior Vice President, UPMC
President, Physician Services, UPMC Health Service Division
Vice Dean for Clinical Affairs in the School of Medicine
Professor of Medicine, Department of Cardiology
University of Pittsburgh School of Medicine*



ANANTHA SHEKHAR, MD, PhD

*Senior Vice Chancellor for the Health Sciences
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Professor of Psychiatry
Professor of Clinical and Translational Science
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DONALD YEALY, MD, FACEP

*Senior Vice President and Chief Medical Officer, UPMC
Professor and Chair of Emergency Medicine, Department of Emergency Medicine
Professor of Medicine and Clinical and Translational Sciences
University of Pittsburgh School of Medicine
Vice President of Emergency and Urgent Care, UPMC Physician Services*

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FINANCIAL WELL-BEING PANEL

MODERATED BY:



JOSEPH LOSEE, MD

*Ross H. Musgrave Professor of Pediatric Plastic Surgery
Executive Vice Chair, Department of Plastic Surgery
Associate Dean, Faculty Affairs, University of Pittsburgh School of Medicine
Co-Chair, Physician THRIVE*

FEATURED PANELISTS:



JORDAN FREY, MD

*Assistant Professor of Plastic Surgery, Erie County Medical Center,
University of Buffalo School of Medicine
Founder of "The Prudent Plastic Surgeon"*



C. REED NATALI, CFA, CFP®, CAP®

Managing Director, Shorebridge Wealth Management, LLC



JESSE GOLDSTEIN, MD, FAAP, FACS

*Associate Professor
University of Pittsburgh School of Medicine
Craniofacial Fellowship Director, Department of Plastic Surgery
Children's Hospital of Pittsburgh*

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ERGONOMICS



DENNIS MARTIN, OTR/L, CHT
OT Program Director

PHYSICIAN ASSISTANCE OVERVIEW OF SERVICES



VICTORIA DEANS, LCSW
Program Manager, Physician Assistance Program



CHARISSA PACELLA, MD
*Chief of Emergency Medicine Services, UPMC Presbyterian,
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MEDITATION



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Program Manager, Health Plan

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Symposium Planning Committee

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Felicia Snead
Michelle Thompson
Ann Thompson

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Agenda

Friday, January 22, 2021

Morning Session

8:00-8:05: Introduction/Opening Remarks

8:05-8:25: Welcome Remarks

- **Donald M. Yealy, MD**, Senior Vice President and Chief Medical Officer, UPMC
- **Anantha Shekhar, MD, PhD**, Dean, University of Pittsburgh Medical School and Senior Vice Chancellor for Health Sciences, University of Pittsburgh

8:30-8:45: “A Personal Success Story with Professional Satisfaction,”
Madeleine Courtney-Brooks, MD, MPH, Assistant Professor, Department of Obstetrics, Gynecology and Reproductive Sciences, and Division Director, Gynecologic Oncology

8:50-9:50: Executive Panel – Physician Q&A
Featuring:

- **Joon Lee, MD** President, UPMC Physician Services, Health Services Division
- **Anantha Shekhar, MD, PhD**, Dean, University of Pittsburgh Medical School and Senior Vice Chancellor for Health Sciences, University of Pittsburgh
- **Donald M. Yealy, MD**, Senior Vice President and Chief Medical Officer, UPMC

Moderated by:

- **Sansea Jacobson, MD**, Co-Chair, UPMC GMEC WELL Subcommittee
- **Cristin McDermott, MD**, Assistant Professor, Departments of Pediatrics and Psychiatry

9:50-10:00: Ergonomics with **Dennis Martin, OTR/L, CHT**

10:00-10:10: *Break*

10:10-10:40: “20 Years of Electronic Records and Impact on Providers Well-Being: A Personal Reflection,”

Tony Fiorillo, MD, Retired Clinical Associate Professor of Medicine and Bioinformatics

10:40-10:55: Physician Assistance Overview of Services

- **Victoria Deans, LCSW**, Program Manager, Physician Assistance Program, Resident, and Fellow, Assistance Program
- **Charissa Pacella, MD**, Chief of Emergency Medicine Services, UPMC Presbyterian, Associate Professor of Emergency Medicine, Vice Chair, Clinical Operations, Department of Emergency Medicine, Emergency Department Attending Physician

10:55-11:05: *Break*

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11:05-12:05: Morning Workshops:

- Discover Joy in Using EpicCare: Hands On Workshop for Customization and Personalization
- Clinic Sprint EHR Optimization
- Physician Peer Coaching
- The Journey to Knowing Thyself & Becoming an Anti-Racist
- Meditation, Mantra, and Pranayama for Self-Care
- The System is Broken and Poetry Won't Fix It (But it Might Save Your Soul)
- Ergonomics

12:05-12:25: Lunch Preparation

12:25-1:25: “Will 2022 Be the Turning Point in the Parallel Pandemic of Clinician Burnout?”

Darrell G. Kirch, MD, President Emeritus, Association of American Medical Colleges and Adjunct Professor of Psychiatry and Behavioral Sciences, Stanford University School of Medicine

1:25-1:30: Break

Afternoon Session

1:30-1:35: Introduction/Opening Remarks,

Joseph E. Losee, MD, Ross H. Musgrave Professor of Pediatric Plastic Surgery, Executive Vice Chair, Department of Plastic Surgery, Associate Dean, Faculty Affairs, University of Pittsburgh School of Medicine, Co-Chair, Physician THRIVE

1:35-1:50: “Digging Into the 2020 UPMC Physician Survey Results: Lessons for Future Directions,”

Jane Liebschutz, MD, Chief, Division of General Internal Medicine, Professor of Medicine (with Tenure), UPMC Endowed Chair of Translational Medicine and Research, University of Pittsburgh School of Medicine, UPMC Health System

1:50-2:00: Meditation with Erin Commendatore, M.A.Ed/CN

2:00-2:10: Break

2:10-3:30: Financial Well-being Panel

Featuring:

- **Jordan Frey, MD**, Assistant Professor of Plastic Surgery, Erie County Medical Center, University of Buffalo School of Medicine, founder of “The Prudent Plastic Surgeon” <https://prudentplasticsurgeon.com/>
- **C. Reed Natali, CFA, CFP®, CAP®**, Managing Director, Shorebridge Wealth Management, LLC
- **Jesse A. Goldstein, MD**, Associate Professor of Plastic Surgery

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3:30-3:40: *Break*

3:40-4:40: Afternoon Workshops:

- Modernizing Cerner for Physicians – Tools for Success and Efficiency
- Discover Joy in Using EpicCare: Hands On Workshop for Customization and Personalization
- Creating a Culture of Professionalism at UPMC
- Dangerous Liaisons: Common Features of Intimate Partner Violence
- Ayurveda
- Colleague Consult: Strategies for Maximizing Professional Satisfaction
- Getting What You Want (And What You Need): Negotiations and Well-Being

4:40-4:50: Concluding Remarks

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Featured Workshops

[Discover Joy in Using EpicCare: Hands On Workshop for Customization and Personalization](#)

Authors: Jonathan Arnold, MD, Gary Fischer, MD, and Jose Abad, MD

This workshop focuses on physician optimization of their own EHR experience within their production accounts. Participants will login to their own EpicCare account while workshop facilitators lead them through customization exercises. Since this session is hybrid, participants will be either in person or logged in to the session through Microsoft Teams. The specific areas of customization covered will be tailored to participant needs and include: diagnosis, LOS, follow-up, and progress Notes 'speed' buttons; letter templates and default routing; inbasket QuickActions; 'on-the-fly' customizing orders on your preference list (including order panels); customizing Smart Sets; and procedure documentation macros. For each topic, we will demonstrate how it can help efficiency and walk users through building their own, with suggestions from workshop leaders for default choices. Facilitators will sit at-the-elbow with participants individually in person and over Teams as needed.

[Clinic Sprint EHR Optimization](#)

Author: Salim Saiyed, MD

"The Clinic Sprint EHR optimization is a dedicated two-week program that allows for real-time problem solving, training refreshers, and education on efficiency tools and tips. Unlike tradition EHR optimization and training processes, Sprints use a collaborated approach with IT analysts and trainers, Operations and Informaticists to improve EHR satisfaction for physicians and clinicians. Sprints are designed to increase the use of EHR personalization settings by offering tailored sessions that cover over 130 Epic tips and tricks. By learning a wide variety of efficiency tips, staff can use these tools to improve efficiency within the EHR and effectively manage time within the system. Attendees will walk away with strategies for implementing a similar program within their departments."

[Physician Peer Coaching](#)

Authors: Joe Losee, MD, Rex Gatto, and Jennifer Berliner, MD

Now more than ever, coaching is a tool to help every physician grow either as a coach or client. The purpose of this workshop is to introduce you to some of the fundamental points of coaching. You will gain an understanding of the coaching approach, gain coaching skills, and briefly practice coaching. Join us for this brief introduction to learn the skills needed to be a peer physician coach.

[The Journey to Knowing Thyself & Becoming an Anti-Racist](#)

Author: Rickie Tripp, MD

We explore what exactly it means to be an anti-racist compared to being non-racist. This workshop provides the tools to self-discovery about your own individual dimensions of diversity, how we may develop cultural competency and proficiency, and how we can take progressive steps toward racial enlightenment. We also focus on the importance of building a diverse, equitable, and inclusive culture and being an ally or accomplice.

[Meditation, Mantra, and Pranayama for Self-Care](#)

Author: Christina Pisani-Conway, MD

In this workshop, I plan to review the background of meditation, mantra and pranayama. We will experience a guided meditation, and review approaches to optimize the benefits of and maintain a personal meditation practice. We will explore the use of mantra, choosing a few personal mantras that we find meaningful. We will practice several types of pranayama (for example, Nadi Shodhana, Ujjayi, and Sheetal Pranayama). We will close by making a mala, a necklace used to count mantra during meditation, while discussing as a group how we can make meditation, mantra and pranayama part of our daily self-care practice.

[Posture and Ergonomic Considerations for the Physician](#)

Author: Dennis Martin, OTR/L, CHT

Assessment of work-related postures, physical stressors; how to minimize fatigue and bodily wear and tear with proper environmental modifications, ergonomic positioning, and conditioning considerations.

[Modernizing Cerner for Physicians](#)

Authors: Michael Curren, MD, Raquel Forsythe, MD, Robert Handzel, MD, and Kristian Feterik, MD

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This eRecord workshop brings together recently implemented time-saving best practices for Cerner. After a brief introduction of key concepts, we will break into small groups. Small group facilitators will coach the attendees using realistic clinical scenarios on efficient chart review using Workflow Mpages. We will highlight entering quick orders, accessing outside records, building a problem list, and using powerful voice-to-text commands. The groups will share their best inpatient eRecord practices and how to accomplish them. Participants will receive a structured handout at the end of the workshop for future reference.

[Creating a Culture of Professionalism at UPMC](#)

Authors: Karen Schoedel, MD, Julie McCausland, MD Greg Bump, MD, and Melinda Hamilton, MD

This workshop fits into the “Culture of Well Being” theme and is designed to describe what is meant by medical professionalism at the individual and organizational levels and how making the implicit concepts, explicit, benefits the entire UPMC medical community. The workshop consists of three parts: the first is focused on behaviors and actions that demonstrate our individual and collective definitions of medical professionalism through case-based small group activity. After re-convening, there will be a facilitated discussion of the below topics after an introduction to what is currently known about the “Culture of Professionalism” in medicine and specifically at UPMC. The small groups will then re-convene and discuss proposed solutions and resources to advance this topic at the systems level. There will be an opportunity to discuss recognizing unprofessional behavior and current and proposed resources to address. By the end of the session, we will have collected ideas to engage the UPMC medical community moving forward to assist in developing a UPMC-specific “Culture of Professionalism” defined by, and for, physicians.

[Dangerous Liaisons: Common Features of Intimate Partner Violence](#)

Authors: John Rozel, MD, Judy Chang, MD, and Priyanka Amin, MD

This workshop will explore common features of IPV as well as distinct ways healthcare professionals can be targeted, will provide strategies for recognizing and supporting peers who may be experiencing IPV, and will discuss resources both within UPMC and the community. This workshop addresses the theme of personal safety and security which overlaps both with Personal Resilience and the workplace systems element of Efficiency of Practice. Case examples will be presented to the audience for small group discussion to promote trauma sensitive interactive learning.

[Ayurveda](#)

Authors: Christina Pisani-Conway, MD

We will begin with a basic review of Ayurveda and what it can offer to help promote well-being, vitality and longevity. We will then take a basic Dosha quiz as a group to explore our individual constitutions and Doshic imbalances. We will learn about the three vital essences, prana, tejas and ojas, which promote health, creativity, and deeper yogic and meditational practices. We will learn how balancing the six tastes with an Ayurvedic diet can nourish us and help protect us from the elements. We'll design a meal to support our particular constitution, season, and stage of life, and share with a partner or the group. We will review tips and demonstrations regarding how to develop a dinacharya, or daily routine, to support health and well-being. We'll have the opportunity to practice abhyanga, Ayurvedic self-massage, with an oil to support our individual constitution. Lastly, we will review some commonly used Ayurvedic herbs and make an Ayurvedic tea to support our individual wellness.

[Colleague Consult: Strategies for Maximizing Professional Satisfaction](#)

Author: Lisa Podgurski, MD

Wishing you knew how to be happier in your work life without waiting for the whole system to change? Wondering how others in your position have accomplished this? Join us for a discussion with a panel of physician colleagues who will be sharing their personal experiences of moving through a challenging period in their careers to their current position of greater professional satisfaction. A range of surgical and medical specialties and types of career challenges will be included, with a focus on offering concrete solutions we can all consider.

[The System is Broken and Poetry Won't Fix It \(But It Might Save Your Soul\)](#)

Authors: Gaeten Sgro, MD and Andrew Thurston, MD

Spend an hour with two clinician educators discussing poems that address themes of dehumanization, the limits of science and technology, and the power of human connection. We'll explore how something as utterly useless as poetry is so valuable in a system obsessed with utility and profit.

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[Getting What You Want \(And What You Need\): Negotiations and Well-Being](#)

Author: Paul Phrampus, MD

In the context of everyday work physicians are engaged in negotiations the regular basis. Examples include negotiating for positions, changing responsibilities, compensation conversations, home purchases, or clinical applications such as discussions with patients and families. Despite this this occurring on the near daily basis, most of us have not been formally trained in the processes of successful negotiations or step back to think about the effect on our wellbeing. Exploring our style of negotiations, tactics of negotiations and the downstream impact that it may have on our success and well-being can be a useful endeavor for future thriving.

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Well-Being Resources for UPMC Attending Physicians

Physicians Assistance Program: 866-918-1594

www.lifesolutionsforyou.com (Corporate Login: UPMC)

- ✓ Free, 24/7, confidential support for UPMC physicians (and household members)
- ✓ Counseling in person or by phone (6 sessions per issue)
- ✓ Support for stress, depression, anxiety, substance misuse, relationship concerns, domestic violence, etc.
- ✓ Personalized resources (e.g. child- or eldercare, housing, legal, finance, test-taking, career development, etc.)
- ✓ RxWell is an app to help with stress, anxiety, or depression. Work on your health goals with the help of a health coach. Download from the Apple App Store or Google Play today!

LifeSolutions
Physicians Assistance
Program

Confidential Referrals for Behavioral Health: 1-833-231-1575

- ✓ Free, discreet, personalized mental health referral service for UPMC physicians and their family members

CuRBSide

Critical Incident Stress Management ASAP: 1-833-823-ASAP (2727)

- ✓ Free, 24/7, confidential individual and/or group support for any work-related event by a multi-disciplinary team

CISM ASAP

UPMC Physicians for Physicians (P4P): 412-647-3669

- ✓ Free, 24/7, confidential, 1-on-1 peer support with a UPMC physician for any work-related stressor or adverse event

National Physician Support Line: 1-888-409-0141

- ✓ Free, 24/7, confidential national service that connects physicians with a psychiatrist volunteer (8AM-1AM EST)

Physicians for
Physicians

Call 1-877-983-8442 or email PSPPhysicianRelations@upmc.edu

- ✓ Contact HR for support regarding professionalism concerns by an individual or program. Anonymous option available

Compliance Helpline

Access RiskMaster via Epic or Cerner

- ✓ Report near-misses, medication events, medical errors, etc.

Patient Safety

UPMC Threat Assessment and Response Team

- ✓ Call 412-647-4969 or email threats@upmc.edu for support to reduce risk of violence in the workplace

resolve Crisis Services: 1-888-7-YOU-CAN (796-8226)

- ✓ Local, free, 24/7 hotline, mobile team, and walk-in center

National Suicide Prevention Lifeline & Crisis Text Line

- ✓ Call 1-800-273-TALK (8225) or Text HELP to 741-741

Crisis Resources

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Special thanks to...

Phillip Adams, DO

Charlotte Brown, PhD

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Amy Collins-Law, Director, Internal Marketing Communications

Carolyn De La Cruz, MD

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