

# ACHE Chapter Panel Discussion Template #109

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*For ACHE Face-to-Face Education Credits*

## **Sustainable Strategies to Support Resiliency and Professional Well-being for Healthcare Professionals**

**Length:** 1.5 hours

**Target Audience:** C-suite executives, Chief Medical Officers, senior leaders of hospitals and health systems, vice presidents of hospitals and health systems, physicians and other clinical leaders.

**Description:** Adverse patient events have been attributed to healthcare staff who have experienced difficulty sleeping, reduced job satisfaction, impaired behavior and anxiety. These attributes contribute to more serious consequences such as burnout, depression, post-traumatic disorder and suicidal ideation. The suicide rate for physicians is higher than that for any other profession, in part because of the stress of medical school, risk for malpractice, sleep deprivation and challenges with work/life balance. Healthcare leaders often struggle with finding long-term solutions to address an important but personal issue for their staff and organization. During this panel, participants will learn sustainable strategies and approaches that will address well-being and resiliency for healthcare professionals in today's healthcare environment. Even when leaders recognize this as a problem, they are often presented with confusing information or get-better-quick solutions that bring no lasting change and can sometimes increase cynicism among employees. During this panel, participants will learn the importance of sustaining well-being for healthcare professionals in today's health care environment.

**Faculty:** Moderator plus two to three panelists. Moderator must be a Physician or health care leader with expertise in well-being, resilience, and burnout. Panelists can be C-suite executives actively engaged in efforts to reduce staff burnout and improve well-being. Consultants or subject matter experts in wellbeing and staff engagement programs may also be considered.

**Topics for Discussion:**

- Describe strategies for promoting and sustaining personal and leadership resilience
- Discuss practical and evidence-based practices for reducing staff burnout and improving wellness, employee engagement and organizational productivity.
- Discover leadership strategies to foster resilience and professional well-being for healthcare professionals.

## Questions for Discussion:

1. What are some common obstacles to creating and maintaining a professionally thriving team in today's healthcare environment?
2. Discuss the quadruple aim. Why does the care of the patient require the care of the provider?
3. In today's busy healthcare environment, what role does leadership have in addressing burnout and wellness?
4. Many publications suggest programming to build resilience in health care professionals. What are your thoughts and/or what are you doing to promote resilience in professionals?
5. Describe strategies that have proven to be beneficial in addressing issues related to job-dissatisfaction, and job-anxiety.
6. What initiatives are being done in your organization to support resiliency and professional well-being for healthcare professionals? Are these unique for your physicians vs. other staff.
7. How have you as a leader managed work/life balance?
8. What actions can leaders take to create and sustain a future of teams that are professionally thriving?

## Materials for Distribution:

Hofmann, Paul B. Stress Among Healthcare Professionals Calls Out for Attention, *Journal of Healthcare Management*. 63(5): 294-297, September – October 2018.

Gregory, S.T. Menser, T, Gregory, B.T. An Organizational Intervention to Reduce Physician Burnout. *Journal of Healthcare Management*. 63(5): 294-297, September – October 2018.

Perlo, J., Feeley, D. Why Focusing on Professional Burnout is Not Enough. *Journal of Healthcare Management*. 63(2): 85-89, March – April 2018.

Swenson, T, Kabcenell, A, Shanafelt, T. Physician-Organization Collaboration Reduces Physician Burnout and Promotes Engagement: The Mayo Clinic Experience. *Journal of Healthcare Management*. 61(2): 105-127, March - April 2017

Henson, J.W. Reducing Physician Burnout Through Engagement. *Journal of Healthcare Management*. 61(2): 86-89, March – April 2016.

Angermeier, I, Dunform, B.B., Boss, A.D, Smith, R.H., Boss, W.R.L, *Journal of Healthcare Management*. 54(2): 127-140, March – April 2009.

## Additional Resources:

ACHE Policy Statement: The Healthcare Executive's Role in Ensuring Quality and Patient Safety (November 2017) <http://www.ache.org/policy/exec-ensure-patsafe.cfm>