Session II: Clinician Resilience

Panel Members

Stacy Smith, MA, MLS, BSN, RN, CHPPN, HEC-C

Director, Integrated Ethics, Children's Medical Center Dallas

Lara Burnside

Sr. Vice President, Chief Experience Officer/Strategy, JPS Health Network

Vishal Bhalla, CPXP, MS, MBA

Vice President & Chief Experience Officer, Parkland Health & Hospital System

Panel Facilitator

Kristin Tesmer, JD, FACHE

Chief Executive Officer, Dallas Medical Resources

Stacy Smith, MA, MLS, BSN, RN, CHPPN, HEC-C

Director, Integrated Ethics, Children's Medical Center Dallas

Children's Health
Center for Compassion, Resilience, and Integrated Ethics

Available programs

- RISE
- WeSupport
- Ethics Consultation
- Schwartz Rounds

WeSupport

children's health

Lara Burnside

Sr. Vice President, Chief Experience Officer/Strategy, JPS Health Network

JPS Patient Experience Mastery Program

Centered in Care
Powered by Pride

9 Key Topics
(plus putting it all together)

1. Nuts and Bolts of Patient Experience
2. Map Flow: Taking Care of New Patients
3. Care Transitions
4. Empathy & Courtesy / Respect
5. Key Words at Key Times & Managing Up
6. Listening
7. Service Recovery
8. Rounds
9. Coaching
10. Putting it All Together

Vishal Bhalla, CPXP, MS, MBA

Vice President & Chief Experience Officer, Parkland Health & Hospital System

Parkland

Joy @ Work
PDSA

Plan

- Assess results of Provider Engagement Survey to identify areas of opportunity
- Select 3 clinics for deeper dive survey
- Develop action steps to facilitate discussions, learning and interventions

Do

- Meet with Providers in pilot clinics to:
  - understand data,
  - identify objectives and
  - facilitate interventions
- Implement interventions
- Collect data to measure change, if any.

Study

- Analyze information acquired during survey
- Compare results to baseline results gathered during Planning Phase to measure improvement

Act

- Standardize organization wide implementation and determine process for launch of improvements to achieve greater Joy @ Work

Parkland leaders are not only aware, but also concerned about the epidemic of burnout and distress among providers, the effect on their well-being, and how this can affect quality, safety and healthcare system performance. For that reason, they are committed to increasing *joy at work* for all providers at Parkland with the aim of improving clinician well-being by creating a practice environment of joy, purpose, and meaning in work.

Some action has already been taken at Parkland to learn what this would look like. A team pulled from different service areas and disciplines has been established to take on this challenge. The team will start with areas where we can make real change to bring joy to our work; things we can test and measure to ensure we are on the right track. From there, we will look to bring about the changes in our work that will bring more joy to our overall delivery of patient care. Through increasing our *own joy*, our patients will get the care we all went into medicine to give. Join us to get to the joy in our work. Who doesn't want more *Joy @ Work!*

Focus – based on Data
Identify areas and objectives

Engage- teams
Contextualize data and add the soul

Facilitate – intervention by the team
Keep the big picture in mind and share small wins

Scale – interventions across the organization
Operationalize, standardize and have the teams share their success