

A thin, vertical white line is positioned between the HPMG logo and the Permanente Medicine logo.

**PERMANENTE**  
**MEDICINE®**

# Health & Wellness



Ben Chun, MD

Sports Medicine  
Hawaii Permanente Medical Group

Co-Chair, HPMG Health and Wellness Committee

# Disclosure

- I have no relevant financial relationships with the manufacturers(s) of any commercial products(s) and/or provider of commercial services discussed in this CME activity
- I do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.



# KAISER PERMANENTE®

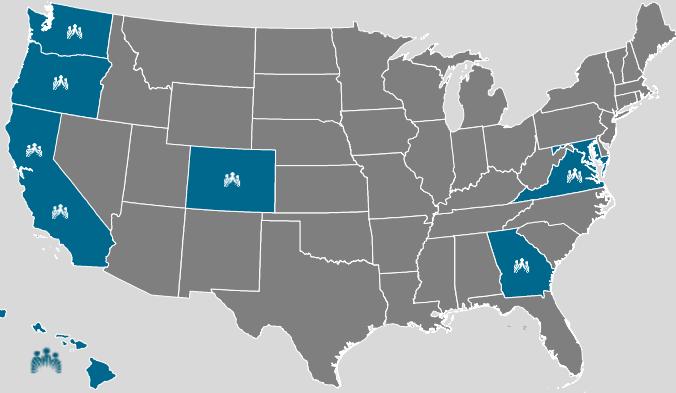
**Kaiser  
Foundation  
Health Plan**

**Kaiser  
Foundation  
Hospital**

**Permanente  
Medical  
Group**

**Kaiser Foundation Hospitals and  
Health Plan - Program Office**

KFHP	Colorado
KFHP	Hawaii
KFHP	Georgia
KFHP	Mid-Atlantic States
KFHP	Northern California
KFHP	Northwest
KFHP	Southern California
KFHP	Washington



**12 Million Members**



**22,000 Physicians**



**KAISER PERMANENTE®**

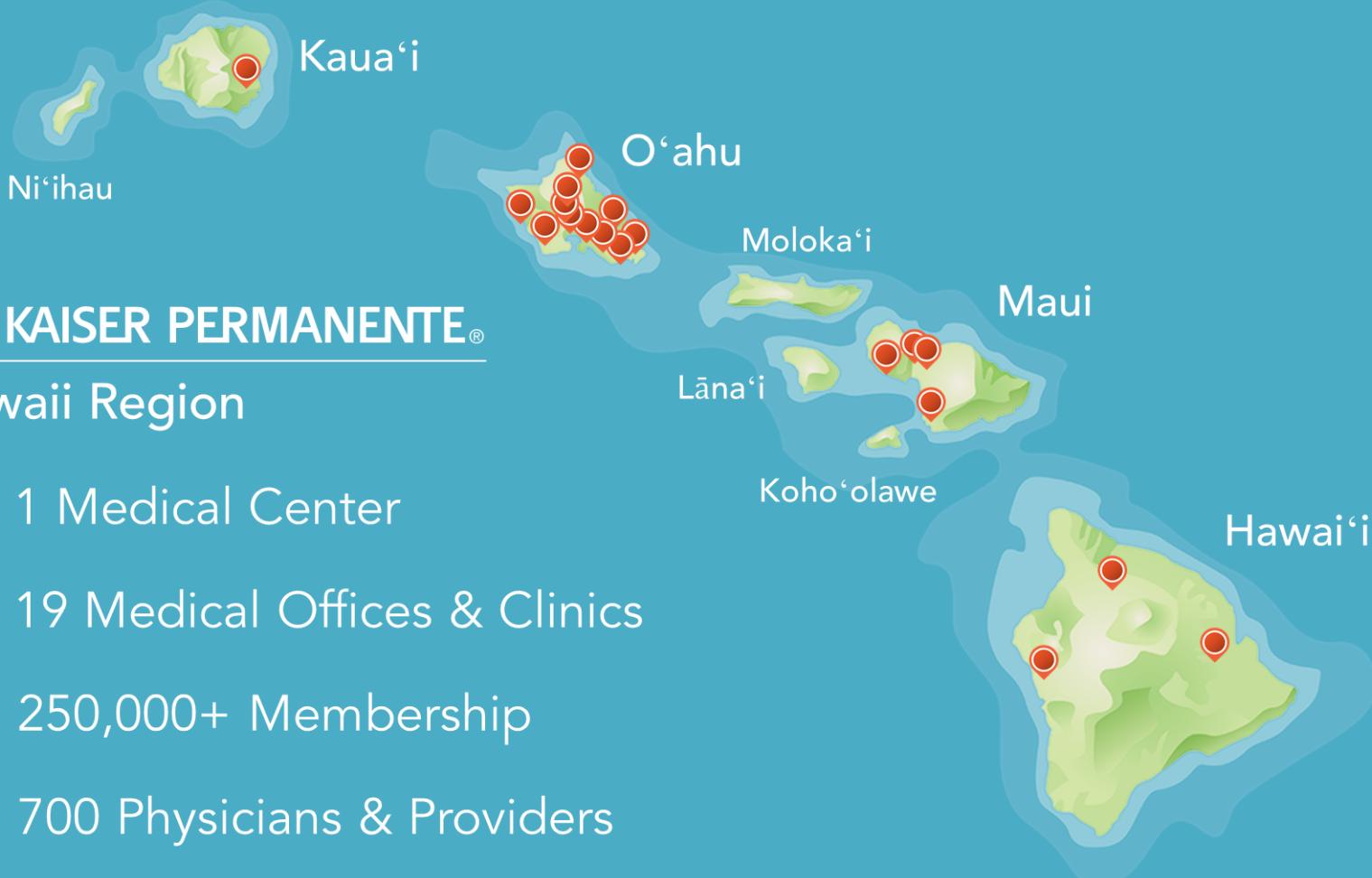
## Hawaii Region

 1 Medical Center

 19 Medical Offices & Clinics

 250,000+ Membership

 700 Physicians & Providers



# Best Place to Work, Deliver, and Receive Care

**A place where you can do great things**

Leading & Delivering World-Class Care • Improve the Standard of Care

**while having a great time**

Autonomy, Mastery, Purpose • Compassion + Innovation + Excellence

**with others who want the same**

Collegiality & Partnership • Healer + Leader + Partner



Eri Shimizu, MD  
Hospitalist

Scott Hoskinson, MD  
Infectious Disease

Errol Buntuyan, MD  
Family Medicine



Greater than half the MDs  
in our workforce are  
experiencing burnout



**Dr. Andrew Gurman**  
Immediate Past President of the  
American Medical Association

Greater than 50% of  
medical students are  
experiencing burnout, with  
10% contemplating suicide



**Dr. Granger Avery**  
Past President of the  
Canadian Medical Association

Vacant Spots in British  
Medical Schools



**Dr. Pali Hungin**  
Past President of the  
British Medical Association

A detailed world map showing the outlines of all major continents. The map uses a color palette where green and brown represent land, blue represents the oceans, and white represents polar ice caps. The perspective is from above, looking down at the Earth.

# Why Is This Important...

# Global Issue....

**Physician burnout has reached epidemic levels, as documented in national studies of both physicians in training and practicing physicians**

**The consequences have negative effects on....**

- ▶ Patient care (increase medical errors, decrease patient satisfaction, decrease empathy)
- ▶ Professionalism (Depersonalization, erodes calling)
- ▶ Physicians' own care and safety
- ▶ Viability of health-care systems

*Interventions to prevent and reduce physician burnout:  
A systematic review and meta-analysis; Lancet September 2016*



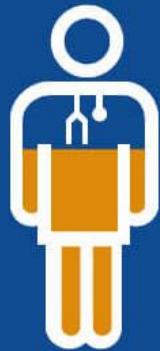
**54%**

of doctors  
say they are  
burned out.<sup>1</sup>



**88%**

of doctors  
are moderately  
to severely stressed.<sup>2</sup>



**59%**

of doctors  
wouldn't recommend  
a career in medicine  
to their children.<sup>3</sup>

1. Mayo Clinic 2014.

2. VITAL Worklife & Cejka Search Physician Stress and Burnout Survey 2015.

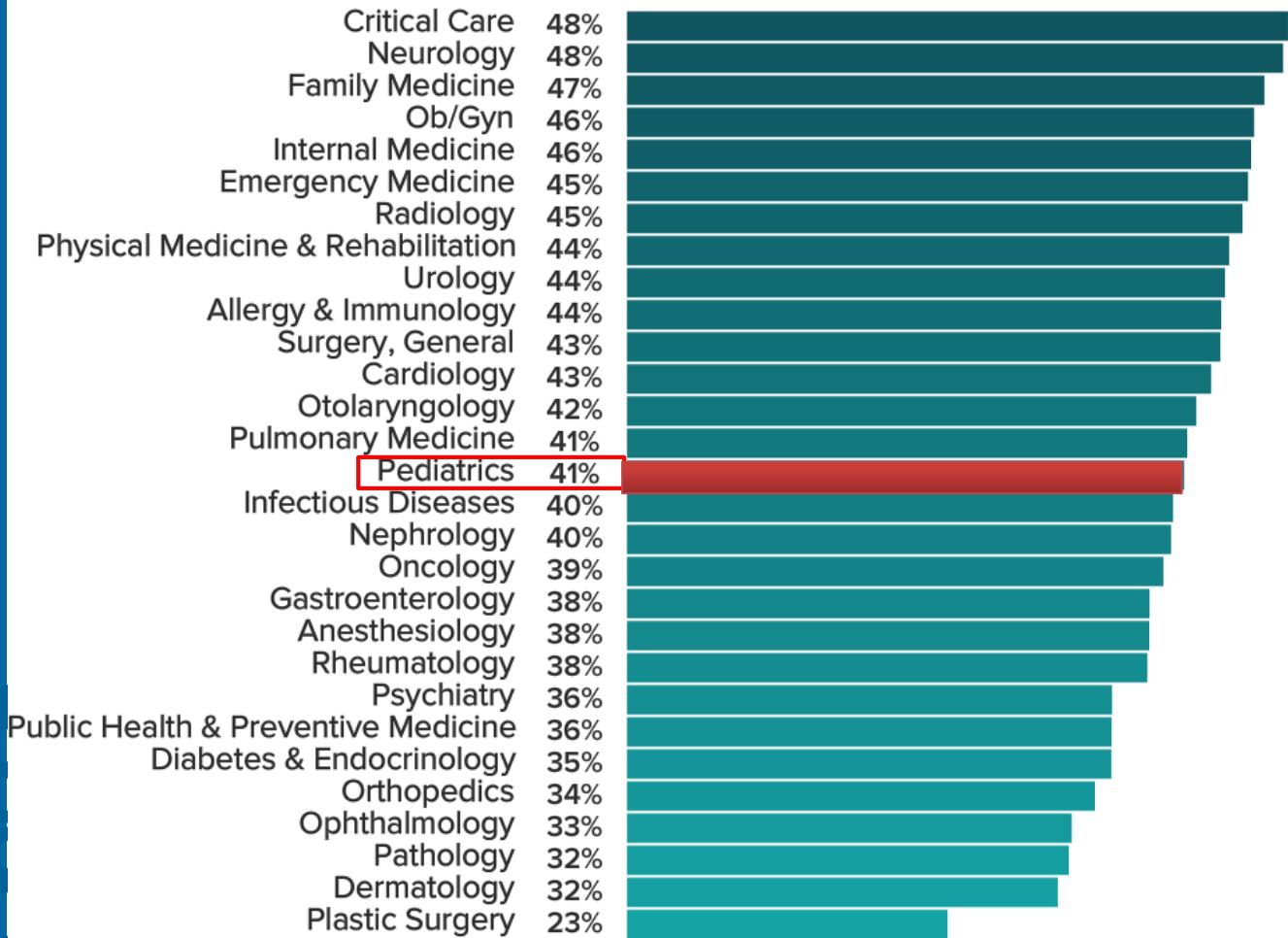
3. Jackson Healthcare; 2013 Physician Outlook and Practice Trends.

# Burnout leads to...

- Reduced patient satisfaction<sup>1</sup>
- Increased medical errors<sup>2</sup>
- Reduction in physicians equates to losing the graduates of seven medical schools annually<sup>3</sup>
- 90,000 physician shortage by 2025<sup>4</sup>
- \$500,000-\$1,000,000 cost to replace one physician<sup>5</sup>

1 Anagnostopoulos, et al (2012); 2 Tawfik, et al. (2018); 3 Shanafelt, et al (2016); 4 Shanafelt, et al (2016); 5 Shanafelt, et al (2017)

# Burnout by Specialty



Peckham, Carol. Medscape National Physician Burnout & Depression Report 2018. Medscape. January 17, 2018. <https://www.medscape.com/slideshow/2018-lifestyle-burnout-depression-6009235>



Jeff Tolan, MD  
Family Medicine

A photograph of a man and a woman walking along a sandy beach towards the ocean at sunset. The sky is a warm orange and yellow. In the foreground, the image is overlaid with a large, jagged crack from a shattered piece of glass, radiating outwards. Several pieces of text are scattered across this crack:

Staff  
Shortages

Difficult  
Patients

EMR

InBasket

Access  
Issues

Financial  
Constraints

Government  
Mandate

The couple is seen from behind; the man is wearing a light-colored button-down shirt and dark trousers, while the woman is wearing a patterned dress and holding a yellow hat.

Government  
Mandate

InBasket  
Access  
Issues

Financial  
Constraints

EMR

Difficult  
Patients

InBasket

# 2007 HPMG Quality of Work Life Survey

79%

Only seventy-nine percent  
of us felt proud to be part  
of HPMG

# Health and Wellness Committee

Insert photo of Patricia

Patricia Cole  
Director, Business Operations



Lois Chiu, MD  
Neonatology



Ben Chun, MD  
Sports Medicine



David Bell, MD  
Hospitalist, AMD, Professional Devt & Svc



Joshua Fouts, BCBA-D  
Developmental Behavioral Pediatrics



Lois Gregg, MD  
Family Medicine



Peggy Latare, MD  
Bariatric Medicine



Burt Moritz, MD  
Orthopedic Surgery



Kimmie Ouchi, MD  
Family Medicine



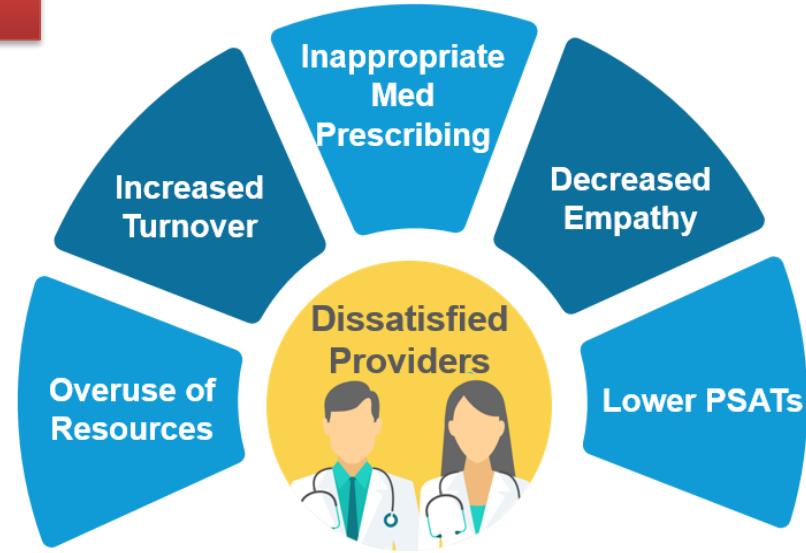
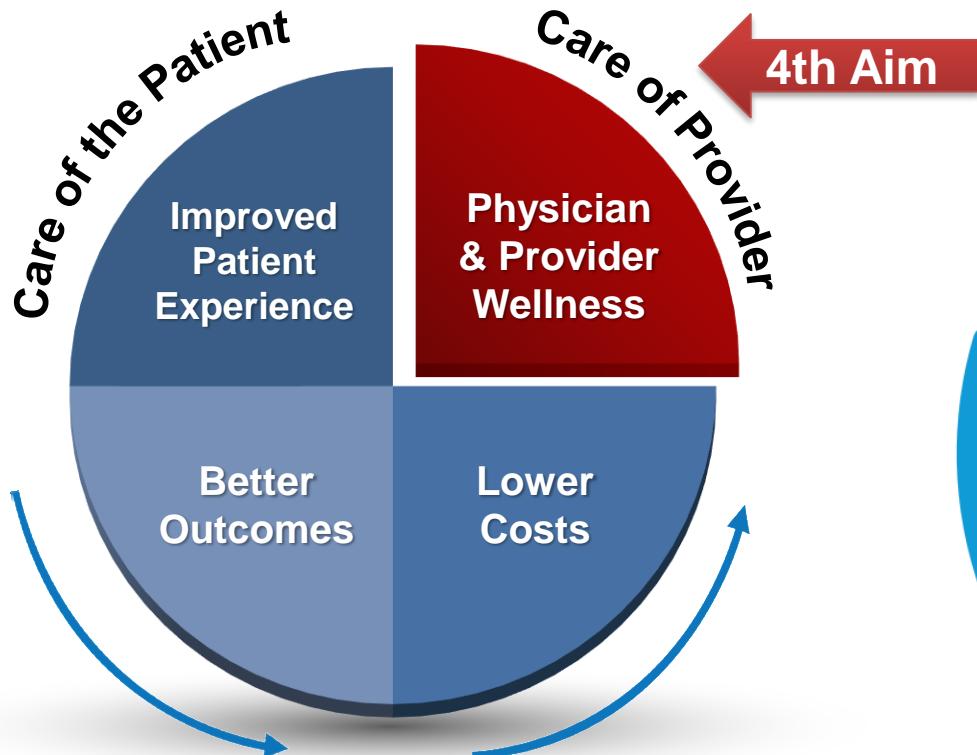
Scott Nishikawa, MD  
Plastic Surgery



Richele Thornburg, MS  
VP, Strategy, Leadership & Communication

**HPMG**<sup>SM</sup>  
HAWAII PERMANENTE  
MEDICAL GROUP

# The ‘Quadruple Aim’



Source: Bodenheimer and Sinsky, From Triple Aim to Quadruple Aim:  
Care of the Patient Requires Care of the Provider, Annals of Family Medicine, Vol 12, No 6, Nov/Dec 2014

# Stanford's WellMD: Professional Fulfillment Model



Source: Trockel, et al. 2016 Physician Wellness Survey, Stanford Medicine,  
WellMD Center

# SELF CARE MODEL

The “SELF” model was first developed by **SCPMG** to emphasize **Sleep**, **Exercise**, **Love** and **Laughter**, and **Food**



# Impact of Positive Emotions on Health and Wellbeing

## Pro-Social Emotions

(Emotions that take away us from ourselves. Self-transcended solutions)

- ▶ Awe
- ▶ Compassion
- ▶ Gratitude
- ▶ Elevation
- ▶ Inspiration
- ▶ Love



**Compassion, Awe, and Gratitude** were the three pro-social emotions found to have greatest impact... on health and well-being

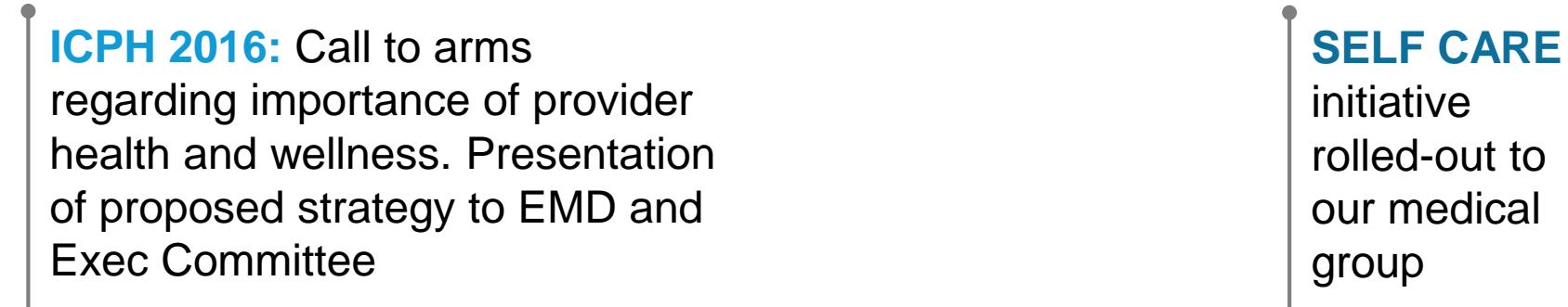
Jennifer Stellar PhD, Univ of Toronto, Exploring the Impact of Positive Emotions on Health and Well-being, ICPH 2016

# SELF CARE MODEL

HPMG added the “CARE” component of Compassion, Awe, Resilience and Engagement based on evidence presented at ICPH 2016



# Time-Line for Model and Strategy



OCT 2016

Introduction of Evidence-based  
Self Care Model to operational  
and professional leadership  
Chiefs. Important to have  
endorsement and alignment

DEC 2016

Presentation to  
Health Plan  
Leadership – LDI

2017

# System-Wide Initiatives





## Professional Development Day – Health & Wellness – Local-Style Activities





Shanon Makekau, MD  
Sleep Medicine, Pulmonology









# Sample Meals with Nutritional Information





# Annual Day of Service



**Papahana  
Kuaola  
(Mountains)**

**Kako‘o ‘Oiwi  
(Wetlands)**

**Paepae o  
He‘eia  
(Fishponds)**

**Ka‘ala Farm  
(Leeward)**



**Paeloko  
(Maui)**

**Pu‘u  
Wa‘awa‘a  
(North Kona)**

**Haleolono  
(Hilo)**

**Waipā  
Foundation  
(Kauai)**





SM

# 'Shipment Day' at Manoa Valley Theatre





## Family Night at the Water Park

On a balmy evening, the medical groups' physicians, providers, staff, family and friends, gathered for Family Night. The event offered SELF CARE opportunities for exercise, love and laughter, and engagement.

## Annual Dinner

Under a clear starlit sky, the medical group's physicians, providers, admin specialists, retirees, and their guests come together to celebrate the year's accomplishments and recognize heroes in the areas of quality, affordability, service and access.





KP Promise  
**SELF CARE**  
VIDEO  
Now Available



## KP Promise Incentive Program



Screen shot of website

## Resources



Photo of Dr. Sewell  
Leadership



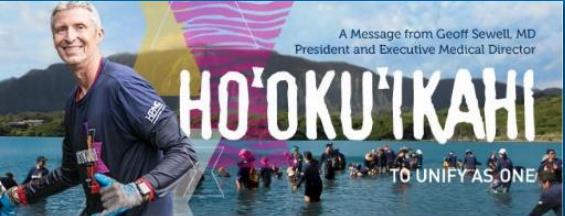
Recruiting & Mentoring



CME



Marketing/Branding  
Integration



A Message from Geoff Sewell, MD  
President and Executive Medical Director

# HO'OKU'IKAHI TO UNIFY AS ONE

Update: July 19, 2018

## Change screen shot to include SELF CARE



I just returned from a powerful experience over the weekend, meeting with students and physicians attending the 2018 Pacific Region Indigenous Doctors Congress (PRIDoC) in Hilo. HPMG had the privilege of sponsoring 14 medical students with Native Hawaiian heritage, including 12 from the University of Hawaii, John A. Burns School of Medicine (JABSOM) – so they could participate in the conference and be a part of this burgeoning community of caregivers.

As we strive to ensure we're providing the highest quality care to the people of Hawaii, there's much we can learn at PRIDoC about how to address care gaps in the wonderfully diverse communities we serve. As a result, it's important for our medical group to support, convene, and lead innovative partnerships, such as hosting the student track program and activities for PRIDoC, which included more than 100 students and residents over the span of five days.

There are more than 370 million indigenous peoples in 90 countries across the world – with the vast majority living in Asia and throughout the Pacific Rim. Just knowing this is a powerful reminder of the tremendous cultural diversity we experience when practicing medicine in the islands. We understand better than most that cultural health has a profound effect on the health of communities, and those impacts extend into the homes of families all around our state – affecting healthy behaviors and outcomes.

By engaging with medical students and residents at PRIDoC, I'm hoping we can tap into this next generation of Hawaii doctors to help us better serve these communities and come up with new ways to continuously improve our care.

Indigenous physicians from HPMG were among the presenters at PRIDoC. Nate Wong, MD (Eminoris, Family Medicine), co-presented with Kalani Brady, MD, on how Native Hawaiian physicians can help to improve the colon health of Native Hawaiian men. Wil Alik, MD (Chief, Hilo and Waimea Clinics; Family Medicine), spoke on the topic of Pacific Islander health – specifically the health of Marshallese migrants. Our HPMG admin also assisted Doo-Ann Carpenter, MD (Department of Native Hawaiian Health, JABSOM), at the conference, which was attended by more than 400 participants.



I would like to extend my appreciation to all of the HPMG physicians, providers, and administrative specialists who offered their support to this conference. A special thanks goes out to Marcus Iwane, MD (Chief, Nānāiaola Clinic), who led the student group and helped HPMG coordinate a day of service at the Hale o Lono fishponds in Hilo. Dr. Iwane is vice president for 'Ahahui o na Kauka (Association of Native Hawaiian Physicians) and has

been instrumental – along with his Native Hawaiian colleagues at HPMG – in helping us better engage with community organizations that share our vision for improving health in Hawaii.

Mahalo for all that you do to deliver exceptional patient- and family-centered care at HPMG.

Geoff



**Hōloha i ka one o Hanakahi**  
A traditional chant on the lands of Hanakahi



THE HPMG JOURNAL
MAKING WAVES
HAWAII | JOURNAL | HPMG | PERMANENT MEDICAL GROUP

HPMG | HAWAII | JOURNAL | HPMG | PERMANENT MEDICAL GROUP

PERMANENT MEDICAL GROUP

### PRESIDENT'S MESSAGE



Dear Colleagues,

An oasis in the urban sprawl of Hilo, a loosely-woven town with friendly faces, where the sun always seems to be shining or will be soon if it isn't. I hope you'll all stay sunny and healthy as you continue your professional and personal experiences here on the Big Island.

From the powwow players to the powwowing patients, we at HPMG are excited to welcome our first PRIDE Day! As we have done every year since we started with research including our recent project on the Hilo Native Health Project, we are going to continue to work to increase our understanding of how social determinants of health affect our patients, particularly our elderly patients, and to identify interventions that can help.

Aboriginal health is key, engaging our local partners to support the day, offering SELF CARE workshops, and providing a variety of services to our members, families, and our visitors.

Aboriginal health is key, engaging our local partners to support the day, offering SELF CARE

workshops, and providing a variety of services to our members, families, and our visitors.

It is June 10th, 2018 & PRIDE Day will be here. Please call or download our download our calendar of events or visit our website for more information. We'll see you there!

Geoffrey Sewell, MD – President of HPMG

### PROFESSIONAL DEVELOPMENT DAY: HEALTH AND WELLNESS 'LOCAL STYLE'

It's important to recognize the challenges our HPMG providers and staff face daily in providing care to our patients. Our culture is one of respect, collaboration, and support. We believe that our providers and staff are the cornerstone of our success. We are committed to supporting them through professional development opportunities, including our annual Professional Development Day (PDD). Local style PRIDE Day spotlighted our mission to provide care to our patients, families, and our visitors.

Aboriginal health is key, engaging our local partners to support the day, offering SELF CARE workshops, and providing a variety of services to our members, families, and our visitors.

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Geoffrey Sewell, MD – President of HPMG

Geoffrey Sewell, MD – President

# Practice Efficiencies



## PRIMARY CARE – BEST JOB

Access	Resources	Care Team	Flexibility	Optimize / Standardize Workstreams
Redefining Access (F2F vs Virtual Care)	Health & Wellness SELF CARE	Team Nursing	Standardize Template Flexibility Options	EMR Optimization
Robust Same-Day Care Staff Model	EAP Program	RN Role in Primary Care	Large Panel Options	Opioid Steering Committee
Template Flexibility (Virtual Care Access)	Leadership Development for Clinic Leaders	PA Model in Same-Day Care / Standard Work		"MIST" Make It Simple Team
Call Center Optimization	Physicians Helping Physicians/ Mentor			Remote Inbasket Coverage
				Team-Nursing Workflows
				FMLA Forms Process

# Hawaii



Sleep      Exercise      Love & Laughter



Compassion      Awe      Resilience      Engagement

# National



Sleep      Exercise      Love & Laughter



Compassion      Awe      Resilience      Engagement

# FULFILLING THE PROMISE OF MEDICINE



# Stanford's WellMD: Professional Fulfillment Model

## Culture of Wellness



## Efficiency of Practice

Primary Care Best Job

## Personal Resilience



Source: Trockel, et al. 2016 Physician Wellness Survey,  
Stanford Medicine, WellMD Center

Replace with better quality photos



Driving meaningful change

# MAKE IT HAPPEN. MAKE IT MATTER.

Toronto, October 11-13, 2018

**ICPH 2018 | INTERNATIONAL CONFERENCE ON PHYSICIAN HEALTH®**

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MÉDICALE  
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Sept. 19–21  
Sheraton Charlotte Hotel  
555 South McDowell St.  
Charlotte, N.C.





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