



Health & Wellness



Ben Chun, MD

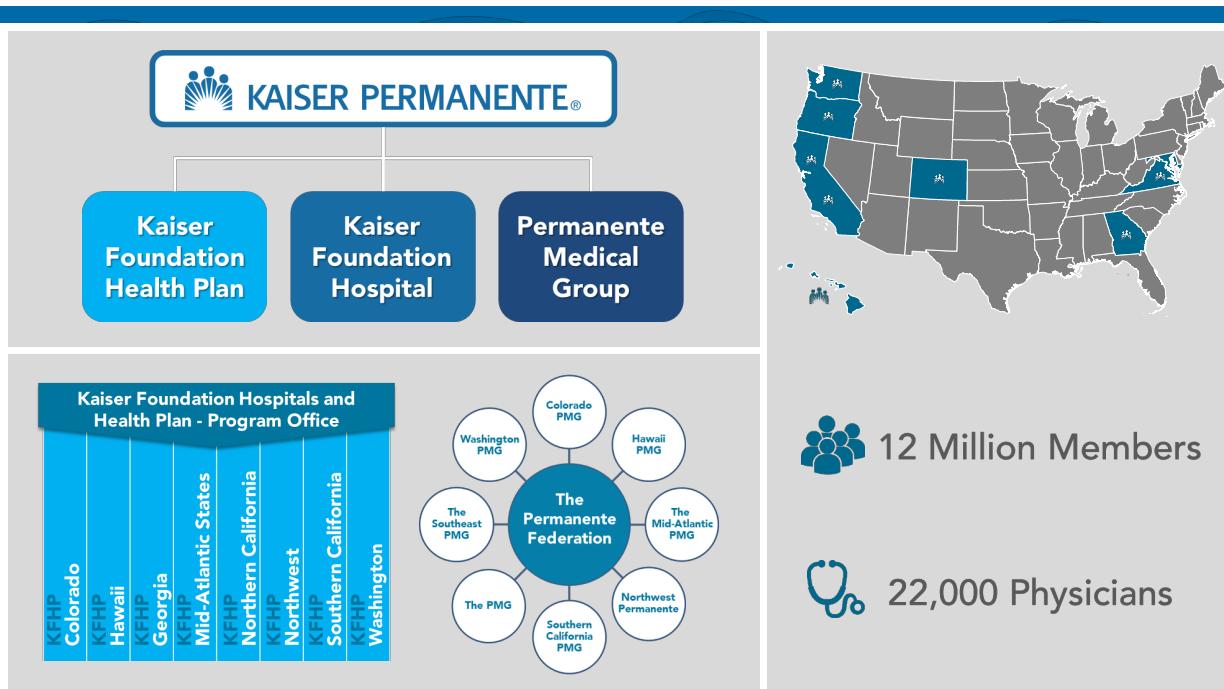
Sports Medicine
Hawaii Permanente Medical Group
Co-Chair, HPMG Health and Wellness Committee

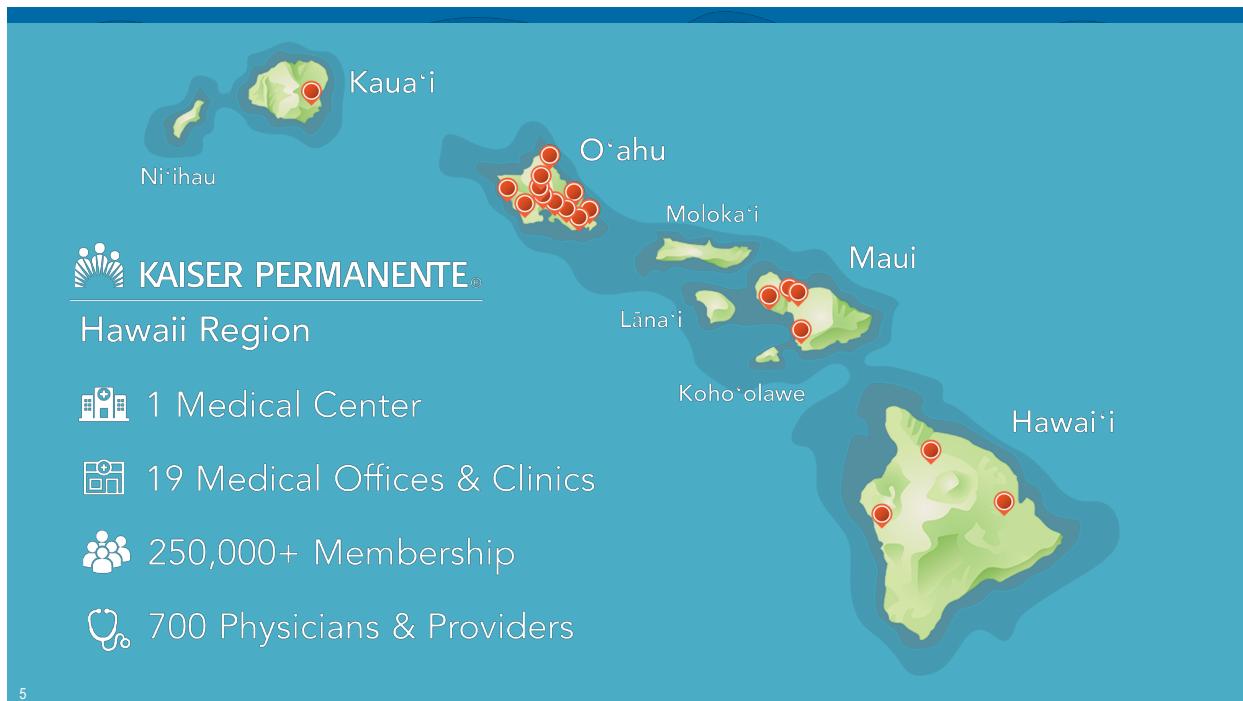
Disclosure

- 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.



HPMG® HAWAII PERMANENTE MEDICAL GROUP | PERMANENTE MEDICINE.





5

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



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

Why Is This Important...



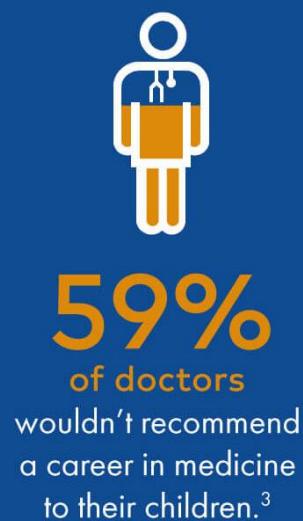
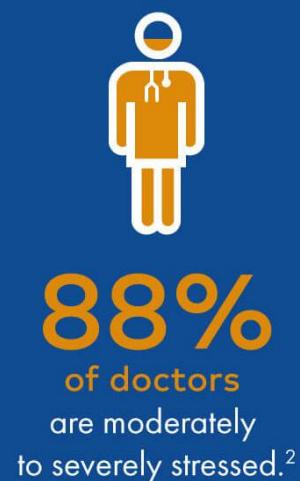
Global Issue....

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*



1. Mayo Clinic 2014.

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

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

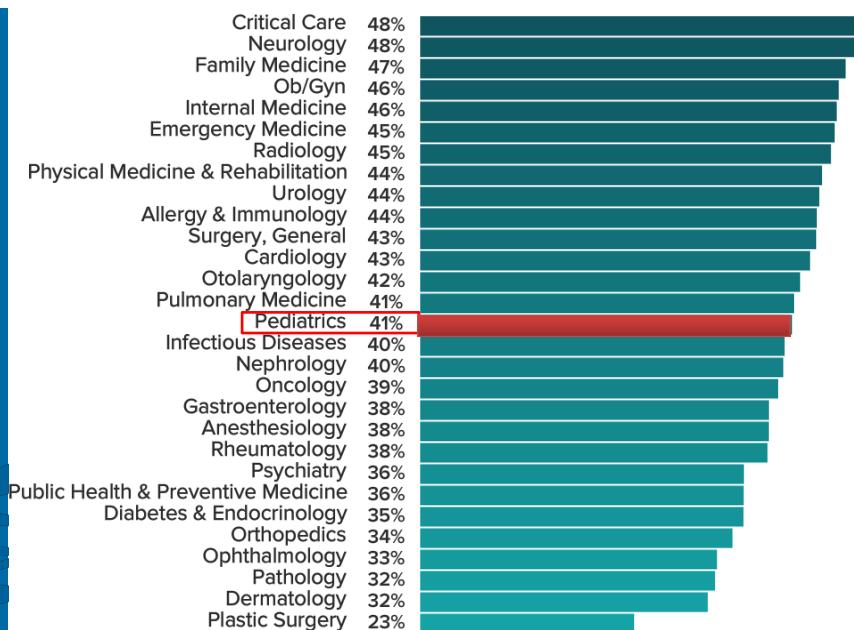
Burnout leads to...

- Reduced patient satisfaction¹
- Increased medical errors²
- Reduction in physicians equates to losing the graduates of seven medical schools annually³
- 90,000 physician shortage by 2025⁴
- \$500,000-\$1,000,000 cost to replace one physician⁵

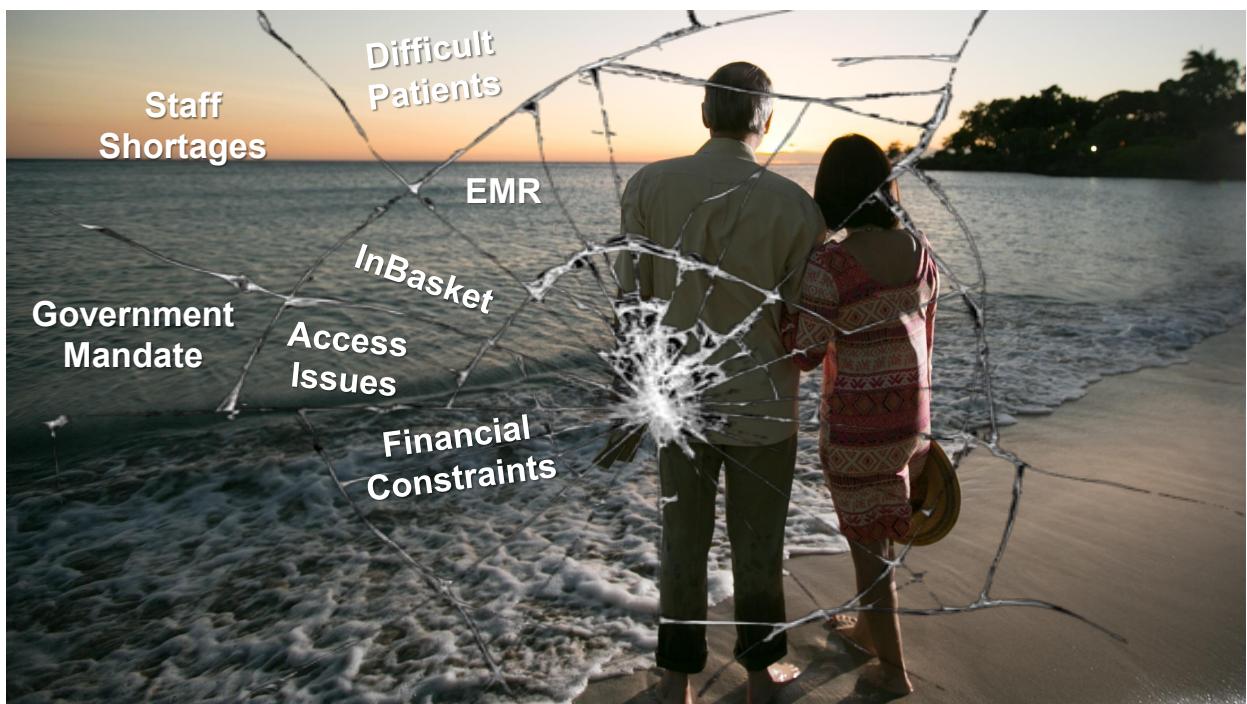
1 Anagnostopoulos, et al (2012); 2 Tawfik, et al. (2018); 3 Shanafelt, et al (2016); 4 Shanafelt, et al (2016); 5 Shanafelt, et al (2017) HPMG® HAWAII PERMANENTE MEDICAL GROUP | PERMANENTE MEDICINE.

16

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>



79%

2007 HPMG Quality of Work Life Survey

**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



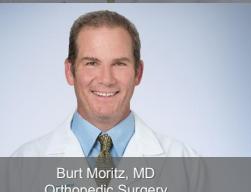
Joshua Fouts, BCBA-D
Developmental Behavioral Pediatrics



Lois Gregg, MD
Family Medicine



Peggy Latare, MD
Bariatric Medicine



Burt Moritz, MD
Orthopedic Surgery



Kimmie Ouchi, MD
Family Medicine



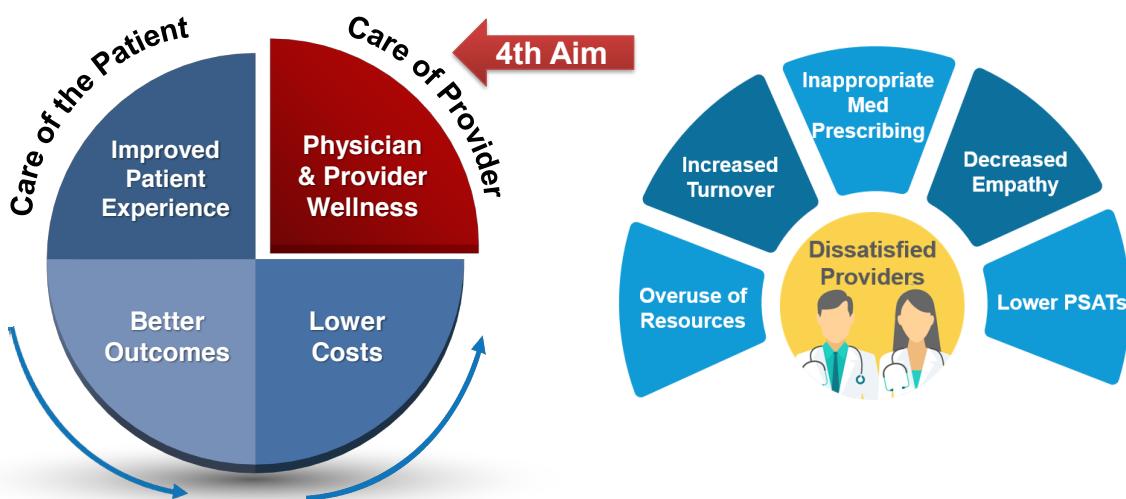
Scott Nishikawa, MD
Plastic Surgery



Richele Thomburg, MS
VP, Strategy, Leadership & Communication

HPMG
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

HPMG HAWAII PERMANENTE MEDICAL GROUP | PERMANENTE MEDICINE

3

Stanford's WellMD: Professional Fulfillment Model

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



HPMG HAWAII PERMANENTE MEDICAL GROUP | PERMANENTE MEDICINE

SELF CARE MODEL

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



HPMG HAWAII PERMANENTE MEDICAL GROUP | PERMANENTE MEDICINE

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

HPMG HAWAII PERMANENTE MEDICAL GROUP | PERMANENTE MEDICINE

SELF CARE MODEL

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



HPMG HAWAII PERMANENTE MEDICAL GROUP | PERMANENTE MEDICINE

Time-Line for Model and Strategy

ICPH 2016: Call to arms regarding importance of provider health and wellness. Presentation of proposed strategy to EMD and Exec Committee

SELF CARE initiative rolled-out to our medical group

OCT 2016

DEC 2016

2017

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

Presentation to Health Plan Leadership – LDI

System-Wide Initiatives

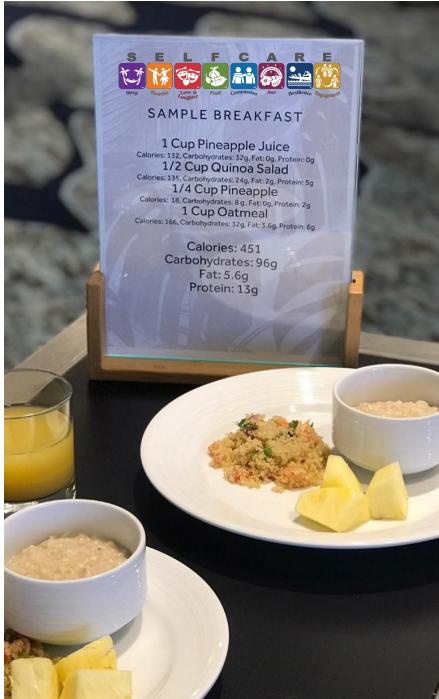


Professional Development Day – Health & Wellness – Local-Style Activities

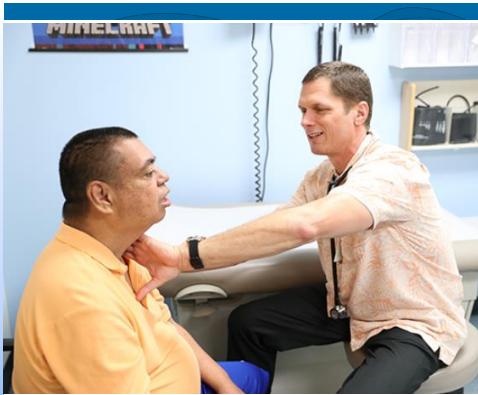








Sample Meals with Nutritional Information



Annual Day of Service



Papahana
Kuaola
(Mountains)



Paeloko
(Maui)



Kako'o 'Owi
(Wetlands)



Pu'u
Wa'awa'a
(North Kona)



Paepae o
He'eia
(Fishponds)



Haleolono
(Hilo)



Ka'ala Farm
(Leeward)



Waipā
Foundation
(Kauai)



'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 Incentive Program



Resources



Photo of Dr. Sewell Leadership



Recruiting & Mentoring



Marketing/Branding Integration

HO'OKU'IKAHI
TO UNITY AS ONE

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

Update: July 15, 2019

Change screen shot to include SELF CARE

As we strive to ensure we're providing the highest quality care to the people of Hawaii, there's much we can learn from our colleagues around the world. We recently returned from a powerful expedition over the weekend, meeting with students and physicians across the Pacific Rim. We were joined by our partners at PRIDOC (PRIMEDC) in Hilo. HPMG had the privilege of sponsoring 11 medical students with Native Hawaiian heritage to attend the conference. We also had Dr. John A. Burns School of Medicine (JABSOM) – so they could learn about our culture and be a part of the burgeoning community of caregivers.

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 the health of our communities is directly connected to the health of our families and 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 providers 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. Nato Wong, MD (Emmett, Family Medicine), co-presented with Kalani Brown (Hawaiian Health Center) and Dr. Kekoa Kekoa (Kekoa Kekoa Clinic) on the topic of Native Hawaiian men's health. Wi Alii, MD (Chet, His and Wamee Clinics, Family Medicine), spoke on the topic of Pacific Islander health – especially women's health. Dr. Kekoa Kekoa (Kekoa Kekoa Clinic) assisted Da-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 the delegation. Dr. Kekoa Kekoa (Kekoa Kekoa Clinic) and Dr. Wi Alii (Kekoa Kekoa Clinic), who led the student group and helped HPMG coordinate a day of service at the Hale Lono longhouse in Hilo. Dr. Lewis is Vice President of the Kekoa Kekoa Clinic.

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

Geoff

MAKING WAVES

THE HPMG JOURNAL

PRESIDENT'S MESSAGE

PROFESSIONAL DEVELOPMENT DAY: HEALTH AND WELLNESS 'LOCAL' STYLE

HPMG JOURNAL SUMMER 2019

PERMANENTE MEDICAL GROUP

35

Practice Efficiencies

The diagram consists of three concentric circles. The innermost circle is white and labeled "Professional Fulfillment". The middle circle is light blue and labeled "Personal Resilience". The outermost circle is dark blue and labeled "Culture of Wellness". Arrows point from each circle towards the center, indicating a mutual influence or interconnectedness.

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	RN/PA Optimization Training
Template Flexibility (Virtual Care Access)	Leadership Development for Clinic Leaders	PA Model in Same-Day Care / Standard Work	Opioid Steering Committee	"MIST" Make It Simple Team
Call Center Optimization	Physicians Helping Physicians/ Mentor		Remote Inbasket Coverage	Team-Nursing Workflows
			FMLA Forms Process	

4

HPMG HAWAII PERMANENT MEDICAL GROUP | PERMANENTE MEDICINE

Hawaii



National



37

FULFILLING THE **PROMISE** OF MEDICINE



Stanford's WellMD: Professional Fulfillment Model



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

HPMG HAWAII PERMANENTE MEDICAL GROUP | PERMANENTE MEDICINE.

Driving meaningful change

**MAKE IT HAPPEN.
MAKE IT MATTER.**

Toronto, October 11-13, 2018

ICPH 2018 | INTERNATIONAL CONFERENCE ON PHYSICIAN HEALTH

AMERICAN MEDICAL ASSOCIATION (AMA) CANADIAN MEDICAL ASSOCIATION (CMA) BMG (BMA)

ASSOCIATION MÉDICALE CANADIENNE (AMC) CANADIAN MEDICAL ASSOCIATION (CMA) BMG (BMA)

Replace with better quality photos

ACPH 2019
AMERICAN CONFERENCE ON PHYSICIAN HEALTH

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

SAVE THE DATE!

International Conference on Physician Health®
ICPH 2020
September 2020 • London, UK
More information: icph2020@bma.org.uk

41

