

6th Edition Healthcare Burnout Symposium

May 2-4, 2024
San Diego, California

Now in its 6th Edition, the Healthcare Burnout Symposium is dedicated to bolstering the well-being of everyone who works in healthcare. The Symposium assembles healthcare leaders from around the country to address the multiple facets of the burnout crisis and share how to increase the well-being of our physicians, nurses, and administrators. The Symposium offers pre-conference interactive 90-minute workshops followed by a 1.5-day main conference in which esteemed speakers offer thought leadership and best practices to mitigate burnout across the healthcare landscape.

Burnout affects over half the clinical workforce, negatively impacting quality, safety, patient experience, cost of care, and clinician well-being. Healthcare leaders and clinicians have the opportunity to improve clinical workplace conditions to reduce the drivers of burnout and support clinicians who are experiencing burnout's adverse impacts. Healthcare leaders and clinicians lack either the knowledge of effective actions to mitigate burnout, the will to engage in needed change, or both. This conference will address both deficits. At the completion of the conference, participants should be able to:

- Identify burnout in yourself and others.
- Recognize strategies for burnout prevention and mitigation.
- Assess the far-reaching consequences of burnout.
- Identify actionable solutions to implement within your health system.
- Recognize technology's impact on clinician well-being.

Program Schedule/Agenda

May 2, 2024 - Pre-Conference Workshops, UC San Diego Price Center, 9500 Gilman Drive
Please note, pre-conference workshops are not eligible for CME credit

8:30 AM - 2:00 PM - Registration Opens

9:00 am - 10:30 am - Workshop A1 Wellness-Centered Leadership: Creating & Sustaining a Culture of Wellness

Kevin D. Hopkins, MD, Senior Physician Advisor, Practice Transformation, The American Medical Association (AMA); Vice Chief, Primary Care Institute, Cleveland Clinic

Learning Objectives:

- Explain the concepts relevant to wellness-centered leadership.
- Identify key strategies to promote clinician well-being and decrease burnout.
- Implement actions to support clinicians stressed by factors from both inside and outside the work environment.

10:45 am -12:15 pm - Workshop B1 Negotiate to Self-Advocate to Mitigate Physician Burnout

Sue Padernacht, EdD, PCC; CEO, Ncline Leadership Strategies; Professor of Organization & Management, UC Irvine & UC San Diego

Learning Objectives:

- Constructively use negotiation to resolve difficult situations.
- Encourage collaborative self-advocacy through negotiation.
- Discover a 5-step framework to boost your capabilities and mindset about negotiation.
- Create a “Plan B” when negotiations don’t go your way.

10:45 am -12:15 pm - Workshop B2 Turning Data into Action: Fostering Workplace Well-being Solutions to Prevent Burnout

Tara Davis, Senior Director of Internal Communications and Staff Well-being, American Psychological Association

Learning Objectives:

- Align your organization with the Surgeon General’s Framework for Workplace Mental Health and Well-Being.
- Leverage campaigns, internal partnerships, managers, and communications channels to extend your reach.
- Lead and communicate with empathy.
- Engage in important conversations about mental health and well-being issues with employees.
- Measure impact and use the data.

12:15 pm - 1:30 pm - Lunch on your own

1:30 pm - 3:00 pm - Workshop C1 “The Nursing Process” to Overcome Burnout

Nicole Collins-Clagett, BSN, RN, MPA, Author, Ascending in Scrubs

Learning Objectives:

- Acquire a deep understanding of the unique manifestation abilities within the Nursing Process, empowering you to make informed and effective decisions in various healthcare scenarios.
- Develop meaningful and measurable goals to regain control of your professional life, paving the way for a fulfilling and sustainable career This approach provides a clear path to a burnout-free professional journey.
- Embrace a nursing career rooted in profound purpose, where aligning with your values empowers you to shape your professional path and meaningfully contribute to the well-being of those entrusted to your care.

1:30 pm – 3:00 pm - Workshop C2 The Wellbeing Toolkit: A Practical Guide for Building Vibrant Teams

Jeffrey Ring, PhD, Health Psychologist, Leadership Coach and Health Justice Champion

Learning Objectives:

- Deepen your understanding of practitioner vitality and potential threats.
- Explore the dimensions of Meaningful Practice, Mindful Practice, Collaborative Practice, and Sustaining Practice.
- Learn vitality and wellbeing strategies to use immediately, and positively impact your own vitality.

May 3, 2024 - Main Conference, UC San Diego Price Center, 9500 Gilman Drive

8:00 am - Registration Opens

8:45 am - 9 am - Welcoming Remarks

Linda Brubaker, MD, Director, Physician Wellness, University of California San Diego

9:00 am - 9:45 am - Burnout: A Personal and Professional Journey out of the Depths

Darrell Kirch, MD, President Emeritus, Association of American Medical Colleges

Dr. Darrell Kirch opens the Symposium by offering a deeply personal narrative of his lifelong challenges with burnout and mental distress. In turn, he will describe how he has worked professionally with the National Academy of Medicine and other groups to give the issue of clinician burnout (as well as the short path from burnout to serious mental health disorders) a prominent place in our national healthcare dialogue.

9:50 am - 10:20 am - The Critical Shortage of Nurses and Physicians is Much More than a Numbers Problem

Scott MacDiarmid, MD, Author, Fist Pumps: The Prescription for Physician Burnout

Learning Objectives:

- Explore a multipronged approach, including training more providers and improving their access to care.
- Discover solutions and survival tactics to equip providers in their battle against burnout.
- Understand the use of technology and telemedicine to enhance access to care.

10:20 am - 10:50 am - Increasing Retention and Decreasing Burnout with Telehealth

Eve Cunningham, MD, MBA, Group Vice President and Chief of Virtual Care and Digital Health, Providence

Learning Objectives:

- Results in happier, more engaged healthcare professionals, especially regarding work-life balance.
- Set appropriate patient expectations for better efficiency and productivity.
- Can increase profits and margins.

10:50 am - 11:20 am - Networking Break

Choose between two sessions

11:20 am – 11:50 am - Leading with Empathy and Compassion for Human Well-being - Track A

Helen Riess, M.D., Associate Professor of Psychiatry, Harvard Medical School; Founder & Chief Medical Officer, Empathetics, Inc.

Learning Objectives:

- Discuss the factors that lead to greater engagement, retention, and enjoyment of work in healthcare organizations.
- Explain the four key factors that create a resilient organizational framework.
- Describe how empathic attunement to employees and colleagues elevates the experience of work and retention.

11:20 am -11:50 am - Check the Rules: Avoid Over-Interpretation of Regulations and Policies - Track B

Kevin D. Hopkins, MD, Senior Physician Advisor, Practice Transformation, AMA; Vice Chief, Primary Care Institute, Cleveland Clinic

Learning Objectives:

- Explain the regulatory challenges in healthcare and address important clarifying questions about “regulatory requirements.”
- Explore resources and access to AMA’s “Debunking Regulatory Myths.”
- Share success stories of regulatory myths debunked by other organizations.

CHOOSE BETWEEN TWO SESSIONS

11:55 am – 12:30 pm - System-level Solutions to Reduce Burnout - Track A

Rhonda Stark, Chief Well-being Officer, Department of Veteran Affairs, VISN 12 Great Lakes Healthcare System

Learning Objectives:

- Innovative approaches for enhancing staff engagement.
- Strategies to support supervisors & managers.
- Effective bite-sized solutions to bolster overall wellness and resilience.

11:55 am – 12:30 pm - The Rise of Culinary Medicine and its Effects on Well-Being - Track B

Sabrina A. Falquier, MD, CCMS, DipABLM; Founder, Sensations Salud

Learning Objectives:

- Learn the definition of Culinary Medicine and how it is utilized in healthcare in both the United States and internationally.
- Listen to how Dr. Falquier navigated her traditional career path with her growing passion and work in Culinary Medicine.

- Be empowered to cultivate your own unique career path for a sense of true fulfillment for yourself and your patients.

12:30 pm - 1:45 pm - Lunch and Networking

CHOOSE BETWEEN TWO SESSIONS

1:45 pm – 2:15 pm - Revolutionizing Patient Care: Unveiling EHR Potential through Provider Collaboration and Benchmark Surveys - Track A

Jason Hess, Vice President, Provider Sales & Success, KLAS Research and Tommy Rowley, Senior Director of Customer Insights, KLAS Research

Learning Objectives:

- Walk away with data from 400,000+ clinicians worldwide.
- Discover best practices to prioritize EHR satisfaction and EHR-related burnout and turnover.
- Hear about opportunities to demonstrate ROI for improving clinician experience with technology and achieve executive buy-in for EHR efficiency and wellness initiatives.

1:45 pm – 2:15 pm - Creating the Emory WHSC Office of Well-Being – Building a Lattice for Institutional Growth - Track B

Chad Ritenour, MD, Chief Medical Officer & Chief Well-being Officer, Emory University Hospital

Learning Objectives:

- Identify key considerations when establishing an organizational framework for supporting workplace well-being.
- Discuss the importance of constructing key partnerships to embed well-being efforts into an organization and Emory's lessons learned.
- Review the intersection of well-being with healthcare operational, quality, and technology strategies.

CHOOSE BETWEEN TWO SESSIONS

2:25 pm – 2:55 pm - Empowering Physician Wellness: UC San Diego's Success Story in Building Robust Support Structures for Lasting Impact - Track A

Linda Brubaker, MD, Director, Physician Wellness, University of California San Diego

Learning Objectives:

- Understand the critical nature of demonstrated leadership support for wellness initiatives.
- Describe the value of multilevel budget contributions for wellness initiatives.
- List the advantages of the UCSDH administrative infrastructure for physician wellness.

2:25 pm – 2:55 pm - Identifying Root Causes and Solutions to End Clinician Burnout - Track B

Larry Ozeran, MD; President, Clinical Informatics, Inc. and Manijeh Berenji, MD; Chief of Occupational Health and Lead Environmental Medicine Physician, VA Long Beach Healthcare System

Learning Objectives:

- Discover each of the 15 root causes identified by the End Burnout Group.
- Gain solution(s) for four root causes and how to implement them.
- Recognize why clinician well-being programs cannot end burnout.

2:55 pm – 3:25 pm - Networking Break

CHOOSE BETWEEN TWO SESSIONS

3:25 pm – 3:55 pm - Designing Healthy Workplaces for Healthcare Workers - Track A

Paul DeChant, MD, MBA, Advancing Organizational Well-being

Learning Objectives:

- Articulate the dimensions of burnout and examine the connection between the drivers of burnout and those dimensions.
- Describe a roadmap of specific activities to reduce the impact of the drivers of burnout.
- Empower clinicians to fix their frustrations, develop managers to support clinicians, and align everyone around values that bring meaning to the work.

3:25 pm - 3:55 pm - Navigating the Healthcare Horizon: Unveiling the Impact of Next-Gen Technologies on Clinician Experience - Track B

Mitchell Josephson, President, American College of Health Data Management; Lisa Rotenstein, MD, Assistant Professor and Medical Director, Ambulatory Quality and Safety, UCSF Health

Learning Objectives:

- Identify critical technologies and digital advancements for care team enhancement.
- Understand why AI needs to be looked at as a member of the team.
- Develop a strategic framework for tech adaptation and literacy.
- Prepare the entire team for a digital healthcare future.
- Foster a culture of continuous learning.

CHOOSE BETWEEN TWO SESSIONS

4:05 pm – 4:35 pm: No Stigma Attached: Creating an Organizational Culture that Destigmatizes Burnout - Track A

Moderator: Desiree Shapiro, MD, Associate Clinical Professor of Psychiatry at the University of California, San Diego; Panelists: Julie Çelebi, MD, MS, FAAFP, Associate Clinical Professor, University of California San Diego, Wellness Director, Graduate Medical Education, Wellness Director, Department of Family Medicine; Isabel Newton, MD, PhD, Interventional Radiology physician-scientist, VA San Diego Medical Center and UCSD; Chief of Interventional Radiology and Wellness Director for Radiology, VASDMC; and Ami Doshi, MD, Clinical Professor of Pediatrics, UC San Diego School of Medicine and Vice Chair for Faculty Development and Well-being Director, Department of Pediatrics, Rady Children's Hospital-San Diego

Learning Objectives:

- Define communication channels to foster a culture of empathy, understanding, and open communication.
- Develop a culture of psychological safety in which healthcare professionals feel comfortable discussing their mental health concerns without fear of judgment.
- Identify policies that prioritize mental well-being and access to mental health services.

4:05 pm – 4:35 pm - AI Revolution in Healthcare: Unleashing the Power of AI for Addressing Burnout NOW - Track B

Mitchell Josephson, President, American College of Health Data Management; Dr. R. Ryan Sadeghian, Principal Health IT Strategist, MITConn Advisors

Learning Objectives:

- Explore the transformative impact of AI on healthcare, understanding its current landscape for informed decision-making.
- Acquire practical insights to evaluate scalability, overcome implementation challenges, and adapt leadership strategies for a seamless AI-driven healthcare system.
- Uncover the profound influence of AI on early disease detection and personalized treatment, enhancing patient outcomes.
- Navigate the noise: separating fact from fiction.
- Gain a deeper understanding of prospects and ethical considerations guiding the evolution of AI in healthcare.

5:00 pm - Opening Night Reception, Hyatt Regency La Jolla, 3777 La Jolla Village Drive, La Jolla Ballroom

May 4, 2024 - Main Conference — Day Two — Hyatt Regency La Jolla, La Jolla Ballroom

8:00 am - Continental Breakfast

8:45 am - Opening Remarks

Linda Brubaker, MD, Director, Physician Wellness, University of California San Diego

9:00 am – 9:45 am - Leadership is Worthless...But Leading is Priceless: Battling Burnout and Restoring Resiliency

Thom Mayer, MD, Medical Director, National Football League Players Association; Executive Vice President of Leadership, LogixHealth; Professor of Emergency Medicine, George Washington University School of Medicine; Senior Lecturing Fellow, Duke University

Learning Objectives:

- Every team member is a leader-lead yourself, lead your team.
- Every team member is a performance athlete, involved in a cycle of performance, rest, and recover-invest in yourself, invest in your team.
- The work begins within ... but turns towards teamwork.

9:45 am - 10:30 am - View from the C-Suite

Moderated by Paul DeChant, MD, MBA, Advancing Organizational Well-being; Panelists: Kenneth H. Morris, MD, FAAP, Chief Medical Officer, Children's Primary Care Medical Group (CPCMG); Genevieve N. Parsons, MD, Chief Wellness and Leadership Officer, Children's Primary Care Medical Group (CPCMG); and Catheryn Yashar, MD, Chief Medical Officer, UCSD Health

Learning Objectives:

- Strategies for senior leadership to effectively navigate factors driving burnout and capitalize on opportunities for growth and resilience.
- Specific challenges encountered, such as balancing work-life demands, managing stakeholder expectations, and fostering innovation.
- The role of technology and regulatory changes on the well-being of senior leadership and their organizations.

10:30 am – 11:00 am - Networking Break

11:00 am – 11:45 am - Confidentiality Matters: How Medical Societies are Making Healthcare Healthier

Melina Davis, CEO & EVP, Medical Society of Virginia; Alecia Sanchez, Chief Strategy Officer, California Medical Association; Libby De Bie, CEO, Arizona Medical Association; Jean Branscum, EVP, Montana Medical Association

Learning Objectives:

- Understand what is happening with state initiatives and laws that protect our healthcare providers.
- Learn what is happening across the U.S. when advocacy and support make a difference.
- Uncover action plans you can help promote in your state and workplace and what you can do to join the movement.

11:45 am - 12:30 pm - Beyond Boundaries: The Future of Generative AI in Transforming Healthcare

Harvey Castro, MD, MBA, Chief Executive Officer, Medical Intelligence Ops

Learning Objectives:

- The evolution of generative AI, its future trajectory in healthcare innovations, and how these advancements can lead to more personalized and efficient patient care.
- The ethical considerations, data privacy concerns, and the roadmap to integrating generative AI into existing healthcare systems.
- **PLUS:** Fireside Chat/Q&A with Mitchell Josephson, CEO, Health Data Management Group; President, American College of Health Data Management.

12:30 pm - End of Conference

Faculty/Presenter List

Kevin D. Hopkins, MD, Senior Physician Advisor, Practice Transformation, The American Medical Association (AMA); Vice Chief, Primary Care Institute, Cleveland Clinic

Sue Padernacht, EdD, PCC; CEO, Ncline Leadership Strategies; Professor of Organization & Management, UC Irvine & UC San Diego

Tara Davis, Senior Director of Internal Communications and Staff Well-being, American Psychological Association

Nicole Collins-Clagett, BSN, RN, MPA, Author, Ascending in Scrubs

Jeffrey Ring, PhD, Health Psychologist, Leadership Coach and Health Justice Champion

Linda Brubaker, MD, Director, Physician Wellness, University of California San Diego

Darrell Kirch, MD, President Emeritus, Association of American Medical Colleges

Scott MacDiarmid, MD, Author, Fist Pumps: The Prescription for Physician Burnout

Eve Cunningham, MD, MBA, Group Vice President and Chief of Virtual Care and Digital Health, Providence

Helen Riess, MD, Associate Professor of Psychiatry, Harvard Medical School; Founder & Chief Medical Officer, Empathetics, Inc.

Rhonda Stark, Chief Well-being Officer, Department of Veteran Affairs, VISN 12 Great Lakes Healthcare System

Sabrina A. Falquier, MD, CCMS, DipABLM; Founder, Sensations Salud

Jason Hess, Vice President, Provider Sales & Success, KLAS Research

Tommy Rowley, Senior Director of Customer Insights, KLAS Research

Chad Ritenour, MD, Chief Medical Officer & Chief Well-being Officer, Emory University Hospital

Larry Ozeran, MD; President, Clinical Informatics, Inc.

Manijeh Berenji, MD; Chief of Occupational Health and Lead Environmental Medicine Physician, VA Long Beach Healthcare System

Paul DeChant, MD, MBA, Advancing Organizational Well-being

Mitchell Josephson, President, American College of Health Data Management

Lisa Rotenstein, MD, Assistant Professor and Medical Director, Ambulatory Quality and Safety, UCSF Health

Desiree Shapiro, MD, Associate Clinical Professor of Psychiatry at the University of California, San Diego

Julie Çelebi, MD, MS, FAAFP, Associate Clinical Professor, University of California San Diego, Wellness Director, Graduate Medical Education, Wellness Director, Department of Family Medicine

Isabel Newton, MD, PhD, Interventional Radiology physician-scientist, VA San Diego Medical Center and UCSD; Chief of Interventional Radiology and Wellness Director for Radiology, VASDMC

Ami Doshi, MD, Clinical Professor of Pediatrics, UC San Diego School of Medicine and Vice Chair for Faculty Development and Well-being Director, Department of Pediatrics, Rady Children's Hospital-San Diego

Dr. R. Ryan Sadeghian, Principal Health IT Strategist, MITConn Advisors

Thom Mayer, MD, Medical Director, National Football League Players Association; Executive Vice President of Leadership, LogixHealth; Professor of Emergency Medicine, George Washington University School of Medicine; Senior Lecturing Fellow, Duke University

Kenneth H. Morris, MD, FAAP, Chief Medical Officer, Children's Primary Care Medical Group (CPCMG)

Genevieve N. Parsons, MD, Chief Wellness and Leadership Officer, Children's Primary Care Medical Group (CPCMG)

Catheryn Yashar, MD, Chief Medical Officer, UCSD Health

Melina Davis, CEO & EVP, Medical Society of Virginia

Alecia Sanchez, Chief Strategy Officer, California Medical Association

Libby De Bie, CEO, Arizona Medical Association

Jean Branscum, EVP, Montana Medical Association

Harvey Castro, MD, MBA, Chief Executive Officer, Medical Intelligence Ops

Disclosure Summary

It is the policy of University of California San Diego School of Medicine Continuing Professional Development to ensure that the content of accredited continuing education and related materials is accurate, balanced, objective, and scientifically justified. Education must be free of the influence or control of ineligible companies, and protect learners from promotion, marketing, and commercial bias. All persons in a position to control the content of accredited continuing education must disclose all financial relationships held with ineligible companies, prior to assuming a role in the activity. Those relationships deemed relevant to the education are mitigated prior to the activity through one of the following strategies, depending on the nature of relationship and the role of the person: 1) divesting the financial relationship, 2) altering the individual's control over content, and/or 3) validating the planning decisions and/or content through independent peer review. All relevant financial relationships are mitigated prior to the activity and mitigation strategies and necessary steps for implementation are communicated to individuals prior to them assuming their role in the activity. Persons who refuse or fail to disclose are disqualified from participating in the activity. Activities are evaluated by participants and peer reviewers to determine if the content was free of bias and met acceptable scientific standards. This information is considered in future activity planning. ***All relevant financial relationships and the nature of those relationships are noted below. All relevant financial relationships have been mitigated.***

Persons in control of content of this educational activity who are not specifically identified by name above, such as (but not limited to) course directors, faculty, CME staff, planners, editorial staff, peer reviewers, and CME committee reviewers do not have any relevant financial relationships.

This educational activity may contain discussion of unlabeled and/or investigational uses of agents that are not approved by the FDA. Please consult the prescribing information for each product. The views and opinions expressed in this activity are those of the faculty and do not necessarily reflect the views of the University of California San Diego School of Medicine.

Accreditation

The University of California San Diego School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of California San Diego School of Medicine designates this live activity for a maximum of **7.75 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Cultural & Linguistic Competency and Implicit Bias:

Continuing medical education (CME) providers are required by state Assembly Bills 1195 and 241, and the standards created by the California Medical Association (CMA), to include components that address cultural and linguistic competency and implicit bias in CME activities. The planners and presenters of this activity has been asked to provide meaningful consideration of these standards in the selection and presentation of content. Additional information and resources are available on the UC San Diego CME website (cpd.ucsd.edu)