

Committee Minutes
MSSNY Committee for Physician Wellness and Resilience
October 18, 2019 @ 7:30 AM via Webex

Present

Michael Privitera, MD, Co-Chair
Charles Rothberg, MD, Co-Chair
Maria Basile, MD, Vice-Chair
Frank Dowling, MD
Donald Moore, MD
Jeffery Selzer, MD
Reginald Knight, MD
Caroline Gomez-Di Cesare, MD

Excused

Art Fougner, MD, President

Absent

Arthur Hengerer, MD
Arthur Pinkhasov, MD
Brian White, MD
Christopher Bell, MD
Mark Bertin, MD
William Brender, MD
Aaron Kumar, MD
Mohammad Hubeishy, MD
Joseph Mannino, MD
Gerald Ortiz, MD
Lisa Samuels, MD
Naheed Van De Walle, MD
William Streck, MD

Staff

Phillip Schuh, Executive Vice President
Pat Clancy, Sr. Vice-President Public Health
and Education
Terry Bedient, Vice President – Committee
for Physicians Health
Melissa Hoffman, Public Health Associate
Raza Ali, Legislative Associate

1) Welcome –

a) Dr. Rothberg welcomed Peter Ju, a MSS counselor who joined the meeting.

2) Adoption of minutes of May 24, 2019 committee minutes. Moved by Dr. Privitera.
Seconded by Dr. Selzer. Minutes accepted.

3) Report on AMA Boot Camp and ACPH conference

Dr. Rothberg said that he found the program to be extraordinary with a lot of potential that dove tails with the work that the committee has outlined and asked Ms. Clancy to speak about her experience with the boot camp. Ms. Clancy said that the conference and the workshops were extremely informative; especially the examples of where and why practice transformation has worked. Ms. Clancy added there was a lot of information regarding studies about how

effective programs have been; highlighting organizations and institutions that have been successful in reducing burnout levels.

Dr. Rothberg briefly explained that the conference was a joint venture between the Physicians Foundation and the American Medical Association (AMA). Dr. Rothberg explained that the AMA created a module that is packaged with its “Steps Forward” program which can be accessed online. He added that not every module will be used by every practice but overall the tools available are extremely useful. Dr. Rothberg added that though discussions over education, scientific research, peer review, etc. have been made, one of the pillars of the program that members have been speaking more about is relief from the environment in which physicians are practicing in. He added that our surveys and literature point to the environment and system factors that contribute to burnout. Dr. Rothberg ended by saying that if the program is embraced it will be a great utility to our members and the grant money can help to fund the programs.

Dr. Rothberg underscored that practice transformation is a term that encompasses both big and small organizations; it can be scaled up and down. Dr. Selzer asked if the practice transformation segment of the venn-diagram would correspond with the efforts made by the subcommittee on organizational change. Dr. Gomez said that the program that was presented at the Quality Improvement and Patient Safety Committee is a close parallel to the state-wide consortium that was proposed in the organization subcommittee; the difference is that the AMA works with individual practices whereas what was proposed in the subcommittee was more team-based. Dr. Gomez suggested that MSSNY could run the program as a compliment to the AMA program. Dr. Gomez noted that while the boot camp was informative but she voiced concerns over the lack of emphasis on training for c-suite talk. In regards to the venn diagram, Dr. Gomez suggested making the image more gender neutral; Ms. Hoffman said she will adjust the photos.

Dr. Privitera said the practice transformation lit a fire underneath his institution. Decreasing costs, increasing quality, increase revenue and decreasing burnout, having an outsider with experiences helped. Gap analysis where does AMA have to offer and what can MSSNY do if they can get c-suite to listen. Ms. Clancy indicated to Dr. Privitera that the one thing that struck with her the most was the cost impact on an institution when they lose a physician.

a) Discussion with Commissioner of Health

Ms. Clancy talked about MSSNY’s meeting with the Commissioner of Health. When peer to peer and physician wellness was brought up, the commissioner delayed the conversation for another meeting because it is an important matter to him. Ms. Clancy has made a request to have a follow-up meeting with him to further discuss physician wellness and the rate of burnout in New York. Ms. Clancy said the conversation was short and brief but the commissioner appeared to be open to hearing information in relation to the peer to peer counselling program. Dr. Selzer asked if the commissioner understood the issues surrounding physician wellness and the roadblocks were. Ms. Clancy said she believes the commissioner does understand the issue and wants to listen and come to some viable solutions. Dr. Rothberg added that under that statute commissioner has the authority to overcome the hurdles and roadblocks Dr. Selzer referred to.

Dr. Selzer suggested that because peer support is an important issue, there should be a way to keep the door open and put a place holder on intrusive questions from hospital appointment committee staff with regards to credentialing and re-credentialing. He added that a lot of hospitals think DOH requires these questions and asked if the DOH could clarify what they actually require. He added that if the commissioner could speak about how some of the intrusive questions frighten physicians from getting help. There was general agreement that this be brought forward to the commissioner.

b) Peer to Peer program

Dr. Rothberg said medical students have taken a peer program as a priority for them and asked if Mr. Ju wanted to add anything. Mr. Ju went on to describe what the medical students had put forward. Mr. Ju indicated that the medical students met last month and are excited about the peer program; discussed concerns but noted that overall it will be a good program to the community across the state; logistics' issue was brought up but will discuss those as they get closer to implementing it.

4. AMA Practice Transformation – slide set

a.) Resolution by MSSNY's Quality Improvement and Patient Safety Committee
MSSNY's Quality Improvement and Patient Safety Committee is focused on Practice Transformation and on reducing errors. Nancy Nankavil, from the AMA presented to the committee the slides. The AMA is going to make a presentation to MSSNY Council in November in regards to 'Practice Transformation'. The Quality Improvement and Patient Safety Committee wanted to put forth a resolution for MSSNY to support AMA's practice transformation program.

"RESOLVED, that the Medical Society of the State of New York become involved in the AMA's practice transformation initiative and seek appropriate resources for this endeavor"

Ms. Clancy indicated that under the AMA model, MSSNY will adopt the project and that it will work with the AMA to identify various organizations in New York, those organizations will then go through a boot camp and then AMA would then provide those organizations with additional resources. Motion to adopt the resolution from the Quality Improvement and Patient Safety Committee, Moved by Dr. Basile. Seconded by Dr. Selzer.

5.) MSSNY Educational Program – for review

Dr. Rothberg asked if the educational program has been approved by CME. Ms. Clancy said that it has been tentatively approved accreditation for this program; slide-set will be sent to CME following the meeting. The AMA has approved our usage of their slides. Ms. Clancy also discussed with the AMA using "mini Z" with contracted organization verses using it through the context of an educational program. The AMA would create a separate URL; so physicians can take the "mini-z" who are at the live seminar/webinar to assess their level of wellness and MSSNY will have the data as well. Two different URL would be created, that would be developed for MSSNY between practice transformation and educational programs. Ms. Clancy said that they plan to do various live seminars and webinars and provide slide-set to the House of Delegates.

Dr. Basile added, part of the “Steps Forward” program involves repeating mini-z after a certain amount of time based on the initiative that is developed and the answers that are given. Free form answers are used to develop quality improvement initiative in institution or individual practice.

Dr. Privitera suggested that on the references slide to include direct links to MSSNY’s website. Additionally he suggested that members have talking-points ready when discussing the pros/cons of program as it relates to the national average of physician burn out when comparing current levels to 2014. Ms. Hoffman said when doing research the theory was that the statistics reset back to 2011 not that went down from 2014; the theory being that 2014 was a spike due to institutional consumptions of practices.

Dr. Privitera praised the AMA’s Joy in Medicine award in terms of organizational change. Dr. Privitera noted that the AMA taking it on board adds legitimacy to it. Ms. Clancy added the “Steps Forward: program embraces the Joy in Medicine citing it is an end goal. Dr. Rothberg added that Dr. Privitera’s point about bringing legitimacy is important and should be reported to council. Dr. Litvack added that large institutions are interested in data; both MSSNY and AMA will be able to provide useful data that is coming from trustworthy sources.

6) Committee dates were set for 2020: February 14th, May 15th & October 9th 2020 from 730 AM to 930 AM.

Adjourned