

Sessions at the ACCC 35th National Oncology Conference, Oct. 17-19, 2018 Phoenix, Arizona

Creating a Resilient, Results-Driven Oncology Team

Vicki Hess, author and Principal, Employee Engagement Solutions, LLC

Learn how to become a “Chief Paradise Officer” at your cancer program or oncology practice by taking five steps to improve your resiliency, energy, and results. Author of four books, including *SHIFT to Professional Paradise*, Vicki will inspire you to action by sharing high impact, easy to implement ideas that transform the way you work. As a cancer survivor she also brings the patient perspective into her programs and presentations.

From Ideas to Innovation

Dale Dauten, author and syndicated newspaper columnist

Become a skilled experimenter as part of creating a culture of innovation at your cancer program or practice. Key principles covered in this interactive and engaging session include:

- Ideas are the easy part. The harder part is learning how to create an engine of creativity.
- Start in the middle. In the journey from ideas to innovation, experiments are the driver of progress. Starting in the middle is the art of turning thoughts into things by creating clever testing opportunities.
- People hate to change, but love to experiment. To sell the idea of making a change, you must get consensus that the idea is certain to work. To sell an experiment, you merely need to convince someone that it might work.

Culture as a Strategic Imperative

Julie Kennedy Oehlert, DNP, RN Chief Experience Officer, Vidant Health

In addition to patient experience, the Quadruple Aim now includes clinician experience and well-being, as well as environmental experience, or what Vidant Health calls the “Big E” of experience. This interactive presentation starts with thinking about culture and how it is defined. For many, disrupting current culture may be the first step on your “Big E” journey. Explore how to un-silo patient experience and team engagement and create a culture where everyone’s experience matters. Learn innovations in data analytics. Hear how strategic planning, goal setting, leadership development, and human resource practices can help you achieve successful outcomes in team engagement and patient experience. Return to your program or practice with a strategic framework and holistic, inclusive interventions that focus on partnership.

Register today at acc-cancer.org/oncologyconference.

ASSOCIATION OF COMMUNITY CANCER CENTERS

Key Findings from the National Physician Burnout & Depression Report



- **42%** of U.S. physicians report feeling burned out, depressed (**15%**), or both (**14%**).
- **33%** said burnout makes them “easily exasperated with patients.”
- **32%** said it makes them “engage less with patients.”
- Top contributors to burnout: too many bureaucratic tasks (**56%**) and too many hours spent at work (**39%**).
- About **1/3** suggested more money and a more manageable work schedule to help reduce stress.
- More female physicians reported burnout (**48%**) than their male counterparts (**38%**).

Source. 2018 Medscape National Physician Burnout & Depression Report. medscape.com.

3 Signs of Clinician Burnout

- Depersonalization
- Exhaustion
- Reduced personal accomplishment

Source. ASCO Connection. An Introduction to Recognizing and Managing Professional Burnout. connection.asco.org/tec/lifestyle/introduction-recognizing-and-managing-professional-burnout.

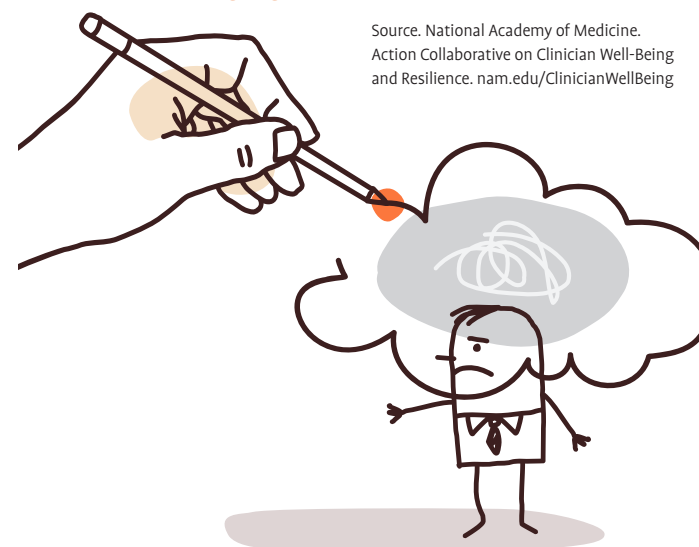


BUILDING A RESILIENT ONCOLOGY TEAM: ISSUES

Alarming Statistics from the National Academy of Medicine

- **400** physicians die by suicide each year, a rate more than **2** times that of the general population.
- Physician rates of depression remain high at **39%**.
- **24%** of ICU nurses tested positive for symptoms of post-traumatic stress disorder.
- Prevalence of emotional exhaustion among primary care nurses is **23** to **31%**.

Source. National Academy of Medicine. Action Collaborative on Clinician Well-Being and Resilience. nam.edu/ClinicianWellBeing



What’s Keeping Our Leaders Up at Night?

- Concerns about building a culture of accountability and transparency (**60%**).
- Navigating the transformation from volume to value. **40%** said reducing costs is a major challenge and **70%** reported just beginning or having moderate experience with adopting new payment models and reducing costs.
- Managing data collection and reporting (**60%**).
- Inspiring change among people who are increasingly burned out.

Source. Lorch T. What’s Keeping Quality Leaders Up at Night? ihi.org/communities/blogs/what-s-keeping-quality-leaders-up-at-night.



Paperwork—and Hours Spent on EHRs—Continue to Pile Up

- **38%** of surveyed physicians report spending **10** to **19** hours weekly on paperwork and administration.
- **32%** report they spend more than **20** hours a week on these tasks.
- Physicians identified the most challenging aspect of their job as “having too many rules and regulations” (**27%**).
- Other challenges include “having to work with an EHR” (**13%**) and “difficulties getting fair reimbursement” (**12%**).

Source. Medscape 2018 Physician Compensation Report. medscape.com/2018-compensation.



More Online Resources

NETWORK | **Clinician Well-Being Knowledge Hub**
The National Academy of Medicine's Action Collaborative on Clinician Well-Being and Resilience, a network of more than 60 organizations committed to reversing trends in clinician burnout, has developed a robust online repository of tools and resources to improve baseline understanding of challenges to clinician well-being; raise the visibility of clinician stress and burnout; and elevate evidence-based, multidisciplinary solutions that will improve patient care by caring for the caregiver. nam.edu/clinicianwellbeing.

INFO | **IHI Framework for Improving Joy in Work**
With burnout and staff turnover in healthcare continuing to rise at alarming rates, this white paper describes four steps leaders can take to improve joy in work; a framework with nine critical components for ensuring a joyful, engaged workforce; key change ideas; and measurement and assessment tools. ihi.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx.

STANDARDS | **AACN Standards for Establishing and Sustaining Healthy Work Environments: A Journey to Excellence**
In response to mounting evidence that unhealthy work environments contribute to medical errors, ineffective delivery of care, and conflict and stress among healthcare professionals, these standards identify and help address systemic behaviors that can result in unsafe conditions and obstruct the ability of individuals and organizations to achieve excellence. aacn.org/wd/hwe/docs/hwestandards.pdf.

WORKBOOK | **Self-Healing Through Reflection: A Workbook for Nurses**
Nurses put themselves in the front lines of healthcare, acting as a bridge between the patient and the rest of the healthcare team. As a result, stress becomes a part of their daily lives. This workbook offers information, exercises, and tools for self-reflection to better help nurses cope with the stressors that invade their personal and professional lives, so they can provide themselves with the same level of care as they do their patients. ons.org/store/books/self-healing-through-reflection-workbook-nurses.

RESOURCES | **Stanford Medicine WellMD Center**
Resources include monthly newsletters; curated, peer-reviewed publications based on research done at Stanford and from members and partners of the Physician Wellness Committee and the WellMD Center; and strategies to help clinicians maintain well-being through exercise, mindfulness, and creating a work life balance, and more.

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4 Steps to Help You Move from Burnout to Joy

- 1. Know what works.** What matters to you? What brings job satisfaction? What creates pride in the organization? What does it look like when we're at our best?
- 2. Identify issues.** What specific things get in the way of attaining what matters most to staff? What wears down the energy and morale of staff? What are the pebbles in their shoes?
- 3. Demonstrate that joy in work is a shared responsibility.** Leaders cannot hand over primary responsibility for joy in work to their HR department and expect staff to believe it's an organizational priority.
- 4. Make improvements.** Design changes to test and then assess whether these changes are leading to improvement. Co-designing these tests with staff from the start can increase their engagement in meaningful improvement.

Source: Feeley D. Joy in Work: More Than the Absence of Burnout. ihi.org/communities/blogs/joy-in-work-more-than-the-absence-of-burnout.

6 Essential Standards for a Healthy Work Environment

1. Skilled communication
2. True collaboration
3. Effective decision making
4. Appropriate staffing
5. Meaningful recognition
6. Authentic leadership



Source: AACN Standards for Establishing and Sustaining Healthy Work Environments. aacn.org/wd/hwe/docs/hwestandards.pdf.

BUILDING A RESILIENT ONCOLOGY TEAM: SOLUTIONS



Mindfulness Tips

- **Don't rush to answer the phone.** First ring, take a breath. Second ring, decide to listen fully to whomever is calling. On the third, answer it.
- **Feeling stressed? Try a smile—even if it's forced at first.** Studies show the act of smiling affects our brains and will bring more happiness.
- **Eat one meal alone where you focus only on your food.** No distractions. Fully tune into the tastes and flavors.
- **When walking, feel your feet on the ground.** Stop, take a breath, and notice your surroundings. Be exactly where you are.
- **When you are with a colleague be fully present and listen.** Don't interrupt. Let them talk without needing to fix or solve anything. Give them your full attention.
- **Sit quietly and notice your breathing.** Feel the breath move in and out of your abdomen, chest, or nose. Don't try to control it. When your mind starts to wander, bring your attention back to your breath.

Source: Be Mindful: 'Tis the Season to Be Mellow. UCLA Magazine. magazine.ucla.edu/exclusives/tis-the-season-to-be-mellow.



9 Organizational Strategies to Promote Clinician Well-Being

1. Acknowledge and assess the problem
2. Harness the power of leadership
3. Develop and implement targeted interventions
4. Cultivate community at work
5. Use rewards and incentives wisely
6. Align values and strengthen culture
7. Promote flexibility and work-life integration
8. Provide resources to promote resilience and self-care
9. Facilitate and fund organizational science

Experiencing Burnout? There's an App for That

- **Virtual Hope Box** (t2health.dcoe.mil/apps/virtual-hope-box) helps with emotional regulation and general coping during times of stress. Choose your coping skill: distraction, inspiration, or relaxation. Create customized coping skills reminder cards.
- **Breathe 2 Relax** (t2health.dcoe.mil/apps/breathe2relax) offers breathing exercises to help calm anxiety and stress. Select your preferred background music and visual scene.
- **MoodTracker** (t2health.dcoe.mil/apps/t2-mood-tracker) helps track stress, anxiety, depression, or general well-being. Share this information with your doctor or therapist to help identify patterns and triggers.
- **Study** (itunes.apple.com/gb/app/study/id528999600?mt=8) has comforting, soothing sounds of nature and bird songs to promote body relaxation while helping your mind stay alert, improving cognition and productivity.
- **Provider Resilience** (t2health.dcoe.mil/apps/provider-resilience) helps track burnout and compassion fatigue with tools, information, videos, and inspirational cards. Identify activities that can help or hurt your ability to manage burnout and compassion fatigue. A vacation clock shows how long since you last took time off. Track all the app's different factors to get an overall resilience rating you can monitor.

Source: Sugeno S. 7 Great Apps for Stress, Burnout, and Trauma. amysugenocounseling.com/7-great-apps-for-stress-burnout-and-trauma-one-for-parents-too.

