



ACCC 45TH ANNUAL MEETING & CANCER CENTER BUSINESS SUMMIT

March 20–22, 2019

Renaissance Washington, DC Downtown Hotel

THE INTERSECTION of BUSINESS, QUALITY, TECHNOLOGY, & POLICY



Clinician Resiliency and Workforce Issues Deep Dive Workshop

Friday, March 22, 2019

1:00 - 3:30 PM

Drill down into a key issue facing today's cancer programs and practices: how to improve resiliency and reduce burnout in members of the multidisciplinary cancer team. Gain tactical strategies from two ACCC member programs that have successfully addressed these challenges, then participate in interactive group exercises to help identify personal and organizational behaviors that can contribute to an exceptional and thriving workplace. Data around common themes will be collected and developed into an article for ACCC's peer-reviewed journal, *Oncology Issues*.

FACILITATORS

Linda Bosserman, MD, FACP, FASCO, Clinical Assistant Professor, *City of Hope*, Duarte, California

Kathleen LaRaia, MS, Executive Director Oncology Services, *Munson Healthcare*, Traverse City, Michigan

WORKSHOP AGENDA

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|-----------------------|---|
| 1:00 – 1:10 PM | Introduction and Framing of the Issue
Linda Bosserman, MD, FACP, FASCO |
| 1:10 – 1:45 PM | How a Cultural Readiness Plan Improved Resiliency at Munson Healthcare
Kathleen LaRaia, MS |
| 1:45 – 2:00 PM | STOP/START/LESS/MORE Activity
Identify individual strategies to improve cultural resiliency and wellness in the workplace. |
| 2:00 – 2:15 PM | Report Out: Findings from the Group Activity and Discussion
Kathleen LaRaia, MS |
| 2:15 – 2:50 PM | How Alleviating Workplace Inefficiencies and “Work After Work” Can Help Reduce Burnout
Linda Bosserman, MD, FACP, FASCO |
| 2:50 – 3:05 PM | STOP/START/LESS/MORE Activity
Identify organizational strategies to improve workplace inefficiencies and reduce burnout. |
| 3:05 – 3:20 PM | Report Out: Findings from the Group Activity and Discussion
Linda Bosserman, MD, FACP, FASCO |
| 3:20 – 3:30 PM | Next Steps and Wrap-Up
Learn how to take these tools back to your program or practice, gather relevant data, and participate in the publication of output in the ACCC peer-reviewed journal, <i>Oncology Issues</i> . |