

PROFESSIONAL WELLNESS

Resources



System-Based Resources

Efforts to address burnout are usually focused on the individual; however, it is a twofold problem that exists in the work environment as well as the individual. From administrative burden, difficulty finding work-life balance, feeling undervalued, frustrations with referral networks, government regulations, and (of course) reimbursement issues, many times the physician's stress and burnout isn't of their own doing.

The following pages include resources to help address some of these areas:

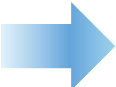
- Resources for Leaders
- Implementing Team-Based Care
- Improving Everyday Workflows
- Resources for Reducing the Clerical Burden

Resources for Leaders




[IHI Framework for Improving Joy in Work](#)

Explains leadership steps and provides measures, techniques and case reports for improving joy in work.




[Appendix to Joy in Medical Practice: Clinician Satisfaction in the Healthy Work Place Trial](#)



[Cultural and Structural Features of Zero-Burnout Primary Care Practices](#)

Cross-sectional analysis of survey data from 715 small-to-medium-size primary care practices in the US participating in the Agency for Healthcare Research and Quality's EvidenceNOW initiative. Note: subscription needed to read full article.



[Creating the Organizational Foundation for Joy in Medicine](#)

This resource includes an interactive calculator to estimate the cost of burnout in one's organization, and the survey, *Physician Opinion of the Leadership Quality of Their Immediate Physician Supervisor*.



[Nine Organizational Strategies to Promote Engagement & Reduce Burnout](#)

Outlines the key drivers of burnout and engagement as well as the individual, local work unit, organizational, and national factors that influence them.



[Healing the Professional Culture of Medicine](#)

Mayo Clinic publication that provides guidance for leaders to address potential discrepancies between espoused organizational values (such as patient-centered care, social justice, and physician well-being) and current operations.

Implementing Team-Based Care

[Primary Care Team Guide](#)

Comprehensive resource created from the project, *The Primary Care Team: Learning From Ambulatory Practices (LEAP)*. This includes assessments of current team functioning and ways to develop team member roles.

[Creating Patient-Centered Team-Based Care](#)

AHRQ resource that outlines a conceptual blueprint and strategies for providing patient-centered team-based care.

[Improve Patient Care & Team Engagement](#)

AMA STEPS Forward primer on team-based care.

[Implementing Optimal Team-Based Care to Reduce Clinician Burnout](#)

Describes foundational principles for team-based care, including its role in reducing burnout, and provides solutions to potential barriers of implementing this care model.

[Core Principles & Values of Effective Team-Based Health Care](#)

Expands on team-based care principles and values and includes the team composition and processes of 11 organizations implementing team-based care across the country.

[A Team-Based Care Model That Improves Job Satisfaction](#)

Outlines implementation of The University of Colorado's Ambulatory Process Excellence or Awesome Patient Experience (APEX) care model that expands the MA to provider ratio from 1:1 to 2.5:1.

Implementing Team-Based Care Continued



[AAFP Physician Health First: Practice Efficiencies](#)

[Medical Assistant Professional Development](#)

AMA STEPS Forward module that shows how to prepare medical assistants for enhanced team-based roles.

[Embedding Pharmacists into the Practice](#)

AMA STEPS Forward module that describes how to add a pharmacist to the existing care team.

[Primary Care Practice Facilitator's Curriculum: Building Effective Care Teams in Primary Care](#)

This curriculum outlines a 1-hour active learning session for practice facilitators who will be helping primary care practices build their team.

Building a culture that supports team-based care:

- [Daily Team Huddles](#)
- [Identifying Practice Personas](#)
- [Civility Saves Lives](#)
- [Creating Psychological Safety in Teams](#)
- [The Case for Relationship-Centered Care and How to Achieve It](#)

Improving Everyday Workflows

OAFP Workflow Process Mapping

Workflow & process mapping creates a visual map of the steps your practice currently uses for a specific patient care or administrative task. Benefits include allowing everyone to visualize and appreciate what role/contribution they and their colleagues play in the care of patients; gives an overview of the current processes that allows the team to plan for change; identifies inefficient procedures; improves communication between team members; and can increase employee job satisfaction.

Linked below is an outline of the mapping process as well as two instructional videos on the process with different example project ideas to help you visualize the exercise:

- [Mapping Exercise Outline](#)
- [Mapping Exercise: Patient Education Instructional Video](#)
- [Mapping Exercise: Vaccinations Instructional Video](#)

Resources selected from the [AMA STEPS Forward](#) practice improvement educational program:

- [5 Steps for Creating Value Through Process Mapping and Observation](#)
- [Pre-Visit Planning](#)
- [Patient Pre-Registration](#)
- [Optimizing Space](#)
- [Pre-Visit Laboratory Testing](#)
- [Expanded Rooming and Discharge Protocols](#)
- [Annual Prescription Renewal](#)
- [Medication Management: Save Time by Simplifying Your Prescribing and Refill Process](#)

Resources for Reducing Clerical Burden

Improving the EHR Experience:

From AMA's EHR educational module

- [Patient Portal Optimization](#)
- [Electronic Health Record Optimization](#)
- [Team Documentation](#)

From the AAFP

- [Physician Health First: Make Technology Work](#)
- [EHRs in the Exam Room: Tips on Patient-Centered Care](#)

Reducing Administrative Tasks:

AAFP Administrative Simplification

- [New Webpage](#)
- [Principles for Administrative Simplification](#)

AAFP Family Practice Management Articles:

- [Seven Habits for Reducing Work After Clinic](#)
- [The Quest for Administrative Simplification: What's Being Done](#)

[Patients Before Paperwork](#)

A collection of resources focused on reducing unnecessary administrative tasks.

[Debunking Regulatory Myths](#)

AMA resource that clarifies common regulatory myths that could lead to unnecessary work.

[Point-of Care Registries](#)

Explains how to use a patient registry to achieve more efficient chronic care.

Other Professional Wellness Resources

Professional wellness also encompasses a much larger scope of topics. For additional resources on financial health, leadership, and career-focused topics, view the links below:

Podcasts

- [Docs Outside the Box](#)
- [White Coat Investor](#)
- [Financial Resident](#)
- [Hippocratic Hustle](#)
- [TED Radio Hour](#)
- [The Physician Philosopher](#)
- [Passive Income MD](#)

Webpages & Videos

- [Physician on Fire](#)
- [AAFP Physician Health First: Physician Leadership Resources](#)
- [AAFP Physician Health First: Find Joy in Practice](#)
- [AAFP Physician Health First: Fight Burnout Causes](#)
- [Talking with Your Employers About Systems Changes that Address Administrative Burdens](#) (OAFP Wellness Wednesday session)
- [Time Management Strategies for Busy Docs](#) (OAFP Wellness Wednesday session)
- [Time Management Priority Matrix](#) (app)
- [How to Multiply Your Time](#) (TEDx Talk)
- [Leadership Resources](#) (Physicians Leadership Academy)



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Disclaimer

Resources shared in this packet do not represent the OAFP. Materials shared were cultivated and vetted by a volunteer physician workgroup. Resources included should serve as a starting point to build from.