The Foundation for Medical Excellence presents

Thriving in an Era of Change
Promoting Clinician Vitality & Well Being

Saturday
October 11, 2014
Skamania Lodge
Stevenson, WA

In cooperation with:
Group Health Physicians
Legacy Health
Mid-Valley Physicians Health Authority
Oregon Health & Science University
Portland Veteran's Medical Center Foundation
Providence Health & Services
Salem Health
Virginia Mason Medical Center
TFME John Alsever, M.D., Family Lectureship
TFME William B. Webber Lectureship

www.tfme.org
Thriving in an Era of Change

- Are you concerned that you don’t feel as engaged and satisfied with the practice of medicine as you once did?
- Are you concerned that your professional career and personal life are not in balance?
- Are you uncertain about your new role as a clinician as healthcare changes?
- Are you concerned that quality of patient care is threatened by the professional role changes necessitated by health reform?

This conference will provide knowledge, skills and a framework for you to thrive in the midst of all the changes and challenges currently taking place in healthcare. This conference is designed to provide health professionals with the skills to manage change in their personal and professional lives. It is also an opportunity to interact with others who are doing similar work, to exchange program and curriculum ideas and to develop positive methods of re-engineering healthcare work settings in order to promote professional satisfaction, well-being, personal growth and sense of purpose.

WHO SHOULD ATTEND:
This program is designed to educate physicians, physician assistants, nurse practitioners and other healthcare clinicians by providing the knowledge and skills to better understand and cope with the personal as well as personal changes in the workplace, their changing clinical roles, and the potential for burnout. The conference will provide clinicians with practical methods for achieving balance in their professional and personal lives, for recognizing burnout in themselves and their colleagues, and for navigating new roles in a changing healthcare delivery environment.

All individuals involved in healthcare are encouraged to attend. Spouses and partners are also welcome to participate and benefit from this program.

PROGRAM OBJECTIVES
Teaching methods include lecture and interactive small group sessions with faculty. Upon completion of this activity, participants should be able to:
- Discuss what is known regarding satisfaction and burnout among clinicians
- Recognize the personal and professional consequences of burnout
- Recognize personal and organizational approaches to promoting well-being
- Explore three different perspectives of the history of change in our world
- More fully appreciate this particular moment in time we inhabit today
- Begin to grasp the difference between change and transition
- Define emotional intelligence
- Define teams and team-based care
- Describe the attributes of “teamness” and understand how to improve team care
- Discuss the challenges related to teams and team-based care
- Describe the effects of mindfulness-based interventions on clinicians

Planning Committee: Dr. Barry Egener, Dr. Edward Keenan, Dr. Ronald Stock and Vicki Fields.

9:15-10:00a Plenary II
This Moment in Time
Chris Edgelow

Perspective is everything when we are dealing with change. We live in a unique moment in history. It is useful to keep this in mind when we are swimming in a turbulent sea of change. This thoughtful, engaging and humorous session will provide three unique views on history and change - scientific, evolutionary and six drinks that define history. We will come to understand this moment in time for what it is, another moment of deep transformation in earth’s history. We will introduce the difference between change and transition - two complementary yet very different aspects of what we have to deal with in order to thrive in times of profound change.

Objectives:
- Explore three different perspectives of the history of change in our world.
- More fully appreciate this particular moment in time we inhabit today.
- Begin to grasp the difference between change and transition.

10:00-10:15a Refreshment Break

10:20-11:35a Interactive Breakout Session #1 (select a session)

Breakout Session 1 – Rainier Room
Refining your Personal Strategy to Promote Well-Being
(session repeated in the afternoon)
Tait Shanafelt, M.D.

This session will provide you with skills to assess your personal well-being, guide you to identify your personal and professional values and self-care strategy and explore approaches to increase meaning in work.

Objectives:
- Assess your well-being
- Identify personal and professional values
- Explore approaches to increase meaning in work
- Evaluate and refine your self-care strategy

Breakout Session 2 – Baker Room
Thriving on Change & Transition
(session repeated in the afternoon)
Chris Edgelow

Sometimes we choose change, other time it chooses us. Either way, we are forced into transition - like it or not. This highly interactive and very insightful discussion will provide clear insights into the fundamental difference between change and transition. We will explore various ways to navigate change and deal with everything it throws at us. We will also outline a plan to intentionally manage the transition that is unfolding below the surface that we have far more control over than we might realize.

Objectives:
- Fully understand the fundamental difference between change and transition.
- Clarify the myriad of ways change impacts us and discuss ideas on how to increase our personal resilience.
- Outline a transition plan for the major changes we are currently dealing with in our lives.
Breakout Session 3 – Summit 7

**Emotional Intelligence: Aligning Intent and Impact**
Lisa Goren, MS

A great deal of emphasis is placed on the value of cognitive intelligence and the relationship between IQ and success. However, there is increasing evidence suggesting that Emotional Intelligence (EI) is the strongest indicator of professional success by as much as 90%. EI is not simply about recognizing or controlling ones’ emotions, rather it is about learning to align thoughts with actions. Once individuals can successfully manage the space between intent and impact they have the opportunity to increase personal, relational and professional well-being.

**Objectives:**
- Define Emotional Intelligence
- Understand the link between intent (awareness) and impact (behavior) in personal and professional interactions
- Learn strategies for improving well-being through leveraging Emotional Intelligence
- Help others cultivate higher degrees of Emotional Intelligence

Breakout Session 4 – Summit 6

**Mindfulness in Medicine**
Jeffrey Young, M.D.

Chronic stress and burnout are common experiences for clinicians at all levels and may be associated with adverse experiences for the patients physicians treat. This breakout session will include a discussion regarding fundamental brain functions involved in the stress response, adverse consequences of chronic stress and the evidence base for mindfulness strategies that may change our brain architecture over time and enhance personal resilience, wellbeing and better patient outcomes. We will also try several evidence-based, mindfulness-oriented strategies, which if we practice over time, will help us achieve these personal and patient-oriented outcomes.

**Objectives:**
- Briefly review the brain structures and networks, which are fundamental in managing our acute and chronic stress response as well as the antidote, the relaxation response.
- Discuss the many causes of chronic stress and burnout in the practice of medicine and what can be done about it to improve personal resilience, wellness and patient outcomes.
- Practice several evidence-based mindfulness techniques.
- Review resources to support a personal plan to improve one’s wellness and resiliency through the practice of mindfulness.

Breakout Session 5 – Rainer Room

**Developing Teamwork in the Clinical Setting**
Ronald Stock, M.D.

Creating a culture of teamwork and a primary care delivery system that utilizes all members of a practice working together at the top of their level of training is critical to achieving the triple aim of patient care. But does putting a group of healthcare-trained individuals in a room, or practice, together make them a team? This presentation will introduce the basic definitions and attributes of teamwork and team-based care. We will discuss how to organize as a team, to use measurement to inform them of “teamness” within their practice and to consider interventions that may begin to strengthen their ability to practice as a team. Finally, we will discuss the multiple challenges and issues that emerge as the team approach becomes the way in which the clinicians and practices do their work.

**Objectives:**
- Define teams and team-based care
- Describe the attributes of “teamness” and understand how practices can improve team care in their practice
- Discuss the challenges related to teams and team-based care

Breakout Session 6 – Baker Room

**Refining your Personal Strategy to Promote Well-Being**
Tait Shanafelt, M.D.

This session is repeated from this morning

Breakout Session 7 – Summit 7

**Thriving on Change & Transition**
Chris Edgelow

This session is repeated from this morning

11:35-12:45p  TFME Hosted Lunch - Stevenson C/D Foyer

12:45-1:30p  Plenary III – Stevenson C/D

**The Changing Role of the Physician in the Coordinated Care Model**
Ronald Stock, M.D.

Oregon is redesigning the healthcare system that delivers care to Medicaid beneficiaries and to some of the most vulnerable citizens of the state. Derived out of the Accountable Care Act legislation and requiring a Medicaid waiver to implement, the CCO model not only aims to change Medicaid financing, but will also change health care delivery throughout Oregon. Central to implementing these reforms are the physicians and clinicians at the front lines of delivery and the communities they serve. This plenary will describe the reform changes currently underway in Oregon, the impact on the professional and personal lives of clinicians and the changing professional clinical roles that are anticipated.

**Objectives:**
- Describe the healthcare delivery and financial changes occurring with the Oregon Coordinated Care Model.
- Outline the impact that these healthcare reform changes are having on the professional and personal lives of physicians and clinician team members.
- Discuss the current and future anticipated changing roles within the clinical care team resulting from healthcare reform.

1:30-1:40p  Transitional Break

1:40-2:55p  Interactive Breakout Session # 2 (select a session)

Breakout Session 5 – Rainer Room

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Breakout Session 6 – Baker Room

**Refining your Personal Strategy to Promote Well-Being**
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This session is repeated from this morning

Breakout Session 7 – Summit 7

**Thriving on Change & Transition**
Chris Edgelow

This session is repeated from this morning

2:55-3:10p  Refreshment Break - Stevenson C/D

3:15 -3:30p  Commitment to Change – Edward Keenan, Ph.D., President, TFME

3:30-4:00p  Musical Interlude – Susan Smith, D.M.A.

4:00p  Adjourn
Distinguished Faculty

Tait Shanafelt, M.D., is a medical oncologist. Dr. Shanafelt has distinguished himself as a leading researcher on physician well-being and its impact on patient care. He is the director of the Mayo Clinic of Medicine Program on Physician Well-being, a clinical laboratory evaluating personal and organizational factors affecting physician satisfaction and performance. He will discuss personal and organizational factors that can be modified to promote the well-being of health professionals.

Dr. Shanafelt's clinical and scientific interests are focused on the treatment of patients with chronic lymphocytic leukemia (CLL). His research on CLL spans the continuum from the laboratory to the clinic. He received his M.D. from University of Colorado Health Sciences, completed an Internal Medicine Residency at the University of Washington and Hematology and Oncology fellowship at the Mayo Clinic. He is a Professor of Medicine at the Mayo Clinic College of Medicine. Dr. Shanafelt is the 2014 TFME William B Webber Lecturer.

Ronald Stock, M.D., is a geriatrician, family physician, clinical health services researcher, and currently the Director of Clinical Innovation at the Oregon Health Authority Transformation Center. In 2012 he was appointed The Foundation for Medical Excellence John Kitchaber MD Fellow in Health Policy with special emphasis on a project to study the impact of medical home and coordinated care organization healthcare delivery transformation on physicians and medical practices in Oregon. Since the Fall of 2012 he has participated in providing technical assistance to the Oregon Comprehensive Primary Care Initiative assisting practices in primary care redesign for Medicare beneficiaries. A graduate of the University of Nebraska College Of Medicine, Dr. Stock completed his residency and faculty development fellowship in Family Medicine at the Medical University of South Carolina and University of North Carolina-Chapel Hill and has a Certificate of Added Qualifications in Geriatric Medicine. Before joining OHSU in 2012 as an Associate Professor of Family Medicine, he served as Executive Medical Director of Geriatrics and Care Coordination services, and Medical Director of Education & Research at PeaceHealth Oregon Region. He is currently a member of an AHRQ Technical Expert Panel on "Developing a Foundation & Framework for Team-Based Care Measures in Primary Care", member of the Institute of Medicine Best Practices Innovation Collaborative on Team-Based Care, and an IOM Task Force exploring the role of "Patients on Teams". Dr. Stock is the 2014 TFME John Alsvear, M.D., Lecturer.

Chris Edgelow has been helping leaders build their capacity for leading and thriving on change for almost three decades. Educated in Canada and the United States, he has worked with organizations in every sector in countries around the world. He is a gifted facilitator and dynamic, down-to-earth speaker. He has authored dozens of articles, booklets, work books and facilitator guides on topics relating to leadership and personal change. Predominately practical in his approach, he helps leaders in organizations recognize and tell the truth about the challenges they face so they can find a way through the chaos of complex change. Chris has taught at the university level and speaks at numerous conferences each year on topics relating to the magic and mystery of people, organizations and change. The focus of his work always centers on helping people and organizations grow through this unique moment in history and create work places that provide dignity and meaning for the human spirit.

Workshop Faculty

Lisa Goren, MS, is a senior organizational development consultant at Legacy Health where she helps employees and physicians create strategy, improve communication and develop as leaders. She was the project director for physician engagement and activation readiness for Legacy’s electronic health record implementation. Lisa teaches at universities and is a frequent conference speaker on topics relating to leadership development, organizational culture, engagement and healthcare transformation. She has a bachelor’s degree in Advertising from Michigan State University and a Master’s degree in Organizational Communication from Portland State University.

Jeffrey Young, M.D., is a psychiatrist and diplomat of the American Board of Psychiatry and Neurology as well as the American Board of Addiction Medicine. He is a staff psychiatrist at the Hazelden Springbrook Residential Treatment Program for Chemical Dependency in Newberg Oregon, which is part of the Hazelden Betty Ford Foundation. His clinical and leadership work throughout his career has included particular emphasis on the mental health, chemical dependency, chronic stress and burnout problems that are faced by healthcare professionals. He is an instructor at Oregon Health and Science University for the Medical Student Resiliency Program which aims to help students recognize chronic stress and to use various evidence-based strategies such as mindfulness to manage stress. In addition, his teaching experience includes helping practicing health care professionals improve their wellness and resiliency skills.

Susan DeWitt Smith, D.M.A., holds a Doctor of Musical Arts degree from the Eastman School of Music, where she studied with Nelita True. Her many musical accolades include a second prize in the Young Keyboard Artists’ International Competition, semi-finalist standing at the International Stravinsky Awards Competition, several performance awards from Dartmouth College and a performer’s certificate and teaching award from Eastman. Dr. Smith has performed throughout the United States and New Zealand. An avid chamber musician, she has played at the Hot Springs Music Festival, the Grand Teton Music Festival, the Nelson Music Festival and the Olympic Music Festival. Dr. Smith is a musician, she has played at the Hot Springs Music Festival, the Grand Teton Music Festival, the Nelson Music Festival and the Olympic Music Festival. Dr. Smith has appeared as a soloist with the Dartmouth Symphony Orchestra, San Diego Chamber Orchestra, Palomar Symphony, San Diego Symphony, and several times with the Oregon Symphony. She is a member of the Oregon-based Third Angle New Music Ensemble. She is an Assistant Professor of Music and Director of the Piano Program at Lewis & Clark College.

Registration Information

Registration is online at www.tfme.org. Hotel arrangements are made directly with the Skamania Lodge Hotel at (509) 427-2531 (see below).

If you have questions, call the Foundation at (503) 222-1960. Space is limited; we would encourage you to register early.

In consideration of your fellow attendees and the faculty, the Foundation would respectfully ask that participants not bring infants or children to any of the sessions or lunch. Please contact Skamania Lodge to arrange child care. Spouses and guests are welcome to register for the conference at a reduced registration fee of $150.

Registration Fee: $275 ($150 rate for spouses or residents)

Refund Policy: Refunds prior to September 22th will be charged a $50 fee. No refunds after September 22, 2014.

Venue and Accommodations: Skamania Lodge
1131 SW Skamania Lodge Way
Stevenson, WA 98648
509 427-2531

For a limited time, a block of rooms is being reserved for seminar registrants. Please call early for reservations and be sure to mention that you are attending The Foundation’s Thriving in an Era of Change Conference (Clinician Well-Being). You may also reserve a guest room online by visiting www.skamanialodge.com – please click on book-now. Hotel Code is 1XQ3XEC.

Accreditation: The Foundation For Medical Excellence is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Credit: The Foundation For Medical Excellence designates this live activity for a maximum of 5.5 AMA PRA Category 1 credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Special Needs: The Foundation For Medical Excellence fully complies with the legal requirements of the Americans with Disabilities Act. If any participant attending this educational activity is in need of accommodation, please contact the Foundation.