



Creating a Provider Wellness Program in Your Organization

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October 11, 2018



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Introduction



Ellie Rajcevich

- BA Yale University
- MPA New York University
- Lean Six Sigma Green Belt
- Exp: AMA Professional Satisfaction, Northwestern Medical Group



Jason Epeneter

- BA Univ. of Puget Sound
- Doctor of Chiropractic
- MBA Pacific Lutheran University
- Lean Six Sigma Black Belt
- Exp: MHS Organizational Effectiveness

About MultiCare Health System

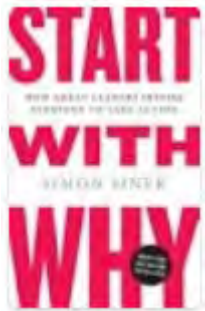


- 15,000+ employees in the Pacific Northwest
- 1,200+ employed providers
- Comprehensive system of care across the continuum – 8 hospitals, primary and specialty care, urgent care
- Strong partnerships & affiliations





Early Beginnings: Inspired by the WHY



- Addressing burnout
- Higher level of provider advocacy & support
- Achievement doesn't imply success (Sinek, 2009)



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Ensure the Correct People are at the Table

- Initially, a small steering team
- Endorsed by senior leadership
- Evolved into a larger cross-functional group
 - Provider Wellness Steering Team





Preparation for Approval by CEO Council

- Operational Definitions
- Charter & Vetting
- Department Structure & Function
 - Divisions
 - Organizational Hierarchy
- Budget Determination





Division of Service

- Practice Optimization Consulting
- Provider Counseling



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Socializing Awareness

- Why, what and how
- Channels and resources
- Scope of service
- Confidentiality



MultiCare's Commitment to Provider Wellness

The new Provider Wellness Program was created to improve the lives of our Physicians and Advanced Practice Providers. We are eager to partner with you to identify solutions to pain points in your clinical practice and share tools for finding satisfaction and fulfillment.

Take the first steps to improve your wellness

Receive a personalized consultation. Our services include:

Practice Optimization	Confidential Counseling Support
<i>Available to MHS providers</i>	<i>Available to individual providers, couples and families</i>
Practice efficiency and process improvement	Low morale
Lean Six Sigma problem-solving	Workplace stress
Epic workflow optimization	Anxiety
Patient flow improvement and efficiency	Depression
Team communication and effectiveness	Substance-related and behavioral addictions
Visit planning for more efficient, effective visits	Interpersonal, marital and family issues
Team inbasket management	Interface between personal-professional domains
Burnout prevention, building resiliency in your practice and your life, improving career satisfaction, provider presentations, group facilitation	

Assess your wellness and access resources

Please take a few moments to complete the Provider Well-Being Index® (PWBI), created and validated by the Mayo Clinic. Understand how your wellness compares to others, and access resources to improve your well-being.

Take the survey here: <https://www.mywellbeingindex.org/signup.php>. Access code: **MHS PROVIDER**



Measure, Measure, Measure

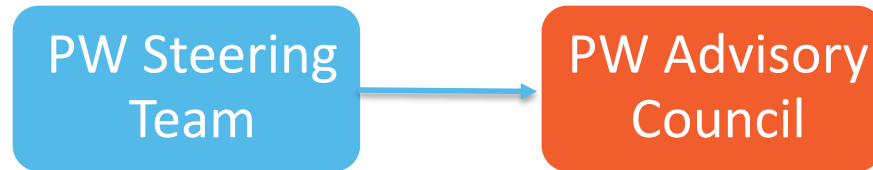
- Internal-facing (Provider Wellness Team)
 - Leader Evaluation Manager (LEM)
 - Team Dashboards
- External & provider/client-facing
 - Physician Well-Being Index (PWBI) and engagement surveys
 - Epic Provider Efficiency Profile (PEP)
 - Process and/or practice-dependent





Feedback & Support

- Advisory team evolution



- Leadership meeting cadence
- Partnership with WPHP, WSHA and WSMA
- Multiple leadership engagement forums



Overcoming Barriers

- Legal
- HR
- Burnout stigma
- Ownership of problems in practice environment





Expansion Efforts and Future State

- Geography
- Alignment & partnerships
- Reactive v. proactive
- Practice and system v. individual
- Survey approaches – optimize benchmarking



Thank you!

What questions do you have?

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