

WELCOME TO THE FIRST EDITION OF SCRIB'D, news of wellness and development

Dear Colleagues,

It is hard to believe the Center for Physician Well-being has already celebrated its 1st anniversary and we are ending the first quarter of 2019! The past year has been incredibly productive and personally rewarding. It has truly been a privilege to be involved with establishing this program. On behalf of all the providers in CHNw, we would like to recognize and thank the members of our Board and Executive Leadership Team for their vision and commitment in making the Center a reality. Nationally it is estimated that fewer than 20 percent of healthcare organizations offer any dedicated program supporting provider well-being. We are clearly pioneers in transforming the provider experience and restoring the joy of practicing medicine.

In addition we would like to express our sincere appreciation and thanks to Ann Ostrom our Director, Dr. Brian Foley as well as all of the members of the Physician Well-Being & Physician Leadership Advisory Councils for their hard work, passion, and dedication toward improving the provider experience at CHNw.

Finally, on behalf of all of our providers we also want to sincerely thank Dr. Dee Moonesinghe for her dedication and hard work in appropriating the funding and directly overseeing the renovation of the CHN Physician Lounge. Her commitment and resourcefulness made this dream a reality. Thanks to all who joined on April 29 for the Grand Opening!

Some of the accomplishments of the Center since its inception include:

- Professional development programs on Mindfulness and Financial Well-being
- Physician Leadership Academy; second Cohort in progress
- Regional collegiality events including Top Golf
- Partnership with Vital Work Life for free confidential coaching, counseling and concierge services



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UPCOMING EVENTS

09 MAY19 – Book Club ReBoot • Peace Winery in Carmel • 6 – 8 pm

19 MAY19 – Hiking Affinity Group • McCormick's Creek State Park

15 JUN19 – Hiking Affinity Group • Clifty Falls State Park

21 JUL19 – Hiking Affinity Group • Turkey Run State Park

Interested in a Serve360° event?

Two different evening opportunities are available:

The Sharing Place offers volunteer shifts from 5:30 pm – 8:30 pm every Tuesday.

Hope for Tomorrow offers volunteer shifts from 5:45 pm – 7:00 pm every Monday, Tuesday and Thursday. Check these out in **MyLearning on inComm**.

Contact Ann Ostrom or Taylor Wildauer for information.

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- CPN 2018 Fall Family Hayride event and holiday toy/clothing collections
- Physician focused website

Our 2019 focus is on improving the provider experience. This work is called the Exceptional Practice Experience. The primary aim to allow you less time facing your computer and more time facing your patient! Collaborations with IT, Informatics, and CPN Operations have enabled councils and work groups to be created. These groups are empowered to move this work along! This work includes:

- **Technology Optimizations** such as Fluency Direct, Tap In and Tap Out and Remote Scribes.
- **Top of License** work such as studying the role of MA's and APP's to ensure that they are truly practicing at the top of their capabilities.
- **Best Practice** work to include InBasket filtering, streamlining Rx refill processes and pre-visit planning.
- **Communications Council** work to improve the quality of physician communication while reducing the volume of unnecessary communications.

These tools and interventions are designed to reduce the administrative burden on providers. If we are to continue our mission of providing "exceptional care, simply delivered" we must allow our providers to focus on the patient and not the computer.

This work will require considerable coordination of resources and personnel to evaluate and implement. We ask for your continued support and patience as we move forward.



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Remember CPN provides an amazing resource!

Confidential 24/7 resources for physicians and APPs provided through **VITAL WorkLife**.

Peer Coaching, Counseling, and Concierge Services are available to you and your family.

Download the free APP; visit [VITAL WorkLife.com](http://VITALWorkLife.com); or call **877.731.3949**

Or visit our website at eCommunity.com/physician-well-being

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We are excited to announce that Dr. Jason Lewis and the integrated primary care team have submitted a grant proposal to the AMA to receive up to \$150,000 supporting our centralized pre-visit planning initiative. This grant is part of the AMA's "Solutions to Increase Joy in Medicine".

This opportunity was limited to 30 healthcare organizations the AMA deemed eligible based on their commitment to physician well-being and improving the provider's practice experience.

Many thanks to Dr. Jason Lewis and his team as well as Ann Ostrom and the Community Health Network Foundation for their hard work and collaboration in helping us apply for this grant. Finalists will be announced in early May.



Tricia HERN
TRICIA HERN, MD
VP Improvement & Physician
Leadership Development



Kevin C. Coss MD
KEVIN COSS, MD
Chief Wellness Officer

Thank you for your enthusiastic support of the Center and the many complimentary comments many of you have shared with us.

Wishing you and your families a wonderful spring!

