

# The Symbiosis of Quality Improvement & Physician Wellness

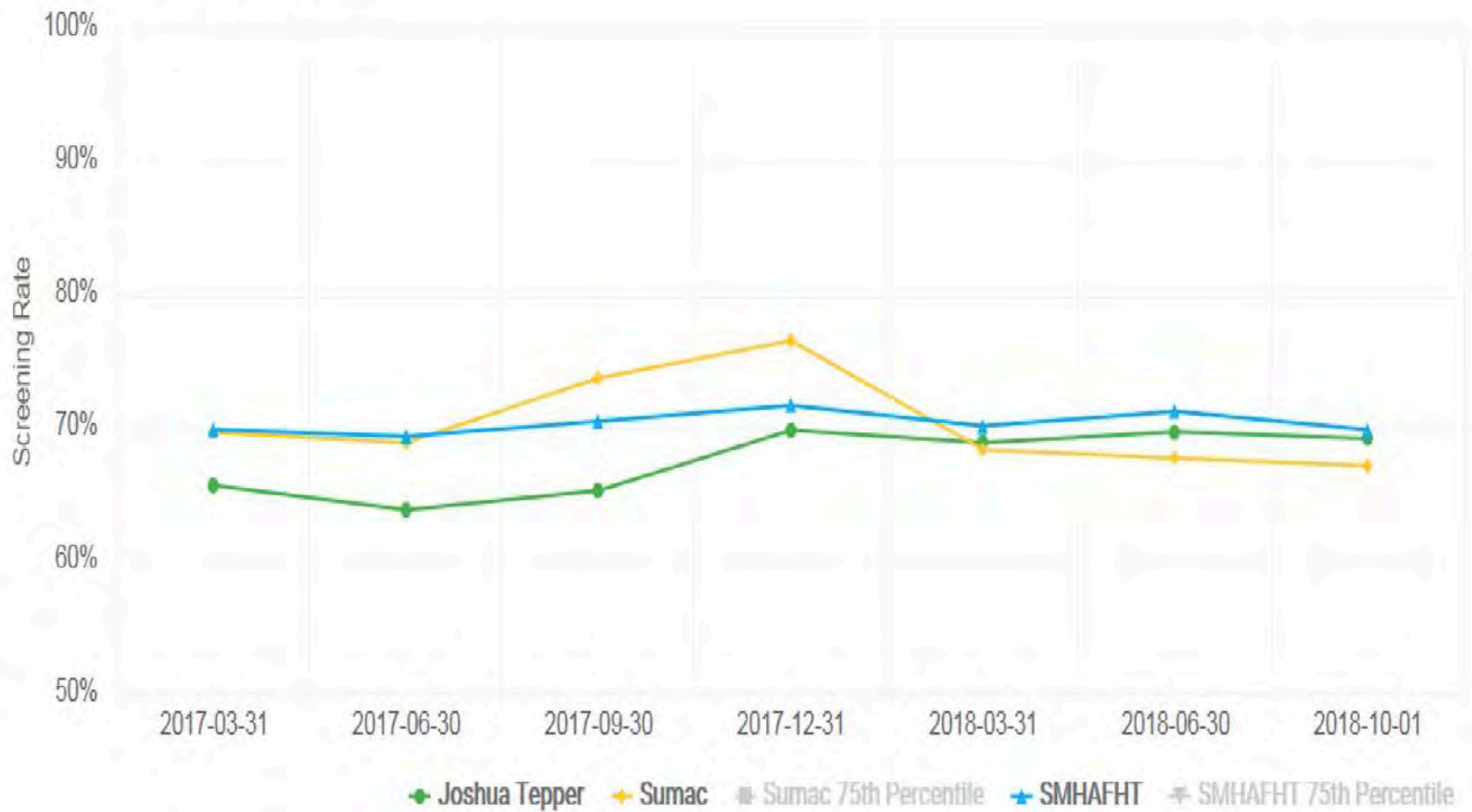
Twitter: @drjoshuatepper

# Faculty: **Joshua Tepper**

## **Relationships with financial sponsors:**

**Speakers Bureau/Honoraria:** CMA Physician Leadership Institute and Nurse Practitioner Association of Ontario

## Colorectal Cancer Screening Rates



You can click the legend items above to display or hide trend lines

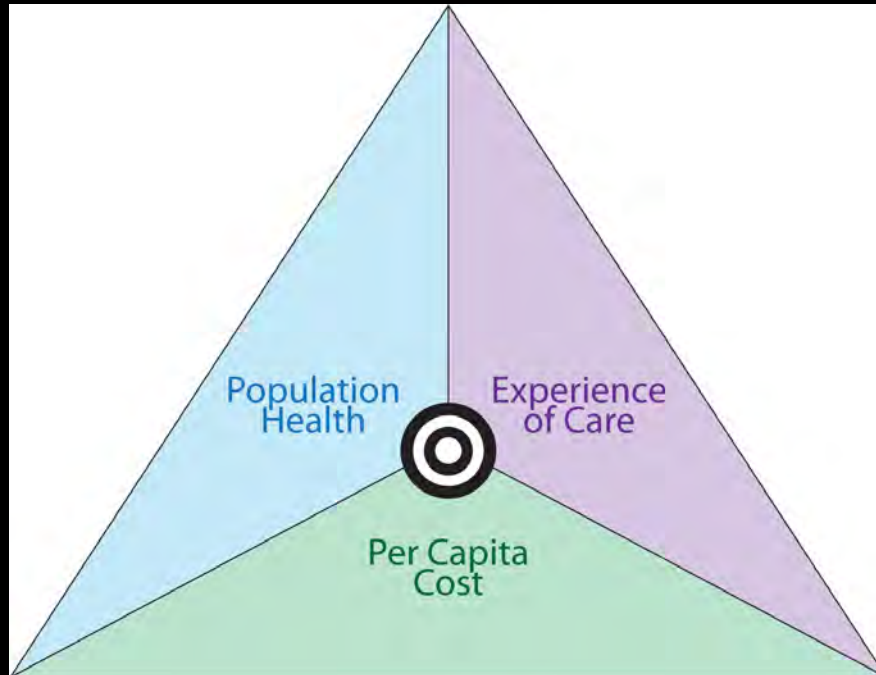
*Since stopping sleep medication, it's become necessary to put everything on pause due to various (sic) instabilities. This includes getting dental and optical work done, seeking a mental health professional, returning to work, maintaining personal hygiene, relationships, and a host of other issues.*

*A little about me:*



## Proposition #1

Aiming For Quality Means Aiming  
for Physician Wellness



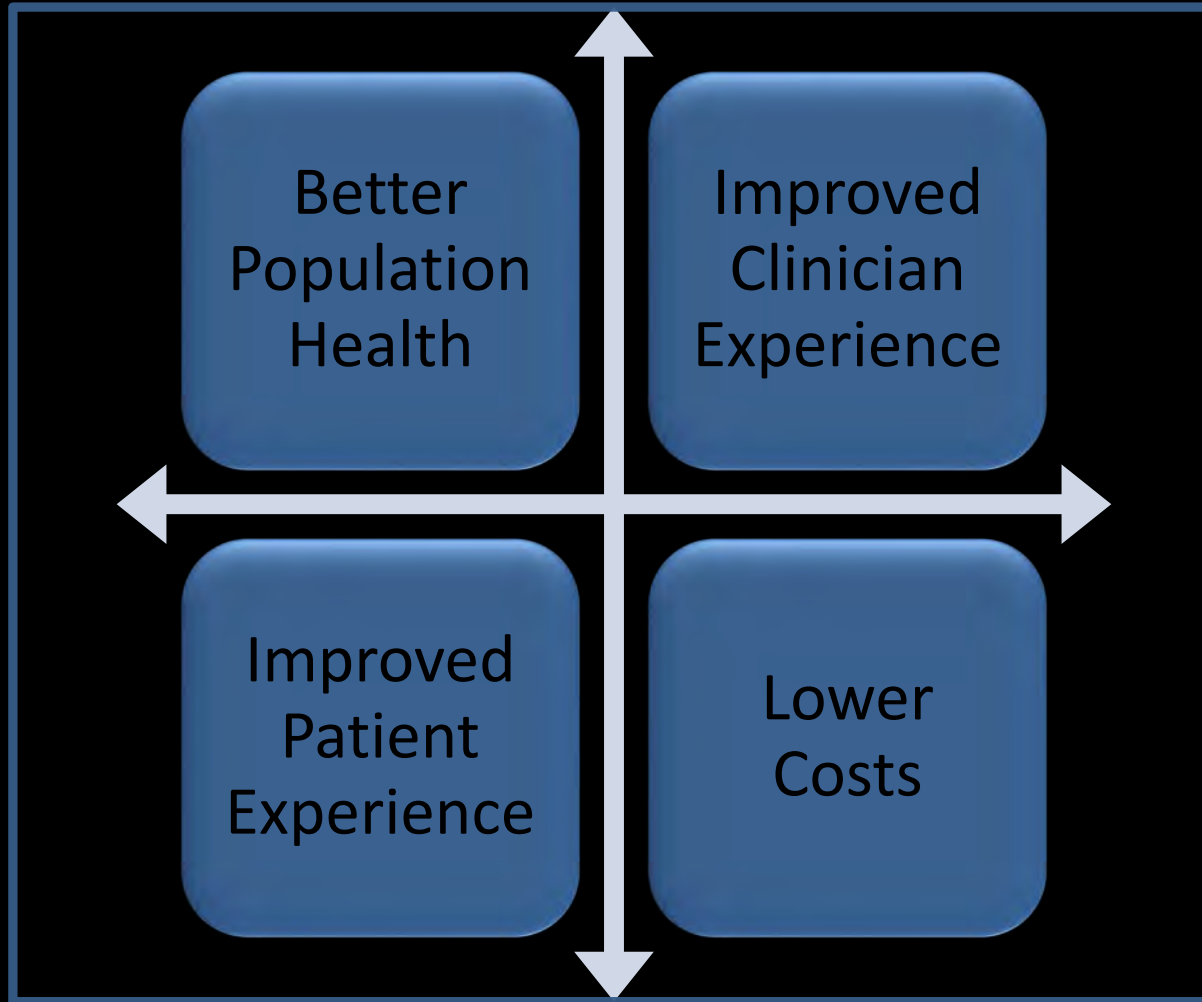
# Physician Wellness and Quality

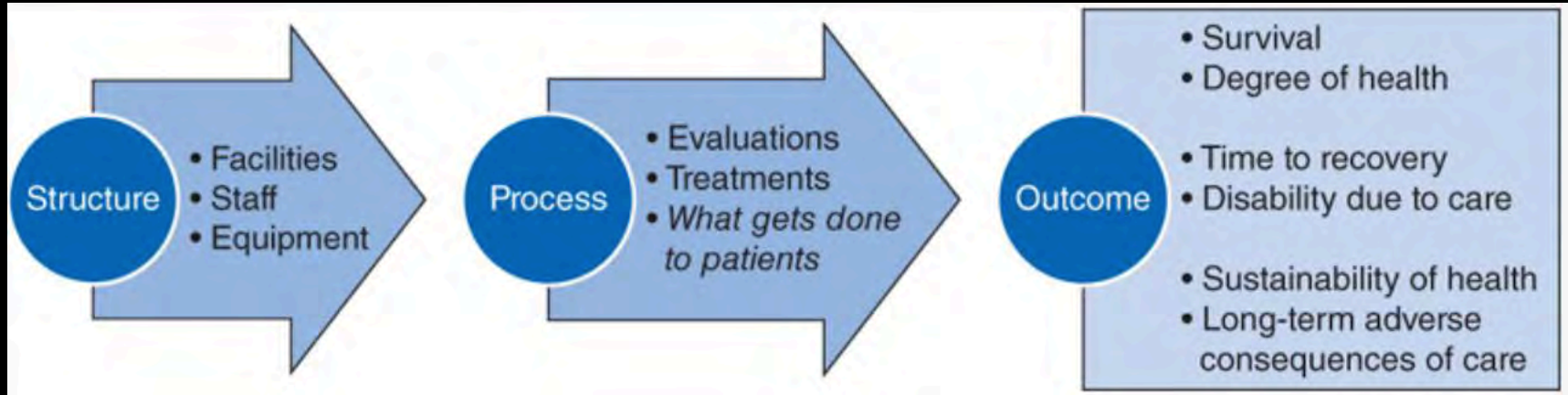
## Physician Burnout Impacts:

- Safety
- Patient Centeredness
  - Empathy, Patient Satisfaction
- Effectiveness
  - Adherence to guidelines, protocols & care standards
  - Mortality (ICU)
- Efficiency
  - High MD turnover
- Timely
  - Admissions, elective surgeries



# Quadruple Aim





Donabedian A.

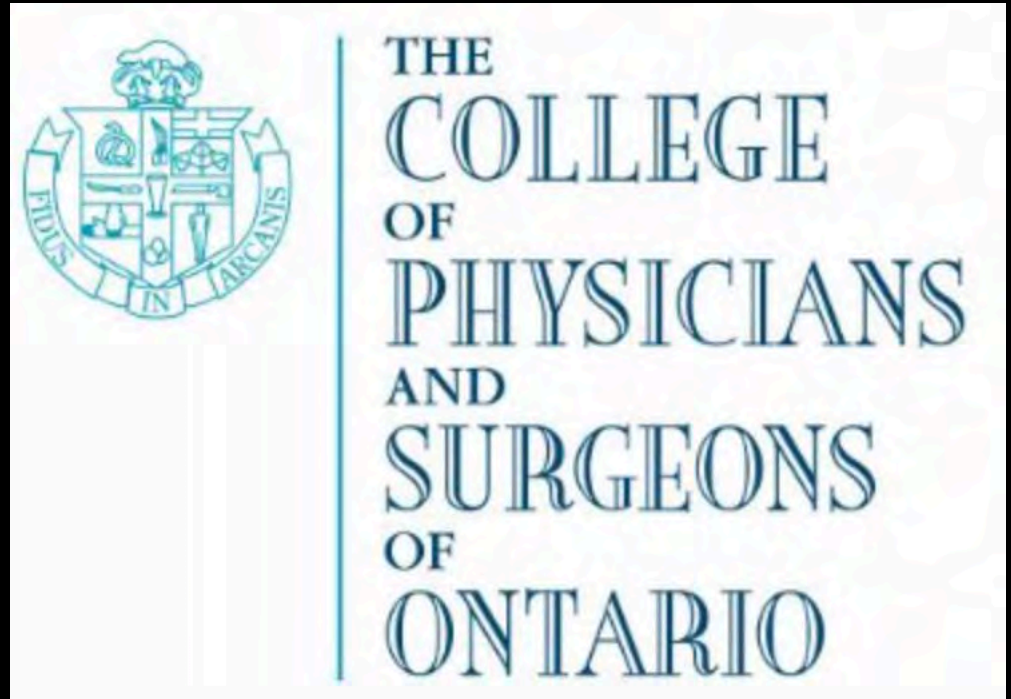
*The Definition of Quality and Approaches to Its Management, Vol 1: Explorations in Quality Assessment and Monitoring.*  
Ann Arbor, MI: Health Administration Press; 1980

## Proposition #2

Quality Improvement Can Make  
or Break Physician Wellness

TNA (SC)  
February 14, 2018

	28
	1
	8
	6
	26
	34
	19
	1
	6
	2
	6
	8
	2
	19
	27
SC Top 90 <sup>th</sup> Percentile	1
FHT Top 90 <sup>th</sup> Percentile	1



## **Era 1**

- Trust
- Profession is noble
- Profession has knowledge that is inaccessible
- Beneficent
- Self-Regulating

## **Era 2**

- Accountability
- Scrutiny
- Measurement
- Incentive
- Doubt & low trust



*People are  
entitled to  
joy in work.*

W Edwards Deming

**Figure 2. IHI Framework for Improving Joy in Work**



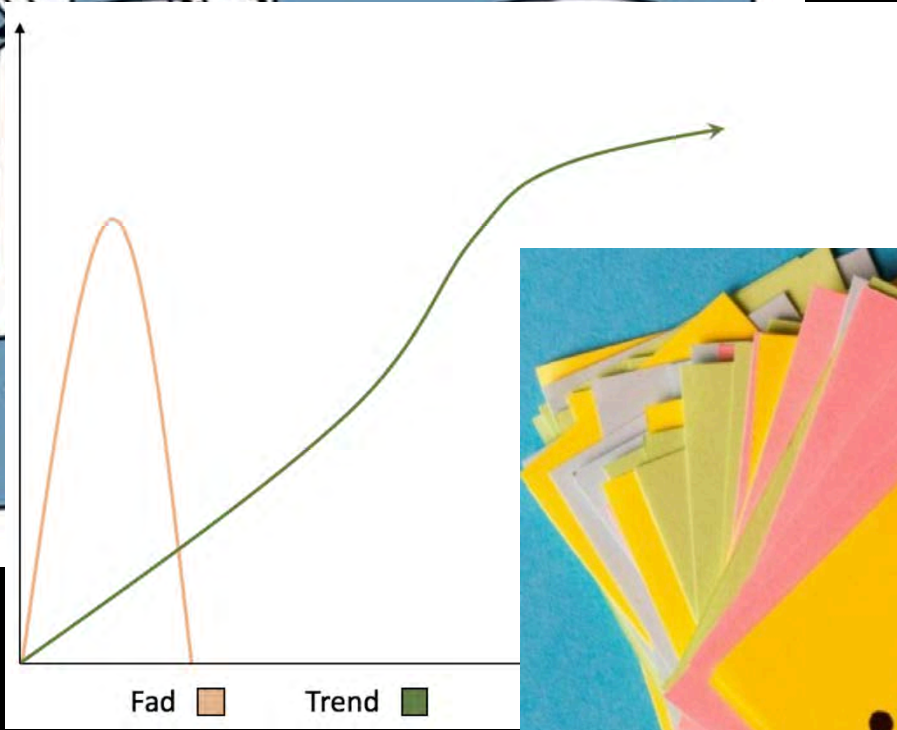
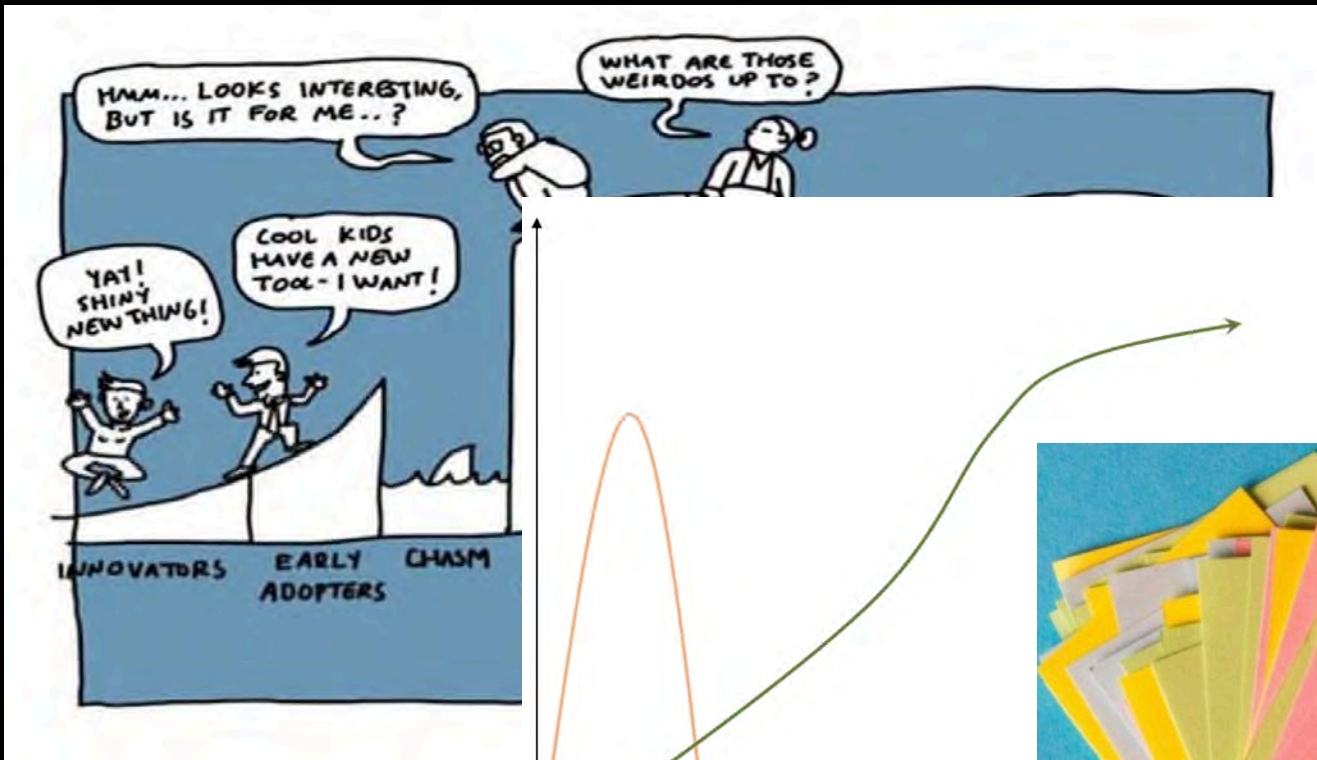
# Era 3: Moral Era

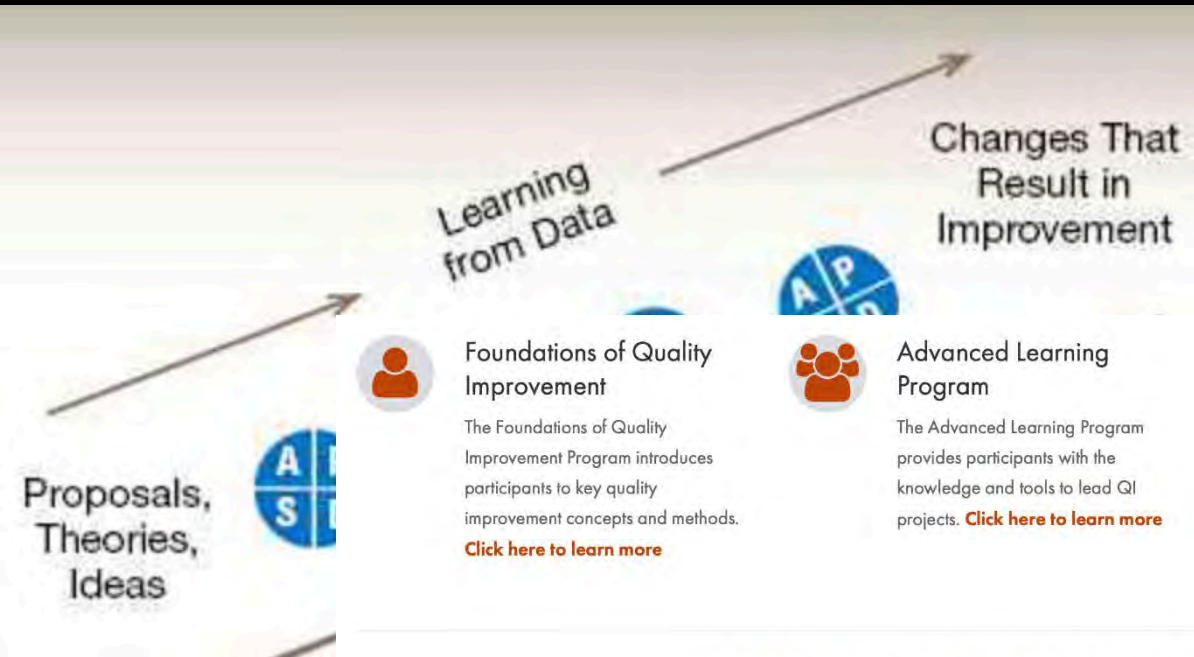
1. Stop Excessive Measurement
2. Abandon Individual Complex Incentives
3. Shift From Finance to Quality
4. Give Up Professional Prerogative at the Expense of the Whole
5. Recommit to Improvement Science
6. Embrace Transparency
7. Protect Civility
8. Hear the voices of people served
9. Reject Greed (“fair profit & fair pricing”)



## Proposition #3

The Physician Wellness Movement  
and the Quality movement share  
challenges & learning opportunities





### Foundations of Quality Improvement

The Foundations of Quality Improvement Program introduces participants to key quality improvement concepts and methods. [Click here to learn more](#)



### Advanced Learning Program

The Advanced Learning Program provides participants with the knowledge and tools to lead QI projects. [Click here to learn more](#)



### Alumni

Alumni from the Advanced Learning Program share their experiences.

**Watch** Alumni from the Foundations Program add their perspectives. [Watch](#)

In **Collaboration** and **Partnership** with the following:



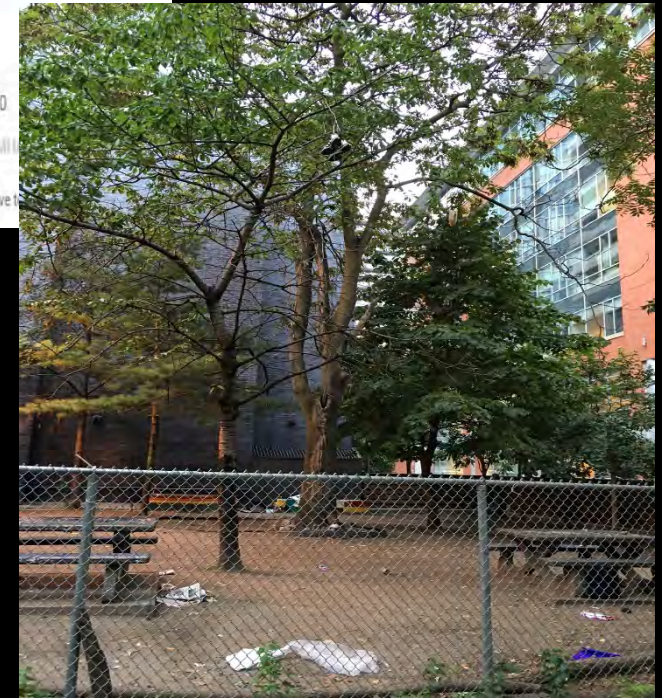
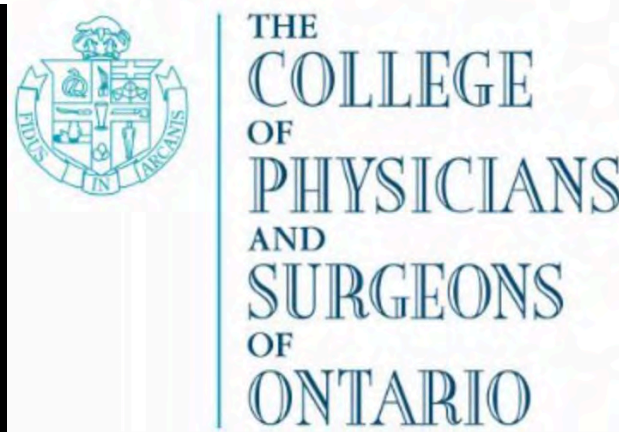
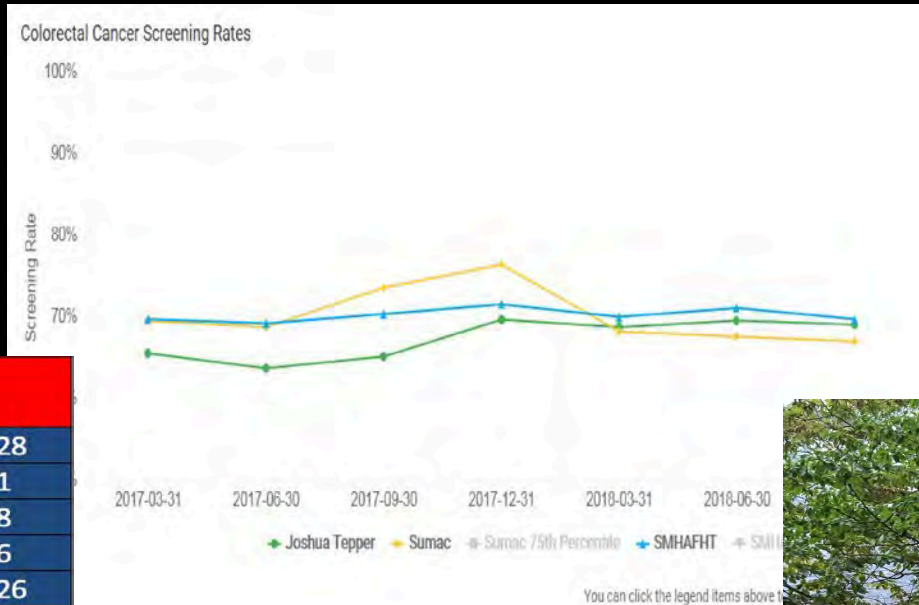
## 1 PSYCHOLOGICAL SAFETY

Team members feel safe to take risks and be vulnerable in front of each other.

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*A little about me:*

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“vulnerability is the birthplace of innovation, creativity and change”

-Brene Brown

Thank You