The Symbiosis of Quality Improvement & Physician Wellness

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Relationships with financial sponsors:

Speakers Bureau/Honoraria: CMA Physician Leadership Institute and Nurse Practitioner Association of Ontario
Colorectal Cancer Screening Rates

Screening Rate


Joshua Tepper Sumac Sumac 75th Percentile SMHAFHT SMHAFHT 75th Percentile

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 or other issues.

A little about me:
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

Better Population Health  Improved Clinician Experience

Improved Patient Experience  Lower Costs

From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider
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
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Era 1

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

Era 2

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

Berwick: JAMA April 5, 2016 Vol 315, #13 p. 1329
People are entitled to joy in work.

W Edwards Deming
Figure 2. IHI Framework for Improving Joy in Work

- Happy Healthy Productive People
  - Participative Management
  - Recognition & Rewards
  - Choice & Autonomy
  - Meaning & Purpose
  - Physical & Psychological Safety
  - Wellness & Resilience
  - Daily Improvement
  - Camaraderie & Teamwork
  - Partisipative Management
  - Real-Time Measurement

- Indivuduals
- Managers & Core Leaders
- Senior Leaders
Era 3: Moral Era

1. Stop Excessive Measurement
2. Abandon Individual Complex Incentives
3. Shift From Finance to Quality
4. Give Up Professional Prerogatives 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

In Collaboration and Partnership with the following:

[Logos of Ontario Health Quality, ICES, and University of Toronto]

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

-Brene Brown
Thank You