



MASSACHUSETTS
MEDICAL SOCIETY

*Every physician matters,
each patient counts.*

PRE-CONFERENCE MEETING

**WEDNESDAY,
OCTOBER 2, 2013**

10:00 AM TO 4:00 PM

Northeast Federation of State Physician
Health Programs Membership Meeting

...

CARING FOR THE CAREGIVERS IX

**THURSDAY,
OCTOBER 3, 2013**

8:00 AM TO 4:00 PM

Educational Sessions

Massachusetts Medical Society
Headquarters at Waltham Woods
Waltham, Massachusetts



PHYSICIAN HEALTH SERVICES, INC.

Caring for the Caregivers IX

HOW DO WE REDUCE PHYSICIAN STRESS AND BURNOUT?

PHYSICIAN
HEALTH
SERVICES, INC.

A Massachusetts Medical Society corporation

Jointly sponsored by the Massachusetts Medical Society and Physician Health Services, Inc., in collaboration with the Benson-Henry Institute for Mind Body Medicine, the Center for Professionalism and Peer Support at Brigham and Women's Hospital, the Schwartz Center for Compassionate Healthcare, and the Department of Psychiatry of the University of Massachusetts Medical School, and UMass Memorial Health Care

CONTINUING EDUCATION
A RISK MANAGEMENT PROGRAM

Program Overview

DESCRIPTION

This conference is designed to help physicians, medical students, residents, and fellows develop and implement strategies to improve their own health and well-being, thereby enhancing patient care. The stress of medical practice and the burnout that physicians experience continues to gain momentum. It is important to develop effective approaches within physician practices, as well as within the overall health care system, to counteract those trends. This one-day educational forum will address ways to combat stress and burnout. Didactic discussions on peer support, resiliency, mindfulness, and compassionate care will be detailed, including examples already practiced by institutions throughout Massachusetts. The program will culminate in dynamic breakout sessions focused on identifying and overcoming specific barriers that can impede physicians from becoming champions of change. Each group will share its conclusions with invited health care leaders in order to foster health-promoting culture changes as a partnership between leadership and the physician workforce.

AUDIENCE

Caring for the Caregivers is an educational forum for anyone interested in physician health and wellness, professional improvement, and prevention of impairing conditions, including:

- > Physicians and other frontline health care personnel
- > Leaders in health care
- > Risk managers
- > Human resource professionals
- > Attorneys
- > Therapists, coaches, and psychiatrists
- > Medical school faculty and administration
- > Medical students
- > Physician health and wellness committee members

OBJECTIVES

After participating in this activity, learners should be able to:

- > Identify challenges impacting today's practice environment, and recognize the role of promoting physician health and wellness in improving patient care
- > Explain the roles of peer support, resiliency, mindfulness and compassionate care as countermeasures to address physician stress and burnout
- > Develop peer support, resiliency, mindfulness, and compassionate care methods to integrate into the professional and personal lives of physicians and other providers
- > Develop strategies to overcome barriers to integrating these methods into your medical practice
- > Improve communication and team-building skills in order to become a change agent among peers and leaders

Schedule

PRE-CONFERENCE MEETING

WEDNESDAY, OCTOBER 2, 2013

9:00 AM REGISTRATION AND CONTINENTAL BREAKFAST
EXHIBITS OPEN

10:00 AM Northeast Federation of State Physician
Health Programs Membership Meeting

4:00 PM ADJOURNMENT

CARING FOR THE CAREGIVERS IX

THURSDAY, OCTOBER 3, 2013

7:00 AM REGISTRATION AND CONTINENTAL BREAKFAST
EXHIBITS OPEN

8:00 AM Physician Health:
Where Are We Today?

Steven A. Adelman, MD

An overview of physician health trends and reasons to reach out for support or to refer a colleague

8:20 AM Physician Wellness and the Massachusetts
Practice Environment

Ronald W. Dunlap, MD

A review of the latest data on the physician practice environment in Massachusetts, and an overview of the latest results from the MMS's annual research report on the condition of the physician workforce in Massachusetts

8:40 AM Peer Support

Jo Shapiro, MD, FACS

A discussion of the unique role that frontline physicians can play in supporting one another

9:30 AM Building Caregiver Resiliency

Gregory L. Fricchione, MD

A review of the latest findings on human resiliency, and how to enhance it in the face of a stressful lifestyle

10:20 AM BREAK/EXHIBITS

Schedule

10:35 AM Integrating Mindfulness into the Daily Routine of Physicians

Douglas M. Ziedonis, MD, MPH

Mindfulness is one antidote to our multi-tasked lives, in which we may have a tendency to operate on auto-pilot, by helping us be more attentive through the use of particular strategies in a purposeful and non-judgmental manner that keeps us better focused on the present moment. Formal and informal mindfulness practices can help our personal lives, in our being present with our patients, and as leaders in our community. Mindfulness can also help our clinical decision making and making empathic connections with others.

11:25 AM Supporting Compassion for Ourselves and for Others: Rediscovering the Human Connection in Health Care

Beth A. Lown, MD, FAACH

This discussion will respond to the question, "What is compassion?", and provide a model that will help participants understand the antecedents, requirements, and emotional and cognitive components of compassion. The concept and measurement of self-compassion will be discussed as well. A video of the Schwartz Center Rounds, one strategy for finding and sharing support from colleagues and co-workers, will be shared.

12:15 PM LUNCH/EXHIBITS

1:00 PM BREAKOUT SESSIONS

What Can We Do with Peer Support, Resiliency, Mindfulness, and Compassionate Care?
Facilitated Breakout Sessions, choose one:

Facilitators and their groups will begin to develop a roadmap for integrating peer support, resiliency, mindfulness, or compassionate care into their daily routine and workplaces. Each breakout group will prepare a summary to present to an expert panel of health care leaders in the next session.

Peer Support

Jo Shapiro, MD, FACS

- To what extent does your work setting utilize peer support?
- What obstacles interfere with peer support in your work setting?
- What might it take to overcome those obstacles?

Resiliency

Darshan Mehta, MD, MPH

- To what extent is resilient clinician behavior promoted in your work setting?
- What obstacles interfere with your work setting's promotion of resilient clinician behavior?
- What might it take to overcome those obstacles?

Mindfulness

Douglas M. Ziedonis, MD, MPH

- To what extent does your work setting promote mindfulness as a strategy for mitigating stress?
- What obstacles interfere with your work setting's promotion of mindfulness in individuals and teams?
- What might it take to overcome those obstacles?

Compassion and the Human Connection

Beth A. Lown, MD, FAACH

- To what extent does your work setting promote the delivery of compassionate, connected health care?
- What obstacles interfere with your work setting's promotion of compassionate, connected health care?
- What might it take to overcome those obstacles?

2:00 PM BREAK/EXHIBITS

2:15 PM Implementing Stress and Burnout Countermeasures in Our Health Care Environment

Facilitated by Jo Shapiro, MD, FACS

Each breakout group will summarize their conclusions for discussion, commentary, and feedback from leading experts in health care in Massachusetts

Panelists:

*Jeanette G. Clough
Howard R. Grant, JD, MD
Gene Lindsey, MD
Gerda Maissel, MD
Kate Walsh*

3:50 PM Closing and Wrap Up

Steven A. Adelman, MD

4:00 PM PROGRAM ADJOURNMENT

Faculty



STEVEN A. ADELMAN, MD, is the director of Physician Health Services, Inc. He is a clinical associate professor of psychiatry at the University of Massachusetts Medical School. He is board certified in psychiatry with added qualifications in addiction psychiatry, and is ASAM certified in addiction medicine.



RONALD W. DUNLAP, MD, is president of the Massachusetts Medical Society. He is a physician with South Shore Cardiology in Weymouth and has appointments at South Shore Hospital and Beth Israel Deaconess Medical Center in Boston. He is an instructor in medicine at Harvard Medical School and a Cardiology Clinical Case Reviewer for Masspro. He serves on the alumni board of Tufts University Medical School and the board of the Coverys Insurance Co.



BETH A. LOWN, MD, FAACH, is an associate professor of medicine at Harvard Medical School and a general internist at Mount Auburn Hospital, Cambridge, Massachusetts. In 2010, Dr. Lown became the first medical director of the Schwartz Center for Compassionate Healthcare and is a fellow of the American Academy on Communication in Healthcare.



GREGORY L. FRICCHIONE, MD, has been on faculty at Harvard Medical School (HMS) since 1993 and is a professor of psychiatry at HMS. Since July 2002 he has been associate chief of psychiatry at Massachusetts General Hospital (MGH) and director of the Division of Psychiatry and Medicine. He is director of the Psychosomatic Medicine Fellowship at MGH and has authored over 120 peer-reviewed journal articles and several books. He serves on the Mental Health Task Force of the Carter Center and on the Board of the Rosalynn Carter Institute for Caregiving and is director of the Benson-Henry Institute for Mind Body Medicine at MGH.



HOWARD R. GRANT, JD, MD, is the president and chief executive officer of Lahey Health. He is a member of the American Medical Association and the American College of Physician Executives and is a fellow of the American Academy of Pediatrics.



GENE LINDSEY, MD, is the president and CEO of Atrius Health and its largest affiliate, Harvard Vanguard Medical Associates. Dr. Lindsey is a sought-after speaker on the health care topics of payment reform, accountable care organizations, practice innovation, quality, and efficiency.



GERDA MAISSEL, MD, is the chief medical officer of Baystate Health, Northern Region. She is the physician leader responsible for medical staff relationships, recruitment, quality, and medical staff office activities. She is very active in Baycare Health Partners, Baystate's physician hospital organization, serving as vice president and on several committees. She is also the mother of two children, one of whom has a disability.



DARSHAN MEHTA, MD, MPH, is the medical director and director of medical education at the Benson-Henry Institute for Mind Body Medicine at Massachusetts General Hospital and an instructor in medicine at Harvard Medical School. He directs medical student and resident rotational electives at BHI-MGH. He is also active in the Massachusetts Medical Society and is a member of the American College of Physicians and the American Medical Association. Dr. Mehta is a diplomate of the American Board of Holistic Medicine and has completed professional training in mindfulness-based stress reduction at UMass Medical School.



JO SHAPIRO, MD, FACS, serves as chief of the Division of Otolaryngology in the Department of Surgery at Brigham and Women's Hospital (BWH). She is an associate professor of otology and laryngology at Harvard Medical School and director of the Center for Professionalism and Peer Support at BWH. She is on the faculty of the Harvard Leadership Development for Physicians and Scientists and on the Senior Advisory Board for the Office of Women's Careers at BWH.

Faculty



DOUGLAS M. ZIEDONIS, MD, MPH, is professor and chair of the University of Massachusetts Medical School and UMass Memorial Health Care Department of Psychiatry. He sponsors a Department Wellness Initiative, including integrating mindfulness programs for patients and staff. His mindfulness research includes developing and evaluating behavioral therapies, organizational change initiatives, and better understanding the psychological and neural mechanisms of mindfulness-based stress reduction. He actively collaborates with the UMass Center for Mindfulness and has written over 120 peer-reviewed publications and numerous book chapters, textbooks, and behavioral therapy manuals, as well as created a music CD, *The Journey*, which is used in yoga and other alternative practices.



JEANETTE G. CLOUGH, is the president and chief executive officer of Mount Auburn Hospital. She currently serves on the American Hospital Association's Health Forum Board of Directors and on the national Performance Improvement Committee. She was recently elected to the Suffolk University Board of Trustees. She is a member of the Coalition for the Prevention of Medical Errors, and also serves as a member of the Operations and Underwriting Committees at the Harvard Risk Management Foundation (CRICO).



KATE WALSH is the president and chief executive officer of Boston Medical Center (BMC). She is a member of the Boards of Trustees of Emmanuel College, the YMCA of Greater Boston, the Boston Public Health Commission, the Massachusetts Hospital Association, the Council of Teaching Hospitals, and the Yale University School of Medicine. She is also a member of the Advisory Board of the National Institutes of Health Clinical Center, the Health Care Institute and the Boston Green Ribbon Commission.

Exhibitor/Grant Invitation

Organizations invested in the health of physicians can participate in this event by providing an education grant or donation or by purchasing exhibit space. A \$500 exhibitor fee includes entrance to the educational sessions on October 3, 2013. The various participation options are described below:

EXHIBIT

Exhibits will be open on Wednesday, October 2, from 9:00 a.m. to 1:00 p.m. and again on Thursday, October 3, from 7:00 a.m. to 4:30 p.m. For exhibitor details and an exhibitor registration form, please contact Jessica Vautour, Outreach and Education Manager of Physician Health Services, Inc., at 781.434.7903, or by email at jvautour@mms.org.

EDUCATIONAL GRANT

Organizations may provide a grant to offset costs associated with the execution of this continuing education program. Contact Jessica Vautour at jvautour@mms.org for details. Educational grantors will be acknowledged in the conference syllabus.

DIRECT CONTRIBUTION

Contribute an unrestricted monetary donation to Physician Health Services, Inc. All contributions will be listed in the 2014 Physician Health Services, Inc., Annual Report and acknowledged in the conference syllabus. Complete the appropriate section of the registration form.

YOUR CONTRIBUTIONS TO THIS EVENT AND PHS ARE GREATLY APPRECIATED.

Need Special Assistance?

If you need special assistance, please do not hesitate to call 800.322.2303, ext. 7306, in advance of the program. We will do our best to make arrangements for you.

About Physician Health Services, Inc.

PHS is a confidential resource for any physician, resident, medical student, group practice, HMO network, or hospital faced with any of the following concerns regarding a physician they know:

- > Stress
- > Physical illness
- > Behavioral health
- > Compulsive gambling
- > Mental health
- > Domestic violence
- > Substance use

PHS provides a safe environment where physicians can talk to other physicians about the stress and demands of modern medical practice. Issues often relate to the difficulties of managing a practice, coping with a competitive work environment, financial pressures, dealing with administrative burdens, and work-family balance. If more intensive support is required, PHS can serve as a monitoring resource or can recommend appropriate experts for consultation. PHS services are confidential, and most are provided at no cost.

CARING FOR THE CAREGIVERS PLANNING COMMITTEE

Steven A. Adelman, MD; Linda R. Bresnahan; Caroline B. Carregal; Judy Eaton, MD; Debra A. Grossbaum, Esq.; Mary Kraft, MD; Jack King; Stephen Phelan; Laurie Raymond, MD; Luis T. Sanchez, MD; Jessica L. Vautour; the late John C. Wolfe, MD

Physician Health Services, Inc.
A Massachusetts Medical Society corporation
860 Winter Street,
Waltham, MA 02451-1414
Phone 781.434.7404
Fax 781.893.5321
www.physicianhealth.org

Local Hotel Information

The Massachusetts Medical Society entered into preferred corporate contracted room rates with hotels within close proximity to the 860 Winter Street facility. The hotels, the amenities, and the corporate rates are listed below. Each has complimentary high-speed Internet access and shuttle service to the MMS.

Embassy Suites Waltham/Boston 550 Winter Street, Waltham, MA 02451

To check availability or make reservations, contact 781.890.6767 or visit boston.waltham.embassysuites.com. Rate of \$209.00 per night. Should the corporate rate be unavailable during high demand periods, the hotel will extend a 10 percent discount off their best available rate.

The Westin Hotel 70 Third Avenue, Waltham, MA 02451

To check availability or make reservations, contact 781.290.5600 or visit westin.com/waltham. Rate of \$189.00 per night.

ALL RESERVATIONS MUST BE MADE THROUGH THE HOTEL DIRECTLY. MMS and NEJM guests and visitors may book at these rates by referencing the MMS name. All individuals will guarantee and pay by individual credit card. Rates do not include applicable state and local taxes.

Directions

Massachusetts Medical Society Headquarters at Waltham Woods Waltham, Massachusetts

FROM BOSTON: West on Mass. Pike/I-90 to Exit 15. Keep right beyond tollbooth. Take Rte. 128/I-95 North to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

FROM THE NORTH: South on Rte. 128/I-95 to Exit 27B (Winter Street). (See "All" below.)

FROM THE SOUTH: North on Rte. 128/I-95 to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

FROM THE WEST: East on Mass. Pike/I-90 to Exit 14. Keep left beyond tollbooth. Take Rte. 128/I-95 North to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

ALL: Stay in far right lane through two sets of lights. Travel around the reservoir for approximately 0.5 mile. Turn left at granite sign for HealthPoint and Waltham Woods Corporate Center. Follow white signs to Waltham Woods Corporate Center to next granite sign for Waltham Woods (860–890 Winter Street). After sign, turn left into the Massachusetts Medical Society.

THANK YOU! PHS and the MMS extend special thanks to those organizations that have served as major and annual funders to PHS. The level of funding from these organizations has been essential to the stability and success of PHS. This financial support will make growth and outreach efforts possible.

- | | |
|--|---|
| > Baystate Health Systems | > Coverys |
| > Berkshire Health Systems | > CRICO |
| > Boston Medical Center | > Lahey Clinic |
| > Brigham and Women's Hospital | > Physicians Insurance Agency of Massachusetts (PIAM) |
| > Brigham and Women's Physicians Organization (BWPO) | > Steward Health Care System |
| > Cape Cod Healthcare | > Tufts Medical Center |
| > Connecticut Medical Insurance Company (CMIC) | > UMass Memorial Health Care, Inc. |

Accreditation

CME CREDIT/ACCREDITATION

The Massachusetts Medical Society designates this live activity for a maximum of 6.75 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This activity meets the criteria of the Massachusetts Board of Registration in Medicine for risk management study.

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of the Massachusetts Medical Society and Physician Health Care Services, Inc.

The Massachusetts Medical Society is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

General Information

PROGRAM REGISTRATION

Registrations will be accepted on a first-come, first-served basis. Space is limited. Confirmed registrants will receive notification and directions (if applicable) by mail. Cancellations must be received in writing at MMS headquarters seven days prior to the program. The program sponsors reserve the right to cancel this program with full refunds to paid registrants. Preregistration and prepayment are required.

TRAVEL AND PARKING

Due to high traffic volume and weather elements, please allow an extra 30 minutes for travel time. PARKING IS FREE.

INCLEMENT WEATHER

In case of inclement weather, please call the MMS at 800.322.2303, ext. 7306, or MMS security at ext. 7427 for program confirmation. We also recommend that registrants log on to the MMS website, www.massmed.org, for any schedule changes and/or program status prior to departing for the program.

NONSMOKING POLICY

Consistent with the Massachusetts Medical Society's commitment to wellness and the overall mission of the Society, smoking is expressly prohibited at an MMS-sponsored event.

Registration Form

(INTERNAL USE: 012013)

To register, complete the registration form and mail it to Massachusetts Medical Society, P.O. Box 549155, Waltham, MA 02454-9155. Or register by calling 800.843.6356 or faxing 781.893.0413.

OCTOBER 3, 2013

PHYSICIAN HEALTH SERVICES, INC.

Caring for the Caregivers IX

HOW DO WE REDUCE PHYSICIAN STRESS AND BURNOUT?

☐ MMS MEMBER: MEMBERSHIP NUMBER: _____ ☐ NONMEMBER

FIRST NAME: _____ MIDDLE INITIAL: _____

LAST NAME: _____ ☐ MD ☐ OTHER

EMAIL: _____

TITLE: _____

ORGANIZATION: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: _____ FAX: _____

REGISTRATION FEE

	MMS MEMBER	NONMEMBER
PHYSICIAN	\$250	\$350
RESIDENT/STUDENT/MMSA	\$50	\$100
ALLIED HEALTH PROFESSIONAL/OTHER	\$200	\$200
GROUP RATE (3 FOR THE PRICE OF 2)	\$500	\$700

GROUP DISCOUNT OFFER

FOR EACH ORGANIZATION THAT IS ABLE TO SUPPORT/SPONSOR THREE (3) ATTENDEES, WE OFFER A RATE OF \$500 FOR MEMBERS AND \$700 FOR NON-MEMBERS (3 ATTENDEES FOR THE PRICE OF 2). TO RECEIVE THE GROUP DISCOUNT RATE, INCLUDE THE NAMES OF THE ADDITIONAL ATTENDEES.

☐ YES, MY ORGANIZATION WOULD LIKE TO EXHIBIT FOR A \$500 FEE (ONE REGISTRATION FEE INCLUDED).

☐ ENCLOSED IS MY CHECK PAYABLE TO TO PHYSICIAN HEALTH SERVICES, INC., FOR \$ _____.

DONATION/CONTRIBUTION INFORMATION

☐ I WOULD LIKE TO MAKE A DONATION OF \$ _____ TO PHS, A NONPROFIT CORPORATION FOUNDED BY THE MMS TO HELP ADVANCE THE EDUCATION, SUPPORT, AND MONITORING SERVICES FOR PHYSICIANS WITH HEALTH PROBLEMS.

THIS IS HOW I WOULD LIKE MY/OUR NAME(S) TO APPEAR IN ALL DONOR RECOGNITION LISTINGS FOR WHICH I/WE QUALIFY: _____

☐ I DO NOT WISH FOR MY/OUR NAME(S) TO APPEAR IN ANY DONOR LISTINGS.

PAYMENT INFORMATION

☐ PLEASE BILL MY CREDIT CARD FOR \$ _____. ☐ AMEX ☐ VISA ☐ MC

CARD NUMBER: _____ EXPIRATION DATE: _____

CARDHOLDER'S SIGNATURE: _____

800.843.6356

WWW.MASSMED.ORG/CME/EVENTS

MASSACHUSETTS MEDICAL SOCIETY
860 WINTER STREET, WALTHAM, MA 02451-1411
WWW.MASSMED.ORG

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Space is limited —
register today!

For more information, visit us online
at www.massmed.org/cme/events.

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