**ABSTRACT: 2019 ELAM INSITUTIONAL ACTION PROJECT**

**Project Title:** Patient Experience and Faculty Well Being: Supporting the Clinician

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**Collaborators/Mentors:** Lynn Gordon, MD, Jonathan Hiatt, MD,

**Category:** Faculty Development

**Background:** The busy academic physician must be a triple threat.  She must be academically productive, clinically astute and in the case of surgeons, a skilled technician.  Trying to get each job right all the time can be a precarious balancing act. This can for some more vulnerable clinicians lead to interpersonal deficient that may spill over into poor patient clinician interactions and other issues. While causes are certainly multifactorial, we seek to address issues of the struggling physician and propose an "off the shelf" method for beginning to address these issues. The purpose of this pilot project is to optimize the experience for UCLA patients, and support the surgery clinician in need of remediation and/or practice enhancement.   Ultimately the goal would be to integrate lessons learned across the medical enterprise.  Concomitantly, enhancing the patient experience while supporting those clinicians facing challenges should lead to improved patient and clinician satisfaction.  In particular, this project will focus on surgical clinicians. Fortunately, the UCLA   medical enterprise has a myriad of assessment tools and services at its disposal.  To say that they are fragmented is accurate as well.  At the very least, establishing a compendium would be useful to all stakeholders.  Tailoring supportive services to each clinician with demonstrated need would be ideal.  Additionally, knowledge of supportive processes should be included as part of the on-boarding process for new faculty

**Purpose/ Objectives:** The objective of this study is to provide the at-risk clinician with comprehensive access to supportive instructive services from a single, easy to navigate electronic portal of entry

**Evaluation Strategy:** At the conclusion of one year from date of inception, 1) Identify number of physicians with consistent negative comments on Physician Feedback Report, 2) Number of "hits" to site, 3) Available demographic information regarding clinician rationale for site use

**Outcomes/Results:**

1) Interviewed key stakeholders including Director of the Patient Experience Office, the Chair of the Faculty Practice Plan, and the Associate Dean for Faculty, the Co-Director of Campus Human Resources, and others
2) Reviewed and identified programs to be consolidated thru the portal
3) The key outcome of the project is the interface of the available clinical program information with single portal electronic access.

**Discussion/Conclusion with Statement of Impact/Potential Impact:**  We anticipate that this project will provide clinicians with easily accessible information to enhance their practice as well as support them in their patient staff interactions. As patient satisfaction data is increasingly utilized in programmatic reviews, incentive to access program when indicated is anticipated to be robust. We will track outcomes to access long term improvements in physician wellbeing and negative behavior

# Patient Experience and Faculty Well Being: Supporting the Clinician

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## Background

The busy academic physician has to be a triple threat. She must be academically productive, clinically astute and in the case of surgeons, a skilled technician. Trying to get each job right all the time can be a precarious balancing act. This can for some more vulnerable clinicians lead to deficiencies in interpersonal interactions that may spill over into poor patient-clinician interactions and other issues such as diminished quality of life and depression. While causes are certainly multifactorial, we seek to address issues of the struggling physician and propose an "off the shelf" method to address these issues. The purpose of this pilot project is to support the clinician in need of remediation and/or practice enhancement. Fortunately, the UCLA medical enterprise has a myriad of assessment tools and services at its disposal. To say that they are fragmented is accurate as well. At the very least, establishing a comprehensive resource would be useful to all stakeholders. Tailoring supportive services to each clinician with demonstrated need would be ideal.

## Objective

To provide clinicians with easily accessible information to enhance their practice as well as support them with their patient interactions. As patient satisfaction data is increasingly utilized in programmatic reviews, incentive to access remedial programs is anticipated to be robust. We propose a "way-finding" portal/app which will direct clinicians to the variety of resources available but not readily known.

## Physician Evaluation Tools

**HCAPS** – Hospital Consumer Assessment of Healthcare Providers and Systems - Hospital based survey

**CGCAPS** – Clinician and Group Consumer Assessment of Healthcare Providers and Systems - Outpatient

**PARS** – Patient Advocacy Reporting System – Promotes professionalism, increases patient satisfaction

## Portal/App Content

- ✓ Ronald Regan MC –Office of Patient Experience
- ✓ Behavior Wellness Center – Physician and Trainee Wellness Center
- ✓ Connectd phone app – burnout, anxiety, trauma, ETOH
- ✓ FPG (Faculty Practice Group) Communication Skills –i.e. Provider Efficiency and Patient Satisfaction
- ✓ UCLA Staff and Faculty Counseling Center
- ✓ Gender Power and Abuse Committee
- ✓ Behavioral Intervention Team
      Workplace violence prevention
- ✓ UCLA Ombuds Services
      Assist parties in reaching acceptable agreement
- ✓ Reciprocity with UCSD
      Competency Assessment
      Fitness for Duty
      Aging Physician
      Continuous Professional Development

## Outcomes/Results

- Interviewed key stakeholders including Director of the Patient Experience Office, the Chair of the Faculty Practice Plan, the Associate Dean for Faculty, the Co-Director of Campus Human Resources, and others.

- Reviewed and identified programs to be consolidated via the portal.

- The key outcome of the project will be the integration of the available clinical program information with single portal electronic access.

## Discussion/Future Directions

This project will provide clinicians with:

- Accessible information to enhance practice support and clinician satisfaction.
- Tools to support practice and academic advancement - incentive to access portal is anticipated to be robust.
- Ability to track outcomes evaluate long term improvements in physician well being and decrease in negative behavior.
- The portal app ideally as part of new physician on-boarding process.

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