

ACHE CHAPTER PANEL DISCUSSION TEMPLATE

#IP3: In-Person Learning Environment

For ACHE In-Person Education Credits

Sustainable Strategies to Support Well-being for Healthcare Professionals

Length: 1.5 hours

Target Audience: C-Suite executives, Chief Medical Officers, senior leaders of hospitals and health systems, vice presidents of hospitals and health systems, and other clinical leaders.

Description: In the wake of the pandemic, pre-existing challenges with healthcare professional burnout have only accelerated. This has resulted in challenges for these individuals and their loved ones, as well as workforce shortages that are putting a strain on the healthcare system. In addition, adverse patient events have been attributed to healthcare staff who have had trouble sleeping, reduced job satisfaction, impaired behavior, and anxiety. These attributes contribute to more serious consequences such as burnout, depression, post-traumatic disorder, and suicidal ideation. Healthcare leaders often struggle with finding long-term solutions to address an important but personal issue for their staff and organization. During this panel, participants will learn sustainable strategies and approaches that will address well-being and resiliency for healthcare professionals in today's healthcare environment. Even when leaders recognize this as a problem, they are often presented with confusing information or get-better-quick solutions that bring no lasting change and can sometimes increase cynicism among employees. During this panel, participants will learn the importance of supporting and sustaining well-being for healthcare professionals in today's health care environment.

Faculty: *Each session should feature a moderator plus two to three panelists.*

Moderator: The Moderator must be a healthcare leader with experience in well-being, resilience, and/or burnout.

Panelists: The Panelists should include C-Suite executives actively

engaged in efforts to reduce staff burnout and improve well-being. Consultants or subject matter experts in well-being, staff engagement, and reducing administrative burden may also be considered.

Interactivity: *All sessions must feature a minimum of 10 minutes of dedicated audience Q&A time at the end of the session. Additional small-group breakouts or discussions are optional but encouraged.*

Presentation: *An optional presentation template has been included for use if the Chapter sees fit. If used, the presentation should include the required slides as designated in the template, and no more than 3 additional content slides.*

Questions for Discussion:

- What are some common obstacles to creating and maintaining a professionally thriving team in today's healthcare environment?
- What role does leadership have in addressing burnout and wellness?
- What initiatives are being done in your organization to support resiliency and professional wellbeing for healthcare professionals? Are these unique for clinicians vs. other staff?
- What are some of the most successful strategies you have implemented to keep employees engaged?
- For the first time since 2004, ACHE's 2022 CEO survey showed that personnel shortages took the top spot over financial health as the top concern keeping hospitals CEOs up at night. How is this related to the topic of burnout and well-being, and what are some effective strategies for addressing these issues together?
- Clinician burnout has a real impact on patient safety and quality of care. How have you seen this play out, and what steps are you taking to address these issues?
- More research is showing that the biggest causes of burnout are tied to things like administrative burden. How can healthcare organizations reduce this burden and make room for clinicians to operate at the top of their license?
- How have you as a leader managed work/life balance? What actions can leaders take to create and sustain a future of teams that are professionally thriving?

Materials for Distribution:

Dunn, J. (Fall 2021). A Deep-Rooted Culture Evolves to Support Healthcare Heroes. *Frontiers of Health Services Management*. 38(1):14-19.

Finkel, E. (Nov/Dec 2022). Strategies for Developing Stronger, Healthier Teams. *Healthcare Executive*.

Meese, K.A., Colon-Lopez, A., Singh, J.A., Burkholder, G.A., Rogers, D.A. (July-August 2021). Healthcare is a Team Sport: Stress, Resilience, and Correlates of Well-Being Among Health System Employees in a Crisis. *Journal of Healthcare Management*. 66(4):304-322.

Piche, M.E. & Weinberg, C. (July/August 2023). Mindfulness Meditation for Veterans and Staff. *Healthcare Executive*.

Shanafelt, T., Trockel, M., Wang, H., Mayer, T., Athey, L. (September-October 2022). Assessing Professional Fulfillment and Burnout Among CEOs and Other Healthcare Administrative Leaders in the United States. *Journal of Healthcare Management*. 67 (5).

Additional Resources:

<https://www.ache.org/blog/2022/a-path-forward-addressing-clinician-burnout-through-systems-level-change>

<https://www.ache.org/learning-center/publications/books/24771>

<https://www.ache.org/learning-center/research/about-the-field/top-issues-confronting-hospitals/top-issues-confronting-hospitals-in-2022>

<https://www.aha.org/aha-center-health-innovation-market-scan/2022-12-20-executive-burnout-real-and-it-can-be-reduced>

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