

Wellness Champion Summit 2021

Wellness Champion Summit 2021

Two Healthcare Megatrends



Dike Drummond MD
TheHappyMD.com

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Today's Objective

Share Two Healthcare Megatrends all
Wellness Champions Must Understand

Discuss recent announcements of grant
funding for physician burnout projects

Networking and share what's working
for you

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Dike Drummond MD Bio

MD Mayo Medical School 1984

Family Practice Residency, Redding, CA

40 doc multispecialty group, Mount Vernon, WA

- Executive Committee Chair

- Managed Care Medical Director

10 years in private practice

Career ending burnout 1999

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Dike Drummond MD Bio

Executive Coach - Entrepreneur

2011 **TheHappyMD.com** Launch

20,000 site visitors/month

Individual Coaching for Physicians

3000 hours of 1 on 1 physician coaching

5 Certified Physician Burnout Coaches

Training, Retreats & Consulting for Healthcare Organizations

Over 40,000 physicians and 216 Wellness Champions trained to date

Over 175 corporate clients

**The
Creative
Destruction
of
Physician
Burnout**

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Dike Drummond MD

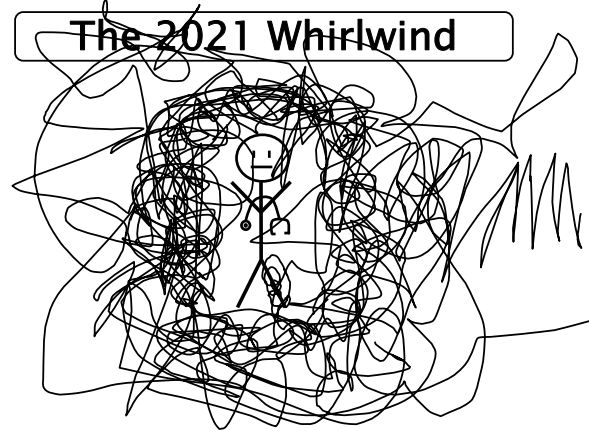
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Angels Singing



The 2021 Whirlwind



Lightworker's Fork



Lightworker's Fork

You are a Lightworker
AND a support to the
Tribe of Lightworkers

DOUBLE DUTY

Care For Yourself First (X2)
We must Model Wellness First



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Burnout

*"Burnout . . .
Is an erosion of the soul
caused by a deterioration of one's
values, dignity, spirit and will."*

- Christina Maslach -

BAD for Patients

LOWER

Patient Satisfaction
Quality of Care

Where is
the CFO?

HIGHER

Medical Error Rates
Malpractice Risk
Physician and Staff Turnover

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BAD for the Doctor

INCREASED

Disruptive Behavior
Physician Divorce
Alcohol and Drug Abuse / Addiction
Suicide

Symptoms and Root Cause

LOWER

Patient Satisfaction
Quality of Care

INCREASED PROVIDER

Disruptive Behavior
Physician Divorce
Alcohol & Drug Abuse / Addiction
Suicide

HIGHER

Medical Error Rates
Malpractice Risk
Physician and Staff Turnover

SYMPTOMS

BURNOUT

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Burnout Prevalence ??????

40% or more

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Question:

How do we
Prevent Burnout ?

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A Fundamental Distinction

Understand this first ...

Burnout is
NOT
A
"PROBLEM"

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Problem vs. Dilemma

Problems have solutions

Problem + Solution = No Problem!

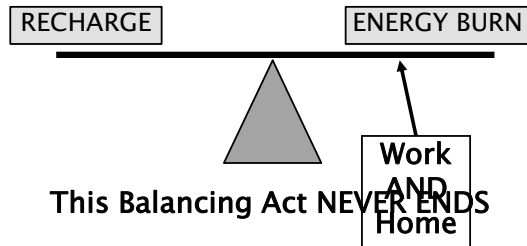
Burnout is not a Problem
It is a DILEMMA

A Never Ending Balancing Act

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Problem vs. Dilemma

The Balancing Act



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Problem vs. Dilemma

You can't solve a DILEMMA
Because it is Not a Problem

You must build a **STRATEGY**
to maintain
the **BALANCE** you seek

3-5 NEW Actions
Make them HABITS

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Parallel Burnout Strategies



Canary
Personal
RESILIENCE



Coal Mine
Organization
SYSTEM DESIGN

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Coal Mine Strategy

THE QUADRUPLE AIM

- 1 - Cost
- 2 - Quality
- 3 - Population Health
- 4 - The Health and Wellbeing of
The People Providing Care



The
Triple Aim

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Coal Mine Strategy

THE QUADRUPLE AIM



- Leadership
- Collaboration
- Caring About the Caregivers
- Building Efficient/Low Stress Systems
- And a Culture of Trust and Support

"What effect does this have on the health and wellbeing of our people?"

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Question:

What are the Benefits of the Quadruple Aim ?

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Quadruple Aim Benefits

**Making Health and Wellbeing a Priority
Prevents Burnout
And Attacks the Root Cause of ...**

LOWER

Patient Satisfaction
Quality of Care

HIGHER

Medical Error Rates
Malpractice Risk
Physician and Staff Turnover

INCREASED PROVIDER

Disruptive Behavior
Physician Divorce
Alcohol & Drug Abuse / Addiction
Suicide

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Quadruple Aim Benefits

A Triple Competitive Advantage

1) Better Patient Care ...

makes you the *Provider of Choice*
in the eyes of the *Patients & Payors*

2) Healthier Culture ...

makes you the *Employer of Choice*
in the eyes of the *Independent Doctors*

3) Higher Levels of Trust ...

make you more *Nimble, Stable* and *Profitable*
than the *Competition*

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**Two Healthcare Megatrends
That SHOULD BE
WELLNESS DRIVERS**

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Two Megatrends

BOTH are Active Now

**One is Already Killing Doctors and Other Front
Line Staff
and Should Be Transient (fingers crossed)**

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Two Megatrends

BOTH are Active Now

**The Other Will be Present for Decades into the
Future
With a Huge Negative Effect on the Entire
Healthcare Industry**

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Two Megatrends

BOTH are Unavoidable

**You Can't STOP or PREVENT THEM
You Must Mitigate for Them
The Time For Action Is NOW**

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Megatrend One

COVID-19 Delayed Mental Health Impact

A predictable delayed complication of any significant medical disaster

The Human Emotional Response to Disaster
Zunin and Meyers

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Crisis Management

Phases of Human Emotional Response to Disaster

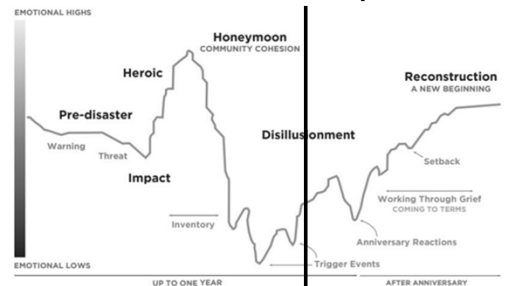


Source: Zunin/Meyers, as cited in Training Manual for Mental Health and Human Service Workers in Major Disasters, U.S. Department of Health and Human Services (2000).

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Crisis Management

Phases of Human Emotional Response to Disaster

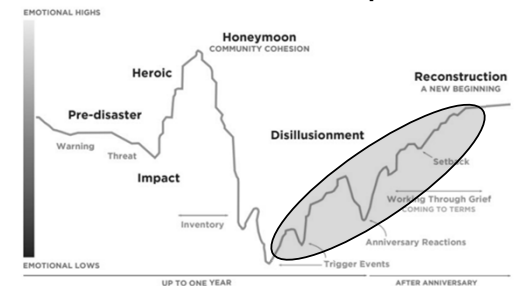


Source: Zunin/Meyers, as cited in Training Manual for Mental Health and Human Service Workers in Major Disasters, U.S. Department of Health and Human Services (2000).

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Crisis Management

Phases of Human Emotional Response to Disaster



Source: Zunin/Meyers, as cited in Training Manual for Mental Health and Human Service Workers in Major Disasters, U.S. Department of Health and Human Services (2000).

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Crisis Management

Know WHERE AND HOW TO REFER to
your EAP / Crisis Management Service

Teach ALL Front-Line Leaders
and ALL Providers
WHERE AND HOW TO REFER as well

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Crisis Management

Your System needs
Fridge Magnets
with the CRISIS HOTLINE NUMBER
IN ALL HANDS NOW !

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How Are You Doing?

We Can't Prevent all Suicides

We Can Each Reach Out
to Everyone We Are Concerned About

Who is on Your List??

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How Are You Doing?

Who are you concerned about?

- Reach Out
- Take your Doctor or Leader *HAT OFF*
- Expect Intense Denial
- Be Persistent

TEACH TO ALL
FRONT-LINE
LEADERS NOW!

Come From Your Heart
Your Outreach
Could Save Their Life

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Megatrend Two

Collapse of the US Healthcare Workforce
A Perfect Storm of Negative Circumstances
Accelerated by an unexpected effect
of the COVID-19 Pandemic

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Workforce By The Numbers

42% Increase in population over 65 by 2034
124,000 Projected physician shortage in 2034
2 in 5 Physicians practicing today will be over 65 by 2030

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Workforce By The Numbers

850,000 Number of today's nurses
 retired by 2030

Nurse Faculty Shortages:

In 2014, 68,934 qualified applicants could not be admitted to undergraduate and graduate nursing programs
 ... because there were not enough faculty and preceptors

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The Accelerator

Dick's Drive In

Massive support staff shortages nationwide
Driving additional physician burnout

And a wave of Boomer Doc Retirement



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The Accelerator

Accelerates all the trends above

And Provides Us With
METRIC FOCUS



The Kingpin Metric

LOWER

Patient Satisfaction
Quality of Care

HIGHER

Medical Error Rates
Malpractice Risk
Physician and Staff Turnover

INCREASED PROVIDER

Disruptive Behavior
Physician Divorce
Alcohol & Drug Abuse / Addiction
Suicide

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The Kingpin Metric

Recruitment & Retention

We must build efficient systems of care
And a supportive culture

To become the ***Employer of Choice***
In your geographic region

An INSTANT ROI for your Leadership Team

QUESTIONS

How Many Millennial Physicians
Does it take to Replace Your Boomer
Doctor Generation?
(Remember the projected 124K shortage)

What does healthcare look like in 2034?

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MONEY, MONEY, MONEY

July 16th, 2021

“\$103 million in American Rescue Plan funding over a three-year period to reduce burnout and promote mental health among the health workforce.”

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MONEY, MONEY, MONEY

Organization Level Account at Grants.gov

Application complete by 8/30

Most likely grant you will apply for is called:

Promoting Resilience and Mental Health Among Health Professional Workforce = PRMHW

10 Grants from a \$29M Pool

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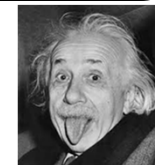
QUESTIONS/COMMENTS

???

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“The definition of insanity is doing the same thing over and over and expecting a different result”

Albert Einstein



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“To take joy in the well-being
of others is to share in the
riches of the world”

B.K.S. Iyengar



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Blueprint Audit Launch

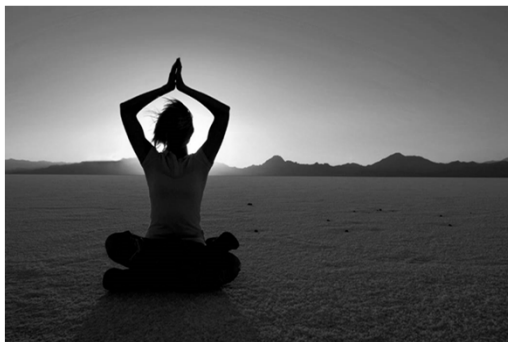
Building a Quadruple Aim Blueprint
for Golden Valley Health Centers



Dike Drummond MD

Physician Engagement Resources, LLC

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Dike Drummond MD

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