

# A Systems Approach to Alleviating Work-induced Stress and Improving Health, Well-being, and Resilience of Health Professionals Within and Beyond Education: A Workshop

**April 26-27, 2018**

Keck Center of the National Academies, Room 100  
500 Fifth Street NW, Washington DC 20001

## **DAY 1: April 26, 2018**

**WORKSHOP OBJECTIVE:** To explore how a design thinking/systems approach could be used for tailoring interventions that address the unique needs of each care and health professions educational organization by drawing upon the assets of the organization and the individuals that make up their community.

9:00am	<b>Welcome</b> <ul style="list-style-type: none"> <li>Caswell Evans, IHPE Global Forum Co-Chair</li> </ul>
<b>SESSION I: SETTING THE STAGE</b>	
9:05am	Session 1 Objective: To lay a foundation for understanding the scope of stress and burnout in the health professions and how the workshop will build a pathway toward organizational resilience, work unit collaboration, and individual wellbeing. <b>Orientation to the Workshop</b> Zohray Talib, Workshop Co-Chair
9:15am	<b>Design thinking with a systems approach as a pathway to health</b> Mary Jo Kreitzer, Director of the Center for Spirituality & Healing at the University of Minnesota
9:35am	<b>Questions</b> 3min pause for body/mind connections—Liza Goldblatt
9:45am	<b>Applying design and systems thinking concepts</b> Facilitator: Mary Jo Kreitzer, Workshop Co-chair
10:15am	<b>Case studies</b> <ul style="list-style-type: none"> <li>Design Thinking as a Tool for Interdisciplinary Education in Health Care: Tim van de Grift, University of Amsterdam &amp; Incubator</li> <li>Systems Approach: Pinar Keskinocak, Georgia Institute of Technology</li> </ul> Discussion
10:45am	<b>BREAK</b>
<b>SESSION II: DESIGN/SYSTEMS THINKING FOR CHANGING CULTURE</b>	
11:15am	<b>Changing Culture</b> Moderator: Ted Mashima, Association of American Veterinary Medical Colleges <b>Example 1: Interprofessional compassionate care</b> <ul style="list-style-type: none"> <li>Dorrie Fontaine, University of Virginia School of Nursing</li> </ul>

	<b>Example 2: Mind Matters Initiative for promoting wellbeing</b> <ul style="list-style-type: none"> <li>Lizzie Lockett, Royal College of Veterinary Surgeons, United Kingdom</li> </ul> Interactive panel discussion: Each table comes up with 1 question for 1 or both speakers
12:15noon	<b>LUNCH</b>
1:15pm	<p><b>Objective:</b> To provide opportunities for shared learning about strategies for enhancing wellbeing while addressing stress and burnout in education and care organizations around the world.</p> <p><b>Breakout Groups</b></p> <p>Facilitator: Sandeep Kishore, Icahn School of Medicine at Mount Sinai</p> <ol style="list-style-type: none"> <li>Policy change through evidence-based empowerment (Rm 100) <ul style="list-style-type: none"> <li>Leader: Meghan Walsh, Hennepin County Medical Center</li> <li>Joined by: Simon Fleming, British Orthopaedic Trainees' Association &amp; Calli Schardein, American Association of Colleges of Osteopathic Medicine</li> </ul> </li> <li>Challenges-to-resiliency: The mental health workforce in low resource environments (Rm 105) <ul style="list-style-type: none"> <li>Leader: Javaid I. Sheikh, Weill Cornell Medicine-Qatar</li> <li>Joined by: Diana Nyirenda, United Nations Development Program, Malawi &amp; Ronald Kaluya, Uganda Counseling and Support Services</li> </ul> </li> <li>Mindful environment (Rm 101) <ul style="list-style-type: none"> <li>Leader: Maryanna Klatt, Ohio State University</li> <li>Joined by: Carolyn Sommerich, Ohio State University</li> </ul> </li> <li>Applying systems engineering (Rm 106) <ul style="list-style-type: none"> <li>Leaders: Pinar Keskinocak, Georgia Institute of Technology &amp; Sara Czaja, University of Miami</li> </ul> </li> </ol>
2:15pm	<b>BREAK</b>
2:45pm	<p><b>Breakout group report backs</b></p> <p>Facilitator: Sandeep Kishore, Icahn School of Medicine at Mount Sinai</p>
3:15pm	<p><b>Leadership: from personal health to organizational resilience</b></p> <p>Moderator: Elizabeth Goldblatt, Academic Collaborative for Integrative Health</p> <p>Interactive interviews</p> <ol style="list-style-type: none"> <li>John Weeks, Journal of Alternative and Complementary Medicine <i>interviews</i> Tracy Gaudet, Department of Veterans Affairs' Office of Patient-Centered Care and Cultural Transformation</li> <li>Kathrin Eliot, Academy of Nutrition and Dietetics <i>interviews</i> Jason Eliot, Chief Experience and Talent Officer at INTEGRIS Health, Oklahoma</li> <li>Sandra Crewe, Howard University School of Social Work <i>interviews</i> Angelo McClain, National Association of Social Workers</li> </ol> <p><b>Facilitator:</b> Kimberlyn Leary, Harvard T.H. Chan School of Public Health</p> <p><b>Panel discussion</b></p>
4:30pm	<p><b>Guided Reflection</b></p> <p>Guide: Aviad Haramati, Center for Innovation and Leadership in Education (CENTILE)</p> <ul style="list-style-type: none"> <li>Discuss ideas with those around you then share comments with all participants</li> </ul>
4:45/5pm	<b>ADJOURN</b>

## DAY 2: April 27, 2018

<i>A continental breakfast will be available starting at 7:30am</i>	
7:30am	Breakfast
<b>SESSION III: RESILIENT ORGANIZATIONS</b>	
8:00am	<b>Welcome</b> <ul style="list-style-type: none"> <li>Deborah Powell, IHPE Global Forum Co-Chair</li> </ul>
8:05am	<p style="text-align: center;"><b>Recap of Day 1</b></p> Siddharth Ashvin Shah, Greenleaf Integrative
8:15am	<p style="text-align: center;"><b>Policy to practice: Evidence-based process for building organizational resilience</b></p> Moderator: Kennita Carter, Health Resources and Service Administration <p><b>Work hours limits</b></p> <ul style="list-style-type: none"> <li>Eric Holmboe, ACGME, talks with Rajata Rajatanavin, Fmr Minister of Public Health in Thailand &amp; Fmr President of Mahidol University</li> </ul> <p style="color: red;">3min pause for body/mind connections–Maryanna Klatt</p>
8:45am	<p><b>How to set up and assess evidence-based organizational happiness</b></p> <ul style="list-style-type: none"> <li>Charamporn Holumyong &amp; Sirinan Kittisuksathit, Institute for Population and Social Research, Mahidol University, Thailand</li> </ul> Interactive discussion
9:45am	<b>BREAK</b>
<b>SESSION IV: A PATHWAY FORWARD</b>	
10:00am	<p style="text-align: center;"><b>Resilient Organizations</b></p> Moderator: Catherine Grus, American Psychological Association Speaker: David Ballard, Center for Organizational Excellence, American Psychological Association <p><b>Table discussion:</b> To develop your design pathway toward organizational resilience, share your ideas with others at your table about who makes up the stakeholder base in and outside of your organization.</p>
10:30/45am	<p style="text-align: center;"><b>Designing a Pathway to Health and Wellbeing</b></p> <p><b>Facilitator:</b> Workshop co-Chairs</p> <p>Each table comes up with a path that is interprofessional and refers back to ideas discussed in session 2</p> <p><b>Share ideas</b></p>
11:00am	<b>ADJOURN</b>