Joy in practice: Working smarter, not harder

Professional satisfaction is a powerful driver of the Triple Aim outcomes—better care, better health and lower cost. Yet nearly half of all US physicians exhibit at least one sign of burnout, which contributes to professional dissatisfaction and increases the likelihood of mistakes, patient dissatisfaction and physician intent to leave practice. The Quadruple Aim prioritizes provider satisfaction with the Triple Aim outcomes. Improvements in clinical workflow, teamwork and communication are among the most potent antidotes to burnout that can enhance professional satisfaction and achieve the Quadruple Aim. This session will describe the new AMA practice transformation modules (STEPS Forward™) that can help physicians and staff to redesign the office-based practice. Practical solutions will be discussed, including pre-visit planning, streamlined prescription management, expanded rooming and discharge protocols, team documentation (scribing), preventing burnout and team meetings. The overarching goal of practice transformation is to create a well-organized and collaborative environment that fosters sound medical decision making, minimizes error, increases the quality of provider time with patients and creates an atmosphere that patients, staff and physicians can enjoy.

This event will be eligible for CME. Breakfast will be offered for attendees.

To register for the event, please click here.

About the speaker:

Christine Sinsky, MD

Dr. Sinsky is the vice president of professional satisfaction at the American Medical Association. A board certified internist, she also practices at Medical Associates Clinic and Health Plans in Dubuque, Iowa.

Dr. Sinsky has worked to elevate national awareness of health professional well-being as an important driver of health system performance. From 2011 to 2012 she led “In Search of Joy in Practice: A Report of 23 High-Functioning Primary Care Practices,” a project of the ABIM Foundation. She also co-authored the 2013 paper “From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider.” At the AMA she leads the development of initiatives to improve clinician well-being and reduce burnout.

Dr. Sinsky is a fellow of the American College of Physicians (ACP) and is the recipient of the Iowa ACP 2013 Laureate Award.