CARDI·OH
Ohio Cardiovascular and Diabetes Health Collaborative

Resources to Support Joy in Work

For primary care providers interested in tools and strategies to promote staff engagement and satisfaction and improve clinical workflows and patient outcomes.

Resources for Leaders

IHI Framework for Improving Joy in Work: Explains leadership steps and provides measures, techniques, and case reports for improving joy in work.
ihi.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx

Creating the Organizational Foundation for Joy in Medicine: Includes an interactive calculator to estimate the cost of burnout in an organization, and a survey of leadership quality.
edhub.ama-assn.org/steps-forward/module/2702510

Executive Leadership and Physician Well-Being: Nine Organizational Strategies to Promote Engagement and Reduce Burnout: Outlines the key drivers of engagement and burnout. Also provides measurement tools for process improvement work in physician wellness.
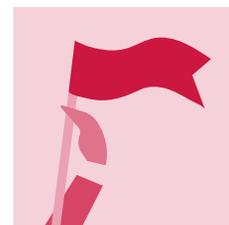mayoclinicproceedings.org/article/S0025-6196(16)30625-5/pdf

Appendix to Joy in Medical Practice: Clinician Satisfaction in the Healthy Work Place Trial: Describes interventions and measurement tools used in the Healthy Work Place trial.
healthaffairs.org/doi/suppl/10.1377/hlthaff.2017.0790/suppl_file/2017-0790_suppl_appendix.pdf

Healing the Professional Culture of Medicine: Provides guidance for leaders to address potential discrepancies between organizational values (such as patient-centered care, social justice, and physician well-being) and current operations.
mayoclinicproceedings.org/article/S0025-6196(19)30345-3/fulltext

Resources for Provider Well-Being

Building Your Resilient Self: Presents an in-depth webinar on resiliency.
acponline.org/meetings-courses/acp-courses-recordings/acp-leadership-academy/acp-leadership-academy-webinars/building-your-resilient-selfr

Physician Health First: Compiles resources covering self-care, practice efficiency, leadership skills, and better use of technology.
aafp.org/membership/benefits/physician-health-first.html

Physician Mental Health and Suicide: Combatting the Stigma in Medicine: Provides details on barriers to seeking help, combatting stigma, and reaching colleagues in distress.
aafp.org/membership/benefits/physician-health-first/phf/mental-health-suicide.html

Physician Support Line: Provides a hotline for U.S. physicians staffed by psychiatrists, staffed seven days a week. The site also includes a page with further support resources.
physiciansupportline.com

Physician Mental Health: Includes a state-based directory of mental health services for physicians.
physicianmentalhealth.com

Physician Well-Being: Protect Against Burnout and Encourage Self-Care: Describes the impact of well-being and burnout. Promotes strategies for individual well-being and resilience.
edhub.ama-assn.org/steps-forward/module/2702556

Resources for Improving the Local Work Unit

IMPLEMENTING TEAM-BASED CARE

Primary Care Team Guide: Includes assessments of current team functioning and ways to develop team member roles.
improvingprimarycare.org

Creating Patient-Centered Team-Based Care: Outlines a conceptual blueprint and strategies for providing patient-centered team-based care.
pcmh.ahrq.gov/page/creating-patient-centered-team-based-primary-care

Team-Based Care: Improve Patient Care and Team Engagement Through Collaboration and Streamlined Processes: Provides a model and implementation of the STEPS Forward™ system of team-based care.
edhub.ama-assn.org/steps-forward/module/2702513

Implementing Optimal Team-Based Care to Reduce Clinician Burnout: Describes foundational principles for team-based care and provides solutions to potential barriers of implementing this care model.
nam.edu/implementing-optimal-team-based-care-to-reduce-clinician-burnout/

Core Principles & Values of Effective Team-Based Health Care: Expands on team-based care principles and values, including team composition and processes of organizations implementing team-based care across the country.
nam.edu/perspectives-2012-core-principles-values-of-effective-team-based-health-care/

A Team-Based Care Model That Improves Job Satisfaction: Outlines the implementation of the Ambulatory Process Excellence or Awesome Patient Experience (APEX) care model that expands the medical assistant to provider ratio.
aafp.org/fpm/2018/0300/p6.html

Medical Assistant Professional Development: Enhance the Skills and Roles of Support Staff: Explains the preparation of medical assistants for enhanced team-based roles using the STEPS Forward™ module.
edhub.ama-assn.org/steps-forward/module/2702558

Embedding Pharmacists Into the Practice: Collaborate With Pharmacists to Improve Outcomes: Describes adding a pharmacist to the existing care team using the STEPS Forward™ module.
edhub.ama-assn.org/steps-forward/module/2702554

Primary Care Practice Facilitation Curriculum: Building Teams in Primary Care: Outlines a 1-hour active learning session for practice facilitators who help primary care practices build their team.
nam.edu/harnessing-evidence-and-experience-to-change-culture-a-guiding-framework-for-patient-and-family-engaged-care/

BUILDING A CULTURE THAT SUPPORTS TEAM-BASED CARE

Daily Team Huddles: Provides strategies from the STEPS Forward™ module to boost practice productivity and morale.
edhub.ama-assn.org/steps-forward/module/2702506

Identifying Practice Personas: Details five common practice structures and cultures that can impact the transition to team-based care and ways to address them.
improvingprimarycare.org/support/characteristics

Civility Saves Lives: Describes the impact of civility on patients and care teams in the workplace.
civilitysaveslives.com/

Creating Psychological Safety in Teams: Demonstrates how to increase the psychological safety necessary for highly functioning teams.
ahrq.gov/evidencenow/tools/psychological-safety.html

The Case for Relationship-Centered Care and How to Achieve It: Evaluates the importance of relationships within the healthcare team and between the care team and community.
healthmanagement.com/knowledge-share/briefs-reports/case-relationship-centered-care-achieve/

IMPROVING EVERYDAY WORKFLOWS

Five Steps for Creating Value Through Process Mapping and Observation: Describes process mapping to improve outcomes and deliver reliable patient care.
ihi.org/communities/blogs/5-steps-for-creating-value-through-process-mapping-and-observation

Pre-Visit Planning: Provides guidance on planning for current and future patient visits.
edhub.ama-assn.org/steps-forward/module/2702514

Patient Pre-Registration: Details how to design and implement a pre-registration process for a practice including training and scripts.
edhub.ama-assn.org/steps-forward/module/2702557

Optimizing Space: Provides insight to how environmental design improves communication, performance, and patient experience.
edhub.ama-assn.org/steps-forward/module/2702559

Pre-Visit Laboratory Testing: Describes the implementation process to establish pre-visit lab testing into a practice.
edhub.ama-assn.org/steps-forward/module/2702697

Expanded Rooming and Discharge Protocols: Describes key steps to implement expanded protocols into a practice.
edhub.ama-assn.org/steps-forward/module/2702600

Annual Prescription Renewal: Identifies steps to synchronize prescription renewal to save time and improve patient adherence.
edhub.ama-assn.org/steps-forward/module/2702751

Medication Management: Describes how to simplify and manage the prescribing and refill process.
edhub.ama-assn.org/steps-forward/module/2757863

Resources for Reducing the Clerical Burden

IMPROVING THE EHR EXPERIENCE

Patient Portal Optimization: Identifies effective use and benefits of the patient portal.
edhub.ama-assn.org/steps-forward/module/2767762

Electronic Health Record Optimization: Explains how to use the EHR to optimize teamwork and workflow.
edhub.ama-assn.org/steps-forward/module/2702761

Team Documentation: Provides insight on the team documentation model from design and implementation to process improvement.
edhub.ama-assn.org/steps-forward/module/2702598

EHRs in the Exam Room: Tips on Patient-Centered Care: Recommends strategies to use and improve EHR-enhanced patient exams.
aafp.org/fpm/2006/0300/p45.html

Staying Connected: Eight Tips for Mindful Office Visits With an EHR: Provides helpful tips to manage the EHR while engaging patients.
aafp.org/fpm/2015/0900/p56.html

REDUCING ADMINISTRATIVE TASKS

Principles for Administrative Simplification: Details principles for reducing administrative burden in a practice.
aafp.org/about/policies/all/principles-administrative-simplification.html

Patients Before Paperwork: Offers a feedback and online collection tool to inform future creation of tools and services for practices.
acponline.org/advocacy/where-we-stand/patients-before-paperwork

Debunking Regulatory Myths: Provides regulatory clarification to aid in the day-to-day practice environment.
ama-assn.org/amaone/debunking-regulatory-myths

Point-of Care Registries: Describes steps to create and maintain a registry to manage patients with chronic conditions.
edhub.ama-assn.org/steps-forward/module/2702745

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