Optimizing the Hybrid Practice Workflow & Physician Wellness in the Era of Artificial Intelligence (AI)

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Member, Regional Education Team, Texas Medical Association, Physician Health and Wellness Committee
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Objectives:

1. Define Hybrid Practices & Provide Solutions that Leverage Artificial Intelligence (AI)

2. Provide Actionable Tools to Create Efficient Clinical Workflow & Wellness for Busy Physicians

3. Workshop: Solutions to Optimize Workflow & Well-Being Using AI Resources
The Hybrid Practice

Flexible work model with combination of remote and in-office work

Transition between in-person, videohealth, and telephone clinical modalities

- Single or multiple-physician practice
- Variable hours, days of the week
- More common after COVID pandemic
Hybrid options
At will, Split-Week, Manager scheduling or Mix of all 3

Hybrid At-will
Employee chooses schedule of on-site/remote

Hybrid Split-week
Company decides on-site days for employees to foster collaboration

Hybrid Manager-scheduling
Managers choose on-site days for employees for productivity and collaboration

Akhter 2022. 4 schedules that power hybrid work and how to roll them out. Envoy.com
Gallup Poll results

Only 12% of hybrid workers prefer 4-5 days on-site

51% prefer 2-3 days on-site

Harter, Wigert et al, 2022. Coordinating Hybrid Work Schedules -- 5 Important Findings (gallup.com)
Software Advice survey on Hybrid work in healthcare

Benefits of hybrid work in surveyed practices:

- 56% report increase in productivity
- 86% report improvement in morale

Less than $5,000 to set up remote work

Shyrock 2023. Want to boost practice morale and productivity? Allow remote work. Medicaleconomics.com
Benefits of a Hybrid Schedule

- Improved productivity, collaboration
- Effective use of workspace
- Improved work-life balance and employee well-being
- In-person and telehealth options per patient preference
Challenges of a Hybrid Schedule

Social isolation
Difficulty training/on-boarding
More time spent on task collaboration
Decreased verbal communication
Difficulty maintaining current, or forming new relationships
Limitations of Telehealth

Some patients prefer & require in-person care

Technical limitations (labs/physical exam/payment collections etc)

Payment is dependent on changing government reimbursement laws
Challenges to Physician Professionalism

Technology
Market forces
Healthcare system strain
Sociological shift of role of physician in society
Physicians’ inability to act according to ethical values, due to institutional and societal constraints
Today’s world of technology

- Constant Connectivity
- Flexible Work Arrangements
- Expectation of Availability
- Increased Workload
- Difficulty in Switching Off
In this digital age, setting clear boundaries between work and personal life is crucial for maintaining a healthy balance.
Boundary implementation

**AT WORK**
- Establish Set Work Hours
- Create a Dedicated Workspace
- Turn Off Notifications
- Practice Mindfulness and Mindful Transitions

**AT HOME**
- Set Aside Time for Self-Care
- Scheduling time for non-work activities
- Communicate with Family and Friends

**SCHEDULE REGULAR BREAKS INTO YOUR DAY!**
Awareness of our thoughts

Recognizing thoughts that do not serve us

(ie. journaling and/or coaching)

Recognizing feelings in our body

(palpitations, irritability, frustrations, “sighing”, frequent check-ins)
“Calm palm”

Five Finger Breathing

- Breath In
- Breath Out
- Breath In
- Breath Out
- Breath In
Application strategies - Eisenhower Matrix

<table>
<thead>
<tr>
<th>Important</th>
<th>Not Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent</td>
<td>Do: tasks with deadlines and/or consequences.</td>
</tr>
<tr>
<td>Not Urgent</td>
<td>Delegate: essential tasks that are best done by others.</td>
</tr>
</tbody>
</table>
AVOIDER needs to delete:
- email
- junk mail
- online games

PRIORITIZER needs to schedule:
- prevention
- planning
- values
- relationships
- goals
- hobbies

PROCRASTINATOR needs to do:
- crises
- deadlines
- problems
- direct patient care

YES PERSON needs to delegate:
- texts
- interruptions
- phone calls

AVOIDER needs to delete:
- email
- junk mail
- online games
The Effects of Occupational Burnout

- Maladaptive syndrome that is expressed due to a prolonged exposure to Chronic OCCUPATIONAL stressors.
1. Create a Culture of Wellness
2. Improve Efficient Practices in the Workplace

3. Implement Coaching Resources to Support Wellness & Leadership Development
Healthcare System: Top Challenges

**Organizational Level**

<table>
<thead>
<tr>
<th>Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workload</td>
<td>Extent to which demands are manageable or overwhelming.</td>
</tr>
<tr>
<td>Control</td>
<td>Amount of control people feel in their jobs.</td>
</tr>
<tr>
<td>Reward</td>
<td>The effectiveness of rewards and recognition systems.</td>
</tr>
<tr>
<td>Community</td>
<td>The organization's responsiveness to staff and community.</td>
</tr>
<tr>
<td>Fairness</td>
<td>Respect and fairness among people in the organization.</td>
</tr>
<tr>
<td>Values</td>
<td>Personal and organizational values about work.</td>
</tr>
</tbody>
</table>

**Individual Level**

1. Burnout
2. Overwhelm
3. Perfectionism
4. Isolation
5. Blind spots
6. Leadership Skills & Emotional Intelligence

HIGH-PERFORMANCE COACHING Helps You
Focus On What Is Within YOUR Control

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“We Must First BE WELL to LEAD WELL”

<table>
<thead>
<tr>
<th>Emotional Health</th>
<th>Mental Health</th>
<th>Physical Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Matters of the <strong>Heart</strong></td>
<td>• Matters of the <strong>Mind</strong></td>
<td>• Matters of the <strong>Body</strong></td>
</tr>
<tr>
<td>• Ability to cope/regulate emotions - EQ</td>
<td>• Ability to think clearly</td>
<td>• Ability to physically function</td>
</tr>
<tr>
<td>• Ability to foster positive relationships</td>
<td>• Impacted by Trauma/Depression/Anxiety...</td>
<td>• Impacted by Exercise/Nutrition/Sleep/Etc..</td>
</tr>
<tr>
<td>• Can be improved with Coaching/Emotional Intelligence Skills</td>
<td>• Can be treated with medication/therapy</td>
<td>• Can be improved with physical care/medication/treatment</td>
</tr>
</tbody>
</table>

AI can improve healthcare delivery & efficiency saving $150 Billion/year

According to Accenture analysis, when combined, key clinical health AI applications can potentially create $150 billion in annual savings for the US healthcare economy by 2026.

"AI chatbots in healthcare will be a crawl-walk-run endeavor, where the easier tasks will move to chatbots while awaiting the technology to evolve enough to handle more complex tasks."

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Artificial Intelligence
Any technique which enables computers to mimic human behavior.

Machine Learning
Subset of AI techniques which use statistical methods to enable machines to improve with experiences.

Deep Learning
Subset of ML which make the computation of multi-layer neural networks feasible.

Artificial Intelligence is the ability for a computer to think & learn

https://www.datarobot.com/wiki/artificial-intelligence/
<table>
<thead>
<tr>
<th><strong>Leadership</strong></th>
<th><strong>Workflow</strong></th>
<th><strong>Wellness</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>TMA Leadership Track/College</td>
<td>Digital Calendars</td>
<td>Online Counseling</td>
</tr>
<tr>
<td><a href="http://www.tma.org">www.tma.org</a></td>
<td><a href="http://www.usemotion.com">www.usemotion.com</a></td>
<td>Calm App</td>
</tr>
<tr>
<td><a href="http://www.renewyourmindmd.com/renewed">www.renewyourmindmd.com/renewed</a></td>
<td><a href="http://www.epic.com">www.epic.com</a></td>
<td>Tapping Solutions</td>
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<tr>
<td></td>
<td></td>
<td>Yoga on YouTube</td>
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<td></td>
<td></td>
<td>Mindful Meditation on YouTube</td>
</tr>
</tbody>
</table>
# AI Tools & Resources

<table>
<thead>
<tr>
<th>AI Tool Type</th>
<th>Purpose/Use</th>
<th>Example</th>
<th>Website</th>
<th>Cost (Approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Language Processing (NLP)</td>
<td>Facilitates understanding and processing human language, aiding in documentation and data entry.</td>
<td>Nuance Dragon Medical</td>
<td>Nuance</td>
<td>Contact for pricing</td>
</tr>
<tr>
<td>Clinical Decision Support</td>
<td>Provides evidence-based recommendations to support treatment decisions.</td>
<td>Epic Systems</td>
<td><a href="#">Epic</a></td>
<td>Integrated with Epic EHR system</td>
</tr>
<tr>
<td>Predictive Analytics</td>
<td>Predicts patient risks and outcomes to aid in proactive care management.</td>
<td>IBM Watson Health</td>
<td>IBM Watson Health</td>
<td>Contact for pricing</td>
</tr>
<tr>
<td>Chatbots for Patient Interaction</td>
<td>Automates patient communication, appointment scheduling, and FAQs.</td>
<td>Ada Health</td>
<td>Ada</td>
<td>Free to start; contact for more</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tool/Resource</th>
<th>Description</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get Freed AI</td>
<td>Automates EMR documentation with AI.</td>
<td>Custom pricing based on usage</td>
</tr>
</tbody>
</table>
Workshop: Create Your Workflow & Wellness Plan

1. Create Awareness:
   - What is working well?
   - What isn’t working?

2. Workflow & Wellness Plan
   - Choose 2 areas to improve
     - Work
     - Home

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Optimize Your Workflow & Life

15 MINUTE VISIT

1. Patient Appointment
2. Staff Triage
3. Determine Key CC
4. Evaluate Patient
5. Chart Efficiently
6. Lead Effectively
7. Practice Wellness Mindset
8. Implement Wellness Strategies

Legend:
- Light Blue: Staff
- Green: You

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SCAN QR Code to Create Your Optimized Workflow & Wellness Plan
AI Can Optimize Your Workflow & Life

AI Chatbot Automation: Patient Appts, Inbox, Labs, Communication

AI Scribe: EMR- DDx, Rx, A&P EB Recs

AI Coach: Leadership, Life & Wellness

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TEXMED 2024 Create Your Optimized Workflow & Wellness Plan - Nora Vasquez MD, CHPC

High-performance coaching is an evidence-based process that can help you reach long-term success and impact while maintaining your wellbeing and positive relationships. This set of questions will help you create a personalized wellness plan and optimized workflow. Please enter your email to receive a CONFIDENTIAL copy of your responses to track your progress.

* Indicates required question

1. What major stressors or challenges are you struggling with right now? *
   - Overwhelm/Work Stress
   - Burnout
   - Keeping up with charting/inbox/tasks
   - Leading my team
   - Being present for my family
   - Time management
   - Creating time to rest/take care of myself
   - Work-life Balance
   - Stress at home
   - Personal Health Concerns
   - Other:

2. Choose a few strategies that you will do to support your EMOTIONAL HEALTH from the list below.
   - Practice Gratitude/Meditation/Prayer
   - Connect with a trusted friend/colleague
   - Practice Mindfulness/Deep Breathing/Tapping
   - Ask for help/delegate
   - Schedule an appointment with a coach
   - Schedule an appointment with a counselor/mental health specialist
   - Other:
3. Choose a few strategies that you will do to support your MENTAL HEALTH from the list below.

- Create healthy boundaries
- Schedule an appointment with a counselor/CPAP/seek mental health services
- Join a supportive community/interest group
- Hire a household manager/Outsource cleaning/yard work
- Schedule whitespace on your calendar for guilt-free rest & self-care
- Other: ____________________________

4. Choose a few strategies to support your PHYSICAL HEALTH from the list below.

- Schedule adequate rest/sleep
- Exercise/Walk regularly
- Make an appointment with your PCP/Specialist
- Schedule an appointment for your Preventative Visit/Cancer Screenings
- Eat a balanced nutritious diet/drink water
- Other: ____________________________

5. Choose 3 Goals To Optimize Your Workflow

- Improve Communication with Staff/Patients
- Clarify Expectations & Huddle with Staff
- Triage 3 Key Chief Complaints
- Complete Charts in Real Time
- Develop Leadership & Influence Skills
- Build Emotional Intelligence Skills
- Practice Wellness Strategies at Work
- Implement Wellness Strategies at Home
- Optimize the 15 minute visit
- Transition Well from Work to Home
What do you want to remember from today?
Share any additional feedback or helpful insights below:

Your answer

Please PRESS the SUBMIT BUTTON below to receive an email with your Plan and AI/Online Resources, References.

Congratulations! You just created your optimized wellness and workflow plan to succeed each day!

To learn more email Nora Vasquez MD, CHPC at renewyourmindmd@gmail.com & join the FREE BCMS community for more online resources here: https://www.renewyourmindmd.com/renewed
Questions & Reflections
What do you want to remember from today?

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Zappa 2022. Knowledge sharing and hybrid work: opportunities and challenges for healthcare professionals. www.ucl.ac.uk
Evercare by Evernorth 2021. The benefits and limitations of telehealth. Evercore.com
Medscape Physician Burnout and Depression Report 2023 &#39;I Cry but No One Cares. (medscape.com)